



# EMSONline easy-read guides

## Title: Install or upgrade EMSONline

### Who can help me if I get stuck?

- Tony Ryan, [Tony.Ryan@RosterCoster.com](mailto:Tony.Ryan@RosterCoster.com), phone 0407 139 796

### STEP 1

1. In the [Ring these orgs](#) screen, note:

the name of the person typed into “**Install via ...**” (or hunt down the screen and find someone you can ring), and

the “**Install path**”

2. Ring the person above and get into his or her PC via TeamViewer.
3. If there is NOTHING in the install path other than a single zip file called “GilInstall.zip”, **go to STEP 2 now.**
4. Ask: have you typed anything into the resi statement tool so far that you want kept? **If the person says no, then ...** delete everything in the install path, download [www.RosterCoster.com/GilInstall.zip](http://www.RosterCoster.com/GilInstall.zip) into the install path, delete any reference to “Gateway” on the person’s desktop, and, if it exists, delete the folder “c:\data\ems processing” Then, **go to STEP 2 now.**
5. OK, still with us? this means that a previous version of EMSONline is still installed, and the org has been using it, and the org needs ONLY an upgrade:

Download [www.RosterCoster.com/GiUpgrade.zip](http://www.RosterCoster.com/GiUpgrade.zip)

6. Extract the zip files
7. Open the folder called “.....GatewayInstall”
8. Open the file called “EMSONline admin”

Ring Tony now on 0407 139 796 (or Damien on 0438 388 922) for phone instructions on HOW TO UPGRADE.

Ignore Step 2, if you got this far in Step 1, and **go to STEP 3 now**.

## STEP 2

Ring Tony now on 0407 139 796 (or Damien on 0438 388 922) for phone instructions on HOW TO INSTALL FROM SCRATCH, starting with only GilInstall.zip sitting in the install path, as yet unzipped.

## STEP 3

Step 3 is part orientation, part checking that you've set EMSONline up correctly

1. Coach the person into EMSONline, and then into the Data Control Centre
2. Tell the person to select him or herself under the following link:

[Select users and edit permissions to groups/locations](#)

3. Tell the person to tick one of the sample houses, then save (tell that person he or she will now be able to see a resi statement for anyone in that house – there happens to be a sample client in that house)
4. Tell the person to press Close, and then go back into the main menu
5. Tell the person to visit the resi statement (single-clicking!)
6. Let the person know there are user manuals on most screens, and at [www.RosterCoster.com](http://www.RosterCoster.com).