tobii dynavox

# Required Update for Snap Core First Windows Licenses: Quick Guide

In November 2020, the Snap Core First software will be removed from the Windows Store. In order for you to continue to receive regular updates for your software, you will be asked to migrate your current version of Snap. This guide will walk you through the migration process if you are a current Snap for Windows user.

Before you start the migration process, a few notes to consider:

- This process needs to be completed by those who utilize Snap Core First for Windows, including dedicated Tobii Dynavox devices. The iOS version of Snap will continue to be available in the app store.
- This update is necessary for all page sets of the Snap software – Core First, Aphasia, Text, Core First Scanning, or page sets created from scratch.
- This call to action does not need to occur right away, however you will continue to see the warning icon in the top bar until the action is complete.
- Updating your version of Snap will allow you maintain the most up to date version of the Windows Snap app.
- Functionality of the software will not be affected while the warning icon is visible. You can continue to use the software to communicate until you are ready to complete the migration process.
- We recommend completing the migration process when the communicator is not in need of their voice for a period of time (i.e.: while sleeping, watching TV, during a break in their day, etc.) The time to complete the migration process may vary depending on the number of users, files saved, and customizations of the software.

1. Open the Snap Core First Software. Users will see the following notification and a warning icon in the top bar. *	
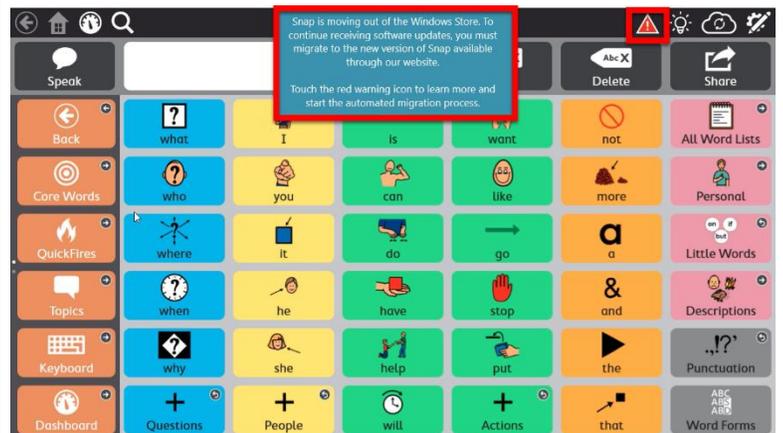
*Trouble Shooting: I don't see the notification above. Try one of the following:

    a. Try closing the software completely and restarting Snap Core First.
    b. Open Snap Core First, select the edit icon, select the system tab, and then select about. If an update is available select learn more, then select Update now.
    c. Try updating Snap Core First from the Microsoft Store. Open the Store, select the download and update icon, then select to update Snap Core First if it is an option.
    d. Once updated return to the Snap Core First software and following the remaining steps.

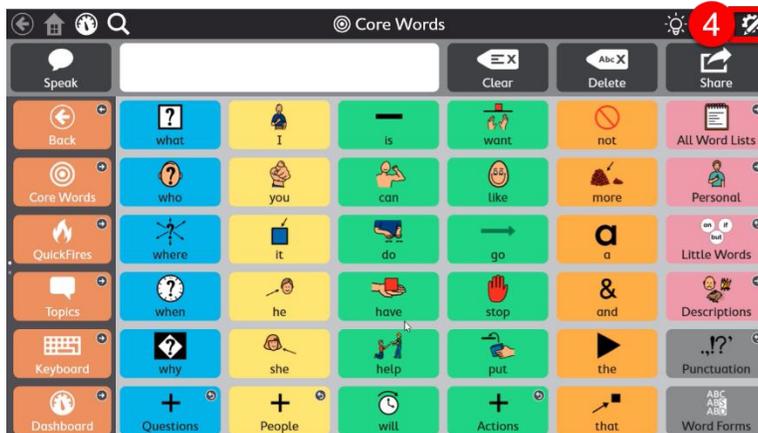|	
2. When ready, select the **warning icon.**	
3. Select **Back up and download.** The software will then backup your files, convert to the updated non-store version, and restart Snap. All pages and customizations will be available and ready to use.	
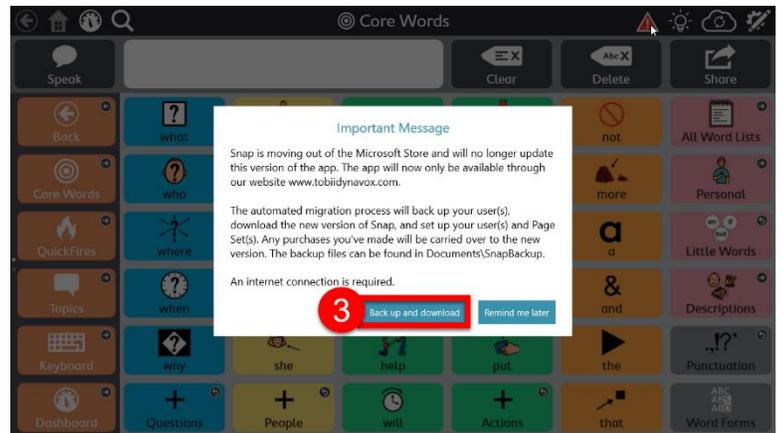
4. Select the **edit** icon.

You may see an **Activation Key pop-up.** This pop-up is confirming your purchased features have been migrated and will show your physical License Key. There is no action required.

Note: You will only see the Activation Key pop-up if you made in-app purchases in the previous version of Snap Core First.

5. Select **Done.**

Note: Your license/activation key can always be found by selecting Edit > System > Store. You will only need this if you need to reinstall the software.
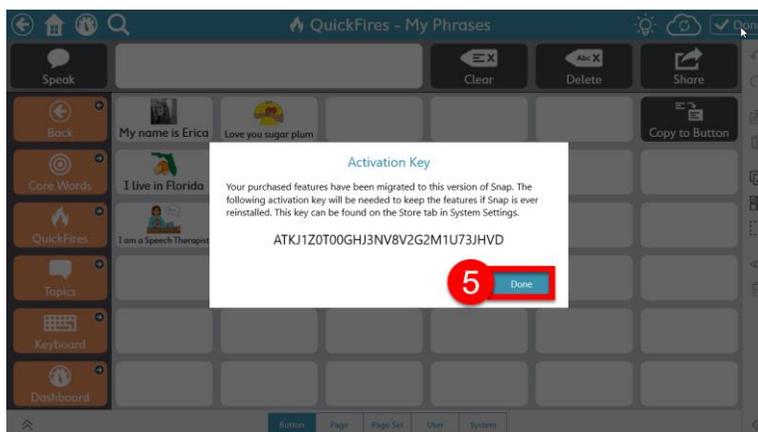
The first software update following the migration process will need to be completed manually. To manually update you will see the following pop-up when you enter edit mode.
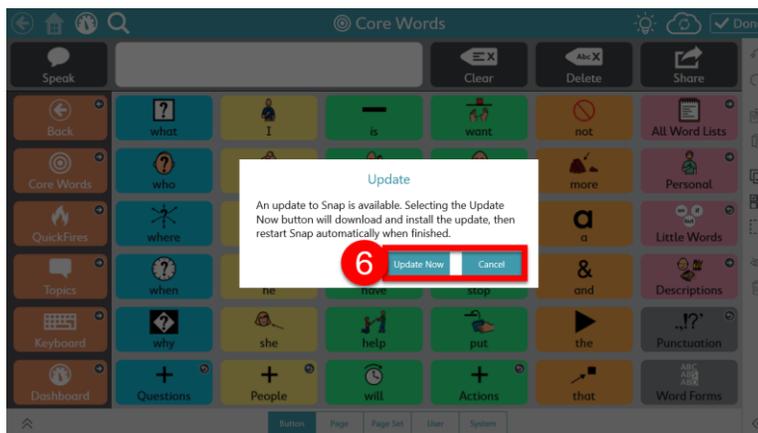
6. Select **Update Now** if time allows and follow prompts to update.

Or

Select **Cancel** to update later.

Note: to find updates select Edit > System > About

Following this initial update, updates will occur automatically if you exit the software regularly. If you do not exit the software regularly, you will see the same pop-up and will need to continue to manually update the software.