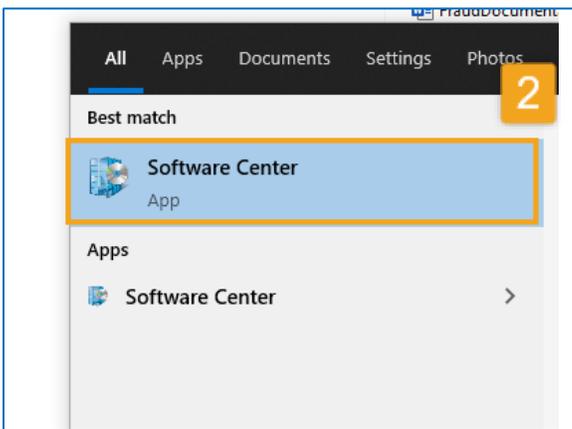


# Content Manager Guidance

## Installation

This is guidance for how to install Content Manager on your computer. Note: this process is only for users in Executive Branch agencies. If you work for a separately elected county agency, contact your IT representative.



Before you start, you must make sure you are **connected to the County's network via VPN!** If you haven't already, you should also [contact Records Management](#) to activate your account in Content Manager **before** you install with the steps below.

1. Type **software center** in your start menu search box (bottom left corner of your screen)
2. Click on **Software Center** from the search results
3. Locate and click on **Content Manager**

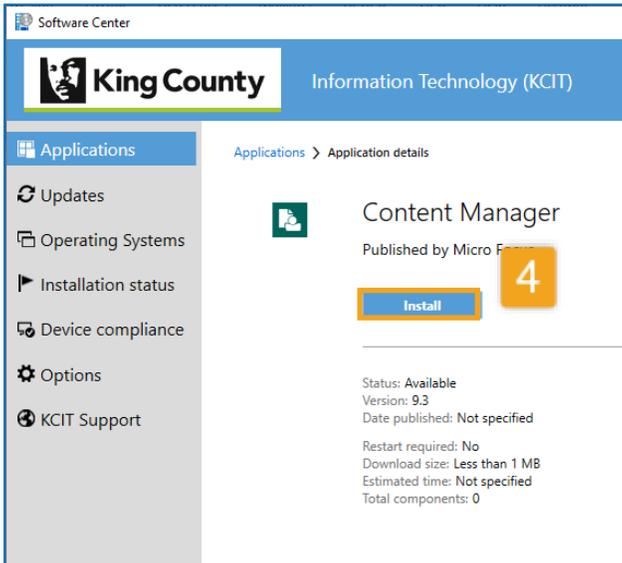
[continue to next page]

*Note: you might also see an option for "Content Manager Service Patch 4". Ignore that option and instead proceed to install just the "Content Manager" option (see left).*



# Content Manager Guidance

## Installation



#### 4. Click **Install**

5. Follow the prompts to complete the installation. When the installation is successful, there will be a “Content Manager” icon on your desktop. You can also search for “Content Manager” in your computer’s task bar.

Note: after installation you will also see a “CM Desktop” icon. Do not use that one! It will eventually disappear.

When you double-click the “Content Manager” icon, the system will automatically open. If it asks you to add a dataset when you open it, follow these steps:

- A. Click **Add**
- B. Under Content Manager Workgroup Server, manually type **kcitappprms00** and click **Next**
- C. Select **HPECM** and click **Finish**

**Not working?** If you run into any problems and are not able to complete the installation, submit a [help ticket](#).

You can also review [KCIT’s Software Center guidance document](#) for more detailed instructions on installations.

**Hint:** make sure that you are connected to VPN. You also might need to try the installation process twice for it to work. You can click on “Installation status” in the Software Center for more information.

