

# Coordinating with Your System Administrator on Your aACE Setup

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This guide provides information about working with your system administrator to connect to your aACE system. It is intended for beginning users.

Getting access to aACE requires your system administrator to provide some important details and resources. Use this checklist to make sure you have everything you need to access aACE.

## ☑ Your Workstation

- Verify that your computer is up-to-date with FileMaker's minimum [certified operating system](https://support.claris.com/s/answer/view?anum=000036635&language=en_US) ([https://support.claris.com/s/answer/view?anum=000036635&language=en\\_US](https://support.claris.com/s/answer/view?anum=000036635&language=en_US)).
- Verify that you have administrator privileges to install software on your computer.
- Verify that your computer has the right preferences set to [install apps that aren't from the Mac App Store](https://aace6.knowledgeowl.com/help/troubleshooting-mac-errors-about-unidentified-developers) (<https://aace6.knowledgeowl.com/help/troubleshooting-mac-errors-about-unidentified-developers>).

## ☑ Your Software

- Obtain a FileMaker (FM) installer — This file will load the FM software onto your computer so you can run aACE. When you download the file, take note of where it downloads. Then you can run the file and [install FileMaker](https://aace6.knowledgeowl.com/help/installing-the-filemaker-client-fm19) (<https://aace6.knowledgeowl.com/help/installing-the-filemaker-client-fm19>).
- Obtain the exact Organization name for your company's FM license.
- Obtain the License Key for your company's FM license.

## ☑ Your aACE Account

- Obtain your aACE login credentials — This includes your Account Name and the initial Password. (When you first login, aACE will prompt you to create a personalized password.)

## ☑ Your aACE Launcher

- Ask whether your organization's network connections are secured properly — If your network connections are *not* secure, you may have to start the launcher twice before it

connects.

- Ask how you will obtain the launcher:
    - If your system administrator sends the launcher to you, take note of where it downloads on your computer. Then you can run the file.
    - If you need to [download the launcher](https://aace6.knowledgeowl.com/help/accessing-aace-using-a-launcher#DownloadLauncher) yourself, take note of where you save the file.
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