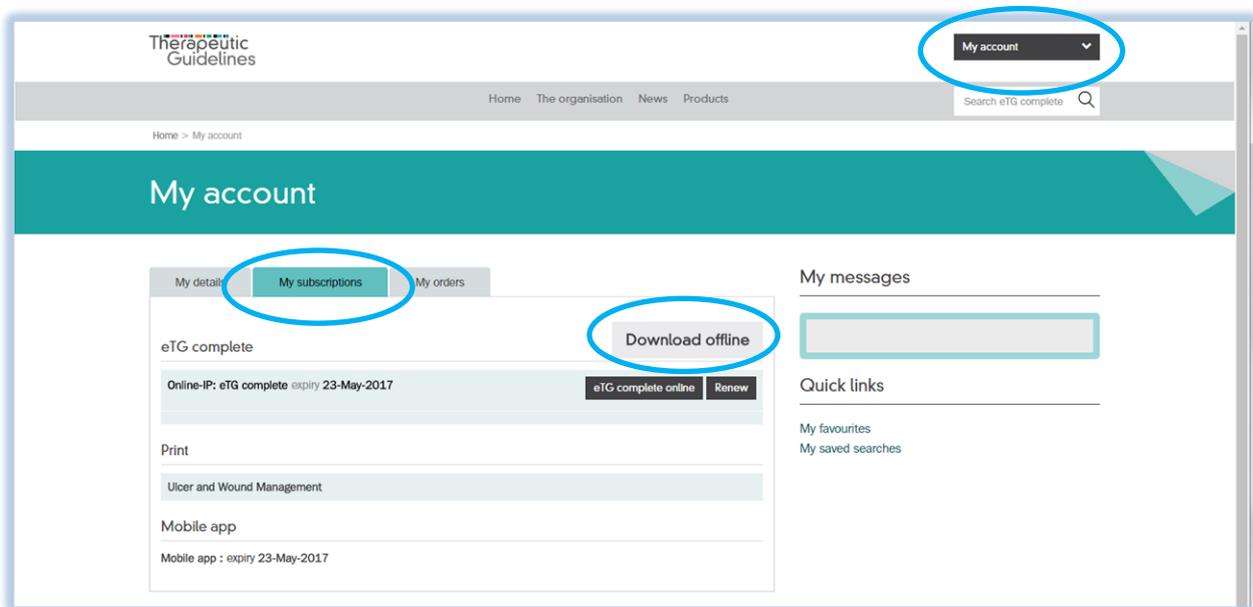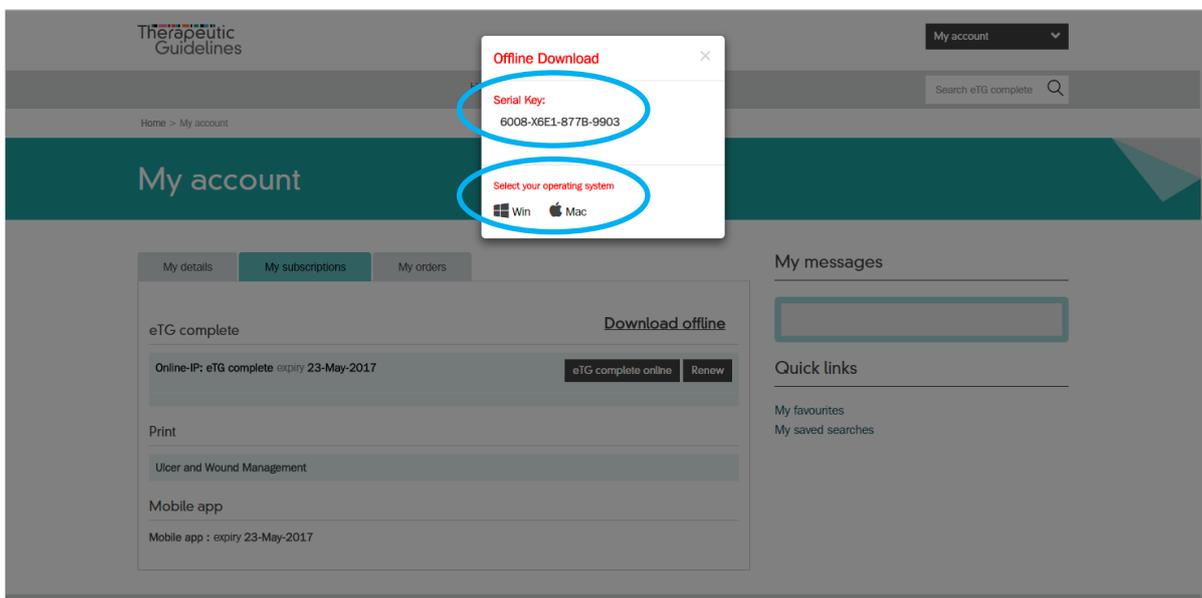# eTG complete offline download and installation

You can use any compatible web browser to download *eTG complete*, but the steps may vary depending on your browser and operating system.

Log in to your account through the black 'Log in' box in the top right-hand corner of the home page of the TGL website (www.tg.org.au) or *eTG complete*.

- Select your account name from the 'My account' drop-down list (click on the black box in the top right-hand corner to see the drop-down list).
- Click on the 'My subscriptions' tab.
- Click on 'Download offline'.

- Your serial key will appear in the pop-up window. Copy this number as you will need it during the installation process.
- Select your operating system by clicking on **Win** or **Mac**.

Windows install

- Click on **Win**.

Depending on which browser you are using, 'eTGComplete_win.exe' will download automatically, or you will be prompted to Run or Save this file. This may take a minute or two depending on your download speed. Some general instructions follow, but these steps may vary depending on your browser version:

   - **Chrome**—'eTGComplete_win.exe' will automatically begin downloading. Once the download is complete, double-click on 'eTGComplete_win.exe' to start the installation process.
   - **Firefox**—you will be prompted to save 'eTGComplete_win.exe'. Once the file is downloaded, click on 'eTGComplete_win.exe' to start the installation process.
   - **Internet Explorer**—you will be prompted to Run or Save the file. If you click Run, the installation process will automatically start once the download is complete.
- The installation wizard will take you through the installation process.
- Once the installation is complete, you may be asked for your user name and serial key to authenticate. Your user name is the email address you used to log in. You can copy your serial key from the pop-up window in My Subscriptions. Click 'Download offline' again if the pop-up window has closed.
- Click 'OK' and *eTG complete* will open.

Mac install

- Click on **Mac**.
- 'eTGComplete_oxs.dmg' will automatically download.
- Use Finder to navigate to the Downloads, then double-click on 'eTGComplete_oxs.dmg'.
- This will open a window with an *eTG complete* icon and an Applications folder.
- Drag the *eTGcomplete* icon into the Applications folder to start the install.
- To open *eTG complete*, double click on the *eTG complete* icon in the Applications folder.
- You may be asked for your user name and serial key to authenticate. Your user name is the email address you used to log in. You can copy your serial key from the pop-up window in My Subscriptions. Click 'Download offline' again if the pop-up window has closed.
- Click 'OK' and *eTG complete* will open.