

System Update Guide

To install a Despatch Cloud update, please follow the below step-by-step guide. If you would like support with an update, you can call us on 01377 455 180 or email hello@despatchcloud.com.

Note: Automatic system updates are only available on Despatch Cloud version 3.4 and above. If you are on an older version of Despatch Cloud, please contact us to arrange your update.

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Checking Your Despatch Cloud Version

To check which version of Despatch Cloud you are running, simply login to your account and from the dashboard scroll down to the bottom of the page where you will find your version number as shown in the screenshot below. If your version number shows as 3.4.X or above, you can install automatic system updates using the guide below.

Despatch Cloud Version: 3.4.84.21 Last Login: 30 Dec 2020 - 20:39 | IP: 86.150.242.163
©2020 Despatch Cloud Ltd | Company Number: 09615192 | ICO Registration Number: A8116774

Installing Your Update

To install your update, simply login to your account and from the dashboard click on the settings menu in the top right corner of the screen as shown in the screenshot below.

The screenshot shows the Despatch Cloud dashboard. The top right corner features a settings menu icon (three horizontal lines) highlighted with a red box. A red arrow points from this icon to the text "Click here to go to settings." located in the recent activity section. The dashboard includes a sidebar with navigation options, a main menu, and several sections for order status counts, recent activity, and installed sales channels and carriers.

Icon	Status	Count
	DRAFT	5
	DESPATCH READY	1
	ON HOLD	0
	PICKING	2
	PICKED	0
	PACKING	2
	DESPATCHED	1
	CANCELLED	0

RECENT ACTIVITY

- User Despatch Cloud created order 1609362654-44. 30 Dec 2020 - 21:10 [View Order](#)
- User Despatch Cloud logged into your Despatch Cloud account. 30 Dec 2020 - 21:00
- User Despatch Cloud logged into your Despatch Cloud account. 30 Dec 2020 - 20:39
- User Despatch Cloud logged into your Despatch Cloud account.

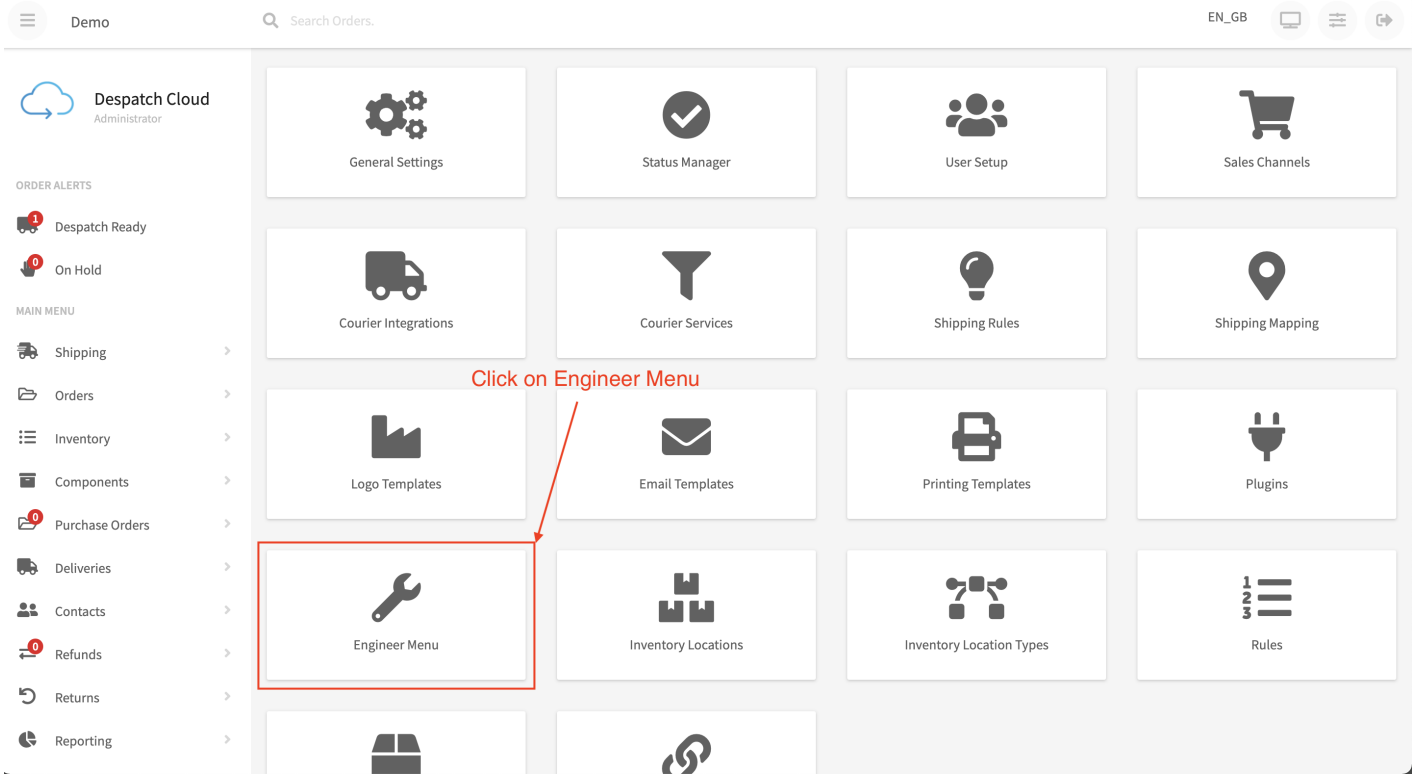
INSTALLED SALES CHANNELS

DC Groupon	ACTIVE
Demo Company Ltd	DISABLE
ebay	DISABLE

INSTALLED CARRIERS

Amazon Shipping	ACTIVE
Amazon SFP UK (Quote)	ACTIVE
DHL	ACTIVE

From the settings menu, click on the *Engineer Menu* option as in the screenshot below.



Now click on "Download & Install System Update" as in the screenshot below.

