

STEPS TO INSTALL ONBASE UNITY CLIENT EP5 (21)

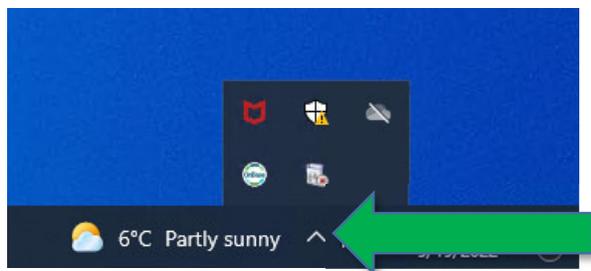
The instructions below are for **Unity Client application** users on St. John's, Signal Hill, and Labrador campuses.

MacOS users and PC users that **only** use the OnBase Web Client (access OnBase via a web link) do not follow these steps.

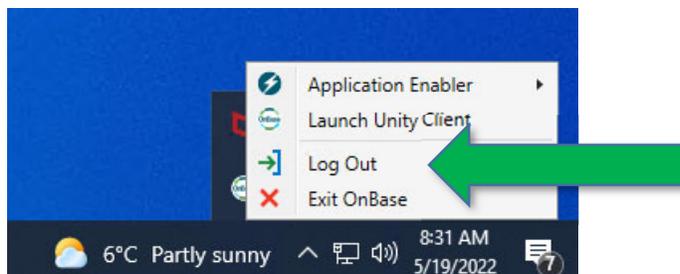
Grenfell and MI OnBase users please contact your IT Service Desk for download instructions.

STEP 1 - UNINSTALL ONBASE 17

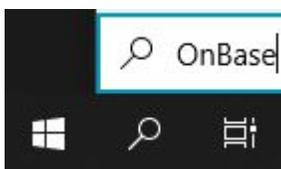
1. Check that OnBase is not open and if it is, exit completely
 - a) In the Windows taskbar select the arrow



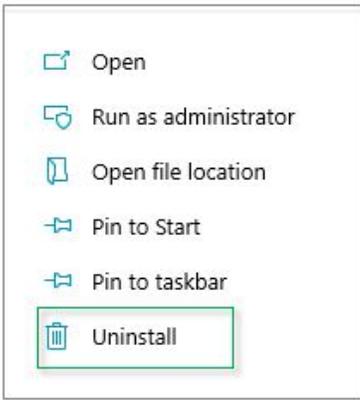
- b) If there is an OnBase icon it means that OnBase is open
- c) To exit, **right-click** on the OnBase icon and select **Exit**



2. Type **OnBase** in the magnifying glass (Search) icon on the Windows taskbar.

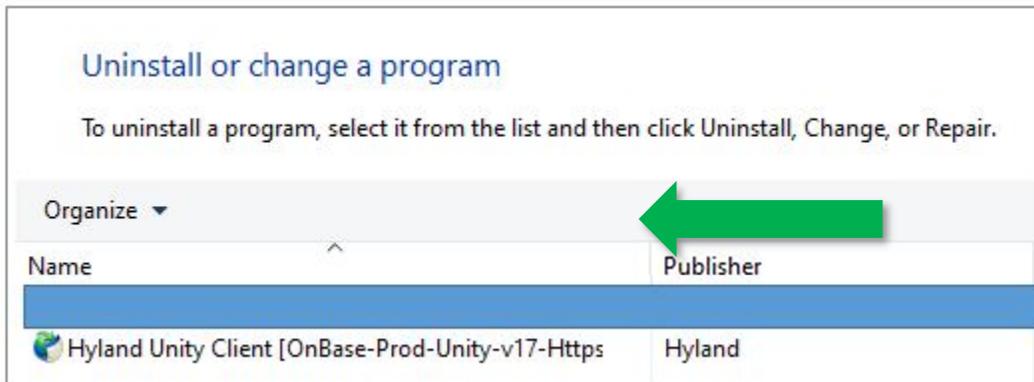


3. **Right-click** on the **Hyland Unit Client {OnBase-Prod-Unity-AD-v17}** app.
4. Select **Uninstall** from the list.

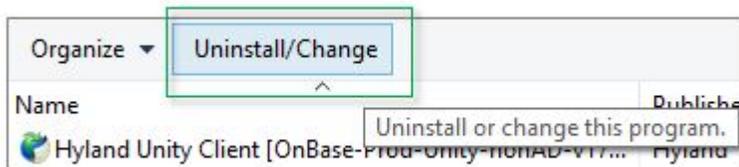


5. Select **Hyland Unity Client [OnBase-Prod-Unity-AD-v17-Https3]**

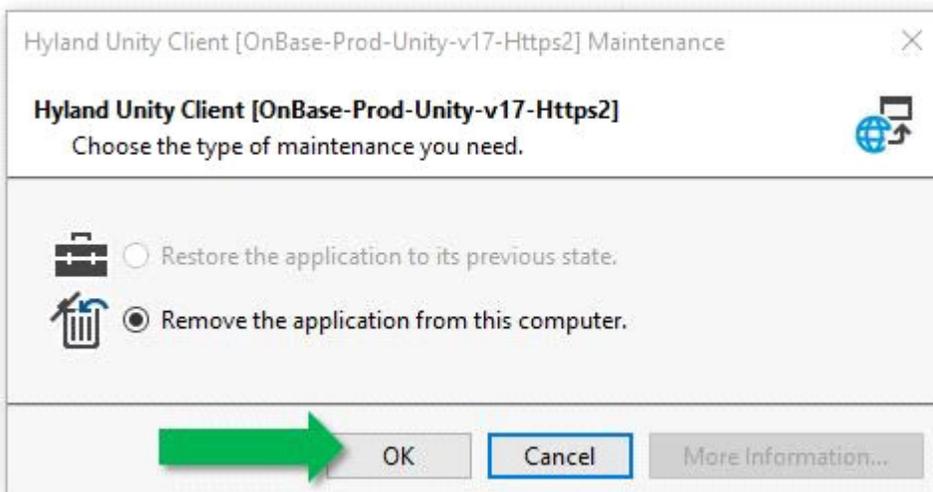
Note: You may have installed the Https2 version [OnBase-Prod-Unity-AD-v17-Https2] if so, select to remove



6. Select **Uninstall or change a program**.



7. Click **“OK”**.



OnBase 17 Unity Client should now be uninstalled from your machine.

Continue to Step 2 – INSTALL ONBASE EP5 (21)

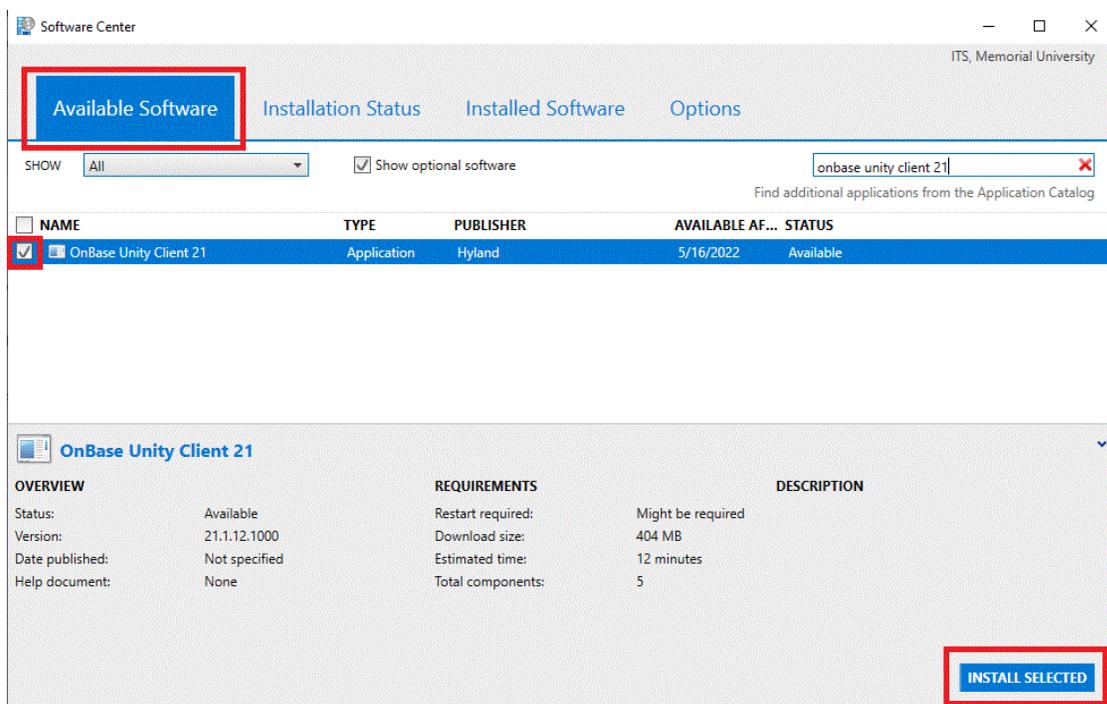
STEP 2 – INSTALL ONBASE EP5 (21)

Note: You may be prompted to restart your machine when you install OnBase. Save your work to avoid losing data.

1. Open the Software Center on your PC desktop.

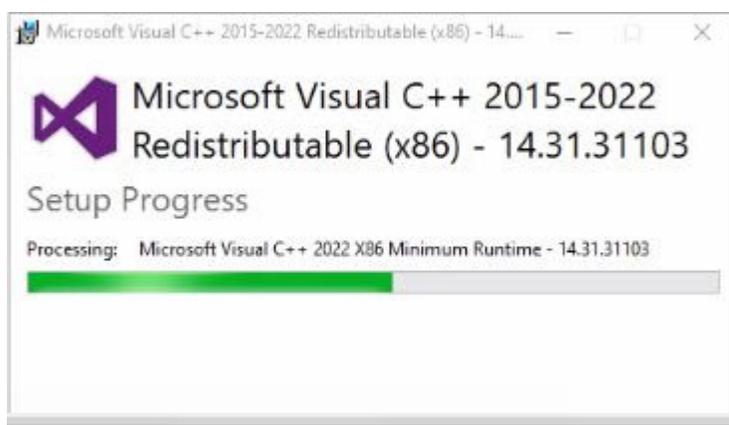


2. Select **OnBase Unity Client 21** under the Available Software and click the **Install Selected** button.



The installation will move to the **Installation Status** tab while installing and once installed, the new version will be listed under the **Installed Software** tab.

Note: Your machine may not have the required version of Microsoft Visual C++ installed. If needed, it will automatically install and you will see the screen below.



Note: A restart is required at this point to complete the install.

3. After restarting, the Unity Client shortcut will be on your desktop. If not, please contact the IT Service Desk.



4. To test access, **double-click** the shortcut. If you get an error at this point, please contact your business process lead.