



## "I had Jobulator... but now it's gone!"

*If you do not see the Jobulator application on your computer, please follow the directions below.*

### Step #1 – Try to Open Your Current Version of Jobulator

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To begin, verify that Jobulator is not just closed on your computer by attempting to re-open the program.

#### Opening Jobulator on a PC

1. Click on **Start** in the lower left hand corner of your screen.
2. Choose **All Programs** from the menu.
3. Select **Jobulator** from your programs list.

#### Opening Jobulator on a Mac

1. Open the **Finder** tool from your Mac Dock.
2. Choose **Applications** from the menu.
3. Select **Jobulator** from the application list.

### Step 2 – Uninstall Your Current Version of Jobulator

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If you still do not see the Jobulator application on your screen, you will need to uninstall the current version of Jobulator from your computer.

#### Uninstalling on a PC

1. Click on **Start** in the lower left hand corner of your screen.
2. Choose the **Control Panel** from the menu.
3. Double click the **Add and Remove programs** icon (on some computers this may be labeled **Programs and Features** or **Uninstall a Program**).
4. A list of your programs will be populated. Click on **Jobulator**.
5. Choose to **Remove** or **Uninstall** this program.

#### Uninstalling on a Mac

1. Use your Finder tool to find Jobulator (Applications > Jobulator)
2. Drag Jobulator to the Trash Can to remove it from your Mac

### Step 3 – Remove Any Files/Folders Associated With Jobulator (\*Do not skip this step\*)

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This step is to verify that the previous occurrences of the application are no longer present on the computer.

#### Locating Files on a PC

1. Click on **Start** in the lower left corner of your screen.
2. Choose the option for **Search**.
3. Type in “Jobulator” and click **Search**.
4. Your PC will find all files related to the Jobulator system.
5. Delete all files related to Jobulator.

#### Locating Files on a Mac

1. Use your Finder tool to find all files associated with Jobulator.
2. Move all files related to Jobulator to the Trash Can.

### Step 4 – Empty the Recycle Bin/Trash Can (\*Do not skip this step\*)

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#### Emptying the Recycle Bin on a PC

1. Open the Recycle Bin on your computer.
2. Click the **Empty Recycle Bin** button

#### Emptying the Trash Can on a Mac

1. Open the Trash Can on your computer.
2. Click the cog/gear icon and choose **Empty Trash** from the pop up menu.

### Step 5 – Re-install Jobulator

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To reinstall the Jobulator program, go to [www.Jobulator.com](http://www.Jobulator.com). From there, follow these steps:

1. Click the **Help** tab to go to our help webpage.
2. Choose the help with **Downloading Jobulator** button.
3. Begin the Jobulator installation process by clicking the **Click to Download and Install** button on that page. The installer will then begin to install Adobe Air, followed by Jobulator. *For help with installing Jobulator please see the Jobulator Installation Instructions.*

**\*Special Note** – If you are currently using an Anti-Virus program on your computer, that program may automatically quarantine Jobulator as a result of your security settings. Be sure to set up scan exclusion rules in your Anti-Virus program for Jobulator. For help with this, please view our “Jobulator Could Not Connect” video on our website under the “Using Jobulator” section of the Help page.

### **Additional Help**

If you continue to have trouble after you have tried the suggestion above, please email us at [support@jobulator.com](mailto:support@jobulator.com), with the subject line “**Help - Jobulator Disappeared.**”