SoftChalk™ Create 11 Installation Guide

Updated May 4, 2018

Contents

Introduction

This guide will cover how to install the SoftChalk Create Desktop version onto your Windows or Macintosh computer. Once you install SoftChalk Create, start the application and go to **Help/Help Topics/SoftChalk Create Guide**. Within the **Create Guide** is a **Getting Started** section.

The URL for this **SoftChalk Create Installation Guide is below**. As we update this guide, the URL will remain the same.

https://softchalk.atlassian.net/wiki/download/attachments/199721157/installationguide.pdf?api=v2

IMPORTANT: If you have already installed SoftChalk Create 10, but haven't entered the license information yet, you can just enter your license information without having to run the installation again. See the sections Enter Your License Information (Windows) or Enter Your License Information (Macintosh).

Windows Installation Process

Start the Installer

1. Download and install the SoftChalk Create Installer (windows version).

   a. We highly recommend saving the installer to your local computer before beginning the installation process.

   b. Please be patient while the installer downloads - it typically takes one to five minutes.

2. Open the folder where you saved your installer file. Typically, this folder is called **Downloads** on a Windows computer. The installer file is called *SoftChalk-Create-desktop-11.exe.* **Double-click** on this file to start the installation.

3. Double-click on the icon above. If you get a Windows Security Warning, verify that you wish to continue the installation.

4. Make the selection to accept the License Agreement, and click **Next.** This will initiate the installation process.

5. Once the installation is complete, the SoftChalk Create desktop application will open. You have successfully installed SoftChalk Create!
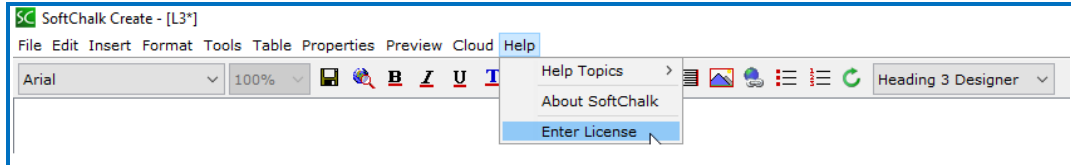
Start SoftChalk Create

1. After completing the installation process above, you should see the *SoftChalk Create 11* icon on your desktop (see below).
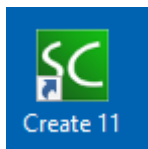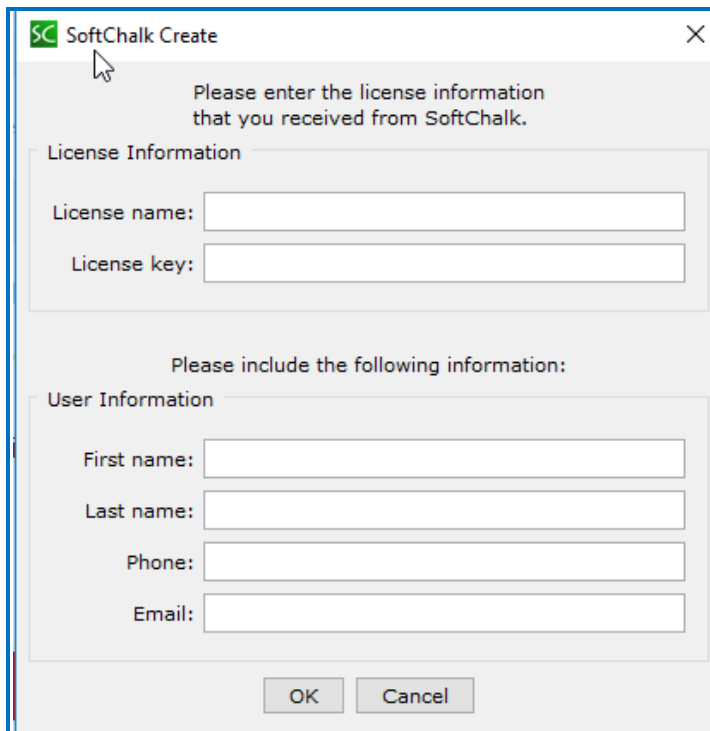

2. Double-click on this icon to start SoftChalk Create. (This icon is a shortcut to start SoftChalk Create.) (If you get a Windows Security Alert window concerning network connections, click **Unblock**. SoftChalk checks for updates of SoftChalk Create using the internet.) **IMPORTANT**: If you double-click on the icon and cannot start SoftChalk Create, please look at our [FAQs](#) on our website. At the left of the FAQ page, click on the section called *Installation*. If you're still having issues, please contact us at help@softchalk.com.

Enter Your License Key

1. When you purchase SoftChalk Create desktop application, you are provided with unique license key credentials. You will need that information to complete this next section. If you haven't purchased SoftChalk Create, please contact sales@softchalk.com.

2. Open the SoftChalk Create app and go to the **File** menu at the top of your screen and select **Enter License** (see below).

3. **IMPORTANT**: Copy and paste the **License Name** and **License Key** information as provided to you by SoftChalk. (See the license screen below.)


4. Fill out the User Information (First Name, Last Name, Phone and Email). Then click **OK**.

5. If you get an error entering your license information, **make sure that you copied and pasted the license information provided to you. Make sure there are no leading or trailing space characters in the license name or key fields. Also see the FAQs mentioned in the Introduction** (see the section [Trouble Entering Your License Information](#).)

Uninstall SoftChalk Create (Windows)

In case you need to uninstall SoftChalk Create, you can follow the directions below. If you need to uninstall SoftChalk Create, your license information will be preserved.

1. From your desktop, go to the Windows **Start** menu in the lower left hand corner of your Windows screen. Locate the **SoftChalk Create 11/Uninstall** option (see below) and select it.
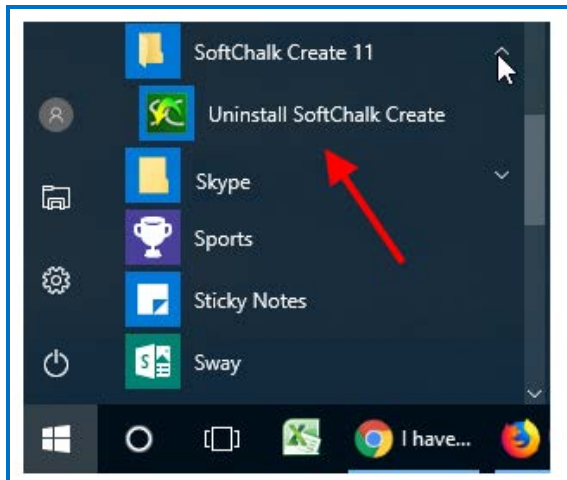
Macintosh Installation Process

Start the Installer

1. Download and install the SoftChalk Create Installer (Mac version). Please be patient while the installer downloads – it typically takes one to five minutes. The installer file is called *SoftChalk-Create-desktop-11.dmg.*

2. Once the installer has downloaded, Click **Open**.
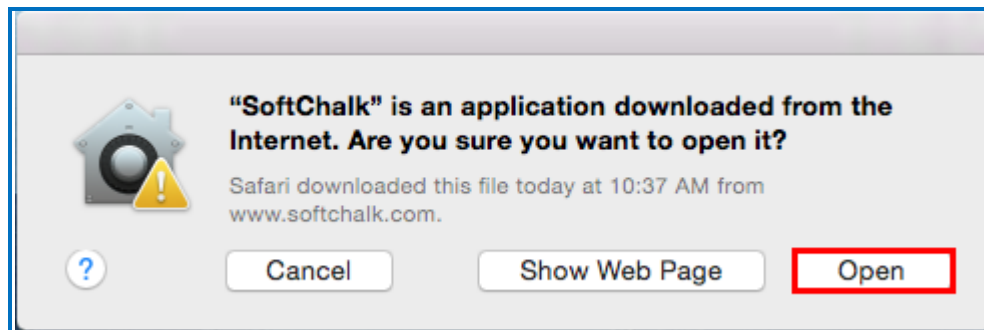
3. Double-click on the **SoftChalk-Create-desktop-11.dmg** file (see below).

4. Double-click on the SoftChalk Installer icon (see below) and proceed to the next step.

If you do NOT see the SoftChalk Installer icon above on your desktop, then see the following solutions:

- Please open your computer icon, typically **Macintosh HD**. Then look at the left hand column under **Devices**, and click on **SoftChalk Installer** and continue with Step 6 below.

- If you do NOT see the SoftChalk Installer icon under the **Devices** area, then you may be using a non-standard program to open .dmg files. **Control-click** on the **SoftChalk-Create-desktop-11.dmg** file. Choose **Open with** and make sure that **DiskImageMounter.app** is the selected application.

5. You'll see the SoftChalk License Agreement:
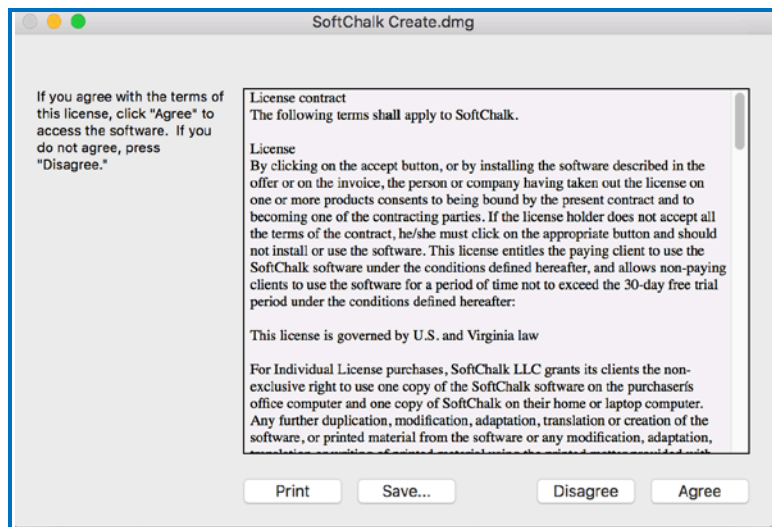
6. When you click on "Agree" to agree to the license, you'll see the contents of the disk image for the installer.

   IMPORTANT: To complete the installation, either drag the SoftChalk11.app onto your desktop or drag it into your Applications folder. *Be sure to close your SoftChalk Installer window.*
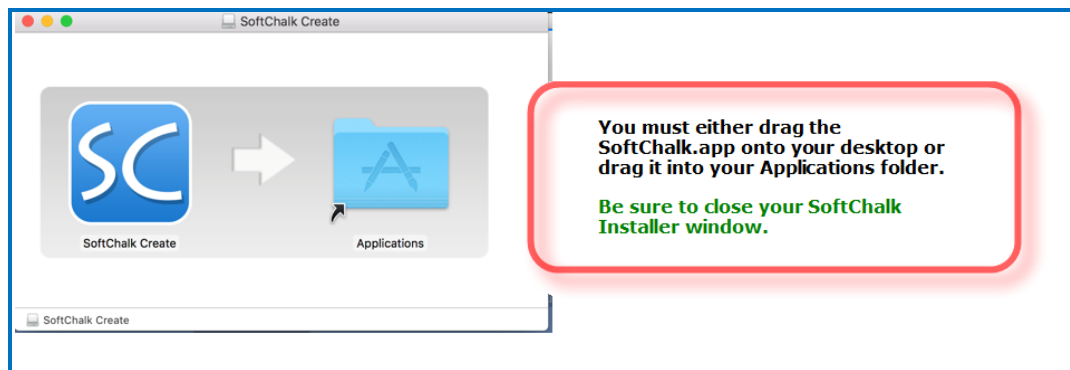
7. Congratulations! You have installed the SoftChalk Create desktop application successfully on your computer!
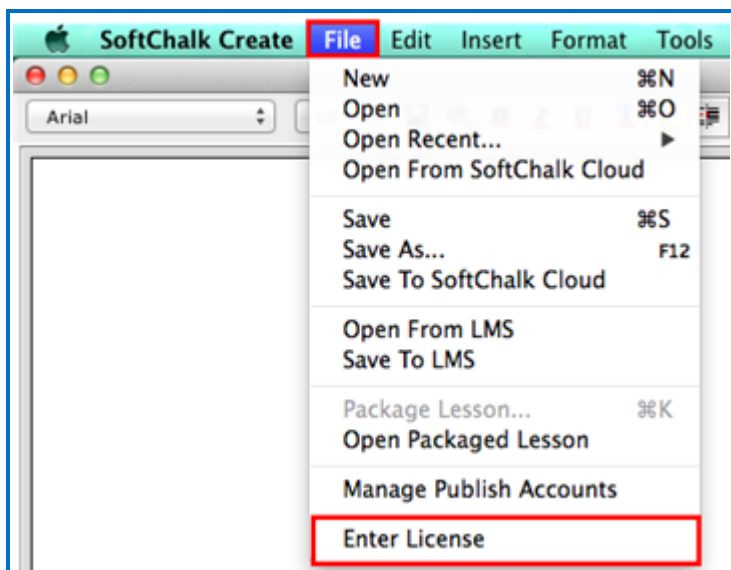
Start SoftChalk Create

1. After completing the installation process above, you should see the **SoftChalk11.app** icon in your Apps folder.
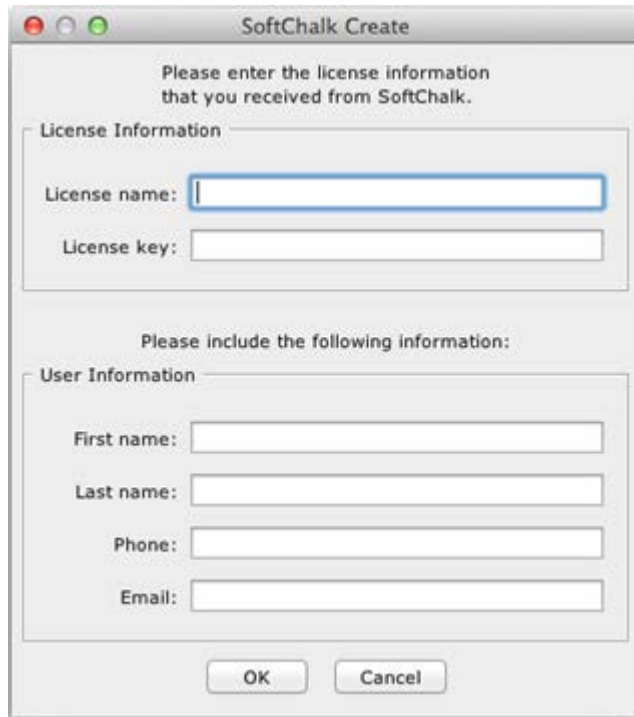
2. Click on this icon to start SoftChalk Create. (This icon contains your SoftChalk Create program.)

3. **Important**: If SoftChalk doesn't start, please see the following FAQs:

   I have a Macintosh running OS 10.8 (Mountain Lion). When I try to install SoftChalk, I get an error: "SoftChalk Create" is damaged and can't be opened. You should move it to the Trash. What should I do?

Enter Your License Information (Macintosh)

1. Open SoftChalk Create and go to the **File** menu at the top of your screen and select **Enter License** (see below).

2. **IMPORTANT**: Copy and paste the **License Name** and **License Key** information as provided to you by SoftChalk. (See the license screen below.)

3. Fill out the User Information (First Name, Last Name, Phone and Email). Then click **OK**.

4. If you get an error entering your license information, **make sure that you copied and pasted the license information provided to you. Also, make sure there are no leading or trailing space characters in the license name or key fields.**

Uninstall SoftChalk Create (Macintosh)

1. To uninstall SoftChalk Create, drag the file *Create11.app* icon on your desktop (see below) to the trash can. Empty the trash.

Installation Questions

If you have trouble installing SoftChalk Create after reading this guide, please look at our [FAQs](#) on our website. On the FAQs page, locate the list of FAQ categories on the left and click on the section called *Installation*.

If you have trouble with your installation and cannot find your answer in our [FAQs](#) on our website, please contact help@softchalk.com and we will be glad to assist you.

IMPORTANT: Be sure to *save the installer to your local computer* before running it. Sometimes users have a slow internet connection and try to run the installer from the internet rather than saving it to their local computer first.

Also, if you are on a fast internet connection and downloading the installer is taking 20 minutes or more, you may want to stop the download process and start another download. (Typically downloading the installer takes 5 minutes or less.)

SoftChalk Create runs on your desktop computer and does not require internet access for creating your lessons. For information on delivering the lessons to your students, see the [SoftChalk Create Guide](#), which you can find under **Help/Help Topics** within SoftChalk Create.

Trouble Entering Your License Information

If you have trouble entering your license information, you may not have administrator rights on your computer. Please look at our [FAQs](#) on our website. On the FAQs page, locate the list of FAQ categories on the left, and then click on the section called *License Key*.

If you have a Macintosh, see the FAQ below:

[I have a Macintosh Lion (10.7 or higher). SoftChalk appears to accept my license name and license key, but when I exit and reopen SoftChalk I have to re-enter my license key information. What should I do?](#)

Updates to SoftChalk Create

If you are online when you start SoftChalk Create, it will automatically check for any updates each time you start SoftChalk Create. If there is an update, you will get an update screen to install the update or skip the update. *Usually SoftChalk Create updates take approximately 2-5 minutes to install.*

If you happen to de-select the **Automatically notify me about SoftChalk updates** checkbox on this update screen, you can always check for updates within SoftChalk Create by going to the menu named **Cloud/Check for Updates** (Windows Computer) or **File/Check for Updates** (Macintosh).

Help

Please visit our SoftChalk Support webpage. For purchase information, please contact sales@softchalk.com.

Copyright Information

SoftChalk Create
Copyright ©2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 SoftChalk LLC
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