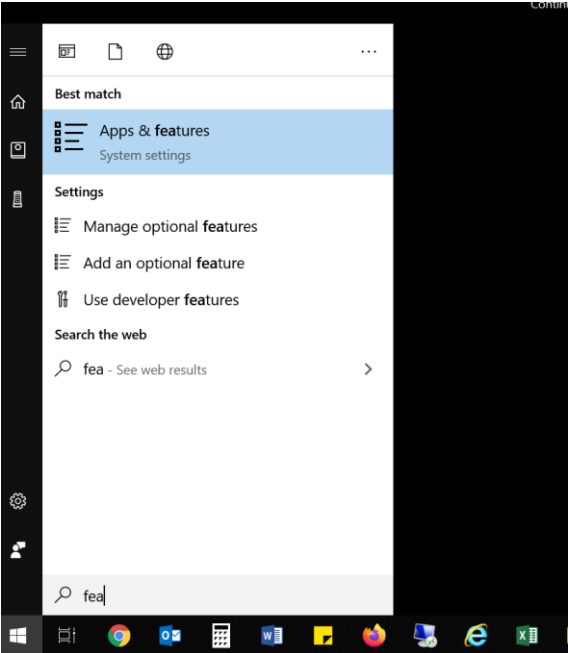# Removing and Installing EMS

## Removing
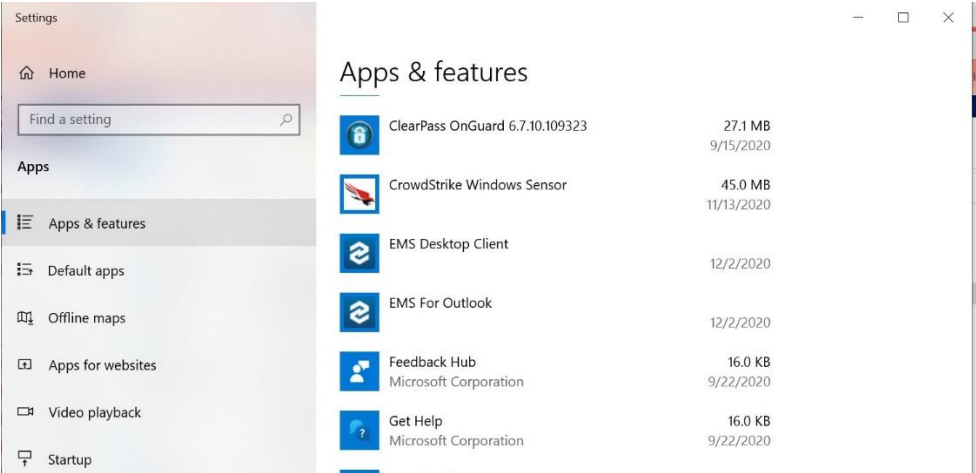
### Step 1: Open Apps & Features.

From the *Start Menu* or *Control Panel*, select *Apps &Features.*
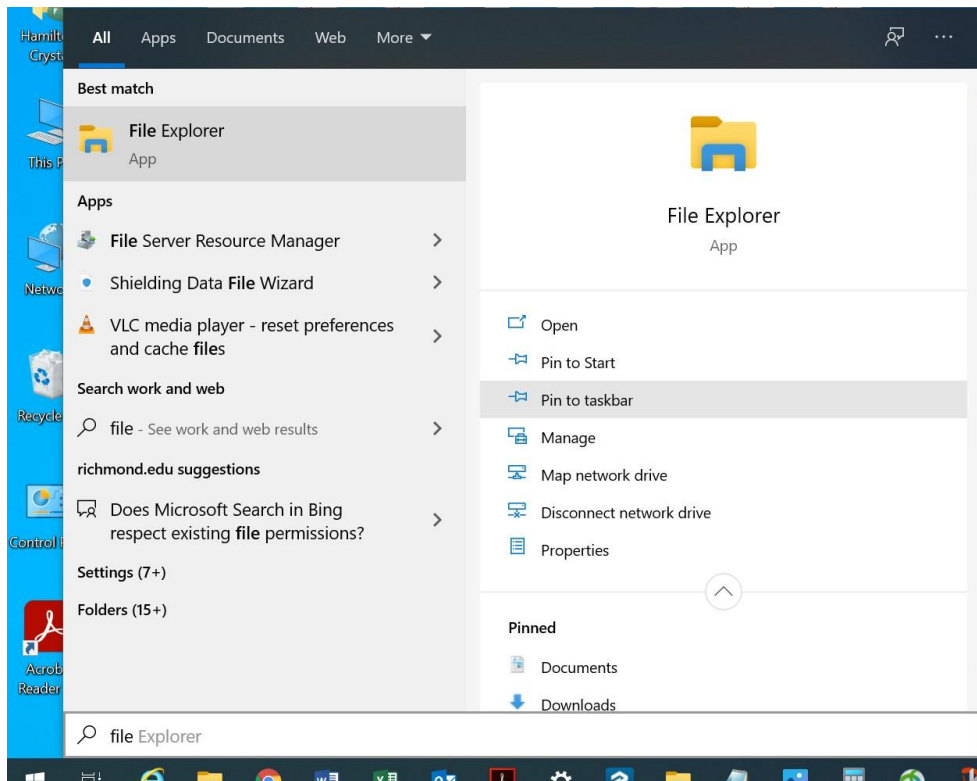


### Step 2. Locate EMS and Uninstall.

Select *EMS* from the list of applications by selecting and clicking *Uninstall*. You will be prompted with a confirmation of your selection to uninstall EMS. Select *'Yes'*.
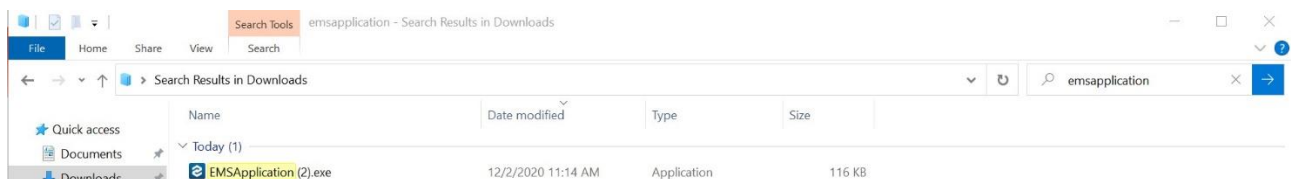
## Step 3: Open the Downloads Folder from File Explorer.

From the *Start Menu* locate *File Explorer* and open *Downloads.*



## Step 4: Delete EMS Files.

Search for "EMSApplication" and then "emswebdeployconfiguration" using the search feature in the top right corner. Select each instance, right click and delete. The goal is to make sure there are no remnants in *Downloads.*

Step 5: Open the Recycle Bin.

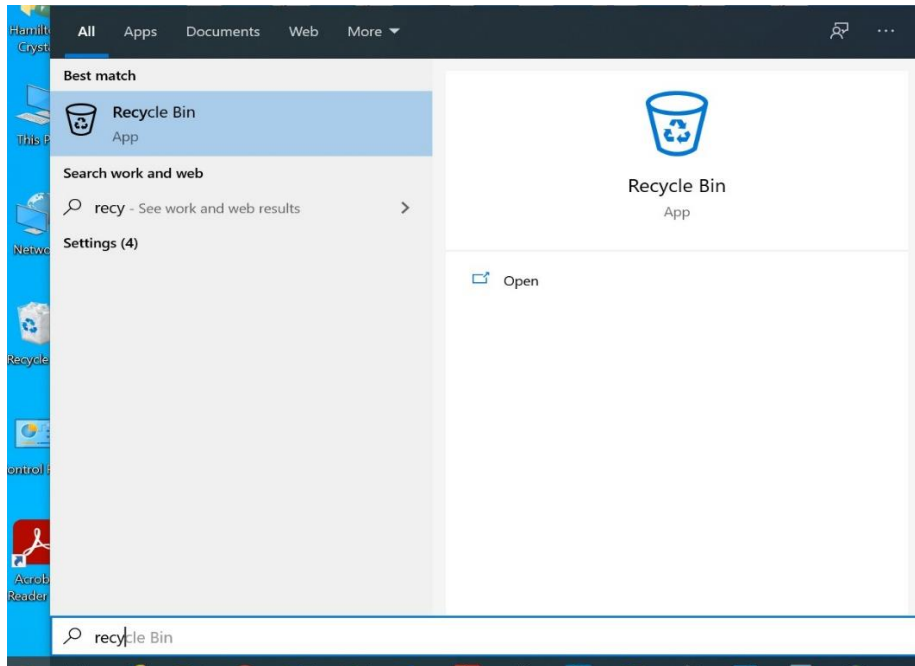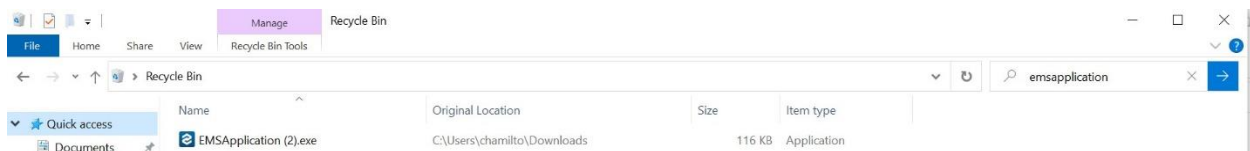From the *Start Menu* or *Desktop* locate and open *Recycle Bin.*



Step 6: Permanently Delete EMS Files.

Search for "EMSApplication" and then "emswebdeployconfiguration" using the search feature in the top right corner. Select each instance, right click and delete. You will be asked if you are sure you want to permanently delete the file. Select "Yes". The goal is to make sure there are no remnants in the *Recycle Bin.*



If this does not work, please reach out to the EMS System Administrator. The files could be in a particular place on the C:// or older information could be pulling from the computer's registry.
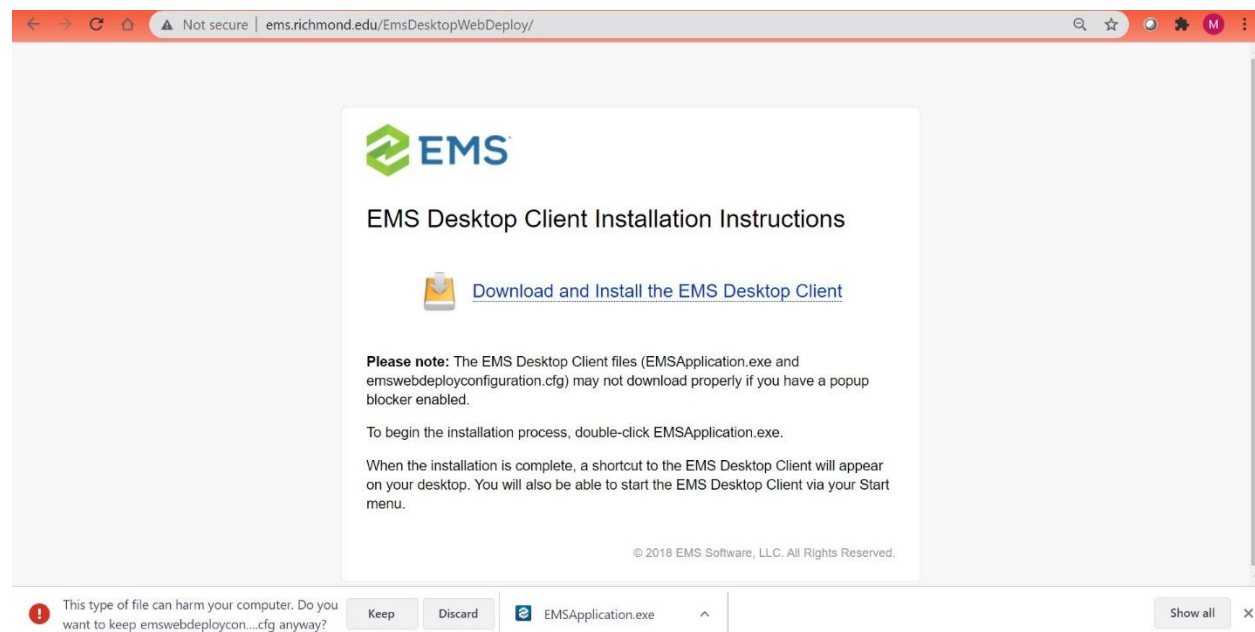
# Installing

After you have ensured that all remnants of EMS are permanently deleted, you can now install the EMS Application.

## Step 1. Open a web browser (Chrome, Firefox, Explorer, etc.).

In the navigation bar, paste the following URL and press Enter.

https://ems.richmond.edu/EmsDesktopWebDeploy/



## Step 2. Download the Desktop Client.

You will ultimately download two files (EMSApplication.exe and emswebdeployconfiguration.cfg). *In order for the download to work properly, make sure that you are not blocking pop-ups.* Click the "Download and Install the EMS Desktop Client" link.

## Step 3. Save the installation files.

Your web browser may prompt you to save/keep (or possibly run) the emswebdeployconfiguration.cfg file. Make sure to do this *before* attempting to open the .exe file. Just save the download files to your Downloads folder or wherever you generally save downloaded files.

- EMSApplication.exe
- emswebdeployconfiguration.cfg

## Step 4. Open and run the EMSApplication.exe file.

This will start the installation process. The application should open momentarily.


If you are asked for the Web Deploy URL enter https://ems.richmond.edu/EmsDesktopWebDeploy/