

If you get in to trouble during initial installation you can use these instructions to start over with the installation of PsychNotesEMR

Step 1. Go to control panel and select add/remove programs

Step 2. Remove PsychNotesEMR

Step 3. Go to Program and Delete the PsychNotesEMR folder (if it is still there)

Step 4. Go to Windows/System32

Step 5. Go to Tools/Folder Options/View and select Show Hidden Files and Folders

Step 6. Delete any files with suffix .lck the file name would be the first five characters of your keycode Example if your key code was 6LCL9 3H2KR ..... then the file would be 6LCL9.lck

Now just re-install the program from scratch. Just to make sure that everything is OK you should download latest version from [www.psychnotesemr.com/support](http://www.psychnotesemr.com/support).

**WARNING: THIS WILL DELETE ANY INFORMATION THAT HAS BEEN ENETERED.**