

## New instructions for installing Ripple Effects Software

If you have ANY problems installing or using Ripple Effects' software on Windows XP or MAC OS, please do one of these three things:

- Contact your technology support person, give them this sheet
- Contact Ripple Effects and ask for technical support (888-259-6618)
- Follow the directions below BEFORE clicking on "start here" icon

Security-related updates to both Windows and Mac operating systems affect how software, including Ripple Effects products, is installed and used. Because of these updates, your computer system is probably safer, but installing new products may be more complicated, and some older products may quit working.

Two kinds of problems may come up. One has to do with the "status" or privileges of the installer, relative to all other people who will ever use the program. Decisions about that have to happen first. The other has to do with where things are installed.

**Regarding privileges:** Both your operating system (OS) and Ripple Effects software program have different levels of "privileges" (called "User" and "Administrator") related to access and authority to make changes. Some confusion comes in because these terms now mean different things at the Operating System (OS) level, than they do at the Ripple Effects software level.

Operating System (OS) "Administrator" privileges allow installation and use of programs anywhere within the system. Operating System (OS) "User" privileges, only allow installation of software, including Ripple Effects, in limited locations. An operating system administrator may need to install the program. However, to use the program (including monitoring student progress) Operating System (OS) "User" status is sufficient.

All people using Ripple Effects on a particular computer must have the same OS security privileges (same operating system status.) Either all must be users, or all must be administrators. Even if you have installed the program with administrator status, actual use of the program requires you to "downgrade" to "user" status, within your operating system (OS), if any other user "user" status people will be accessing the program. To get administrative privileges within Ripple Effects, simply use your serial number (or the initials RFT and any five digits) as your password when you sign into the RE program. This will enable you to monitor student progress, block topics, and disable web access.

**Regarding where things go:** Two files must be copied into shared user space and Ripple Effects users all need to have the same operating systems "privileges."

- 1) To start insert the installation CD/DVD and find a folder called "Ripple Effects for Students."
- 2) Copy that folder to the following location on the hard drive:  
On PCs: C:\Documents and Settings\All Users\Shared Documents\  
On MACs: Users:Shared
- 3) Make sure the folder is NOT marked "Read only". If it is, change it to "Read and Write". Have it apply to all files and folders and sub folders.
- 4) Now, click on Start Here, and install the program. Always install it to the "Program Files" folder on the PC or the Applications folder on the MAC.

For questions on this or for tech support call: 1-888-259-6618 or email [help@rippleeffects.com](mailto:help@rippleeffects.com) April 2007