



## E-Com Client Install (FileMaker Pro)

1. Uninstall all current versions of FileMaker Pro
  - Windows – Control Panel > Uninstall a Program
  - Mac – Applications > Drag the FileMaker Pro folder to the Trash
2. Go to <https://www.portagebaysupport.com/installers/fm.html> and download the correct installer for your operating system
  - Windows - FileMaker Pro 16.0.2.205 (32bit)
  - Windows - FileMaker Pro 16.0.2.205 (64bit)
  - Mac - FileMaker Pro 16.0.2.205

\*this may take up to 20 minutes to download depending on your internet connection.
3. Double-click the downloaded file.
  - If you get an “Unknown Publisher” message, select “Run” to continue the installation.
  - If you get an “allow program to make changes” question, select Yes.
  - Mac users, double-click the install app
4. A small dialog window should open, asking for your choice of Language. Click OK.
5. The installer should come up – select “Next.”
6. Accept the License terms and click “Next.”
7. Select “Next” at the Destination page.
8. Leave the Setup Type as is and click “Next.”
9. Select Install. Depending on your computer’s processor speed, this may take several minutes.
10. Enter the license information:
  - Organization: Portage Bay Solutions, Inc.
  - License Key: 36MTT-M2K41-42VMN-553N9-8VK4V-352T9-56M57
11. Once FileMaker has been installed, click the “Finish” button.
12. If you get a “New Version Notification” message, check the box by “Don’t tell me about new versions again” and click Cancel.
13. If Apple’s Bonjour software needs to be installed on your computer, a Bonjour installation message will come up.
14. Double-click on your existing E-Com Login file to log into E-Com.
15. Sign in to E-Com with your usual name and password.