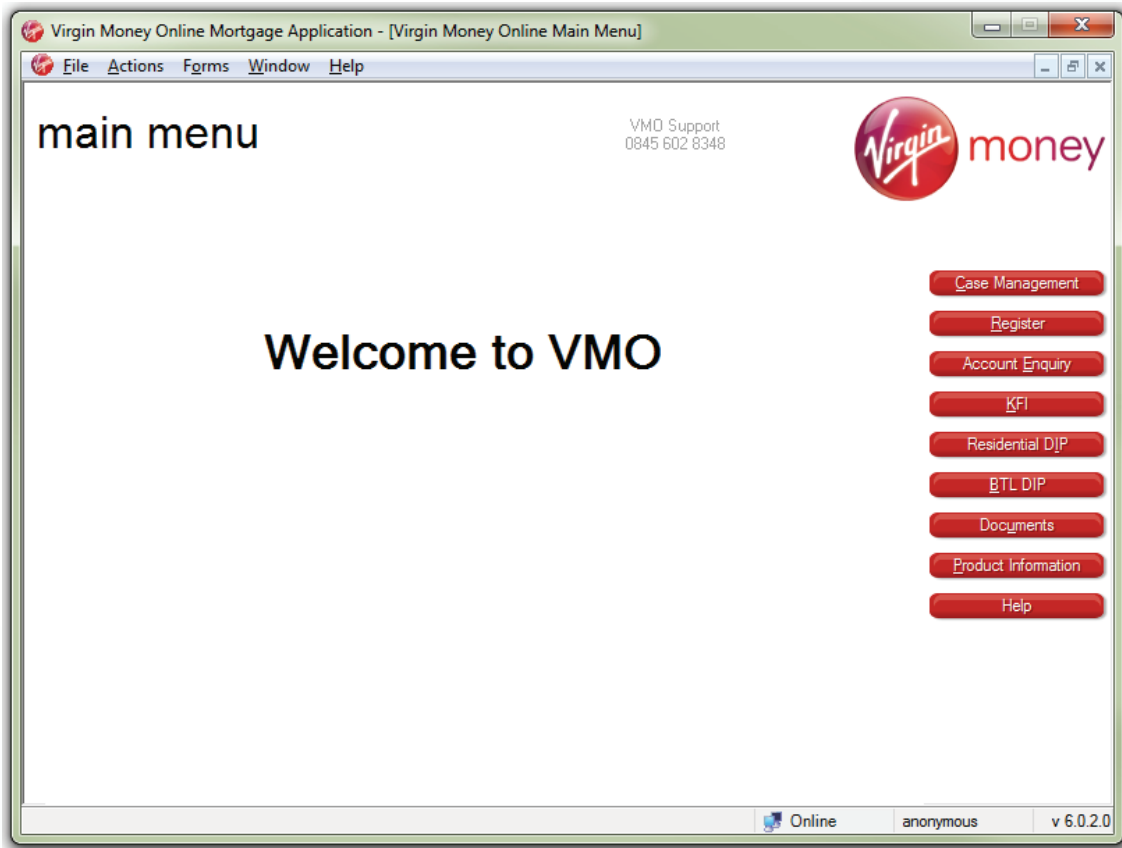# VMO INSTALLATION AND TROUBLESHOOTING GUIDE

Summary

This document is intended to help you download and install the Virgin Money Online Application. Please refer to the following sections below:

> Preparation: lists the prerequisite software that is required before proceeding with downloading and installation of the VMO Application.

> Installation: shows the detailed steps needed to be taken to download and install the VMO Application.

> Common Problems and Solutions: if you are having issues with the installation of the VMO Application then please check the common issues listed here.

FOR INTERMEDIARIES

Preparation

Prerequisite – .NET Framework

The setup requires that Microsoft .NET Framework version 3.5 is already installed. If you are unsure whether you have this or not, you can continue with the installation which will warn you if it does not already exist with a message 'This setup requires the .NET Framework 3.5 or higher.'

If this happens, see the solution in the Common Problems and Solutions section below.

Prerequisite – Internet Access

When the application executes it will access resources across the internet using two web addresses.

It is essential that the computer(s) VMO will be running from has access to them. A computer connected directly to the internet will not usually have a problem. However, in an office environment where a computer is connected to a secured network it may be necessary to configure the computer or network to allow access to the addresses.

The two addresses are listed below along with the expected responses when accessed using a standard web browser such as Internet Explorer:

> https://vmo.virginmoney.com/VMOWebServices/
> When accessed, the browser will display a page saying 'Directory Listing Denied'.

> https://vmo.virginmoney.com/VMOWebServices/UpdateRoot
> When accessed, you will be prompted for a username and password – this is confirmation enough that the connection works and you should select *Cancel*.

Installation

Before proceeding, please ensure all other applications are closed to ensure minimal conflicts during the installation process.

To navigate to the VMO Application Download web page enter this url :
https://vmo.virginmoney.com/APPDL in your web browser.

Initiate the download from the VMO Application Download web page by clicking the Download button shown in Figure 1.

Figure 1: The Virgin Money Online application download button

The following instructions describe how to download and run the installer in Internet Explorer 9.

If you are using a different web browser then the process may be different.

When the download button is selected, a prompt appears at the bottom of the IE window as shown in Figure 2. First confirm that the msi is being downloaded from the vmo.virginmoney.com address then select *Run*.

Figure 2: Application download prompt to Run or Save

You might be prompted with an *Internet Explorer Security* message shown in Figure 3 – select *Actions* then *Run anyway* from the *SmartScreen Filter* prompt shown in Figure 4.

Figure 3: Security warning when downloading the VMO application
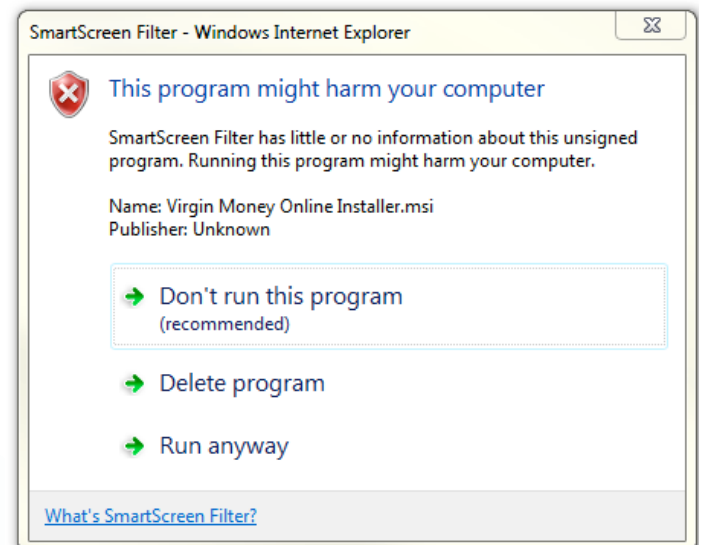

Figure 4: The Internet Explorer SmartScreen Filter

The installation will begin and after a few seconds you will see the License Agreement shown in Figure 5.

Figure 5: The installation License Agreement

If after reading the End-User License Agreement you are happy to proceed then single click *I accept the terms in the License Agreement*. If you need to change the installation folder then single click the *Browse* button, however, this is not usually required. You can now single click the *Install* button to begin the installation.

On Windows Vista or Windows 7 PCs you may be prompted by a *User Access Control* dialog which you should answer *Yes* to.

Once completed, a final message is displayed which can be dismissed by single clicking *Finish* shown in Figure 6.
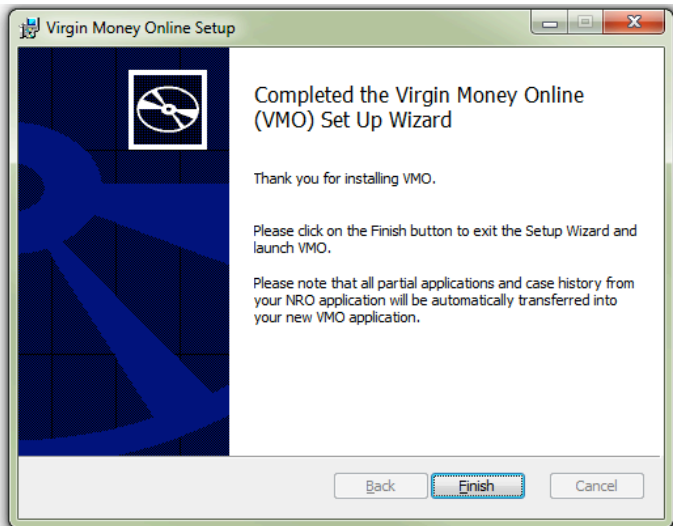

Figure 6: The installation completion screen

To run *Virgin Money Online* you can either double-click the Icon found on the desktop or the icon found in the Windows Programs menu. The icon is shown in Figure 7.

Figure 7: The Virgin Money Online application icon

After installing the Virgin Money Online Application please contact Virgin Money Online Support on 0345 602 8348*, to complete the registration process. Lines are open 8.30am to 6pm Monday to Friday, excluding Bank Holidays.

Common problems and solutions

This section lists the following common issues:

> Setup fails with 'This setup requires the .NET Framework 3.5 or higher'

> Uninstalling and/or Reinstalling the Virgin Money Online Application

> Web page for the VMO Application Download

Setup fails with 'This setup requires the .NET Framework 3.5 or higher'

Problem

When the VMO Application installation is first run you are shown the message shown in Figure 8 and the installation does not continue:
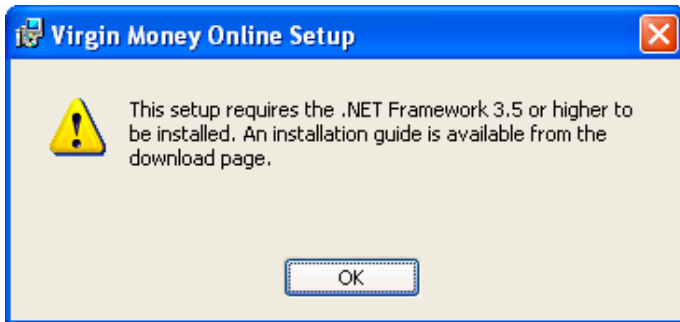
Figure 8: Installation warning prompt when .Net 3.5 is not installed

Solution

The Microsoft .NET Framework version 3.5 is required for the VMO Application to run and can be downloaded from the Microsoft Download Center. The file to download and run is called *dotNetFx35setup.exe*. Please follow the instructions as provided by Microsoft.

Once the Framework installation is complete please proceed with installing VMO by following the instructions in the Installation section above.

Uninstalling and/or Reinstalling the Virgin Money Online Application

Problem

If either you no longer use VMO and would like to uninstall it or you are experiencing problems with the application and want to reinstall the application then follow the instructions below.

Solution

VMO is uninstalled from Microsoft Windows in much the same way as any Windows application. The steps below show how this is done. The instructions are provided for both Windows XP and Windows 7/Vista.

Windows XP

1. Left-click the Start button at the bottom-left of the screen and from the *Start Menu* click *Control Panel*:

Figure 9: Start Menu

2. From the Control Panel window left-click *Add or Remove Programs*. Figure 10 shows the Category View – if you are seeing the *Control Panel* in *Classic View* then the *Add or Remove Programs* icon will still be visible:
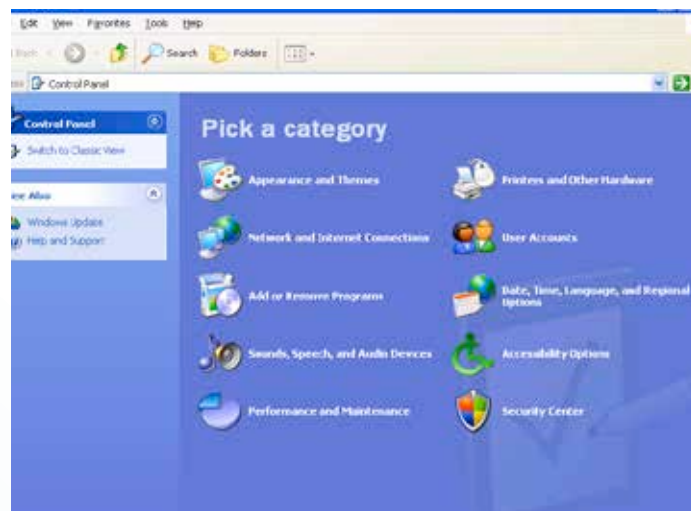

Figure 10: Control Panel – Category View

3. In the *Add or Remove Programs* window find *'Virgin Money Online'* and select it then left-click the Remove button on the right:
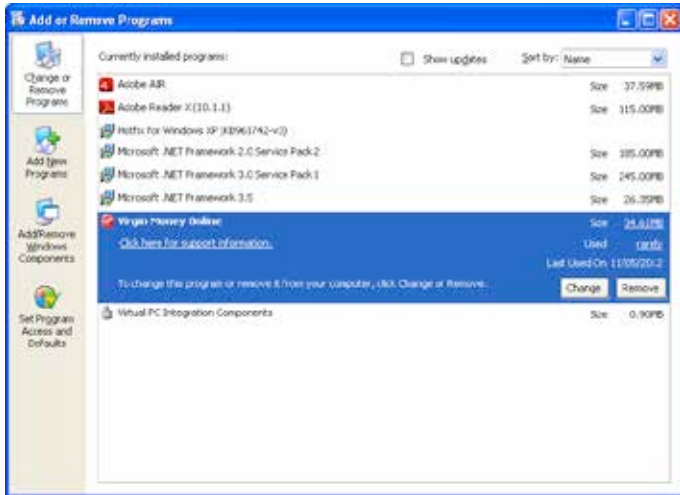

Figure 11: Add or Remove Programs

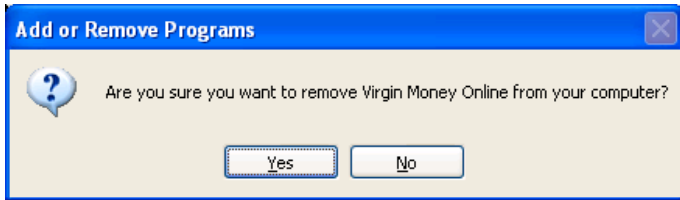4. When prompted whether you want to remove the application select *Yes*:

Figure 12: Add or Remove Programs confirmation

5. Whilst the application is being removed a window will display the current progress:
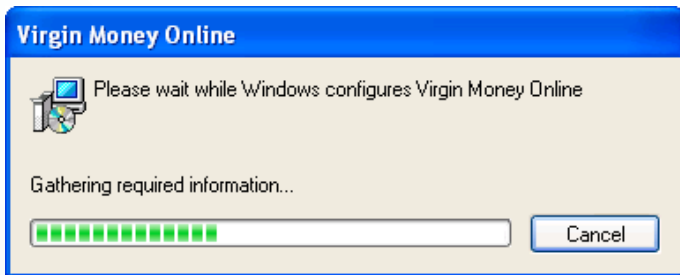

Figure 13: Control Panel – Category View

6. When the progress window automatically closes the uninstall will have finished. You can now close the *Add or Remove Programs* and *Control Panel* windows.

7. If you were performing a reinstall then follow the instructions in the Installation section above.

The following screenshots have been taken from Windows 7 but they are applicable for Windows Vista too.

1. Click the Start menu icon in the bottom-left of the screen. When the menu appears type '*add or remove*' into the search text box that initially says '*Search programs and files*'. From the filtered list, select *Add or remove programs*, see Figure 14.
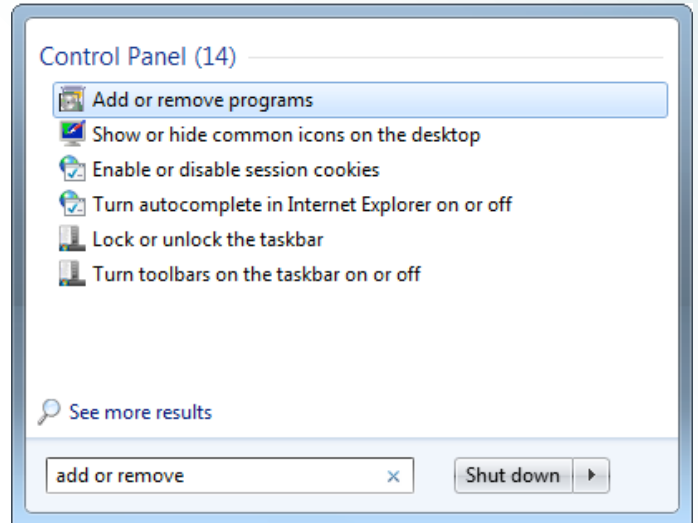

Figure 14: Control Panel

2. In the Control Panel window type *'Virgin'* in the search text box located in the top-right of the window and which initially contains the text *'Search Programs and Features'*. From the filtered list of programs, select *Virgin Money Online* then click *Uninstall* in the toolbar above the list:

Figure 15: Select Virgin Money Online then click Uninstall
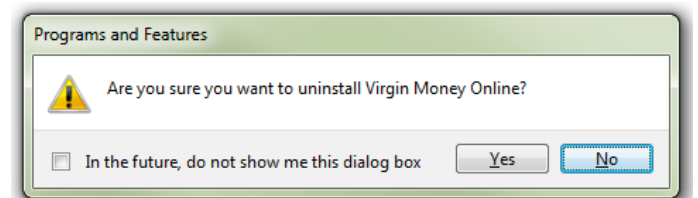
3. When prompted are you sure click *Yes*:

Figure 16: Confirm uninstall

4. The uninstall will begin and a progress window will be displayed:
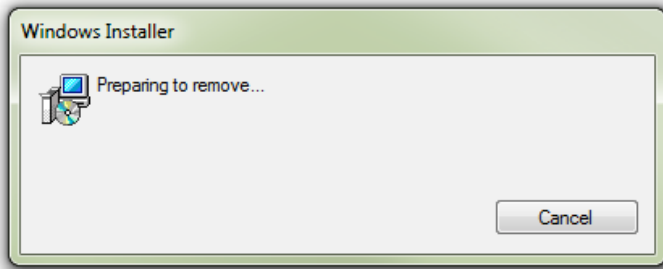

Figure 17: Preparing to Uninstall

5. The Microsoft Windows built-in security may require you to confirm that you want the uninstall to make changes to the computer. Confirm you wish to continue by clicking *Yes*:
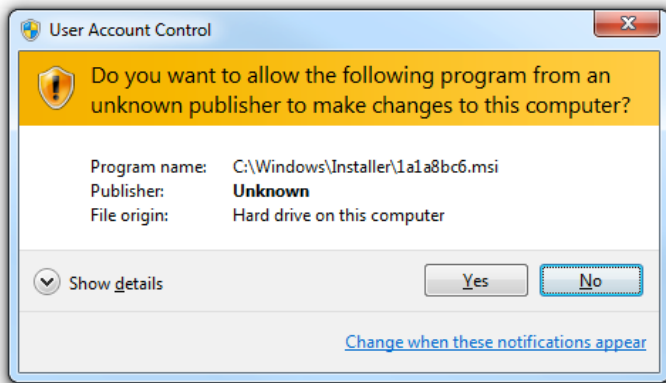

Figure 18: Confirm changes to this computer

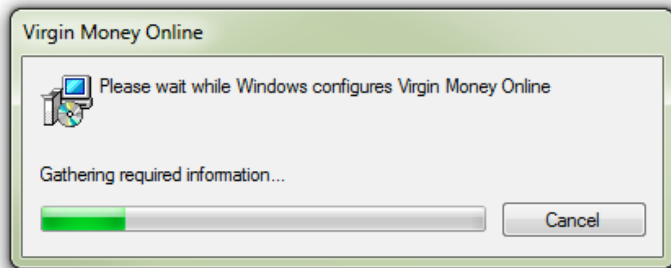6. Whilst the application is being removed a window will display the current progress:

Figure 19: Uninstall progress

7. When the progress window automatically closes the uninstall will have finished. You can now close the *Add or Remove Programs* and *Control Panel* windows.

8. If you were performing a reinstall then follow the instructions in the Installation section above.

Web page for the VMO Application Download

To navigate to the VMO Application Download web page enter the following url in your web browser:
https://vmo.virginmoney.com/APPDL