How to install iManage,
Adobe Professional DC
**and iManage add-ins**

VERSION: 1.0

Purpose

This procedure will outline the steps for installing

1. iManage
2. iManage plug-ins for Office apps
3. Adobe Professional DC
4. iManage plugin for Adobe Professional DC

Pre-requisites

• Close all your Office apps and all .pdf documents

• Make sure your default browser is set to Google Chrome by following these steps:
   o   Run a search in the Windows search bar for 'default apps'
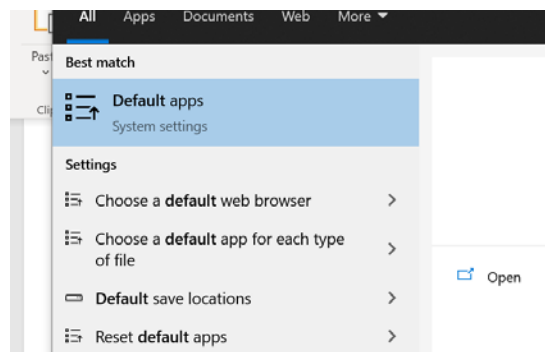
   o   Under 'Web browser,' select 'Google Chrome'

• Ensure you are connected to the VPN before starting the installation procedure

To install iManage through software center

iManage Client Installation

1. Save any open documents, emails, spreadsheets, PDFs, or PowerPoint presentations
2. Make sure you close Word, Excel, Outlook, PowerPoint, and/or Adobe Acrobat Reader/Professional
3. Sign out of your account and sign back in.
4. Open Software Centre by following these steps:
   a. Click Start
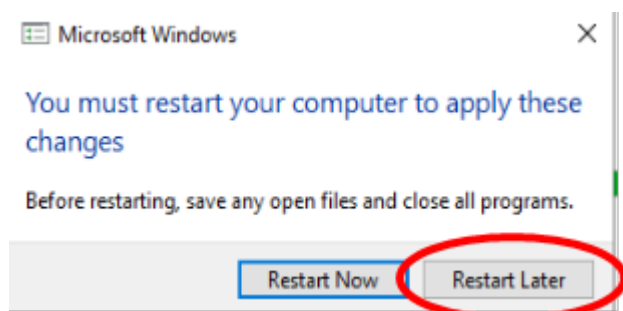
b. Click Microsoft System Center

c. Click Software Center
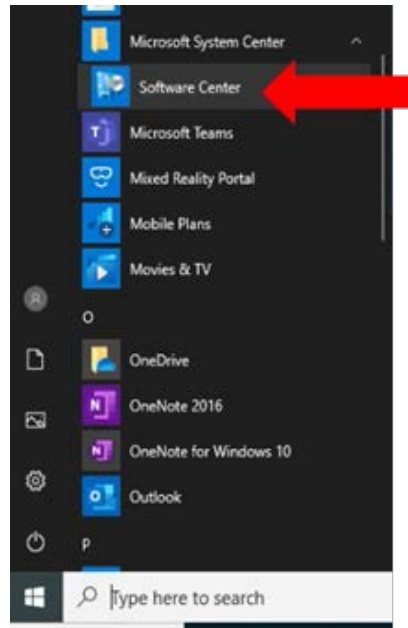
5. Click 'Applications' on the left

6. Search for "imanage" in the search bar located in the upper right corner

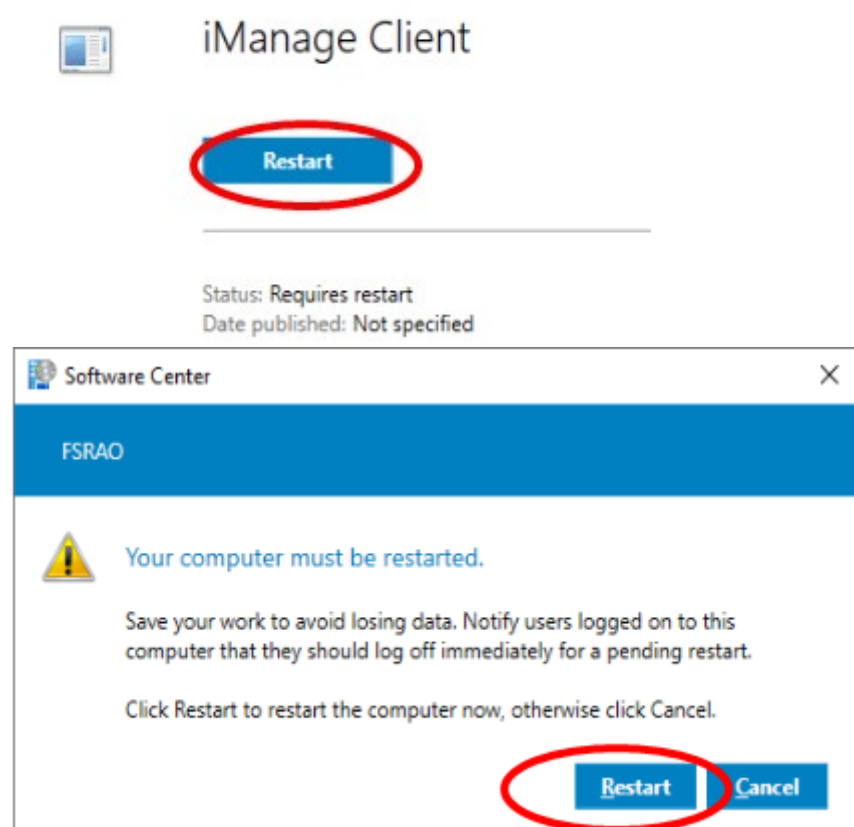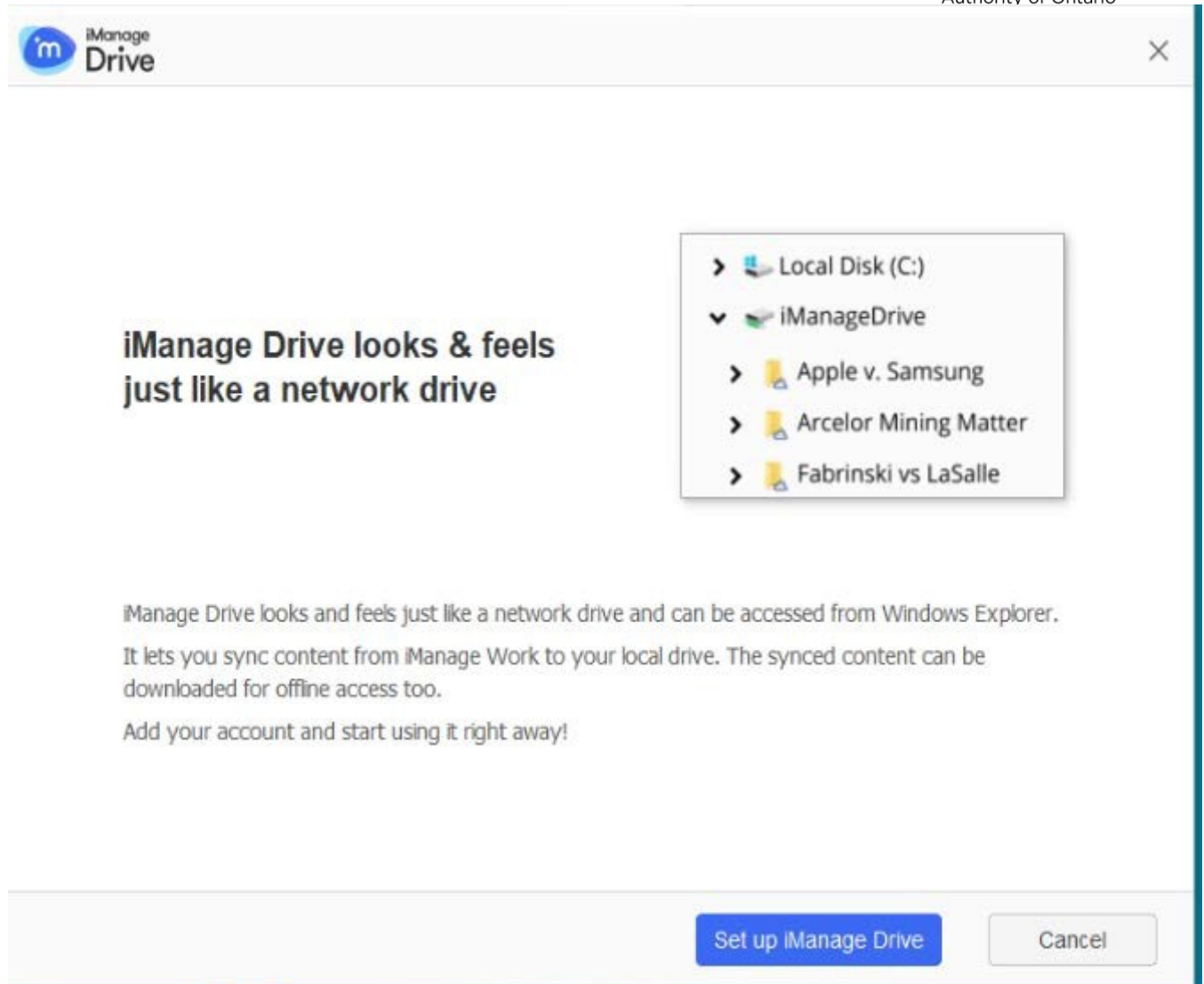7. Click iManage Client application

iManage Client

8. Click 'Install'

9. The iManage install window will appear, showing you what's new with the current version of iManage (you can close this webpage)

10. Wait for installation to complete

11. When you see the prompt below to restart Windows, click "Restart Later". At this point the installation is not yet complete and you will restart later

Microsoft Windows ✕

You must restart your computer to apply these changes

Before restarting, save any open files and close all programs.

Restart Now   Restart Later

12. Once you see that the iManage client has finished installing in the Software Center, click the blue Restart button. Click the Restart button again at the confirmation prompt.

iManage Client

Restart

Status: Requires restart
Date published: Not specified

Software Center ✕

FSRAO

⚠ Your computer must be restarted.

Save your work to avoid losing data. Notify users logged on to this computer that they should log off immediately for a pending restart.

Click Restart to restart the computer now, otherwise click Cancel.

Restart   Cancel

13. Go to the iManage drive setup window

14. Click 'Set up iManage Drive'
15. Confirm that the URL that appears in the next screen is https://fsra-prd-ca.imanage.work
16. Click 'Authenticate'
17. Enter your windows login ID (e.g. RMonje)
18. The temporary password is 'Password' or 'password'
19. Once you receive the 'Authentication Successful' message, close the browser
20. There should be a new drive in File Explorer. This is the iManage cloud drive.

iManage plug-ins for Office apps –

Once iManage has been installed through Software Center and you've successfully logged into iManage, launch Outlook again. The iManage plug-ins will appear in Outlook.

Q. I successfully installed iManage but I don't know my credentials – this is my first login.
A. The default login for iManage is
U: your windows username
P: 'Password' or 'password'

Q. I was able to login to iManage but I don't see the plug-in in Outlook.
A. Open software center to check to see if there is an 'error' in the iManage installation. If you see an 'error' status, click on the 'Retry' button

Q. I saw the error button and hit retry, but the status changed to 'error' again, or it completed successfully but I still don't see iManage plugins in Outlook.
A. Please open a ticket with the IT Service Desk.

To install Adobe Professional DC and iManage plug-in

If an Adobe Professional DC license has been assigned to your account, you can install it through the software center.

Here's a guide on IT SharePoint with the steps to Install Adobe Professional DC and the Adobe Professional DC iManage plugin
https://fsrao.sharepoint.com/sites/it/Shared%20Documents/Install%20Adobe%20Acrobat%20Professional%20DC.pdf

(This document can also be found on the IT Knowledgebase page on FSRA Connect along with some other useful documents)

Q. Why do I not see Adobe Professional DC in my software center?

A. Adobe Professional DC is a licensed software and therefore cannot be installed on all laptops

by default. It requires your account to be added to an AD group – please check with your manager if a license is already assigned to your account, or if it was requested during the onboarding process.

If you have any questions or concerns, please call the IT Service Desk at 416 590 7111 or email us at servicedesk@fsrao.ca

Document Revision History and Version

Version	Date	Name	Revision
1.0	14 May2021	Service Desk	Procedure Created

The electronic version of this document is in SharePoint