

## Registration & Activation Tips & Troubleshooting:

1. Visit [www.itreetools.org](http://www.itreetools.org) and register on the site by selecting the register link in the header of the webpage. Website registration is required regardless if you have an existing i-Tree [Forum](#) or [Bug Tracker](#) account.
2. An automated activation link will be sent to you immediately after registering by email from the [info@itreetools.org](mailto:info@itreetools.org) address allowing you to activate your account by clicking on the link embedded in the email. You can log on only after activating.
3. **Important** - Please ensure that your firewall or security system will allow you to receive an automated email from [info@itreetools.org](mailto:info@itreetools.org). This is the most common reason that the activation link email is not received by government and institutional computer systems users.
  - Check your spam folder if you do not immediately receive the activation link.
  - Please consult with your IT department for guidance on resolving network or institutional security systems that may prevent automated email communication.
  - The activation link and your registration will expire after 96 hours if not activated. You may be temporarily registered but yet not activated allowing access to the system. Unfortunately, we can't activate accounts manually and you will need to let your registration expire. You may then attempt to register again after resolving security or communication problems.

If you are still having problems registering, you can test to see if you are on the system database by filling in your email address and the Captcha Text in the **Retrieve Username** dialog box on the Forgot Username webpage <http://www.itreetools.org/forgot.php>

If you receive an email with your correct username, you have registered successfully on the system and may possibly be using the wrong password. Try to then use the **Reset Password** dialog box on the Forgot Username webpage above. *Passwords require a minimum of 8 characters using upper case, lower case and numbers to be accepted.*

4. Once your account is activated, [log on](#) using your credentials.
5. Select the **"Get the Tools"** link in the header to download the software or request an installation CD by mail.
6. The iTree\_setup.exe file is large (359MB) and can take some time to download especially if you have a slower internet connection. This can potentially be problematic if your connection times out causing an incomplete download. It may be advisable to attempt to download the setup file on an alternate computer if available and copy the setup file onto the desired desktop for installation or request the installation CD instead.

## Installation:

7. Installing i-Tree on institutional or government computers may require assistance if you do not have system administrator rights allowing you to install software. You will also need full access rights to the folder where i-Tree is installed on your computer.
8. Ensure that your computer is compatible with the current system requirements listed on the system requirements page <http://www.itreetools.org/installation/index.php>
9. It is best to close other programs while installing i-Tree.
10. Insert the i-Tree Installation CD into your CD-ROM drive or download and save the i-Tree setup file (**iTree\_Setup.exe**) on your computer and then launch.
11. Follow the on-screen instructions to run the itree\_setup.exe file. This may take several minutes depending on which files need to be installed.
12. Follow the Installation Wizard instructions to complete the installation (default location recommended).
13. Refer to the individual manuals for individual application instructions. Manuals are available under the [Resources – Manuals & Workbooks](#) webpage.