

## Downloading an installation package

You can download the install package to your machine as a .zip file and extract the executable (.exe) package to run the installation from.

Download instructions are provided for the web browsers listed below.

### Web Browser

Click on the links below to go to the instructions for your web browser:

[INTERNET EXPLORER](#)

[FIREFOX](#)

[GOOGLE CHROME](#)





## Internet Explorer

### Click on the Download button

To start the download, click on the **Download** button from the web page.



**Name:** Citizen Engagement Portal 9.1.18.3  
**Version:** 9.1.18.3  
**Build:** 0013  
**Build Date:** 09-30-2018 17:01  
**What's New:** [What's New in 9.1.18.3](#)   
**Latest Updates:** [ReleaseNotes.txt](#) 

[Download CZP-9.1.18.3.zip](#)



#### **Download Instructions**

Click the Download button to download the installation package.

The install package is downloaded as a zip file. Once downloaded, open the zip file and Extract the CZP-9.1.18.3.exe. Click on the CZP-9.1.18.3.exe to start the installation. For a walkthrough of how to download, including screen shots from Internet Explorer, Google Chrome, or FireFox, click on Download Instructions.

#### **Installation Instructions**

Follow the Citizen Engagement Portal installation guide for either a new install or for updating from an existing version.



## Select the option to Save As

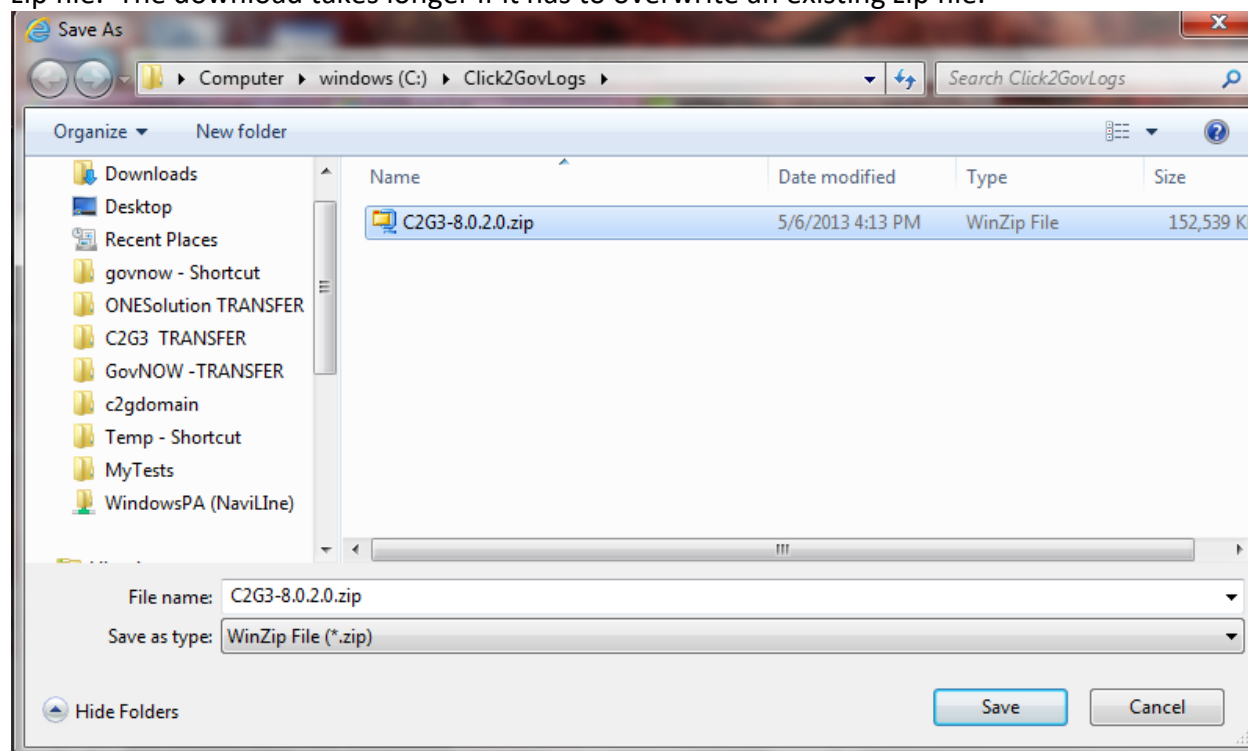
A message will appear at the bottom of the Internet Explorer browser, asking you if you want to open or save the file. Click on the down arrow on the **Save** button, and select **Save as**.



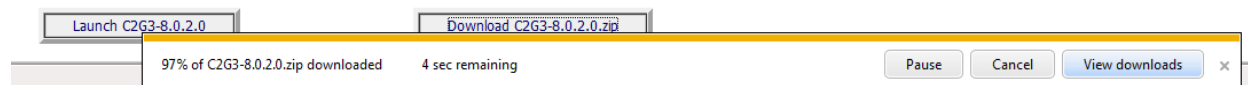
## Save the .zip file to your machine.

Select a folder to download the file to on your machine. It will be saved as a .zip file.

TIP: If you have a previous version of the zip file already downloaded, delete or rename the old zip file. The download takes longer if it has to overwrite an existing zip file.



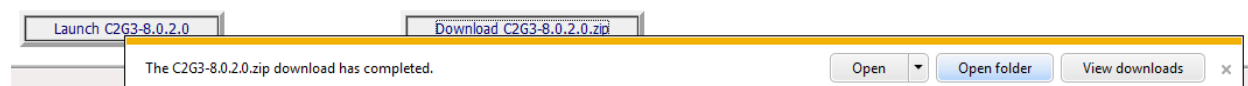
It will start downloading the file...



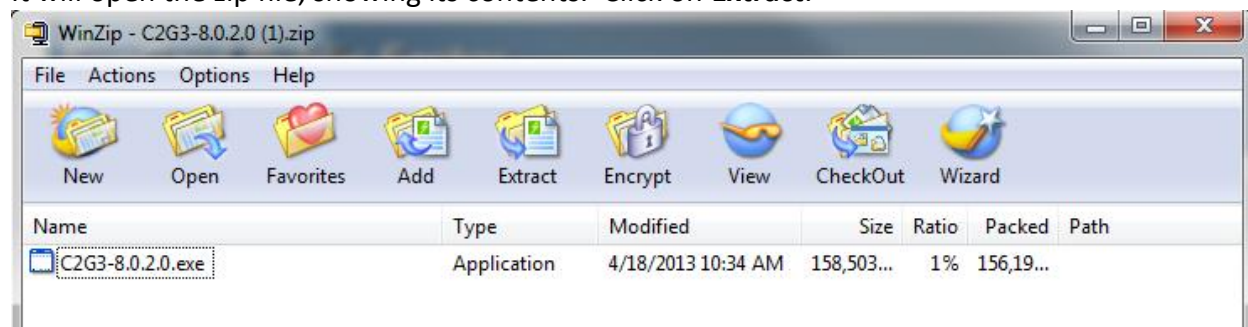


## Open and extract the install package.

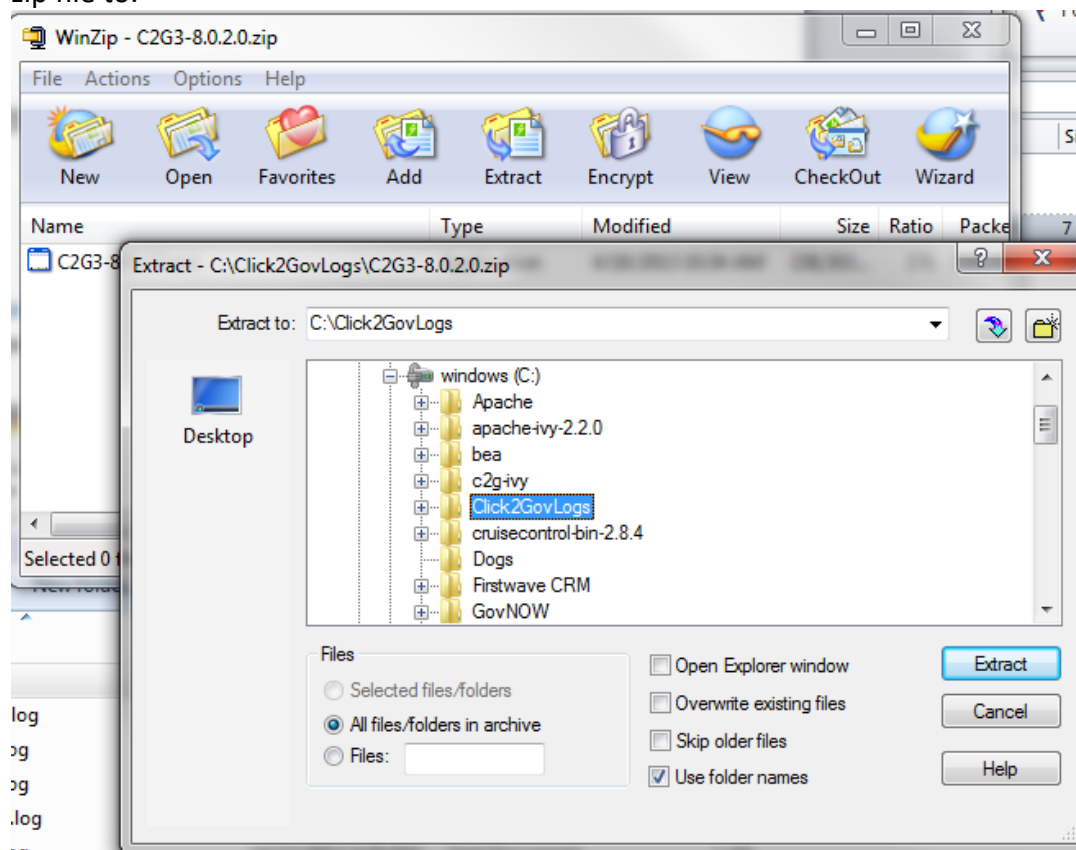
When the download is finished, click Open.



It will open the zip file, showing its contents. Click on **Extract**.

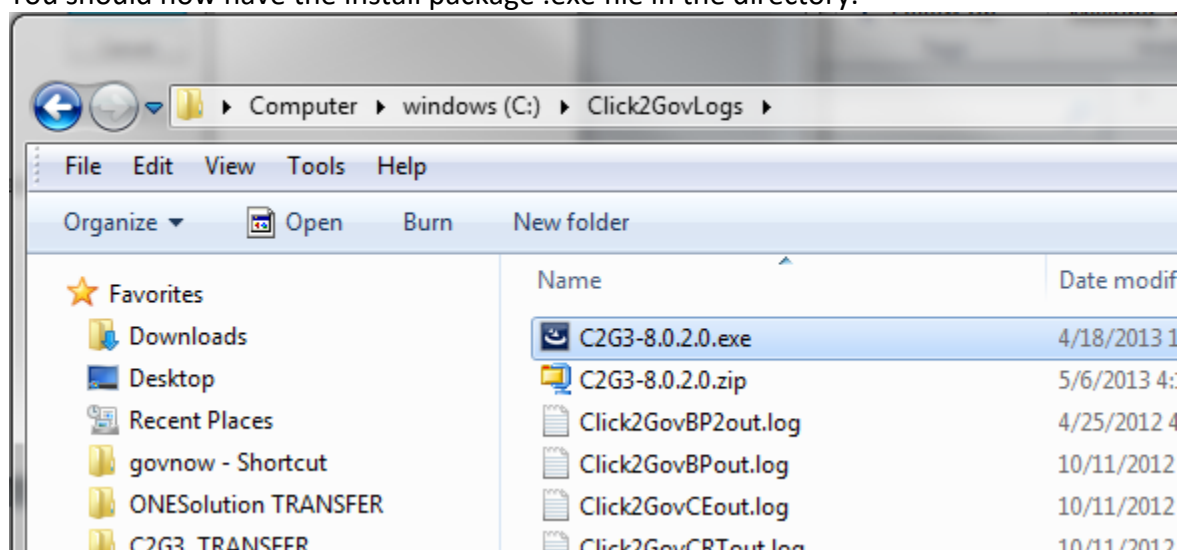


Select the directory to extract the file to. You can use the same folder that you downloaded the zip file to.





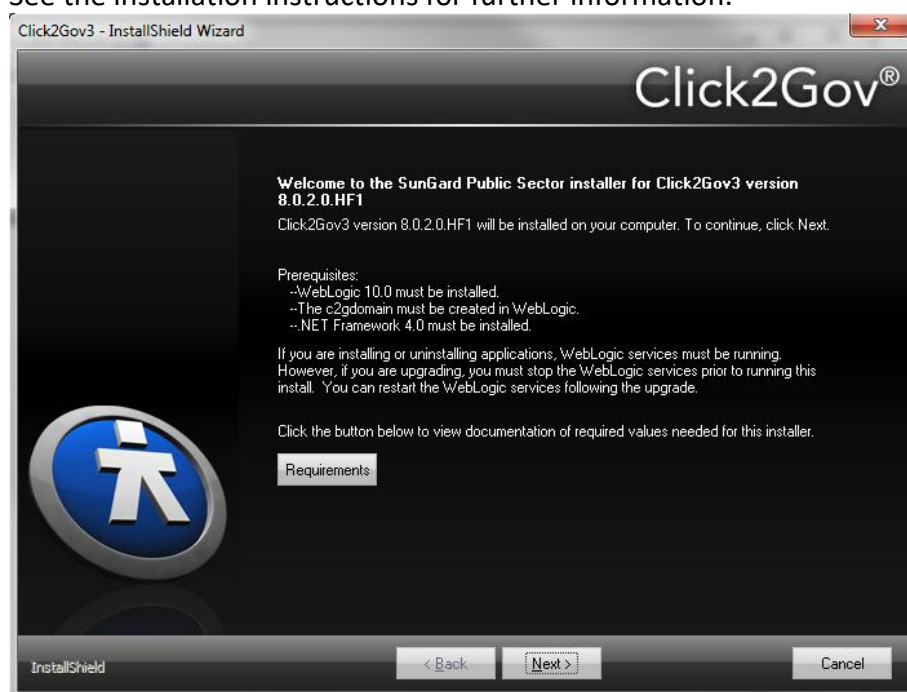
You should now have the install package .exe file in the directory.



## Run the installation

Click on the .exe file to start the install.

See the installation instructions for further information.





### Internet Explorer – Site Security

Depending on the customer's Internet Explorer security settings, you may get an error dialog, indicating the site is not part of the user's Trusted Sites. They can add our download site to their Trusted Sites to allow the download to continue. Depending on the company's security policy, this may need to be added by an administrator.

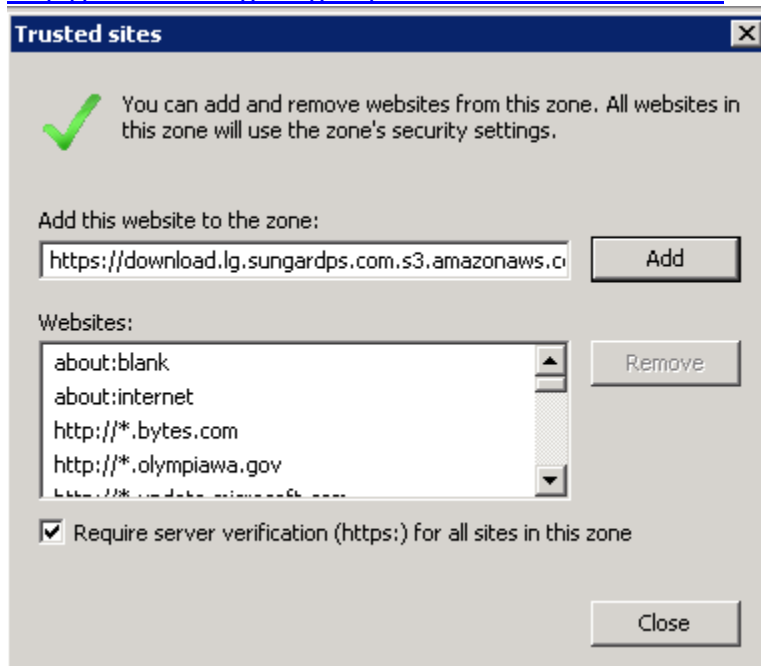




To add the sites to the Trusted Sites list, Click Add.

By default it will prompt to add the download site:

<http://download.lg.sungardps.com.s3.amazonaws.com>



If they have 'Require server verification (https:) for all sites in this zone' checked, then you can change the website to: <https://download.lg.sungardps.com.s3.amazonaws.com>  
Click Add, then Close to continue.

If the download does not continue, you may have to go back to the download page and click on the Download button to start the download again.





## Firefox

### Click on the Download button

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#### **Installation Instructions**

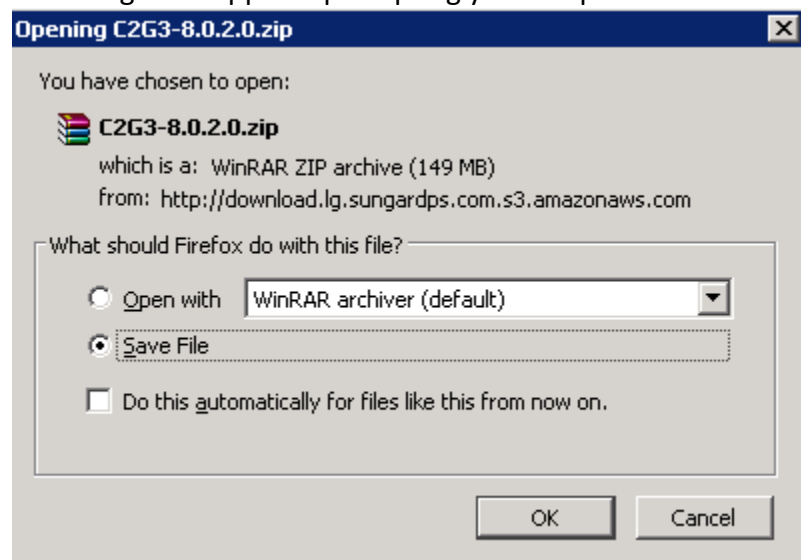
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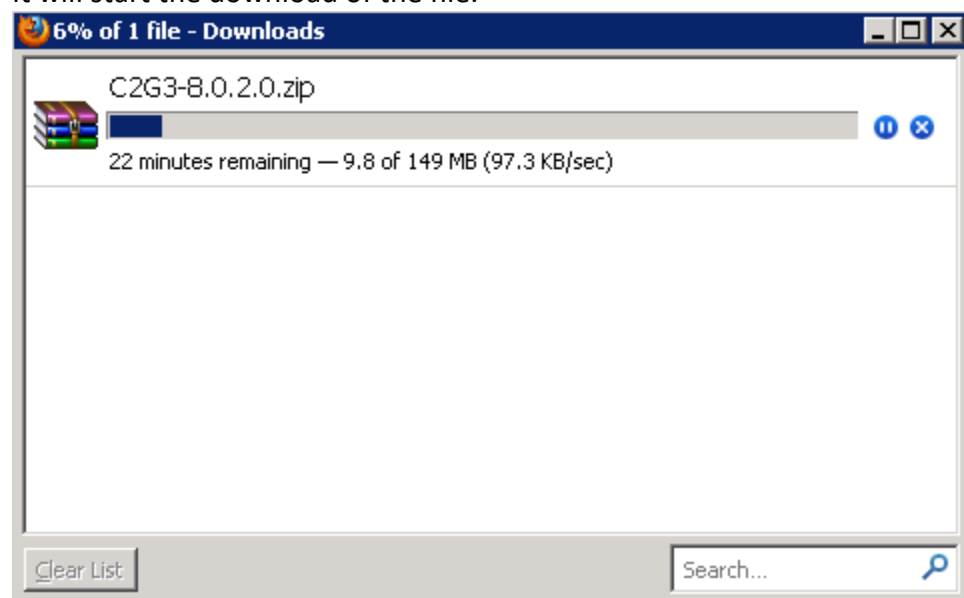


## Select the option to Save File

A message box appears prompting you to Open or Save the file. Select **Save File** and click **OK**.



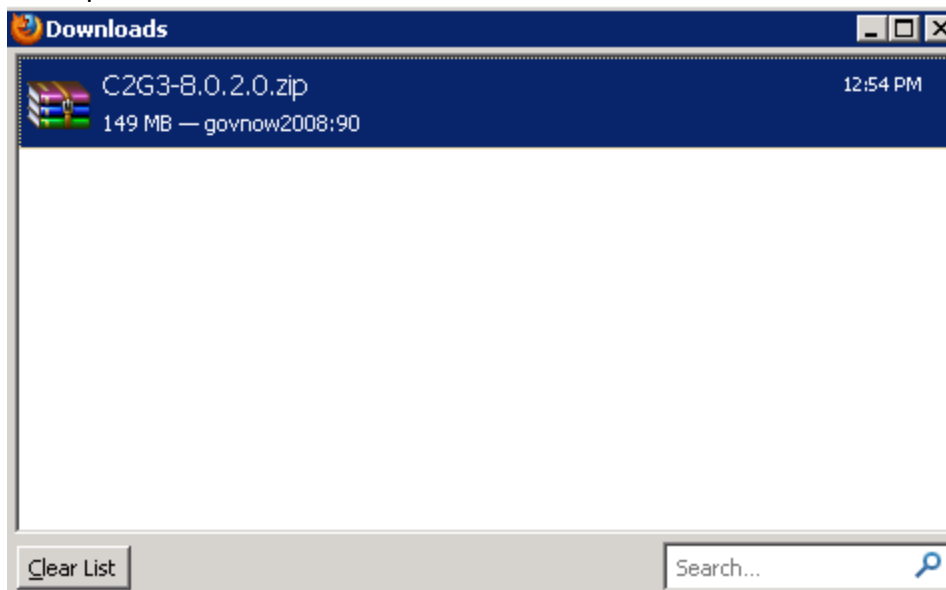
It will start the download of the file.



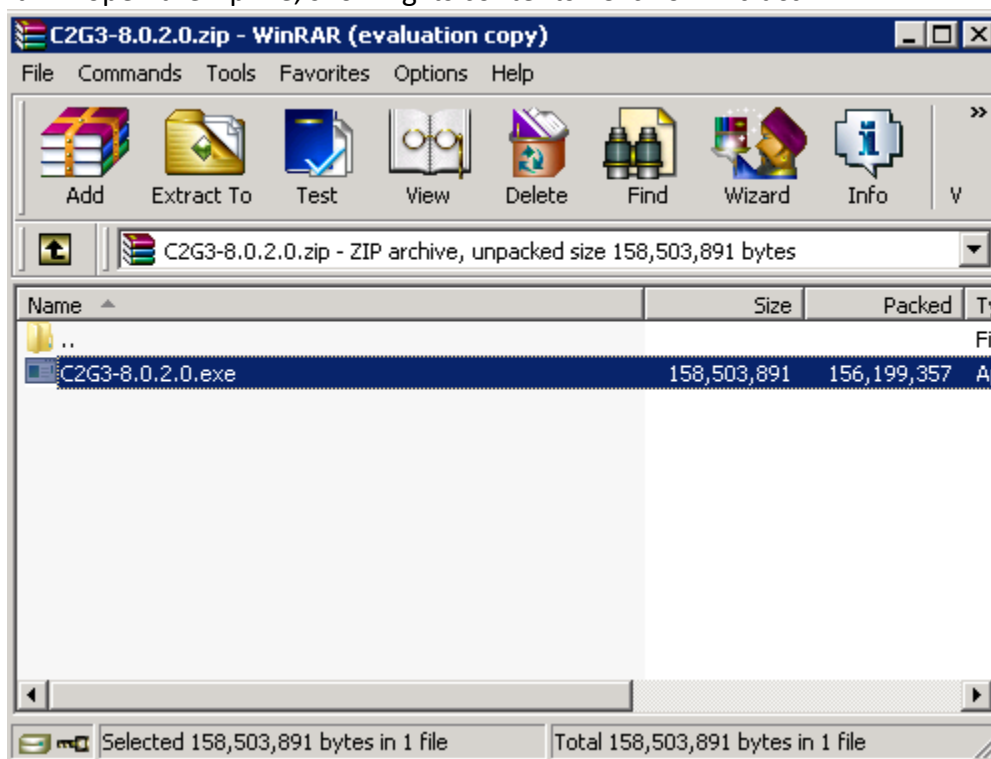


## Open and extract the install package.

When the download completes, double-click on the .zip file in the downloads dialog to open the .zip file.

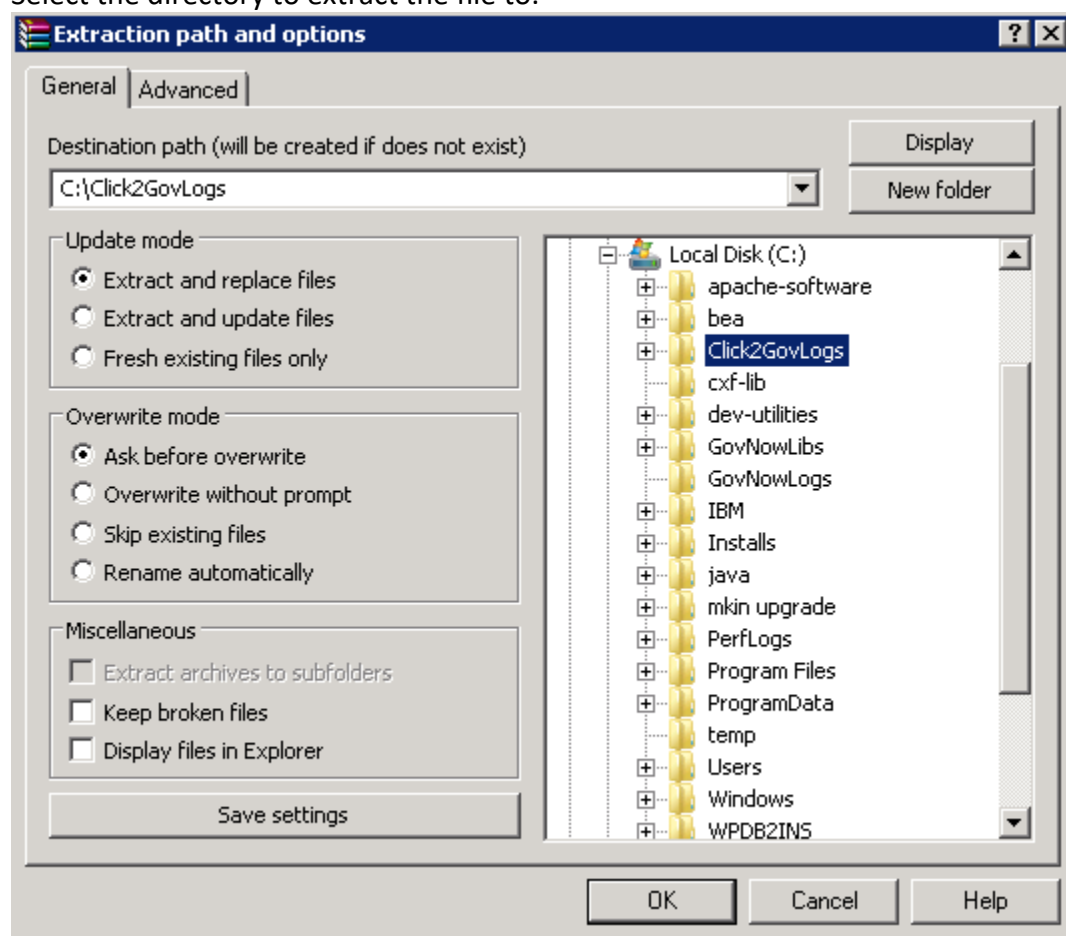


It will open the zip file, showing its contents. Click on **Extract**.

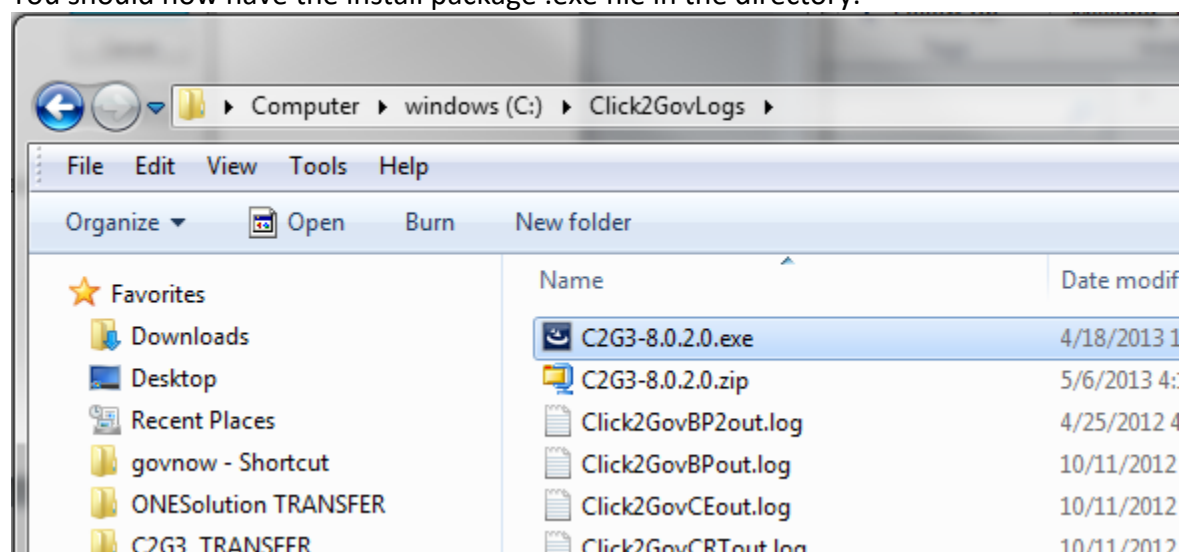




Select the directory to extract the file to.



You should now have the install package .exe file in the directory.

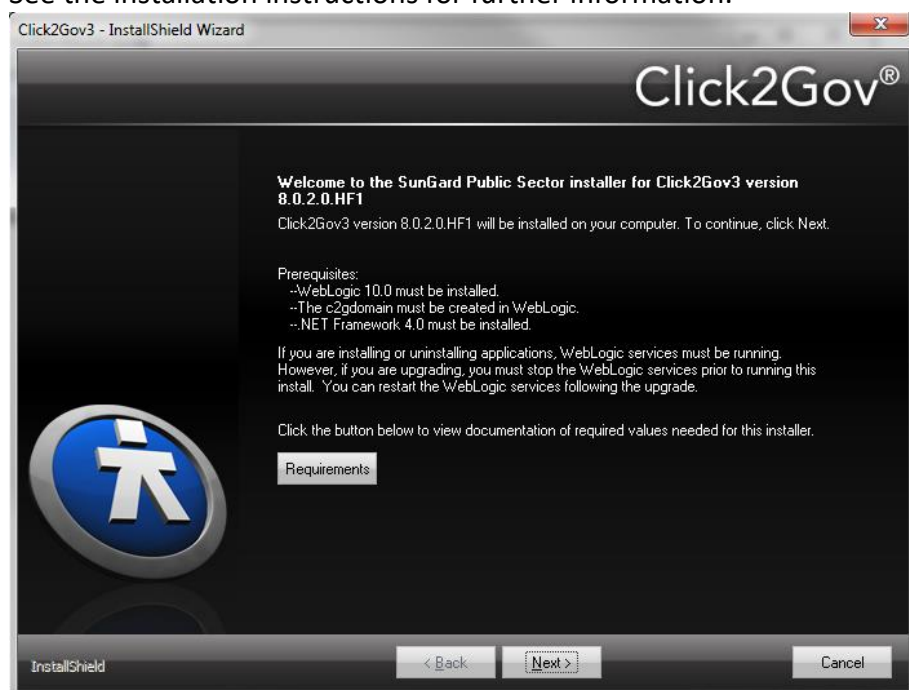




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## Google Chrome

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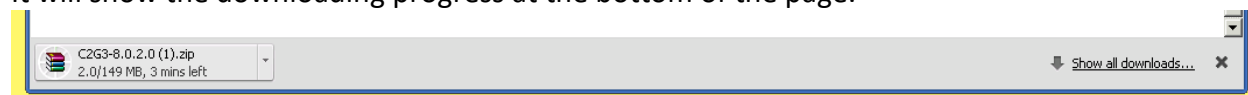
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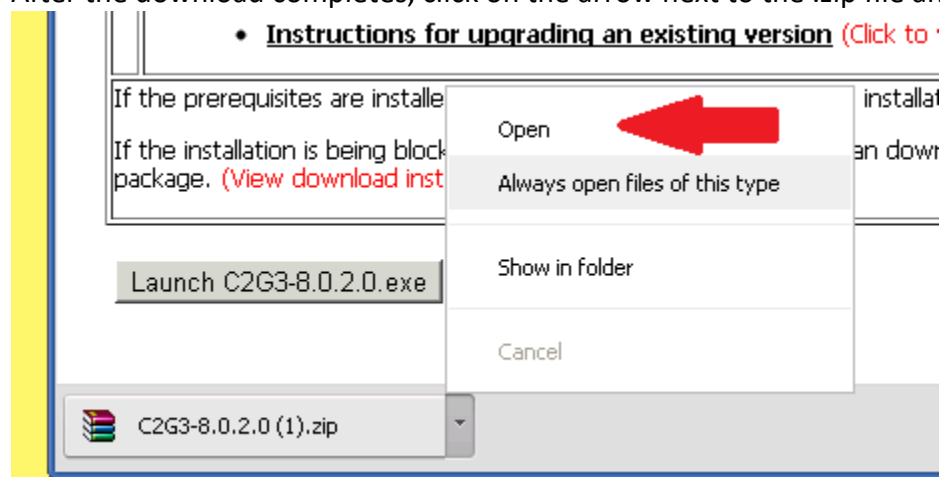


It will show the downloading progress at the bottom of the page.

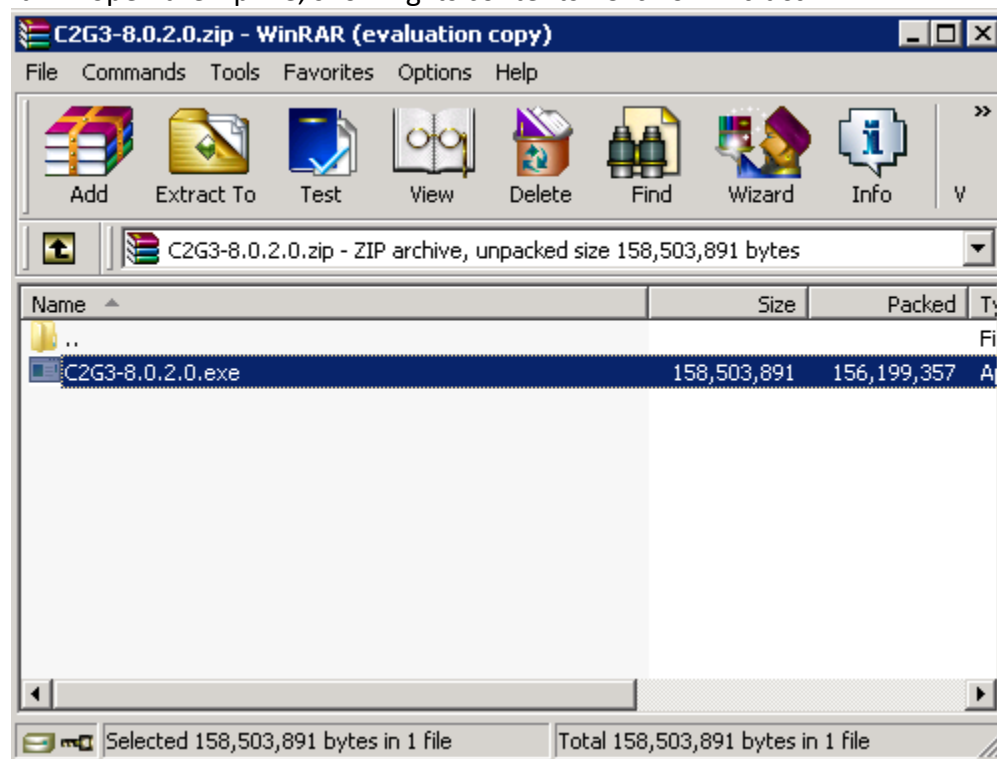


### Open and extract the install package.

After the download completes, click on the arrow next to the .zip file and select **Open**.

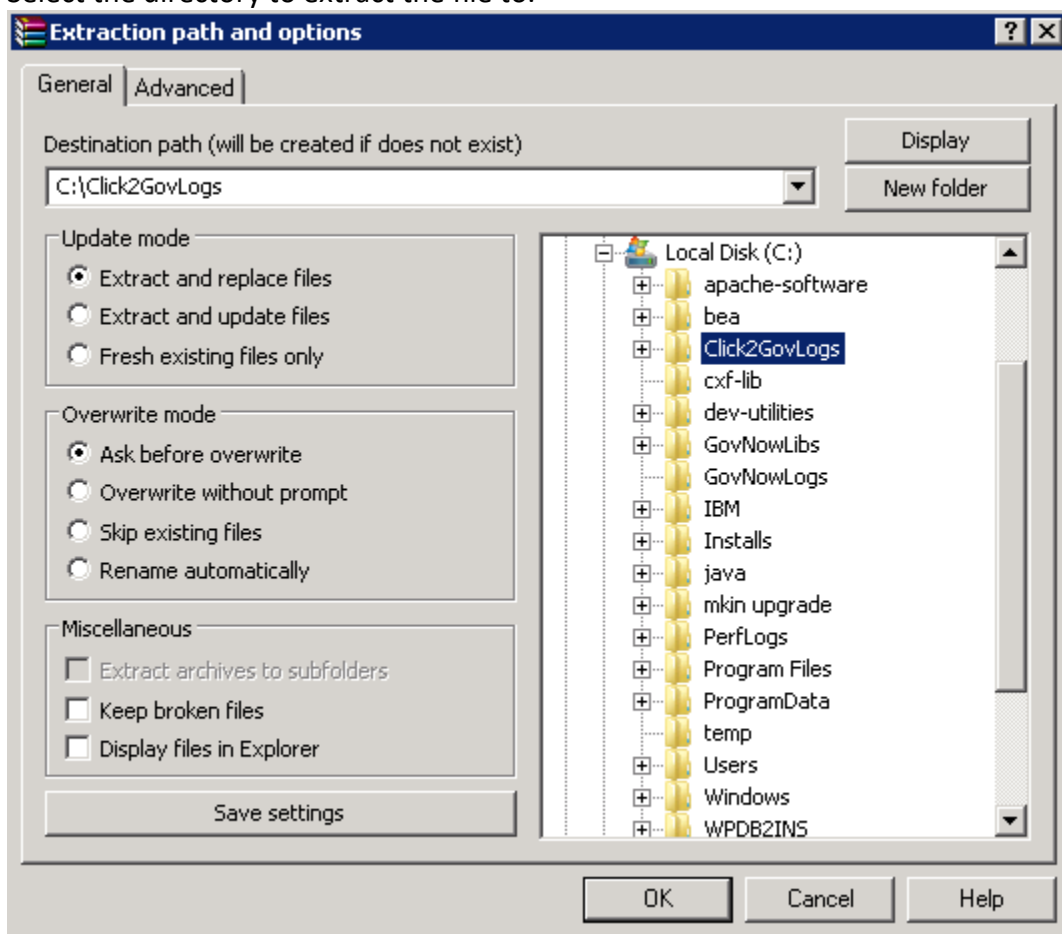


It will open the zip file, showing its contents. Click on **Extract**.

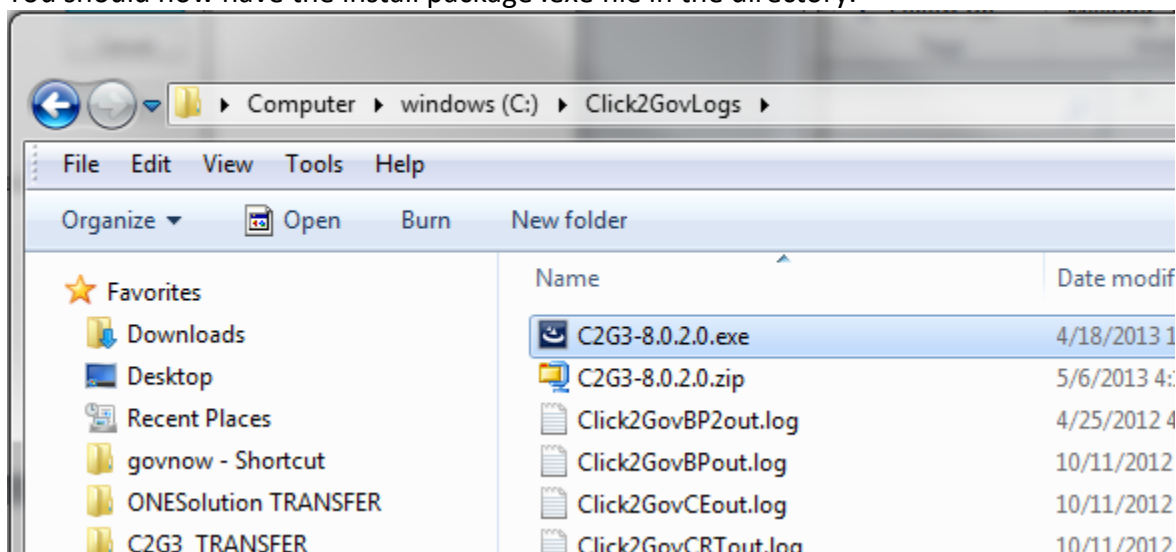




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