



mycreation.co.uk

MyCreation Version 2 Update Instructions

Version 2.0.2 - February 2009

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MyCreation, Media House, Burrel Road, St Ives, Cambridgeshire PE27 3LE

Tel: 0845 643 9192 Email: info@mycreation.co.uk

Instructions for updating MyCreation software and products to version 2.

Please follow these instructions to update MyCreation software and products to version 2. MyCreation software uses an 'Auto-Update' feature which is similar to Windows Update, allowing it to connect directly to our server and download the required updates. Please note that if you have not yet installed or used the software, you should refer to the notes at the end of this document.

Please follow these instructions to perform the update:

1. Start the MyCreation software.
2. If you have chosen to allow 'Automatic Check For Updates' in the software preferences, a pop-up message will appear after a few moments alerting you that there are new updates to download. Click Yes to open the Auto-Update panel (now go to step 4).
3. If you have chosen to disable 'Automatic Check For Updates' in the software preferences, click the 'Create a New Project' button. The 'New Project' panel will appear. Click the 'Check For Updates' button in the bottom right corner of the panel. When the 'Auto-Update' pop-up appears, click the 'Start' button. The software will now connect to the server.*
4. The 'Auto-Update' pop-up will contain various update options. Please proceed with the updates in the following order:
 - a) Update the Application to MyCreation 2.0.2.
Note that once the software application has updated, the software will prompt you to automatically restart;
 - b) The Auto-Update prompt will appear again, once it does click the 'Yes' button. Download the new and updated products that you require (including the new Square and A3 photobook products). If the Auto-Update prompt does not appear, click the 'Create a New Project' button. The 'New Project' panel will appear. Click the 'Check For Updates' button in the bottom right corner of the panel.
 - c) Optionally update any backgrounds and masks that you wish to use.
5. MyCreation should now be fully updated.
6. Please advise us if you have any problems updating - please send an email to support@mycreation.co.uk including an exact description of the problem.

* If the MyCreation software seems to 'hang' for an extended period of time or you receive an error message when connecting to our server, please check your Firewall settings if you have one enabled. If you are experienced in using a Firewall, you will need to allow the MyCreation software on your computer to communicate with our server. To do this you may need to grant permission or enable an exception in your Firewall settings. If you need assistance with this please send an email to support@mycreation.co.uk including information about which Firewall you have installed and an exact description of the problem.

Important!

This update is required. If you use older versions of the software, the creation of new projects and the ordering process may not work properly and you may corrupt or damage your projects. We strongly advise you to update both the MyCreation software and products.

Updating under Mac OSX

We are aware that under certain conditions software application and product updates on Mac OSX may fail when using 'Auto-Update'. If this occurs please visit the website and download the new version 2 installer and re-install the software. This will update your software to version 2 - you can download the software from this location:

<http://www.mycreation.co.uk/download-software.php>

If you have not yet installed MyCreation, you can download new version 2 installers from the website - <http://www.mycreation.co.uk/download-software.php>

Notes:

If you have not yet installed or used the software, please refer to the video tutorials on the MyCreation website located at <http://www.mycreation.co.uk/video-tutorials.php>. Here you will be able to find video tutorials that walk you through downloading, installing and using the software for the first time:

Download and Installation:

<http://www.mycreation.co.uk/downloading-the-software.php>

Using the software for the first time:

<http://www.mycreation.co.uk/using-the-software-for-the-first-time.php>