

Frequently Asked Questions

I registered to download the AgentSheets software, but I did not receive my 3-day trial registration key. What do I do?

If your registration number did not reach you, chances are you did not give us a valid email address. It is imperative that you provide a valid email address to which the registration information can be sent. If you have given us a valid address and you have not received your key, please contact us.

My trial key is not working

Have your 3 days expired? Your trial key countdown starts the moment it is created. If you wait to open the software, your key may expire. If this has happened, please contact us.

My key does not work

There are several reasons a key does not work. Either it is expired or the registration information has not been keyed in correctly. Please enter the registration name and registration key as it appears in the email sent to you. Both name and key are necessary.

I cannot get to the registration page. What can I do?

If you cannot get to the page with the registration form for downloading the trial version of AgentSheets, it probably means that the server is down. We regularly check our server, but if you cannot consistently get a connection to the server please notify us.

I am trying to download the trial version but I am not getting anything of known format. Can you guide me on this?

Mac version: The downloadable file for the trial version of AgentSheets is a disk image for the OS X version. Depending on which browser you are using to download, the disk may or may not mount automatically and copy the application folder onto your hard disk. In the case that it doesn't, you can mount it manually by moving it from the download folder to the desktop. Then double click on the image and copy the application folder to the location of your preference.

Windows version: double click the .exe file; a walk-through for installation is provided.

Does the AgentSheets application work on Unix or Linux operating systems?

The windows version of AgentSheets is written in Java, so theoretically it should run on any Java virtual machine.