

My Memory Center™ - Reinstallation Guide

To reinstall My Memory Center™ backup program, perform the following:

Step A: Proceed to the [My Memory Center™ Web Access Login](#); see *Figure 1 – Web Access Login Screen*.

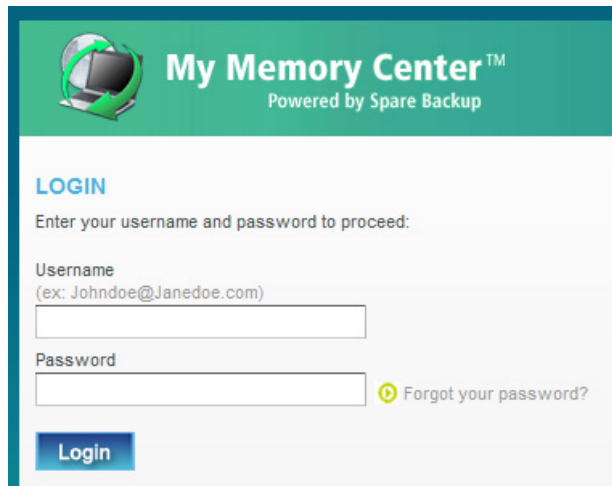


Figure 1 – Web Access Login Screen

Step B: Enter your *Username* and *Password* selected at registration and click the **Login** button.

Step C: The following Recover screen will appear, see *Figure 2 – Recover screen*.



Figure 2 – Recover screen

Step D: Click the **SETTINGS** button found in the upper right and then the Settings screen will appear; see *Figure 3 – Settings Screen*.

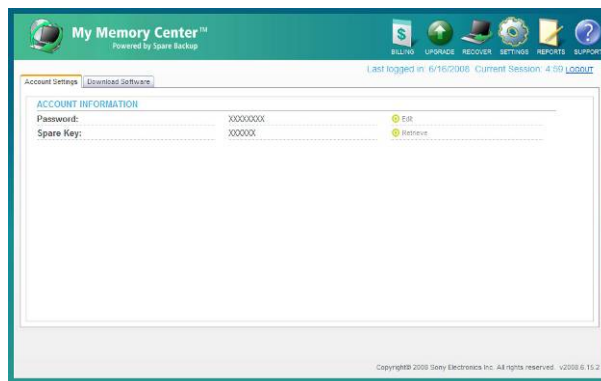


Figure 3 – Settings Screen

Step E: Click the **Download Software** tab and the Download software screen will appear, see *Figure 4 – Download Software Screen*.

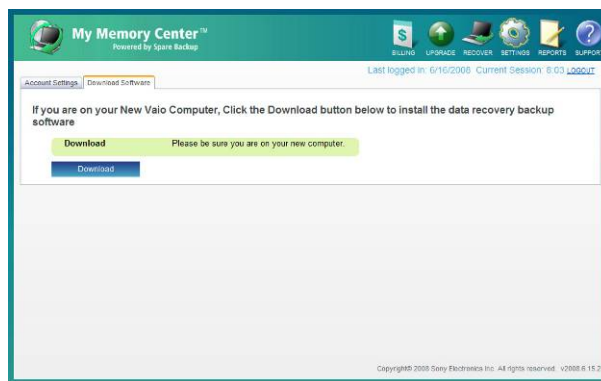


Figure 4 – Download Software Screen

Step F: Click the **Download** button to start the software download and installation.

Step G: If you see a **Yellow Information Bar** at the top of the browser screen, click the **yellow bar** and then click **Download File**, continue to the next step.

(**Note:** Instructions continue on the next page.)

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Step H: The following Internet Explorer Security Warning screen will appear.

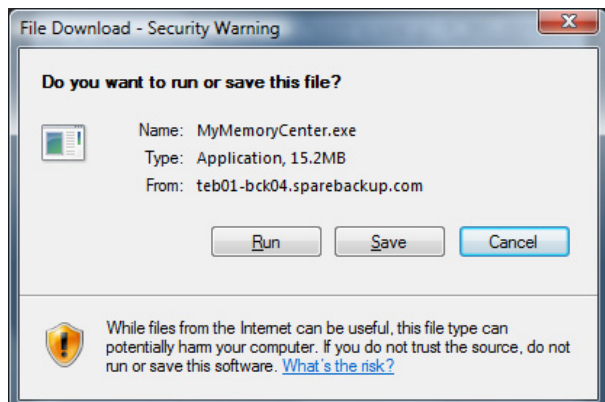


Figure 5 - Security Warning

Step I: Click the **Run** button to start the download of My Memory Center™, see *Figure 5 - Security Warning*

Step J: After the software downloads, then click the **Run** button to start the installation.

Step K: The InstallShield Wizard will appear and the process of installing the program will begin, see *Figure 6 - InstallShield Wizard*.

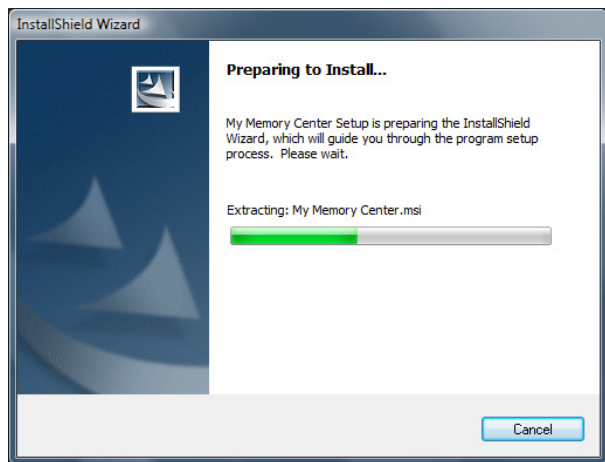


Figure 6 - InstallShield Wizard

Step L: The Installation Wizard will check to see if Microsoft .NET 3.0 Framework is installed. If not installed, the Installation Wizard will initiate the installation of Microsoft .NET 3.0 Framework.

Step M: Accept the End User License Agreement by clicking **I accept the terms in the license agreement** and then click the **Next** button, see *Figure 7 - License Agreement*.

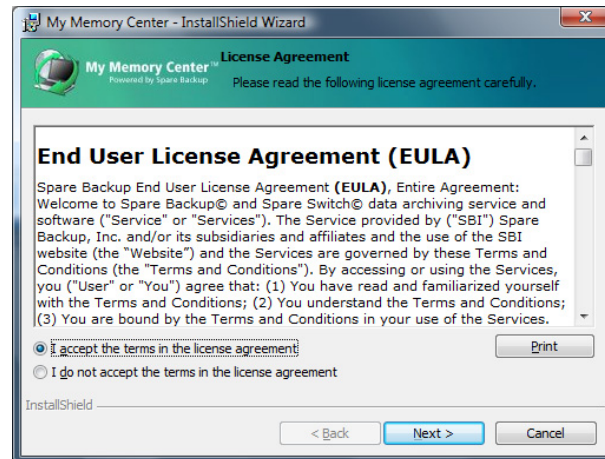


Figure 7 - License Agreement

Step N: The installation process is complete when the Home Menu window of the My Memory Center™ program appears, see *Figure 8 - Home Menu*.



Figure 8 - Home Menu

Step O: To Recover All your files, click the **RECOVER** button, and then click the **Recover All** button, then click the **OK** button to start the recovery of all your files.

Additional procedures and information for recovering a single file(s) or folder(s) can be found in at the [My Memory Center™ - Frequently Asked Questions](#).