

# SOFTWARE ASSISTANT

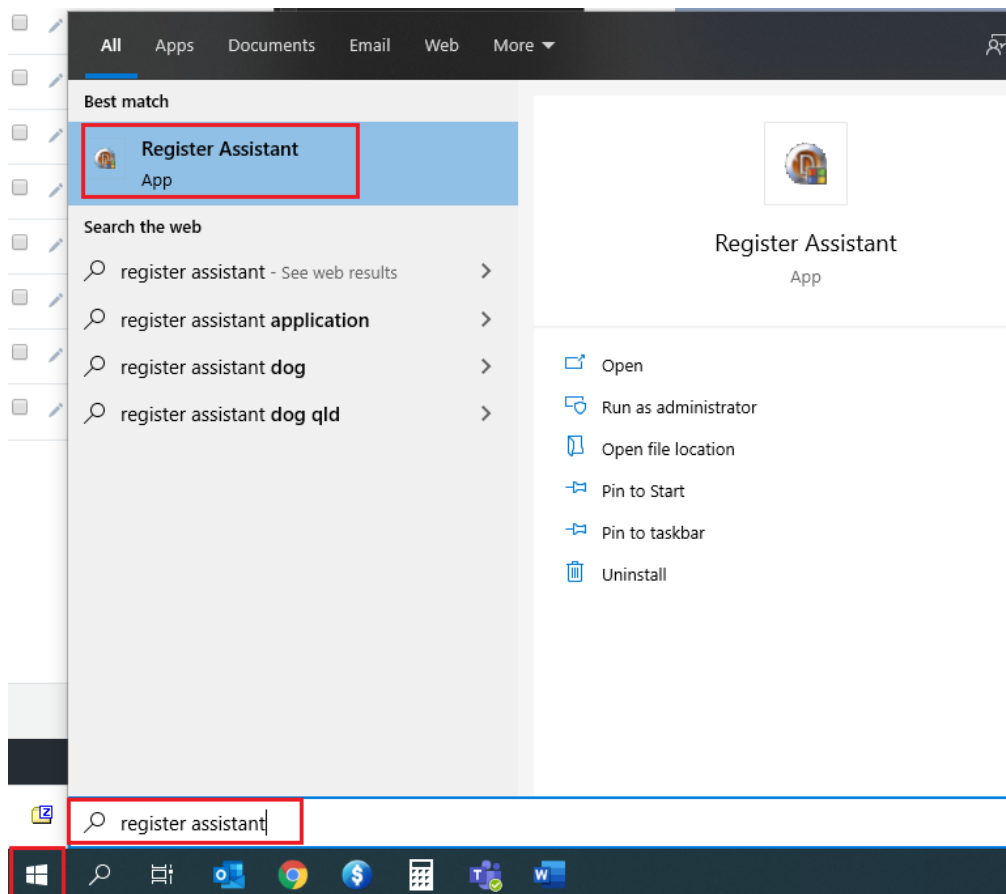
## DEREGISTERING A COMPUTER

This guide will assist you with deregistering a computer from your account so that you can register a different computer.

### Open the Registration Form

The first step is to open the Registration Form on your computer.

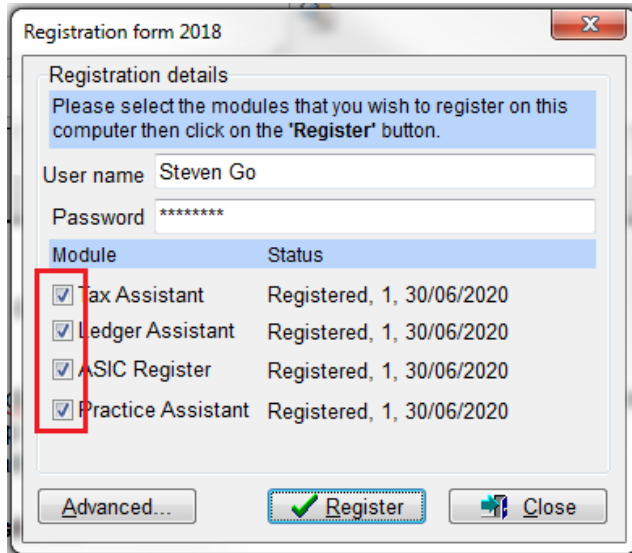
1. Click on your **Windows Start Menu** at the bottom left corner of your screen,
2. Search for **Register Assistant**. In most versions of Windows, you can begin typing once the start menu has been opened to perform a search
3. Click on the Register Assistant app from the search results



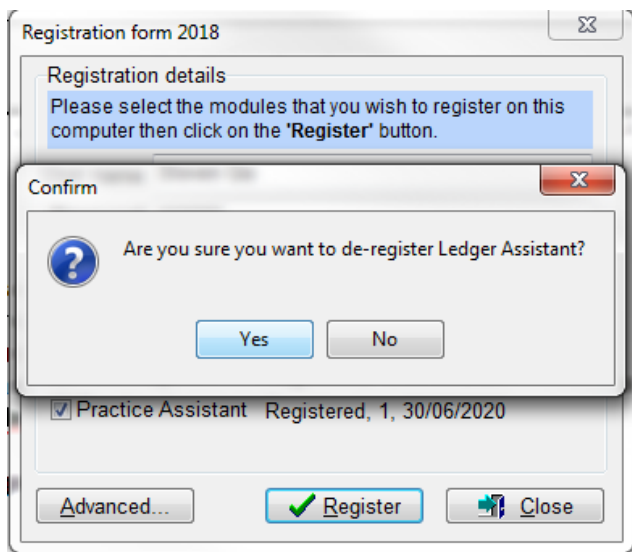
4. Click **Yes** if you get a Windows security prompt
5. On the Registration Form, untick each of the modules that you have purchased

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6. You will then get a message prompt asking 'Are you sure you want to deregister ...?' Click Yes for each of the modules



7. The status of the modules should now say 'To be deregistered'. Click on the Register button

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Registration form 2018

Registration details

Please select the modules that you wish to register on this computer then click on the 'Register' button.

User name Steven Go

Password \*\*\*\*\*

Module	Status
<input type="checkbox"/> Tax Assistant	To be deregistered
<input type="checkbox"/> Ledger Assistant	To be deregistered
<input type="checkbox"/> ASIC Register	To be deregistered
<input type="checkbox"/> Practice Assistant	To be deregistered

Advanced... Register Close

8. The status should now change to 'Not registered'. You can now close the Registration Form and then register a new computer.

## Manual Deregistration

Sometimes you may experience some problems when trying to deregister, usually because of a firewall blocking the connection to our server. In these instances you can deregister the computer manually.

1. Follow the first 4 steps above to open the Registration Form
2. Then click on the **Advanced** button

Registration form 2018

Registration details

User name Steven Go Password \*\*\*\*\* Computer: U6024226-TPL-A

Module	Serial number	Activation code	Status
<input checked="" type="checkbox"/> Tax Assistant	T044D72EEBEE342	D54B475D94B04207	Registered, 1, 30/06/2020
<input checked="" type="checkbox"/> Ledger Assistant	L56C472EEBEE340	0F239E4476ED2301	Registered, 1, 30/06/2020
<input checked="" type="checkbox"/> ASIC Register	A6B2C72EEBEE340	FA720BD242B3FC0D	Registered, 1, 30/06/2020
<input checked="" type="checkbox"/> Practice Assistant	P952372EEBEE335	EB6BB6EA00504925	Registered, 1, 30/06/2020

Please select the modules that you wish to register on this computer then click on the 'Register | Deregister' button. Register | De-register

Data directory  
C:\Users\U6024226\Desktop\Demo2013\ Configure BDE

Help Close this form

Advanced... Register Close

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3. Untick the modules one by one. You will get a prompt asking if you are sure you want to deregister that module, click **Yes**
4. The serial number will disappear, and the activation code will change and the status should now say 'To be deregistered'

Module	Serial number	Activation code	Status
<input type="checkbox"/> Tax Assistant		4CF94EDED5ACE3B3	To be deregistered
<input checked="" type="checkbox"/> Ledger Assistant	L56C472EEBEE340	0F239E4476ED2301	Registered, 1, 30/06/2020
<input checked="" type="checkbox"/> ASIC Register	A6B2C72EEBEE340	FA720BD242B3FC0D	Registered, 1, 30/06/2020
<input checked="" type="checkbox"/> Practice Assistant	P952372EEBEE335	EB6BB6EA00504925	Registered, 1, 30/06/2020

5. Now you need to login to your user account on our website:  
<https://www.softassist.com.au/Login.aspx>
6. Once you are logged in, click on **My Registrations**

### USER PORTAL

Welcome to your secure user portal. Please choose from one of the following options:

- Contact Details**  
View or change your personal details
- My Orders**  
View your orders and invoices
- My Registrations**  
View, register or de-register your licenses
- Update Centre**  
Installation and update files
- Renewal Or Upgrade**  
Upgrading your products

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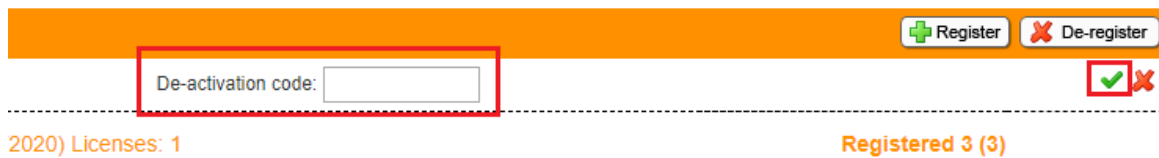
## DEREGISTERING A COMPUTER

7. Then on your registration page, click on De-register

### MY REGISTRATIONS



8. Enter the activation code from step 4 into the De-activation code box, and then click on the green tick on the right side



9. The registration will then be removed from your account. Repeat the steps for each module that you need to deregister.

**NOTE:** De-registration requires access to the computer you are trying to deregister. If you no longer have access to the computer then you will need to contact our support line on 1800 074 333 for further assistance.