

1on1

Install Enhancements

Step-by-step instructions

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Estimated Time: between 2 to 4 minutes, depending on internet connection. You must have MS Windows administrator privileges to install any software, but most people should be able to load enhancements and activate their software.
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Option 1 (1on1 is already running):

- Click "Help/Customer Login" (at the top-left border of the program)
- Click "Install Enhancements" (second option down)
- 1on1 should automatically close and then automatically open up a page on our website. Just click the appropriate button (32bit or 64bit) for your computer. You will then need to click "Run" twice. You are finished.
- If you are on **Windows 10, 8, or 7**, then there are some additional security features that require you to "Save" (rather than "Run") our update programs. You should select "View Downloads", then "Open Containing Folder", then right-click the downloaded program and select "Download as Administrator".

Option 2 (1on1 is not running):

- Close OUT of the 1on1 Sales Mgr Tool before proceeding (also close out of the Activation screen and any subscreens, if open)
- Go to our website at: www.1on1co.com
- Click on "Classic Tool Login" (left-hand side of screen)
- UserName: (see email) " _____ " (small letters, no caps)
- Password: (see email) " _____ " (small letters, no caps)
(have your administrator contact us for changes to your UserName and Password)
- Click on "Enhancements" (choose either 32-bit or 64-bit)
- Click "Run" (it typically takes between 30 to 60 seconds)
- Click "Run" again at the message that the publisher could not be verified (Microsoft does not recognize small publishers like us).
- You should see the program unzipping some files. After it has finished, the screen will go back to the web page. Just close the page. You are finished.
- If you are on **Windows 10, 8, or 7**, you will be required to "Save" (rather than "Run") our update programs. Click "Actions", then "View Downloads". Right-click the file name, then click "Open Containing Folder". Right-click the file name again, and select "Download as Administrator" (this procedure may be required, even if you are already logged in as an administrator).

Note 1: ERAIgnite: You will need to download data using ERAIgnite's Dynamic Reporting. See your Reynolds Administrator to set up the appropriate users. If you do not download data, then you will receive a message saying the data file is missing.

Note 2: If you want additional users to be able to run 1on1, then your Reynolds Administrator will need to set up each of the appropriate users with access to ERAIgnite's Dynamic Reporting application. The ideal procedure is to have 1 person as the owner of the "1on1" Dynamic Reporting file, and then add the other users within the "Additional Users" tab for the appropriate report.

Note 3: Many of our customers request to install the software on additional computers. No problem. You are licensed to install the "1on1 Sales Mgr Tool" on as many computers as needed within your dealership.