

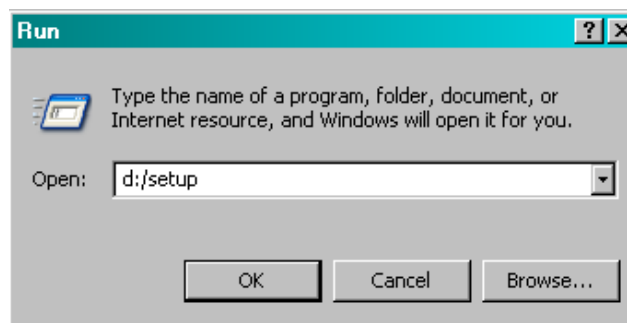


SIFT Support Guide – basic information to help with the installation and updating of SIFT

1. Installing SIFT

Installing from download: open the SIFT.exe file once it has downloaded.

Installing from CD: put the CD into your CD drive, select **Run** from the **Start** menu. Type **d:\setup** (where 'd' is the letter of your CD/DVD drive) and press return. Then follow the on-screen prompts to install SIFT.



2. Updating

The first time you start up SIFT, it will need to install some updated information, so leave it running for a few minutes and make sure your PC is connected to the internet. SIFT is updated at least once every three months to take account of changes to funding websites, new websites, or other changes. SIFT updates itself automatically.

When you open SIFT, it goes to look on a page on SYFAB's website to see if there is any new information to update. If there is, it downloads and installs it automatically: a small dialogue box should then appear on your screen to tell you that the updates have been installed and that SIFT needs to close for them to take effect.

When an update to SIFT is made, an email will be sent round to the SIFT mailing list and a notice will be printed in Funding News and on the SYFAB website.

3. Updates – troubleshooting

If SIFT is not updating itself, you can check the following:

- **Open Internet connection**

SIFT needs to look for updates on SYFAB's websites to update, so your computer needs to be connected to the internet for the updating to take place. If you are on dial-up or have to connect to the internet manually, then you should connect first, then start up SIFT.

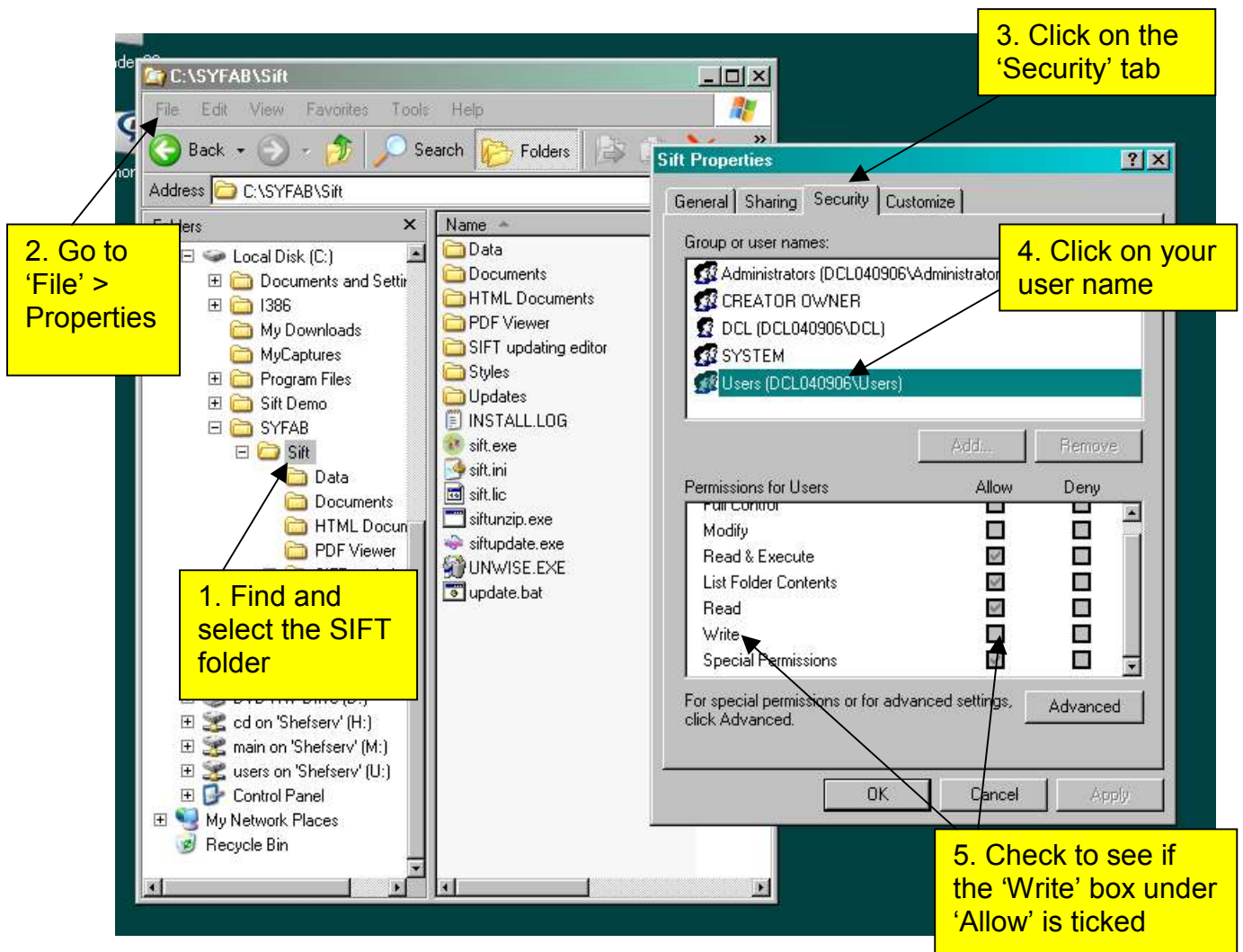
- **Give it time!**

It can take a few minutes for SIFT to download all the updated files it needs. If you are on a slower internet connection such as through dial-up, it could take some time, so leave SIFT running for a while.

- **Permissions**

If you are working on a computer that you don't have administrator permissions on (i.e. if when you are logged on, you are not able to install new software), then SIFT might not be able to update itself.

You can check if this might be the problem by checking your permissions for the SIFT folder. Use Windows Explorer to find and select the SIFT folder (by default, this will be at C:\SYFAB\sift) Go to File > Properties. Click on the 'Security' tab, click on your user name, then look at the check boxes under 'permissions'. If the 'Write' check box is not ticked, then SIFT will not be able to automatically update while you are logged in.



You can fix this problem in one of two ways:

The best way is to ask your administrator (or whoever it is that has administrative rights on your PC) to give you read & write permissions to the SIFT folder (and it's sub-folders - normally saved at C:\SYFAB\sift). This will allow SIFT to automatically download and install the updates. You might be able to tick the box yourself - just follow the instructions in the paragraph above the screenshot, and see if it will let you tick the box.

Or, ask your administrator to login to your PC and start up SIFT to allow the updates to download. The updates should download and install within a few minutes of starting up SIFT.

These have been the main issues that SIFT users have had so far. If you have tried all these and SIFT still won't update, please email sift@syfab.org.uk with brief details of what the problem is, and an adviser will get back to you.

4. Other bugs – installing from CD

Once you have installed SIFT, you should not need the CD anymore – all the relevant files are installed onto your hard drive.

Sometimes however, the first time you run SIFT, it tries to look on the CD for the website guides instead of on your hard drive. If your CD is not still in the drive, you will see an error message that says, "There is no disk in the drive. Please insert a disk into drive D". If you click on 'Cancel' or 'Continue', the guide will open from the hard drive anyway.

Then the next time you restart your computer and open SIFT, it works properly. We aren't entirely sure why this happens (our technical partners, Funderfinder, are on the case to fix the bug), but it shouldn't be a big problem.

5. More support

SIFT is a new application and will develop over time. There may well be other bugs or problems we don't know about yet. If you are experiencing any problems with SIFT, then please email the SIFT advice line at sift@syfab.org.uk with brief details of the issue and an adviser will get back to you. Or contact Danny Antrobus, the IT Project Manager.

Contact: Danny Antrobus, IT Project Manager, SYFAB
Telephone: 0114 249 4343
Email: sift@syfab.org.uk
Website: <http://www.syfab.org.uk>