# Installing XchangeIT Client v3.0

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## Introduction:

The new XchangeIT Client v3.0 has been developed with performance, stability and security in mind, with new features to improve the usability of the application.  The end result is a new futureproofed XchangeIT (XIT) Client.

XIT recognises that everyone has a different level of comfort when installing new applications, therefore please follow either the **QUICK STEPS** (below) or the **DETAILED STEPS** (next page) depending on how familiar you are with programs and applications.

If there are any issues when you follow these steps or you would prefer XIT to install the new Client v3.0 via TeamViewer, then please do not hesitate to call our XIT Support team on **1300 551 212**.

PLEASE note:

- the version of the XIT Client that you are currently running on your store computer MUST be uninstalled first to avoid any issues.
- you will require your XIT Username and Password

## QUICK STEPS

Please follow these **QUICK STEPS** to install XIT Client v3.0 if you regularly uninstall / install programs and applications:

1. Exit the current version of XIT Client
2. Uninstall the current version of XIT Client
3. Log into your XIT account
4. Download XIT Client v3.0
5. Install and activate the XIT Client v3.0.

## DETAILED STEPS

Please follow these **DETAILED STEPS** to install XIT Client v3.0 for a more comprehensive guide with the uninstallation / installation process:

## Step 1 Exit the current version of the XIT Client

➢ To ensure the current XIT Client has stopped running, exit the XIT Client.
- Move cursor to the bottom right of the desktop
- Right-click on the XIT icon, and select "Exit"



➢ If the XIT icon cannot be seen, it might be hidden in the system tray.
- Select the ^ button to display the hidden icons.
- Find the XIT icon, right-click on it and select "Exit".



Right Click and select "Exit"
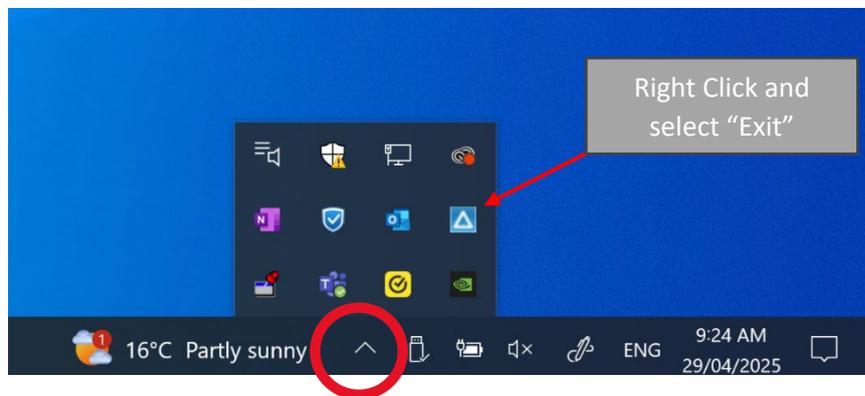
## Step 2 Uninstall the current version of the XIT Client

➢ The current version of the Client must be uninstalled before the new version is installed.
- Type in "remove" in search field on bottom left of taskbar and select "Add or remove programs".
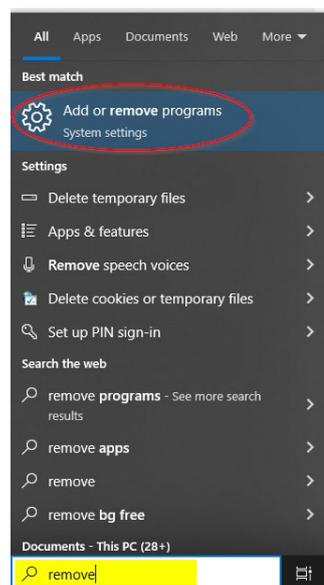
- Scroll to the bottom of the list of the Apps & Features, select the "XchangeIT Newsagent Client" and click on the "Uninstall" button.
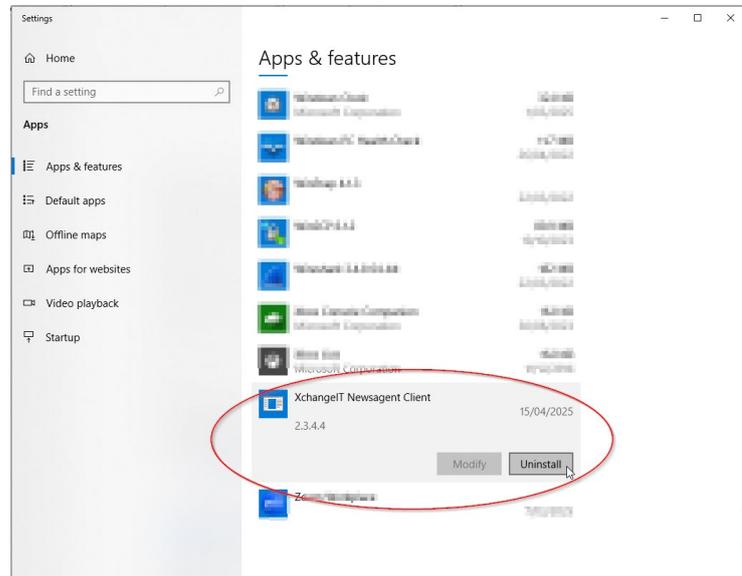


- Follow the prompts to uninstall / remove the application.



This app and its related info will be uninstalled.
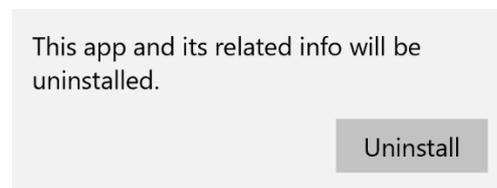
Uninstall

➢ Alternatively, the application can be uninstalled from Windows Settings / Apps / Apps & Features – follow the steps to uninstall.
➢ You can also go to Windows Control Panel / Programs and Features / XchangeIT Newsagent Client and follow the steps to uninstall.

## Step 3. Log into your XchangeIT account

➢ Log into your XIT account from the XIT website, https://www.xchangeit.com.au/default.aspx
   - Enter the Username and Password in the top right of the homepage.



➢ If you have issues logging in to your XIT account or are unsure of the Username and Password please contact the XIT Helpdesk for assistance (1300 551 212).

## Step 4. Download XIT Client v3.0

➢ Generate a security token (required in Step 5) and download XIT Client v3.0.

- Click the "My Account" menu from the top and select "Newsagent Client".
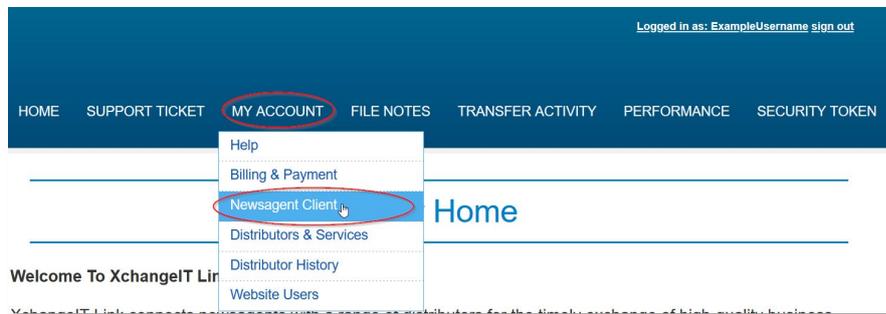


- Generate a Security Token by pressing the "Reset Security Token" button in the bottom right. This will be sent to the email address shown to the left.
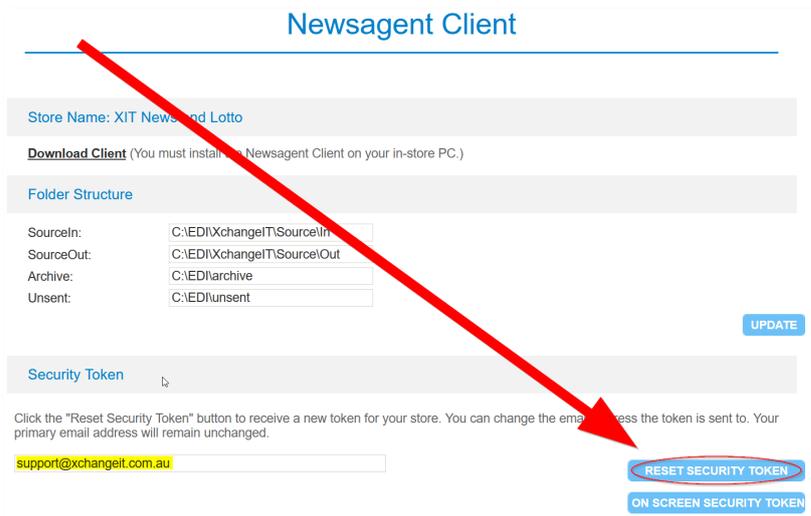


- Click on the "Download Client" link from this page.
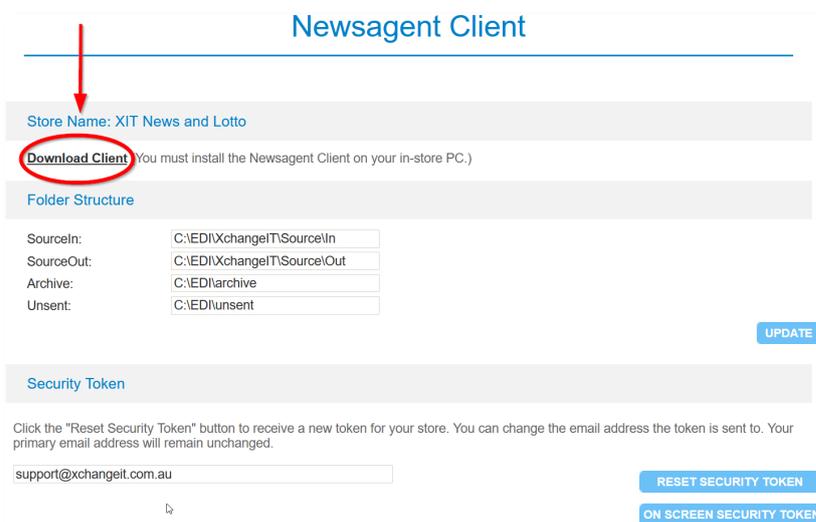
- Click the "Download XchangeIT Client v3.0" link to download the XIT Client installer.
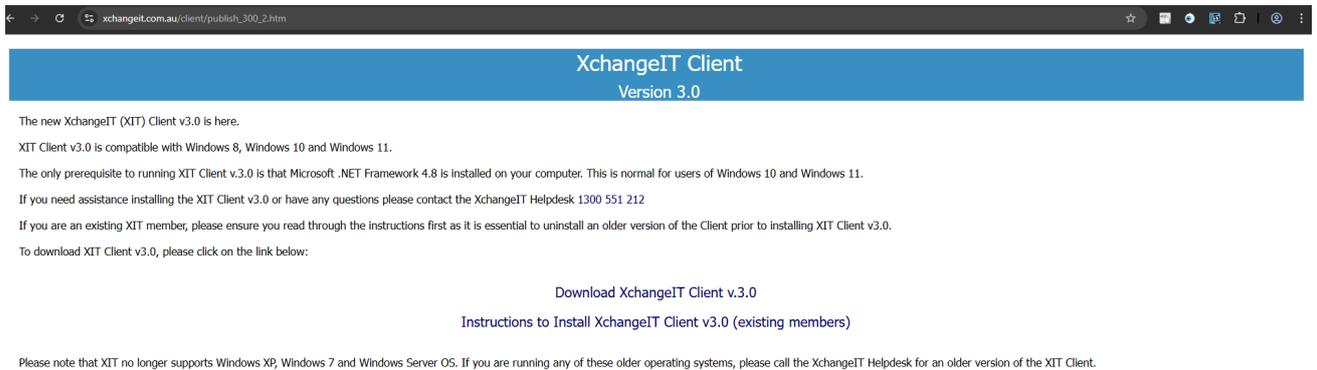


## Step 5. Install and activate XIT Client v3.0

➢ Install the new XIT Client v3.0 and activate using the Security Token generated in Step 4:

- Find the installer in the default download location on your computer. Most browsers allow the user to access the recently downloaded files from the top right of the browser window. Alternatively, it may be found in "Downloads".
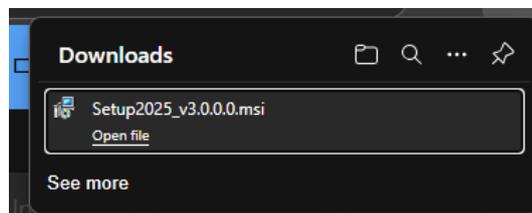


or
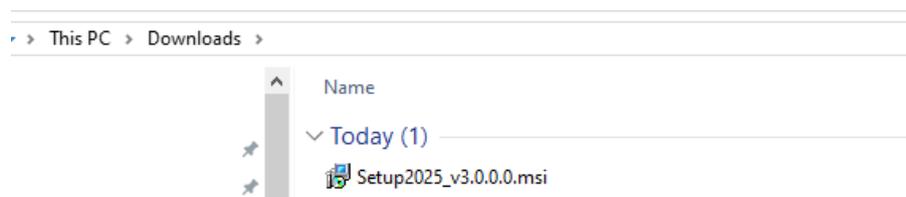


- Locate the installer (Setup2025_v3.0.0.0.msi) and run it.
- Having started the installation please follow the prompts (click on "Run").
- The XchangeIT Client Setup Wizard will pop up. Click on the 'Next" button.
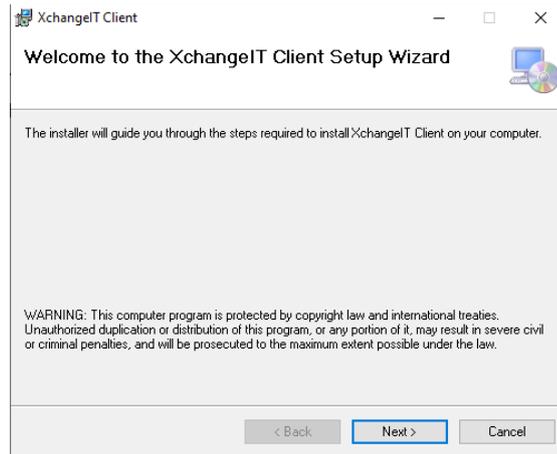
- A Confirm Installation box will pop up. Click on the 'Next" button.
- A box may pop up to allow this app to make changes. Click on "Yes" and "Close" the Installation Complete box.
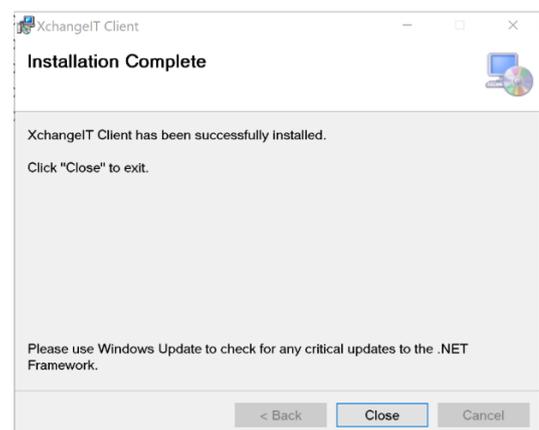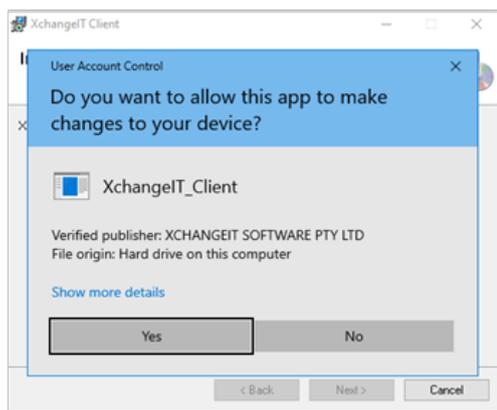




- A Welcome box will pop up to activate the application. Click on "OK".
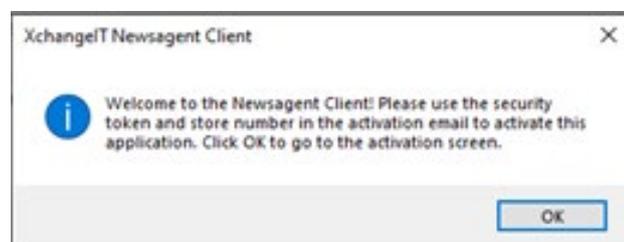


- Enter Store Number and the new Security Token. Refer to the email (or screenshot) generated in Step 4.
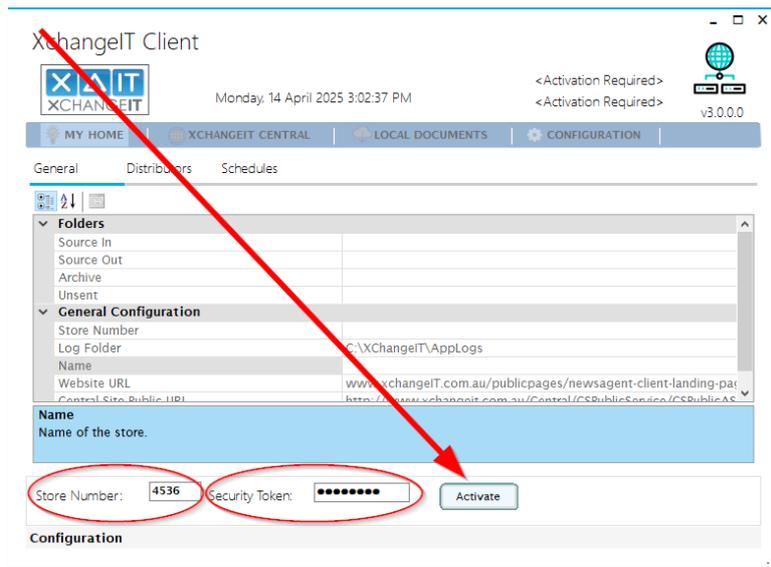
- The new XIT Client v3.0 has been installed and activated successfully!
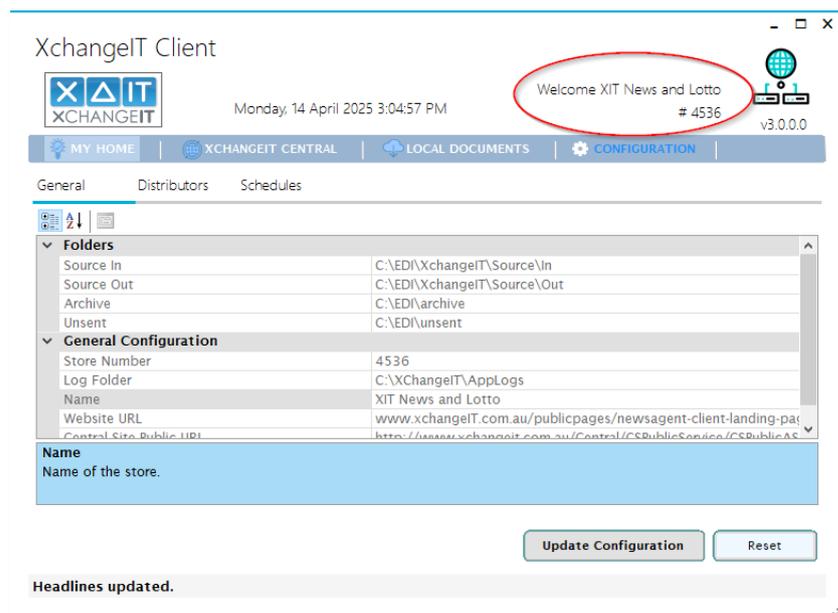


- Navigate to the "My Home" tab as well as explore the new application features such as the improved "XchangeIT Central" section.
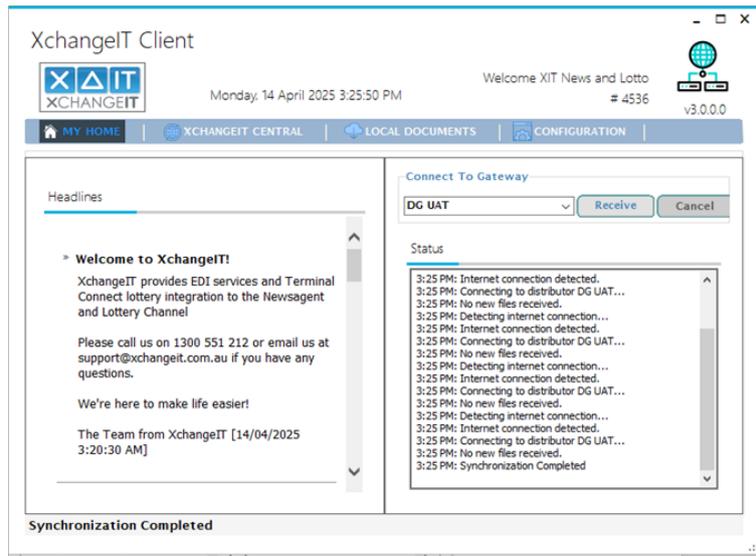
Welcome to the new XchangeIT Client!

If you have any inquiries or need assistance please give us a call 1300 551 212 or send an email to our Support team (support@xchangeit.com.au).

Thank you for your cooperation from the Team at XIT!