



CORRECTION: Important instructions for Chromebook Users

On July 8 we communicated about the release of Boardmaker 7.0.4 to all our customers. In that email we indicated that Chromebook users would need to uninstall Boardmaker 7 Editor before installing the update. Please disregard the directions in the previous email and adhere to the additional steps outlined below which are required to successfully complete the update:

1. Open the Files App on your Chromebook
2. Expand the Boardmaker 7 Editor folder
3. Open a second instance of the Files App and create a new folder called Boardmaker Back Up in a location outside of the Boardmaker 7 Editor folder such as in Google Drive
4. In the Boardmaker 7 Editor folder, select all folders
5. Copy your selection and paste it into your new Boardmaker Back Up folder
6. Uninstall Boardmaker 7.0.3 or any other previous versions of Boardmaker 7 by taking the following steps:
 - Open Play Store app
 - In the top right corner, click the circle icon with your initial or avatar
 - Click manage apps & devices
 - Click manage
 - Click Boardmaker 7 Editor
 - Click Uninstall
 - Click uninstall in the confirmation window
7. Install Boardmaker 7.0.4 directly from the Google Play Store
8. Open Boardmaker 7.0.4, but do not activate your license or sign in
9. Close Boardmaker 7.0.4
10. Return to your new Boardmaker Back Up folder and copy all of the individual files that exist outside of the Activities and Media folders
11. Open a new Files App window and paste these files into your new Boardmaker 7 Editor folder
12. Repeat this process for the individual files within the Activities folder, copying them into the Boardmaker 7 Editor folder > Activities folder
13. Repeat for Media, Errors, Templates, and Appcenter folders
14. Launch Boardmaker 7.0.4

Release notes are available for the [Editor](#) and [Student Center](#).

For tips and recommendations on syncing, file uploading, uninstalling, reinstalling and more, visit our Boardmaker 7 Help pages at the links below.

If you have questions, please contact your local support team:

United States and Canada

[Boardmaker 7 Help Page](#)

support.NA@goboardmaker.com

[Live Training](#)

[Learning Hub](#)

1-800-588-4548

United Kingdom

[Boardmaker 7 Help Page](#)

support.uk@tobiidynavox.com

[Live and Recorded Training](#)

+44 (0)114 481 00 11

Rest of World

[Boardmaker 7 Help Page](#)

support.eu@tobiidynavox.com

[Live and Recorded Training](#)

+ 46 (8) 663 69 90

If you purchased Boardmaker 7 from one of our global Partners, please [contact](#) them directly for support.

Thank you again for your patience as we work to deliver a better Boardmaker experience.

Sincerely,

The Boardmaker Team