

# Uninstallation Instructions

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## Synopsis

This document details instructions for fully un-installing Privia from a user's system. This process is recommended for users who have received a message that installation cannot occur because a copy of Privia is already installed, and also for Users who would like to make certain that all registry entries are wiped from the system. The user must have the ability to install/uninstall components on the computer; also privileges to access the local registry are needed.

## Uninstall Privia Applications

If you have previous instances of Privia software installed on your PC, you must first remove that software via the Control Panel before proceeding. To do this:

1. Select "Control Panel" from the Windows Start menu
2. Click "Programs and Features" from the list of options
3. Remove all the Privia applications from the system

When uninstalling "Privia Platform With Enhanced Logging" there will be a dialog that asks if you want to remove Privia Profiles, (shown in Figure 2) click "Yes"

Figure 1. Remove Privia Apps from the Control Panel

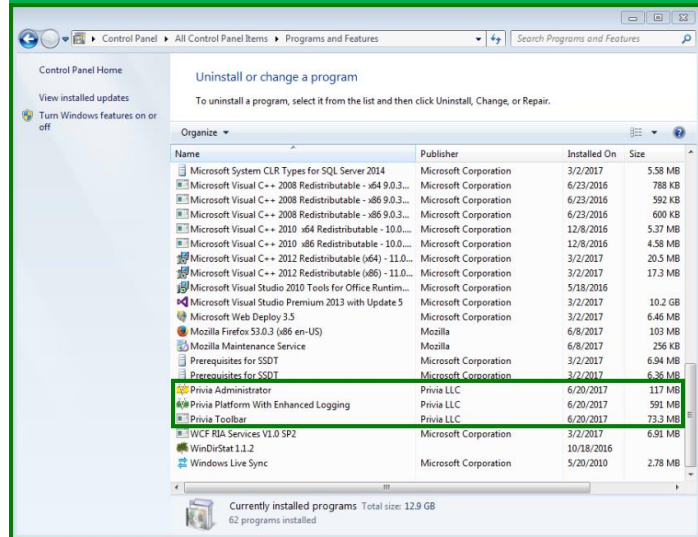
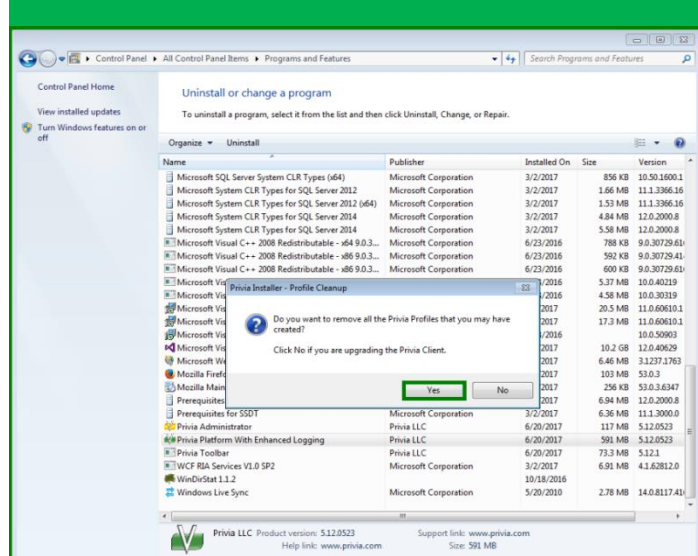


Figure 2. Remove all Profiles from the System



## Open Applications

The Privia application integrates with Microsoft® Office applications; so, please close all applications at this time. If any active Microsoft applications are not closed, then the uninstallation process will be stopped until this is completed.

## Delete Browsing History

### Internet Explorer

If Internet Explorer was being utilized as the browser used for accessing Privia Web, please follow these instructions to clear the cache:

1. Select the "Gear" icon in the top right hand corner
2. Click "Internet Options"

Figure 3. Close all Office Apps that are Open

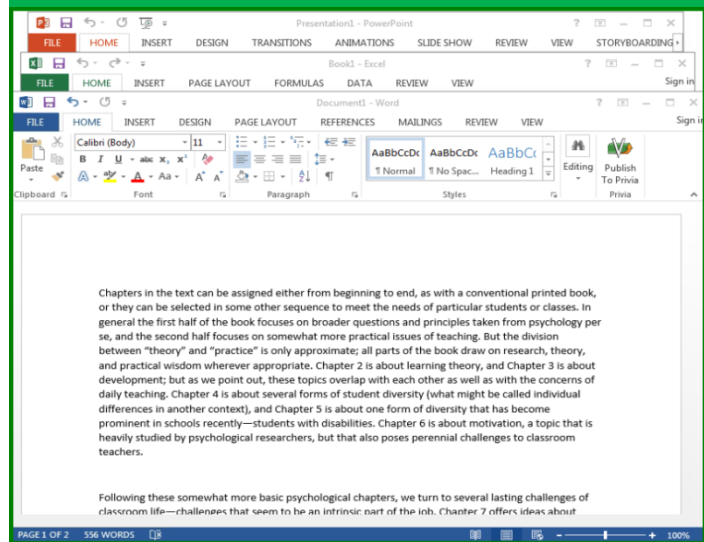
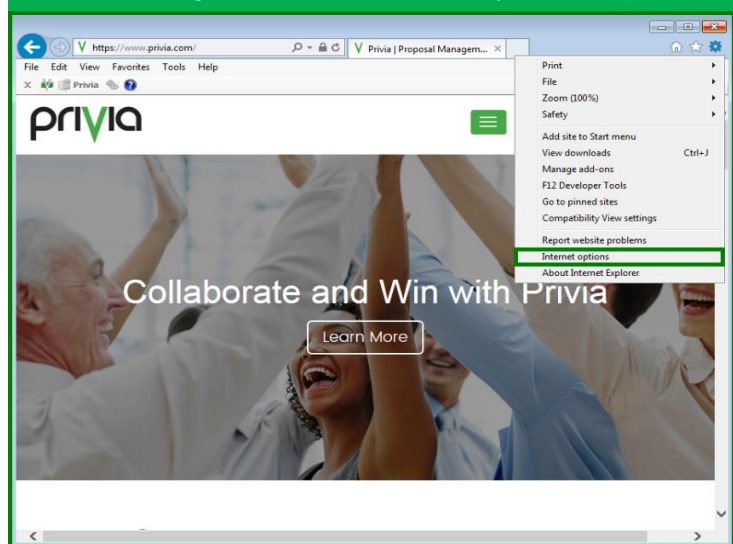
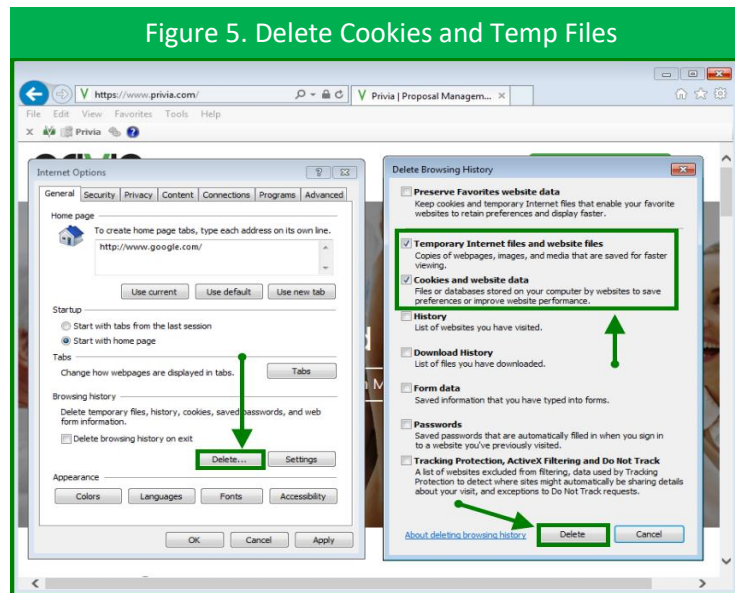


Figure 4. Select "Internet Options"



From the "Internet Options" dialog:

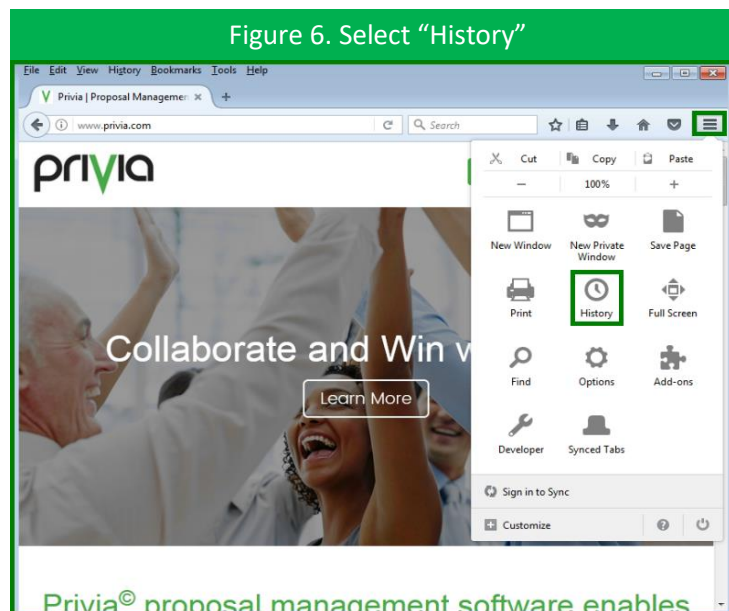
3. Click "Delete" under the section titled "Browsing History"
4. Leave the checkbox beside "Preserve Favorites website data" unmarked
5. Select all other checkboxes
6. Click "Delete"
7. After this is completed, the "Internet Options" dialog will again be active and depending on the amount of data, you may see the blue spinning icon that indicates Windows is busy. Once this stops flashing, you may click "OK" to close the window.



## Mozilla Firefox

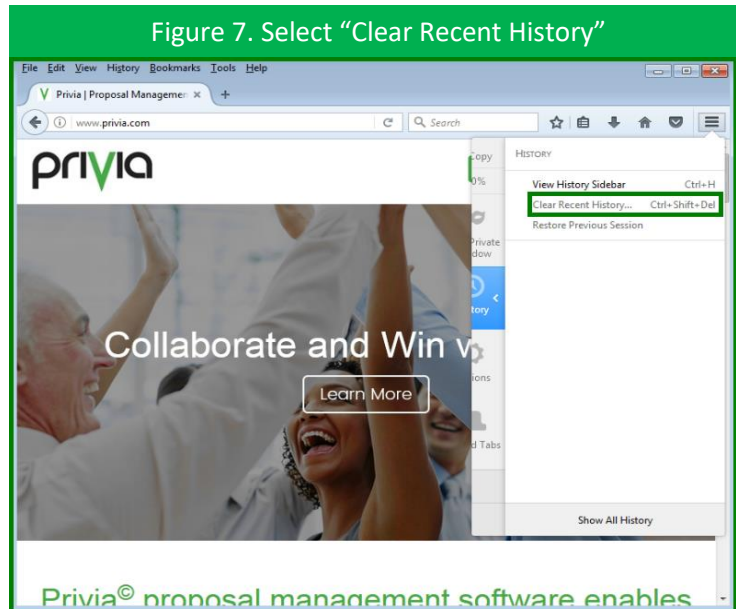
If Firefox was ever used to access the Enhanced or Pure Web features of Privia, then this browser's cache will need to be cleared. To do this:

1. Open Mozilla Firefox
2. Click the "Lines" icon in the top right hand corner
3. In this menu click on "Options" which has a "Gear" icon right above



A new browsing tab will open and give a myriad of user options, to continue clearing the cache:

4. Along the left navigation pane (running vertical on the page), there are eight different icons to
5. choose from, click the Privacy icon (the icon that looks like a mask and is the fifth one down)
6. In this Privacy section, please navigate to the middle of the page under the "History" section" and click "clear your recent history"
7. A sub-window will popup that displays a list of options in which data can be cleared, please select all of these checkboxes as all previous browsing data needs to be cleared
8. Click "Clear Now"
9. Close the Firefox browser



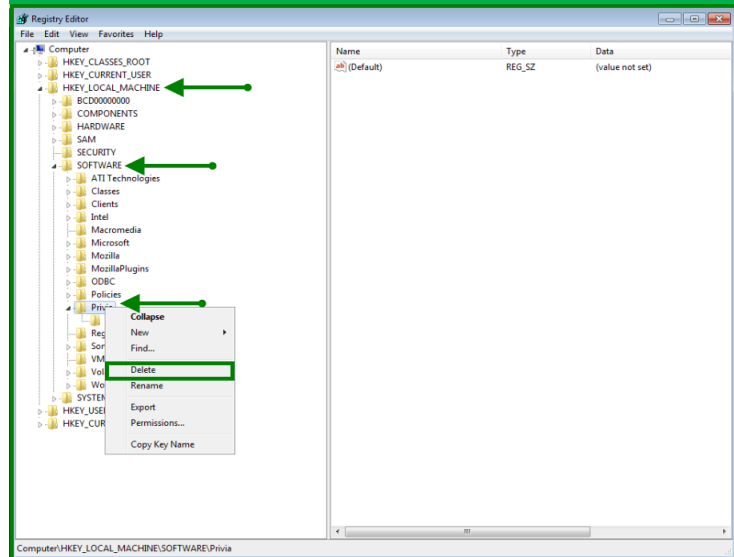
After following the above sections, Privia should be removed from the local machine. You may now proceed to "Installation Instructions." If unable to login to Privia after re-installing, there could be some lingering profile information that is preventing login. When following the instructions to re-install Privia, when running the Privia Profiler, if there is a message that says "registration could not be completed..." please follow the sections below to remove Privia from the local machine even further.

## Removing From the Registry

To ensure that Privia is fully uninstalled from the machine:

1. Click the Windows "Start" menu
2. Type "regedit" (no quotes) and press "Enter"
3. In the "Registry Editor" window use this path:  
HKEY\_LOCAL\_MACHINE >  
SOFTWARE
4. Once at the SOFTWARE folder, right-click on the "Privia" folder
5. Click "Delete"

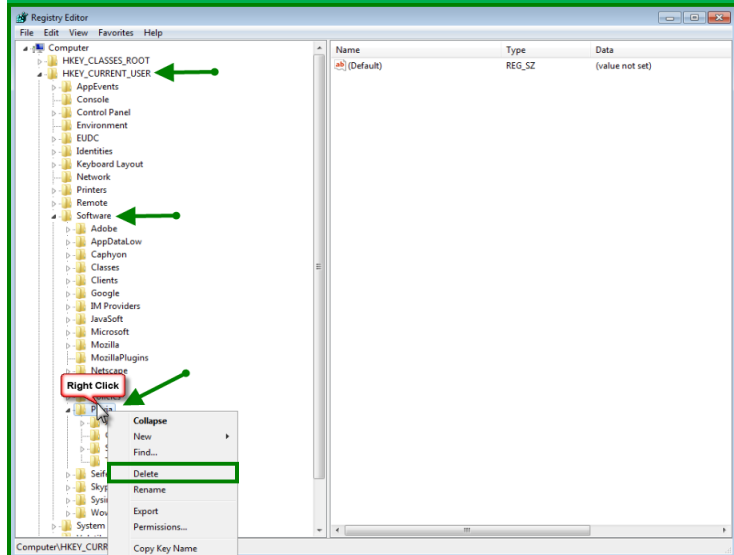
Figure 8. Remove the Privia Folder



To be even more thorough with ensuring that Privia is completely removed, please follow this similar process to remove the local profile:

1. Click the Windows "Start" menu
2. Type "regedit" (no quotes) and press "Enter"
3. In the "Registry Editor" window use this path:  
HKEY\_CURRENT\_USER >  
SOFTWARE
4. Once at the SOFTWARE folder, right-click on the "Privia" folder
5. Click "Delete"

Figure 9. Remove the Privia Folder



After completing these two processes, the next step is to clear "Application Data"



## Clearing Application Data

Application Data is a hidden folder; please follow these steps to enable hidden folder/file view:

1. Click the Windows "Start" button
2. Along the right-hand pane select "Control Panel"
3. Select "Folder Options"
4. In this window, click the "View" tab
5. In the list, under the first section, select the radio button next to "Show hidden files, folders, and drives"
6. Click "OK"

Now that hidden folders and files will display, please follow these steps to make sure there are no "leftover" files hanging around after uninstallation:

7. Open Windows Explorer
8. Follow this path to locate the folder Computer > C: > Users > {Windows User ID} > AppData
9. The Privia folder may be located under this node, if not then please select "Roaming" and Privia will be under here
10. Right-click on the Privia folder (if it exists) and select "Delete"

Figure 10. Show Hidden Files and Folders

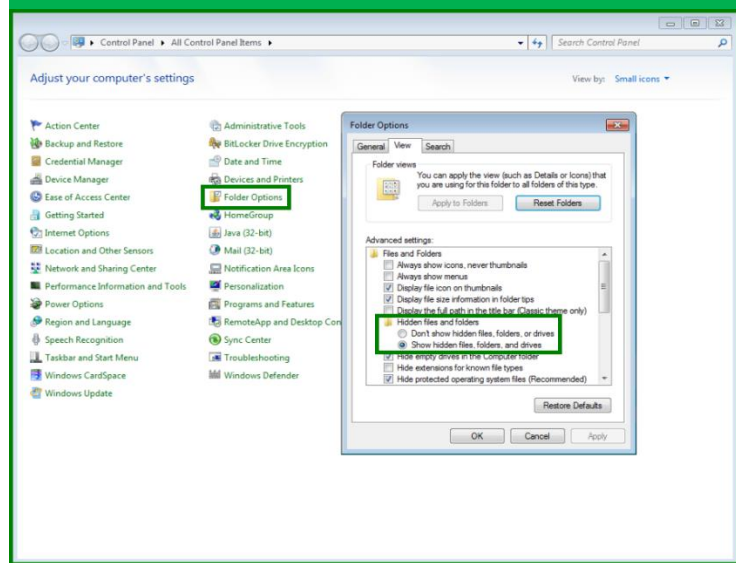
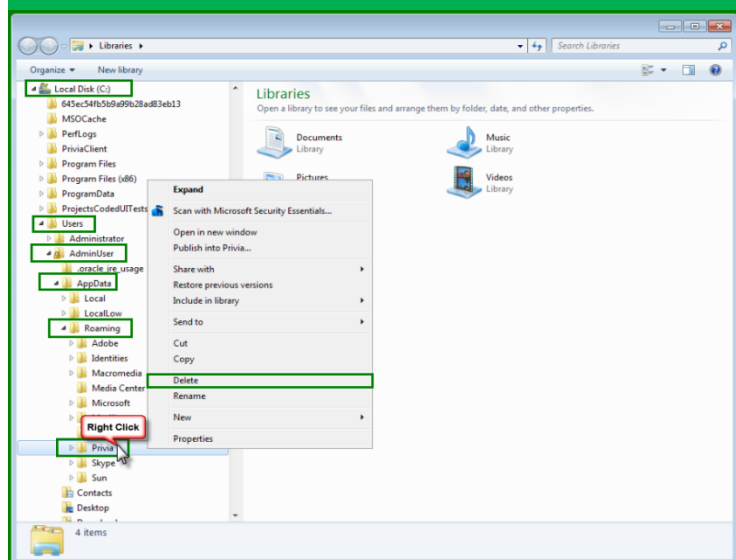


Figure 11. Remove the Privia Folder





## Final Steps

To make sure that all of the values detailed above are completely removed from the system and that the registry is refreshed, please reboot your system. This may be done by using either "Shut Down" or "Restart." Once the computer has been restarted or shut down, it is guaranteed that Privia will be removed from the system. Once fully removed, now it is time for the installation process. For this process, please refer to the document "Installation Instructions."