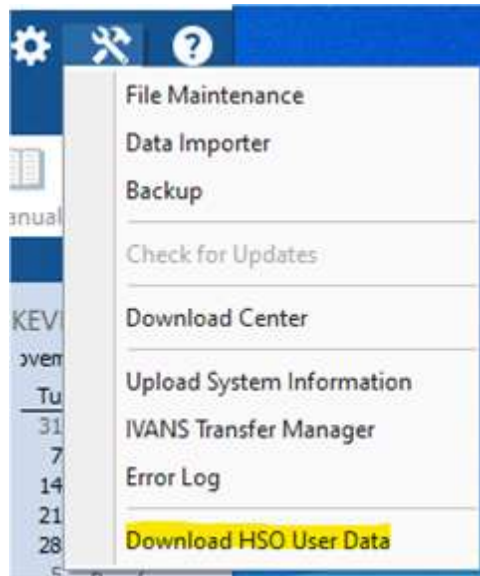# HawkSoft HSO Data Downloader - Instructions

The HawkSoft HSO Data Downloader is used to copy data that is specific to the user in the hosted environment to their local computer. Each user will need to run this utility to download External Tools, Desktop Files, My Documents, and Outlook PST (Will only be present if you were using Outlook in the hosted environment).
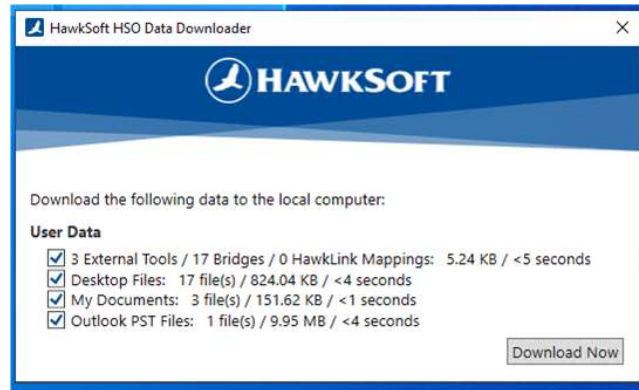
1. Run the "Download HSO User Data" tool from the Utilities menu (Wrench and Hammer icon in the upper right) –

2. Click next -

3. Click Download Now –

4. Make note of the paths listed here. If you want to view what data was downloaded review the locations listed on the computer where this was run and click Close –

To access files that were downloaded, use File Explorer to browse to the paths listed above. If you need assistance please contact HawkSoft Product Support.