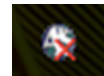**How to Restart the Service**

The AssureID icon that is mentioned in the instructions got a new design and looks like this:

It used to look like this:

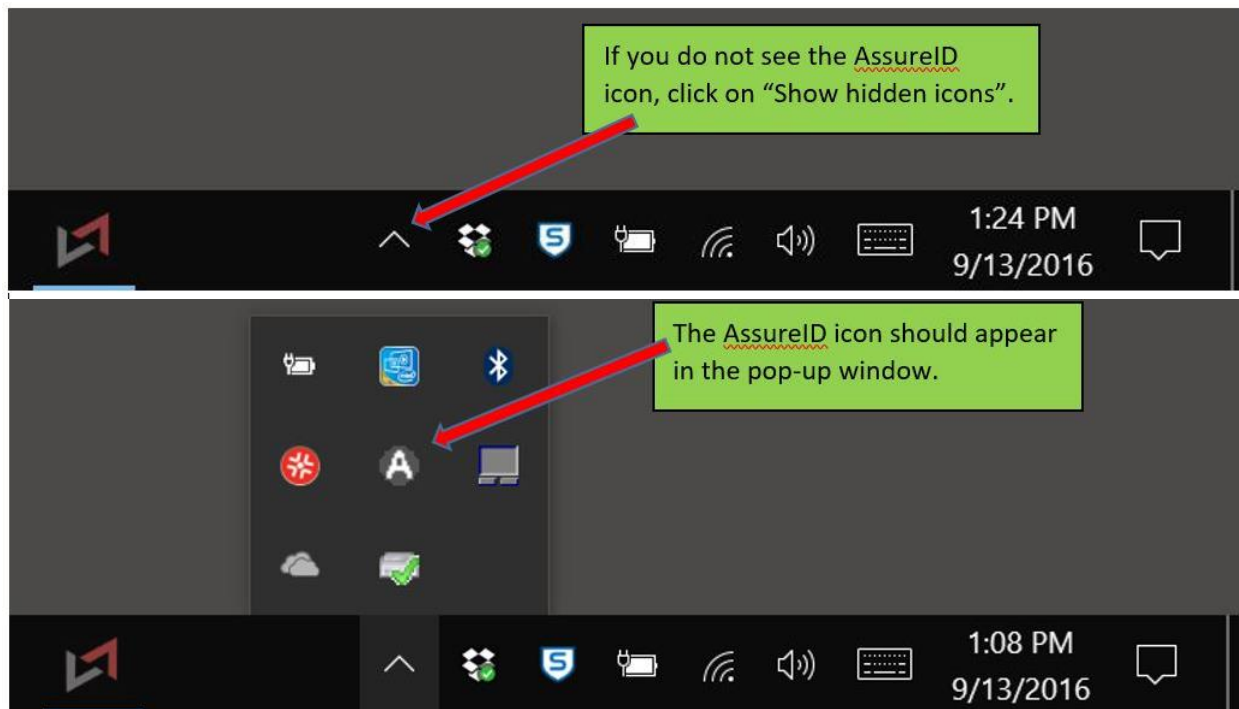And here is the icon (old design) covered by a red X when the service is suspended or something is wrong with it:

If your software is not up to date, you might still see the old design of the AssureID icon.

Step 1. Look for the round AssureID icon in the Windows system tray in the lower right hand corner of the screen, as shown on this image. **Right-click** on the icon.

AssureID icon in the lower right corner

1:30 PM
9/13/2016

Note: If you do not see the AssureID icon, it might be hidden. Click on "Show hidden icons".

If you do not see the AssureID icon, click on "Show hidden icons".

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9/13/2016

The AssureID icon should appear in the pop-up window.
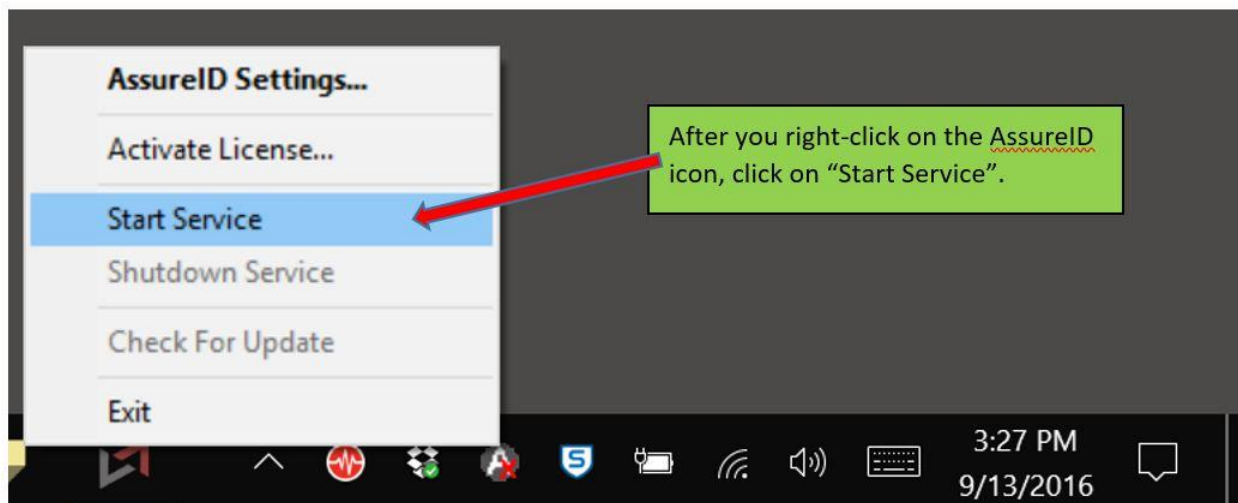
1:08 PM
9/13/2016

Step 2. When you **right-click** on the AssureID icon, the following window will pop up. Click on "Shutdown Service".
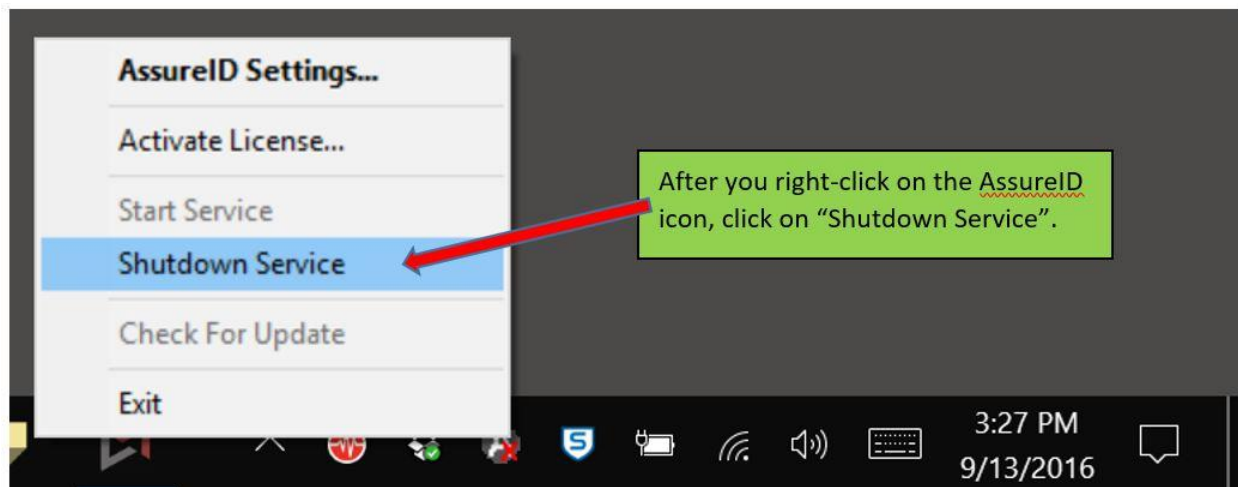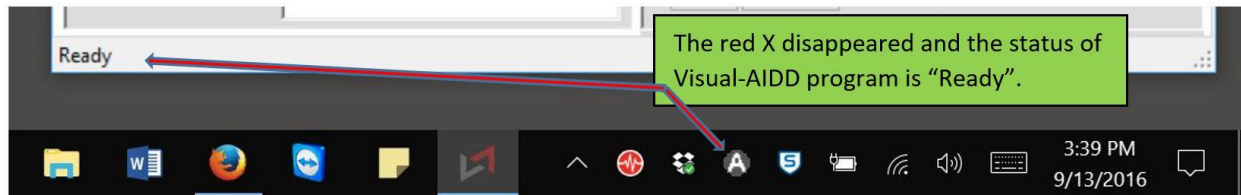

A red X will cover the icon:

Step 3. Right-click on the same icon again and click on "Start Service". This might take a few minutes.

Step 4. Make sure the red X disappeared and the status of Visual-AIDD program is "Ready". Try scanning an ID. (If you are using the AIDD-1000 scanner, it might take a few attempts before the ID gets pulled through.)


(Note that when the service is running the two lights on the AIDD-1000 scanner are both solidly illuminated. When the service is not running or the device is not connected to the USB port, the two lights will be illuminated but flashing.)

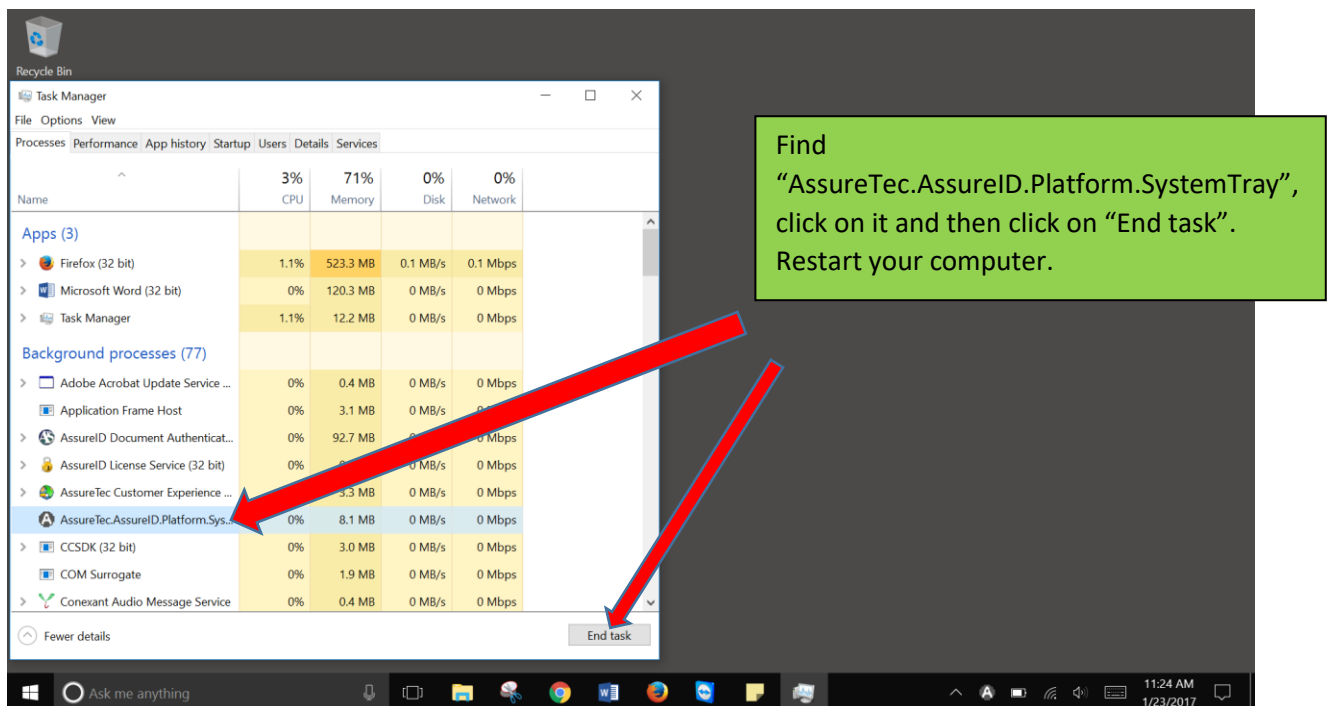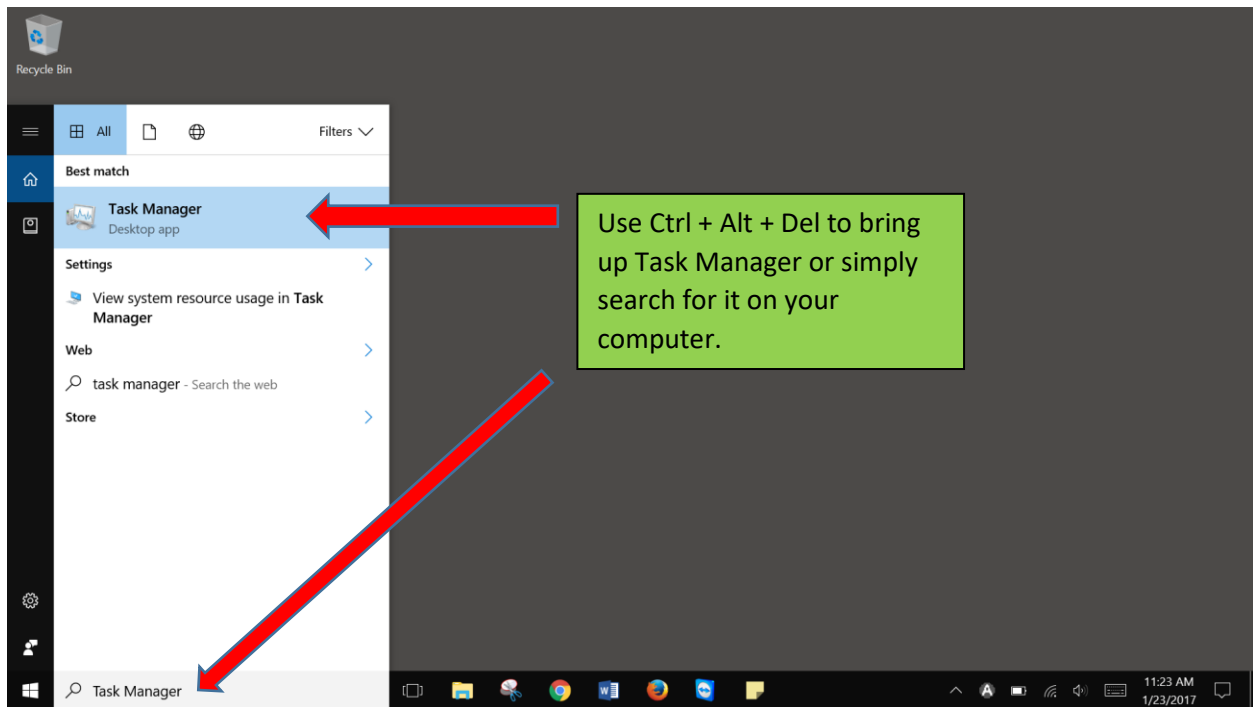If neither "Start Service" or "Shutdown Service" is shown as an active option, you may try to use the Windows "Services" utility to start or stop the service. Click the Start button and enter the word "Services" in the text box. This should find a program called simply "Services". Open it. Find the service called "AssureID" in the list and click on it. You can control it (start, stop) from there.
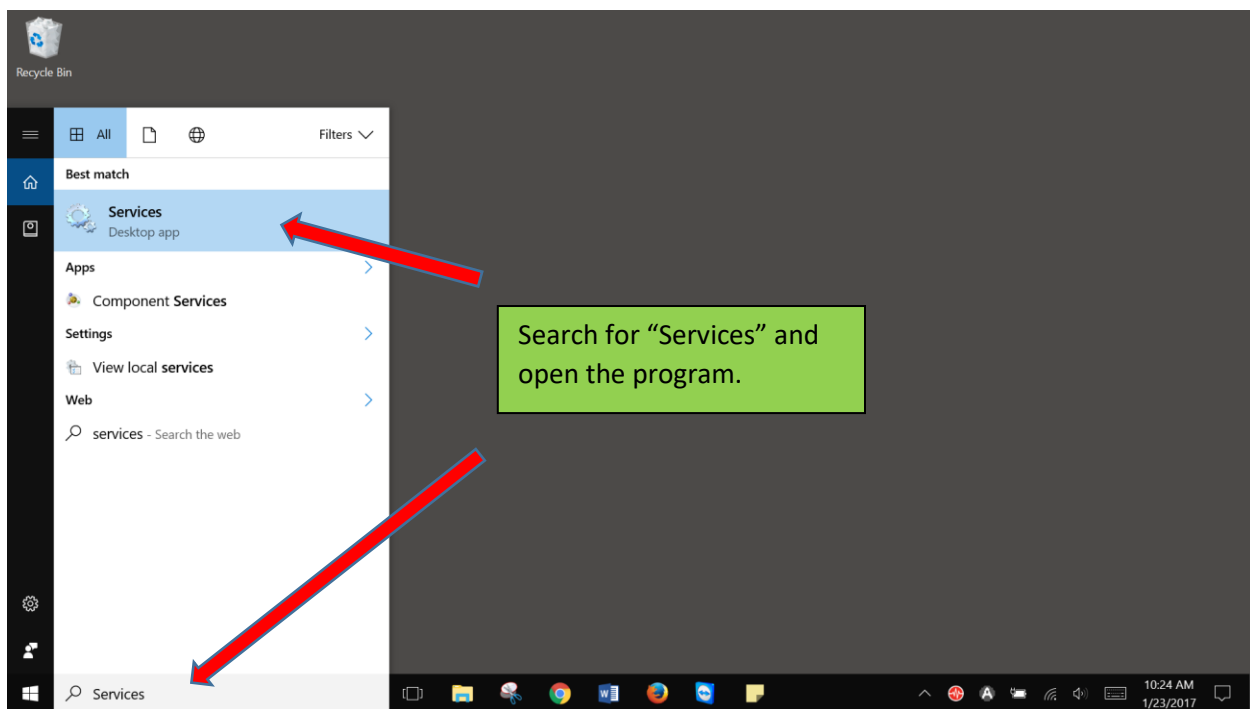
Find "AssureID Document Authentication Service" in the list and click on it. You can then click on "Stop the service". A red X will cover the AssureID icon in the lower right corner of the screen. Click on "Start the service". The red X should disappear and the status of Visual-AIDD should be "Ready".

Find "AssureID Document Authentication Service", click on it and then click on "Stop the service".

A red X will cover the AssureID icon. Click on "Start the service". The red X should disappear.
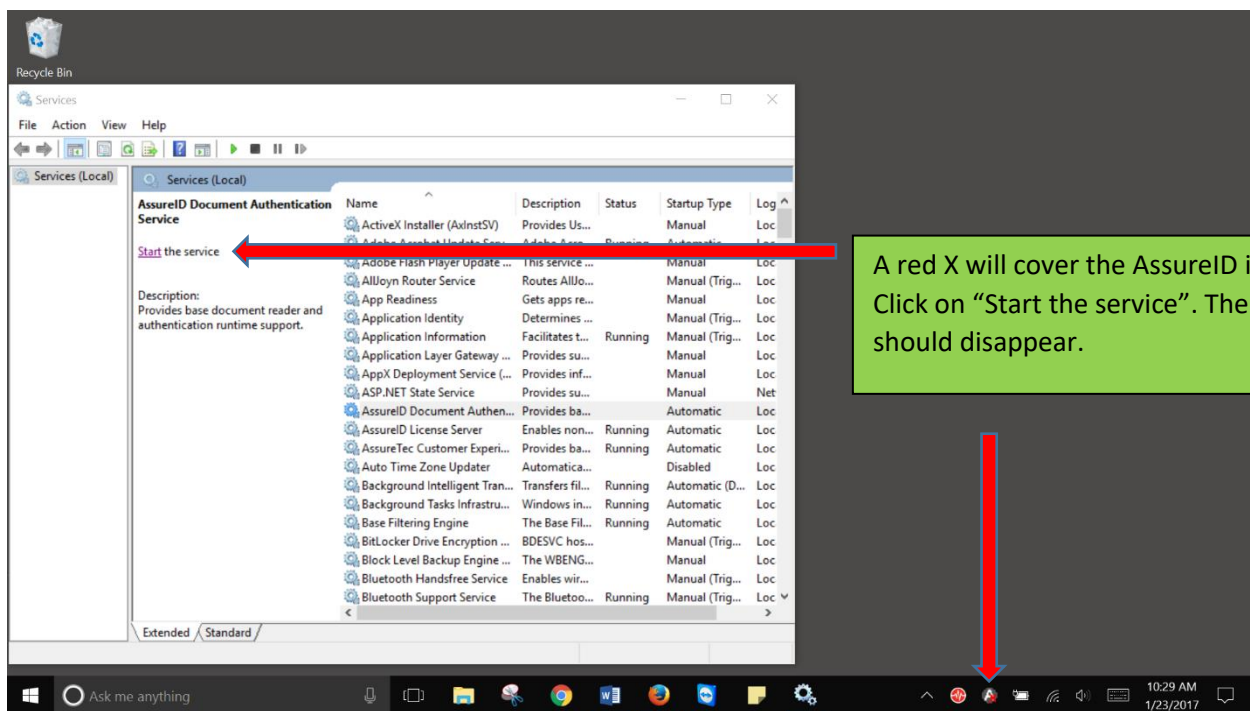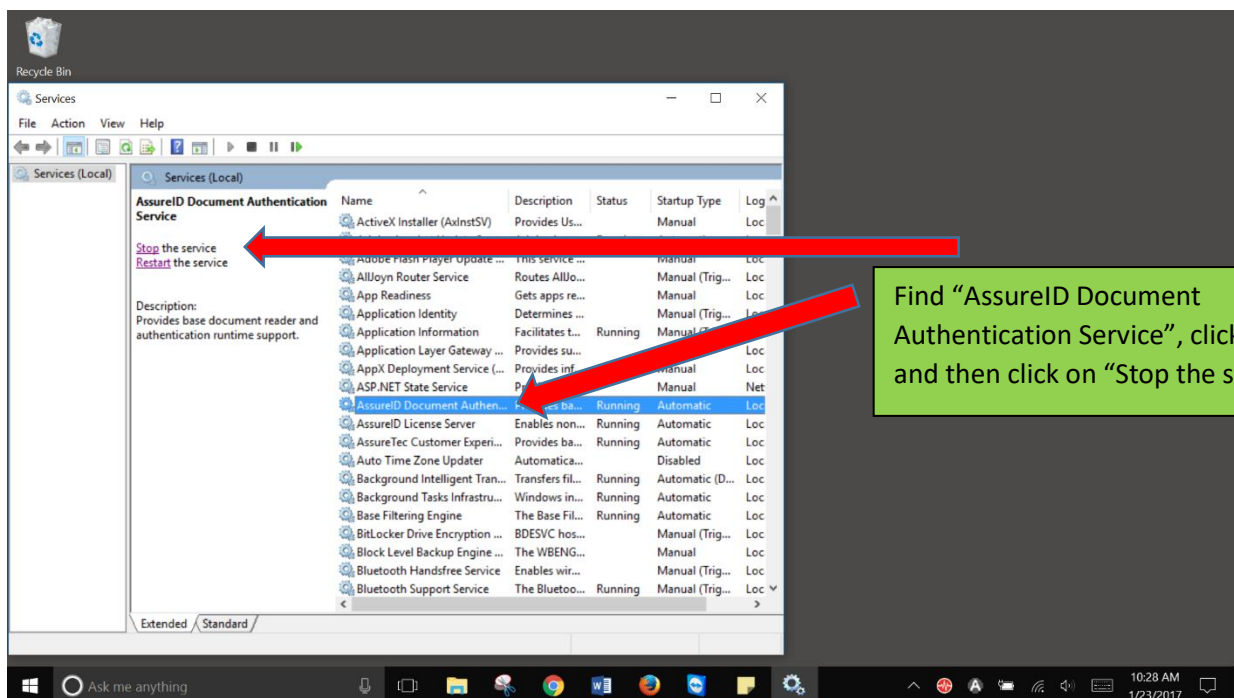
If you are having an issue stopping/starting AssureID (such as not responding or giving an error) and are unable to perform the actions described above, you will have to end the task through Task Manager and restart your computer. You can use the keyboard shortcut Ctrl + Alt + Del followed by a click or tap on "Task Manager" or search for it.

Use Ctrl + Alt + Del to bring up Task Manager or simply search for it on your computer.

Find "AssureTec.AssureID.Platform.SystemTray", click on it and then click on "End task". Restart your computer.

When the computer turns back on after restarting, AssureID should launch automatically, and the Visual-AIDD system should function normally.