

Solution "A"

Overview

These steps should be followed if you are currently using the software on Version 2.08.3 or Version 2.08.4.

You can determine your version by looking above *Today's Attendance* on the Main Menu.

If you are not able to access your software, please use Solution "B" instead.

Please Note

This guide accompanies the training video. Please watch the video first, with this guide as a reference.

Afterward, you should be able to perform the steps, using this guide as a step-by-step checklist.

Downloading

1. Visit Go Figure's website at www.igofigure.com.
2. Click the *My iGo* tab.
3. You will see instructions for the Version 2 fix. Under Step 1, click where it says *Click here*.
4. Click **Save**.
5. Select *My Documents* as the location to save the file.
6. Click **Save**.

The file is around 4 MB, and should only take a few minutes to download.

Upgrade Preparation

1. Exit iGo Figure, and make a backup. Save the backup to a safe external location, such as a jump drive.
2. Restart your computer. Do ***not*** open iGo Figure however!
3. Click **Start > My Documents**.
4. Right-click on the file you downloaded (v2085.exe), and select *Properties*.
5. Look at the bottom of the window that opens. If you see a button labeled **Unblock**, click on it, then click **Apply** and **OK**. (If you do not see a button labeled **Unblock**, just close the window.)
6. Double-click on the file v2085.exe.

The upgrade should take less than one minute.

Verification

1. After the patch has finished running, open iGo Figure as you normally would.
2. The software should open fine with no errors or warning messages, or any special steps required.
3. When the software opens, verify that the Version number is now 2.08.5.
4. Go into Member Records and verify your data is intact.

If *any* of the above conditions are not met, please see the following section.

Further Issues

If any of the four "verification" conditions listed above are not met, please implement the "Solution B" steps.