Thank you for purchase of UseResponse. Hope you'll find it easy to use and effective in providing support.

If you find instructions below not clear, please contact our support, **use documentation at our website**, or purchase installation/update credits in your License Manager page for us to take care of that.

General Information

It will require 15 minutes of your time to perform several steps to setup UseResponse.

Make sure you've downloaded archive with product and license.key file at **license manager of your profile** at www.useresponse.com
*Note: Change **License URL** & download license file before installation. Available 30 days after purchase.*

1. Create Database

Make sure if you have available database created on your server. If you don't have it, please use any of MYSQL Administration Tools (PHPmyAdmin) to create database, username and password, as UseResponse installer won't create it for you and will use existing database.

Note: If you experience problems here, contact your webmaster

2. Upload files

- Extract downloaded archive with product and upload to the server (desired folder) all the files from "downloaded archive using FTP client **using binary mode**
- You can also upload zip archive to the server (folder on your server or subdomain) and extract archive using File Manager at your Hosting administrative panel (Cpanel) or using SSH.

Recommended FTP clients: CuteFTP, FileZilla, Transmit

3. Installer

Use built-in installer located in /installation folder. In your browser you need to go to the address where you've uploaded all files. Installer will determine if environment is fresh, and provide you with installer options.

If you'll have error of the folders and files that should be writable like shown on screenshot, you need to

Writable /static ✖

Writable Abstract.php ✖

change permissions on mentioned folders or files (full path is shown when you rollover on error) by using your ftp client or file manager of your administrative panel.

Make sure to change permissions for folders to 755 or 777, and mentioned files to 666

Permissions: 755

Note: Installer will check all the parameters of the server you use that should correspond UseResponse requirements. If you encounter a problem, please read hints and contact server administrator or your webmaster to resolve them.

Owner	Group	Public
☑ Read	☑ Read	☑ Read
☑ Write	☐ Write	☐ Write
☑ Execute	☑ Execute	☑ Execute

Once system is installed, please remove /installation folder at your server