Installing the LockLizard Licence

Technical Information for the Programme Coordinator and IT Technician

> **Important**:
> - By 'device' we mean a computer, Mac Book, iPad, Chromebook and Android Tablet.
> - By 'operating system' we mean Microsoft Windows, MAC, iOS and Android.
> - Locklizard currently can only be installed on a device powered by the four operating systems mentioned in '2' above. Comprehensive installation manuals for IT technicians are available for all four operating systems.

1. There are a number of ways to install the licence depending on how your device operating system is set up. Please read all options before you begin to install the licence.

2. **Admin Rights**

    2.1. If your device requires Admin Rights and you do not have these then please forward this document, together with the licence email from LockLizard, to the person who manages your network.
    2.2. Admin Rights are not normally present on personal devices. Your IT technician, IT leader or office staff will be able to tell you if you have Admin Rights. A quick way to identify though is whether you can/are able to self-install programmes yourself – if not then your device is likely to require Admin Rights.
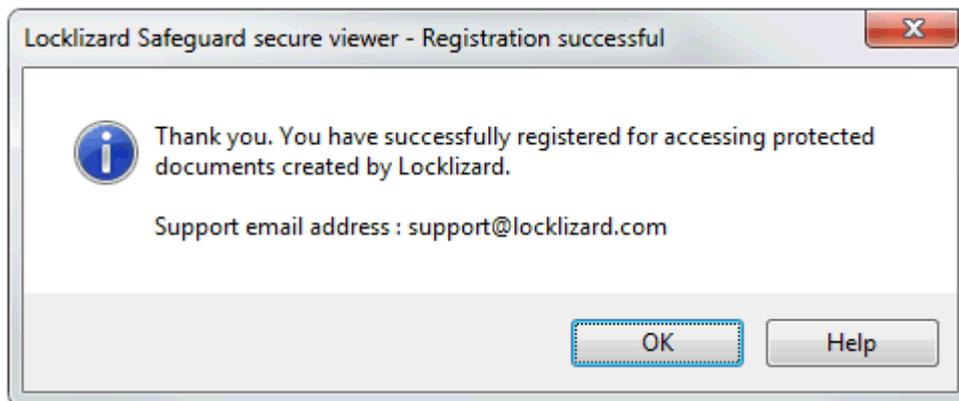
3. <u>**Option One**</u> **– This will work if you have the Admin Rights to install software on your device and you have a Viewer installed on your device.**

    3.1. Click on the attached Licence File which was attached to your email from LockLizard and The Ten Ten Charitable Trust. The licence file ends with .llv
    3.2. When you click the licence file it will install.
    3.3. You should not be required to do anything else if you already have a Viewer installed. You will now be able to open the downloaded files.

3.4. A message dialog will confirm successful registration.

4. **Option Two – If you do not have a Viewer installed on your computer or are asked to install one when you click the attached licence file.**

   4.1. If you have a Windows operating system (computer/device) which are present in the vast majority of schools then click here: https://www.locklizard.com/download_pdf_viewers/#windows-viewer and download the viewer following the instructions below.

   If you have any other operating system such as a MAC, iOS or Android system then please refer to the bottom of this information and guidance will be provided.
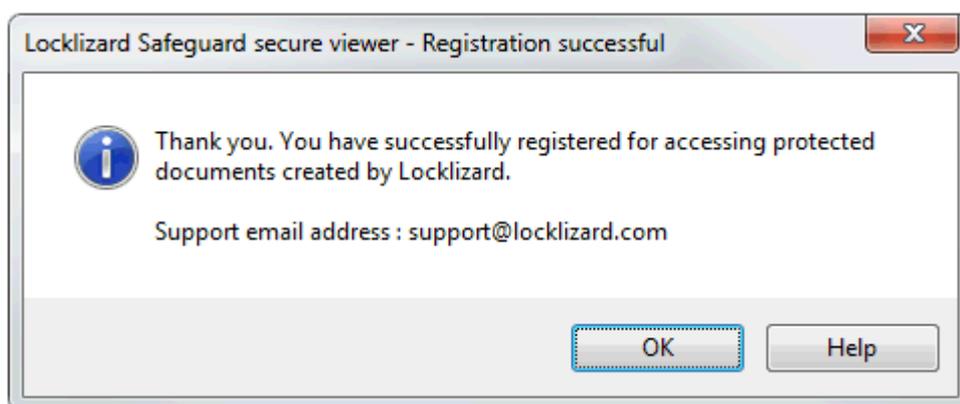
   4.2. **Install the Viewer (Windows Operating System)**
      4.2.1. Select one of the downloads (choose the EXE unless there is a technical reason not to).
      4.2.2. Choose 'Save' to download to your desktop.
      4.2.3. Right-click on the program and select **'Run As Administrator'** to start the installation process.

   4.3. **Activate (register) your Licence**
      4.3.1. Go to the 'Your Licence' section of this email that was sent to you.
         NOTE: You must use a direct Internet connection (physically located at the device you are going to register from) – and not a VPN/Remote connection.
      4.3.2. Click on the **'Your Name Licence'** link and select **'Open with Safeguard Viewer'**.

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4.3.3. A message dialog will confirm successful registration.

4.4. If this does not work then we suggest you ask your IT Technician to install the licence. You will need to provide them with your licence email/attachment. A comprehensive guidance booklet is provided which will troubleshoot the majority of install issues. The guidance booklet with comprehensive guidance is available from:
https://www.locklizard.com/download_pdf_viewers/#windows-viewer

4.5. If your school uses a different operating system to Windows then please refer to the following:

4.5.1. If you have a Mac operating system click here:
https://www.locklizard.com/download_pdf_viewers/#mac-viewer

4.5.2. If you are using iOS operating system click here:
https://www.locklizard.com/download_pdf_viewers/#ios-viewer

4.5.3. If you are using Android operating system click here:
https://www.locklizard.com/download_pdf_viewers/#android-viewer