

Installing ShareScope

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Overview

ShareScope is a software package which you will need to install on your PC. Installation shouldn't take long and is relatively straightforward. All the steps are described in this guide. However, please feel free to call our Customer Support team if you would like help:

Technical Support

By Phone

020 7749 8555 (national rate)

8am-5.30pm, Monday-Friday

By Email

support@sharepad.co.uk

System requirements

ShareScope is supported by Windows 7 and Windows 10. The requirements below serve as guidelines only. ShareScope will run on many systems that fall short of the stated recommended requirements but your software experience may suffer.

ShareScope Gold, Plus & Pro

	Recommended
Operating System	Windows 10
CPU	Recent Intel Core i5 or AMD equivalent
RAM	8GB
Free Disk Space	16GB
Communications	High Speed Internet

Notes

- An internet connection is required for real-time subscriptions such as Level 1 and Level 2 intraday data.
- The amount of hard disk space required will vary depending on your ShareScope settings.

Account number and password

Your account number and password are required when you install ShareScope. They will have been emailed to you immediately after you ordered ShareScope. If you can't find them, please contact the Customer Support team who can provide them.

Once you have installed Sharescope, your account number can be found by clicking on the **Comms** menu and then **Comms setting**. You will only need your password again if you re-install Sharescope.

Download ShareScope from our website

You will need to download ShareScope from our website. Follow these instructions:

1. Go to <https://www.sharescope.co.uk/downloads.jsp>
2. Click on the version of ShareScope you have subscribed to (Gold, Plus or Pro)

ShareScope Products Subscribe Articles & Insight Support SharePad Login 0800 052 1515

Home > Support > Downloads

Downloads

ShareScope full version

This section is for new and existing members, wishing to download a full, working version of ShareScope.

Please select the version of ShareScope that you would like to download.

ShareScope Gold ShareScope Plus ShareScope Pro

ShareScope demonstration

This section is for non-members.

You can take advantage of a free demonstration to ShareScope before joining.

The demonstration version allows you to experience the full power and functionality of ShareScope, with just a few limitations. For example, you will not be able to update the data feed, export data or create more than two portfolios.

Please select the product which you feel best suits your investment needs. Remember, you can always try another version later on.

ShareScope Gold Demo ShareScope Plus Demo ShareScope Pro Demo

Not yet a member?
Join thousands of successful investors and traders with a subscription to SharePad or ShareScope.
Buy SharePad Buy ShareScope

3. The download process varies depending on which internet browser you are using:

Google Chrome

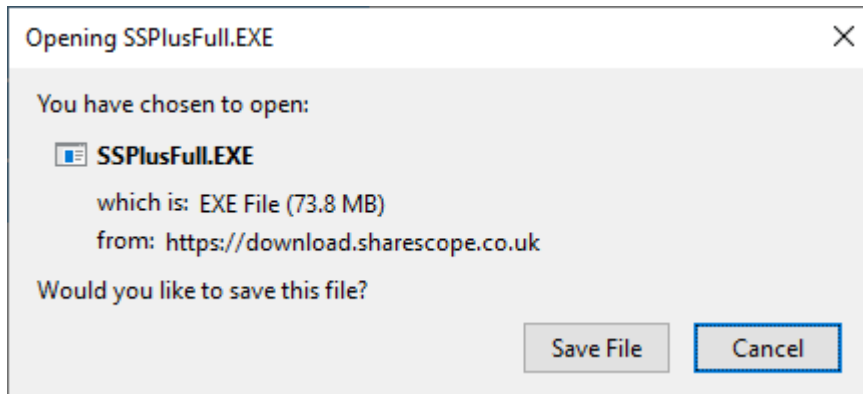
If you are using Chrome then when you click on the link the download will start immediately and show at the bottom left of the screen.



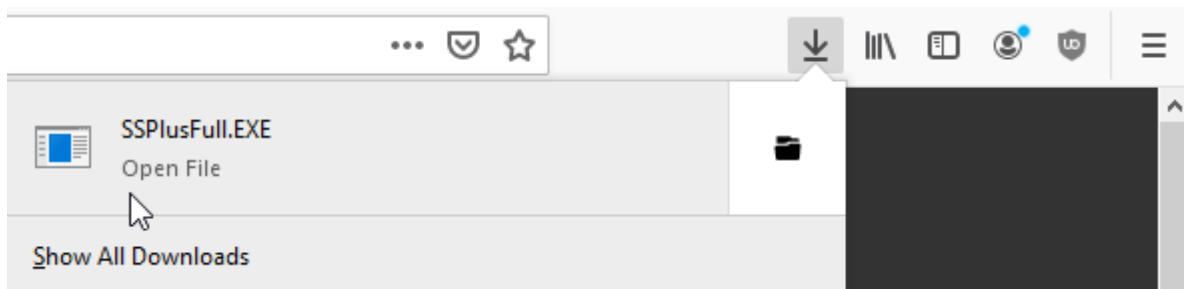
Once the download has completed you can left click on the button to will run the installer. If a dialog box appears that says **Do you want to allow this app to make changes to your device?**, click **Yes**.

Mozilla Firefox

If you are using Firefox, when you click on the link the dialog box below will appear:



Click on **Save File**. The download will be saved in the top right corner of your browser, and the downward arrow will turn blue. Click on the downward arrow icon, and hover your cursor over the downloaded file so it says **Open File**, then left click:



If a dialog box appears that says **Do you want to allow this app to make changes to your device?**, click **Yes**.

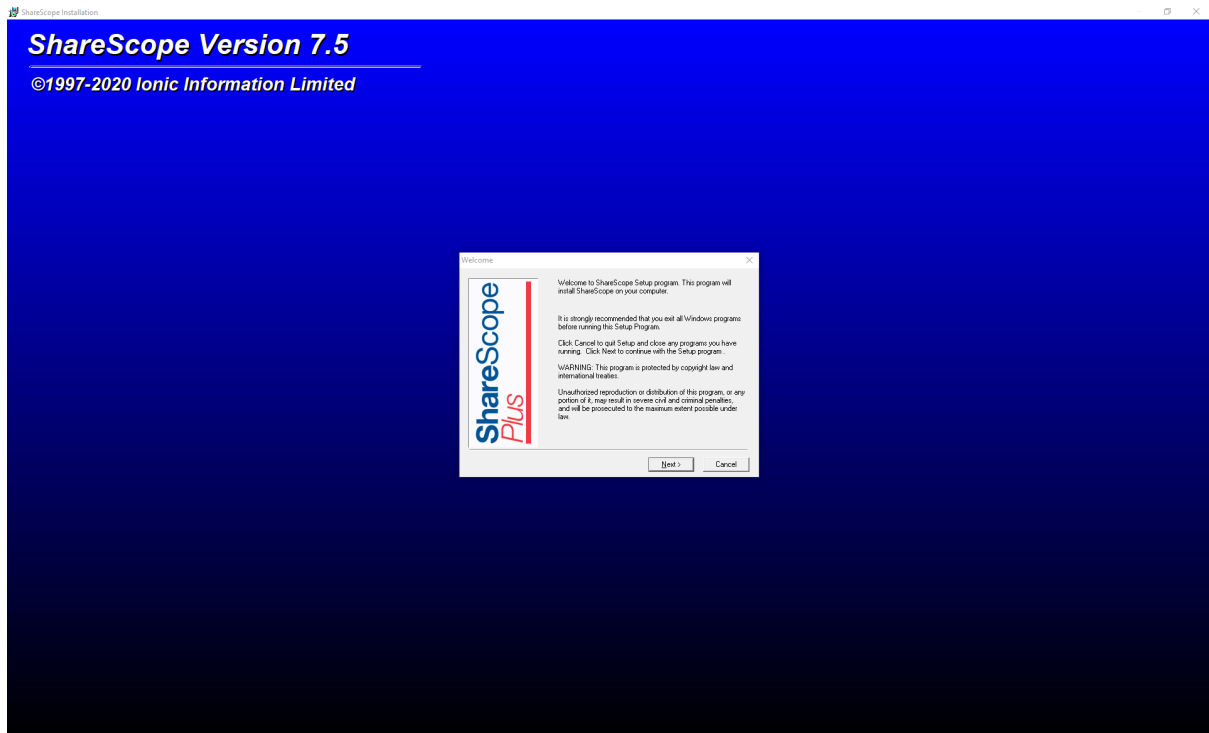
Other browsers

If using an alternative web browser and you require any assistance, please contact our customer support team.

Installing ShareScope on your PC

Note: If you are at work or on a shared network, you may require admin rights, and should contact your network administrator.

The Installation wizard will then launch. Follow the on-screen prompts which will guide you through the installation process.



Once the installation process is complete you can launch ShareScope immediately by clicking **Finish**.

Notes:

- The default install location will be C:\ShareScope\ but you can change this during the installation.
- It is not advisable to install within your Program Files directory due to Windows restrictions.

Uninstalling ShareScope

Note: If you re-install ShareScope at a later date, backup your ShareScope settings so you can restore later. To create a backup, click on the File menu and select Backup.

1. If you wish to remove ShareScope from your computer, click on the Start menu on your windows task bar and then Control Panel.
2. In the Control Panel window choose **Programs & Features**. Scroll through the list of installed programs, right click on ShareScope then left click **Uninstall/Change**.
3. A dialog box will appear that says **Do you want to allow this app to make changes to your device?** and **Uninstall or change an application**. Click **Yes**.
4. The ShareScope uninstall wizard will appear. Select the option Automatic and click Next. You can stop the uninstall process at any time in the wizard by clicking **Cancel**.
5. To confirm that you wish to uninstall ShareScope from your computer, click **Finish**.