



Updating your SRV CANADA VRS app on a PC

English Version

UPDATING THE SRV CANADA VRS APPLICATION ON PC

Step 1 – Close the app

If the app is open on your computer, close it by clicking the 'X' in the upper, right-hand corner.

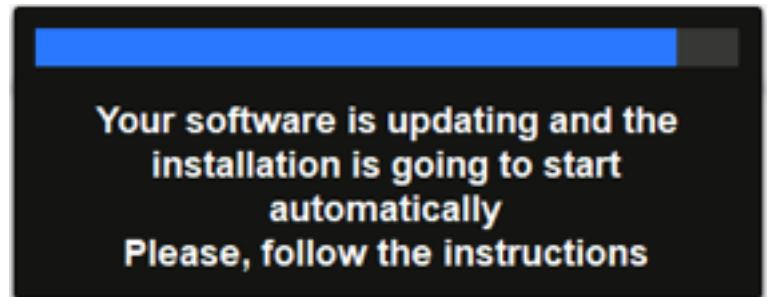
Step 2 – Open the app

Open or re-open the app by double clicking the following icon on your desktop.



Step 3 – Begin the update

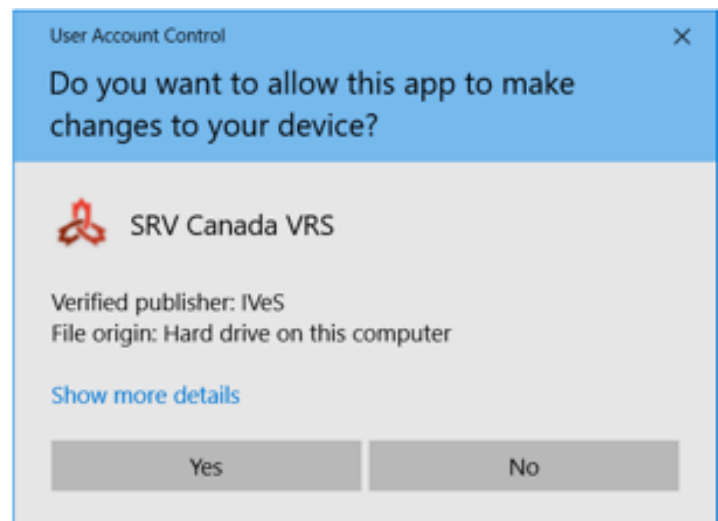
Once you open or re-open the app, the update will launch automatically and will look like this:



Step 4 – Begin the installation

Once you have downloaded the app update, you will see this screen:

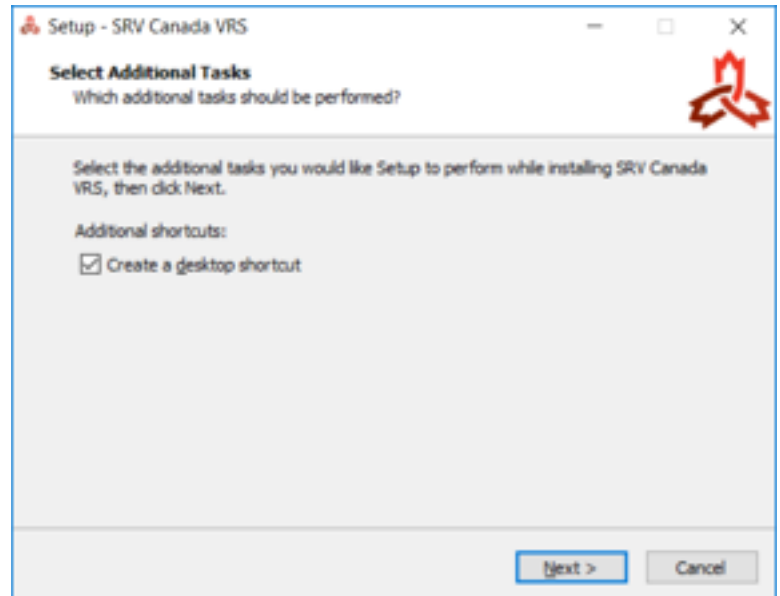
Click on 'Yes' to start the installation.



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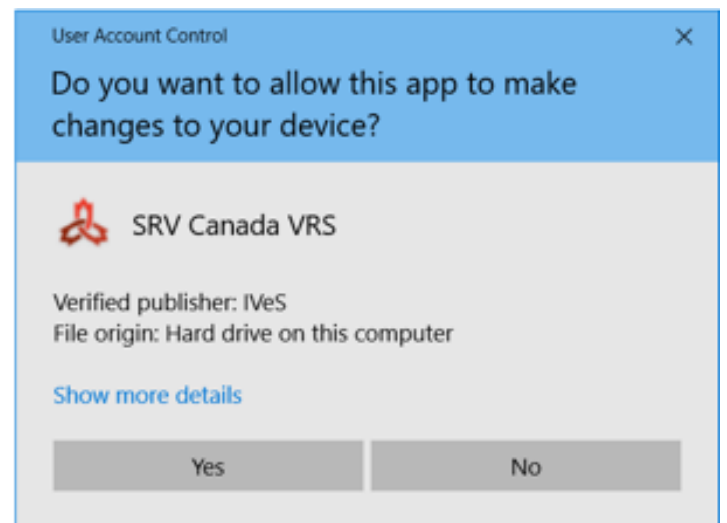
Step 5 – Choose to create a new shortcut

Click on the 'Next' button with the 'Create a desktop shortcut' checkbox checked to continue installation and create a new shortcut upon completion.



Step 6 – Accept the installation

Accept the installation by clicking on the 'Install' button and your new updates will begin installing.



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Step 7 – Complete the installation

Once installed, you will see the following completion screen.

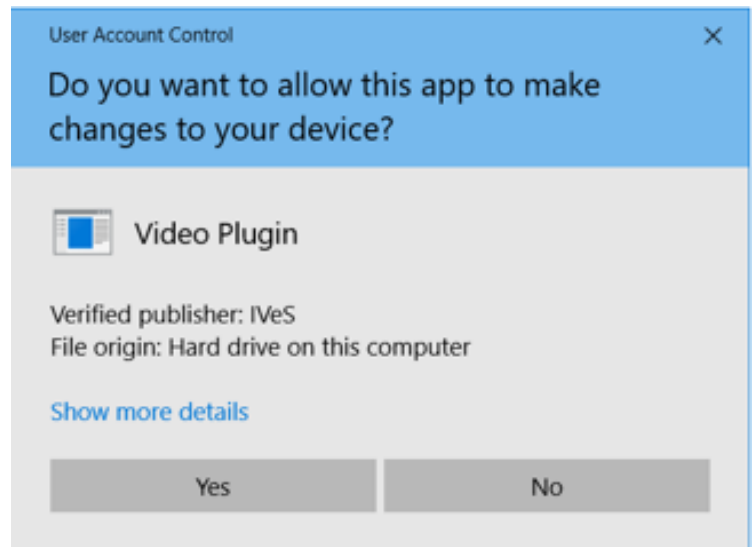
Click 'Finish'.



Step 8 – Authorize the video plugin

As soon as you click 'Finish', SRV Canada VRS new application will be launched and the automatic update of the plugin will start. You will see the following instructions.

Click 'Yes' in the User Account Control window, above to authorize the video plugin.



Your SRV Canada VRS app should now be up-to-date.

If you're still having trouble with updating your app, please contact our Customer Service Team at the following:

VRS: 9050 from your app

Voice: 1-800-958-5856

Email: support@srvcanadavrs.ca