

# Uninstall Touchstone Mobile Windows App from Desktops

Uninstall training or testing versions of Touchstone prior to downloading the live version of the app.

1. From the **Start** menu, search for **Notepad**.

2. Click on the Notepad app to open.

3. Copy the script below and paste into the Notepad:

```
taskkill /im touchstone.exe  
wmic product where name="Touchstone" call uninstall /nointeractive
```

```
rmdir /s /q "C:\Users\%USERNAME%\AppData\Roaming\certus-mobile-app"  
rmdir /s /q "C:\Users\%USERNAME%\AppData\Local\Programs\certus-mobile-app"
```

```
taskkill /im touchstone.exe
```

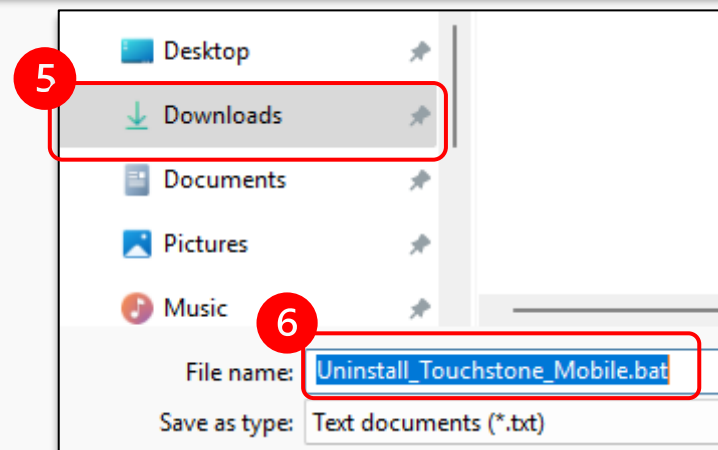
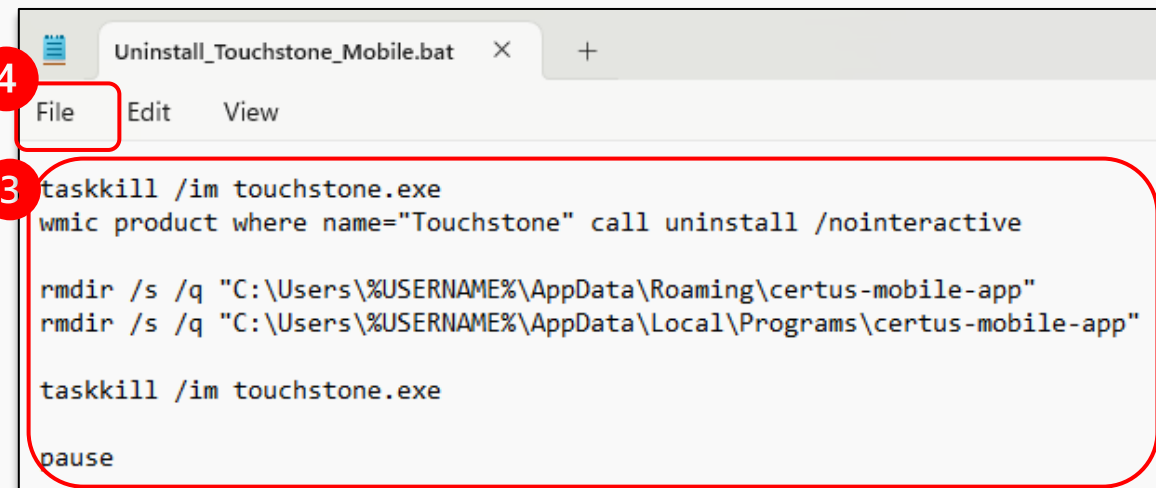
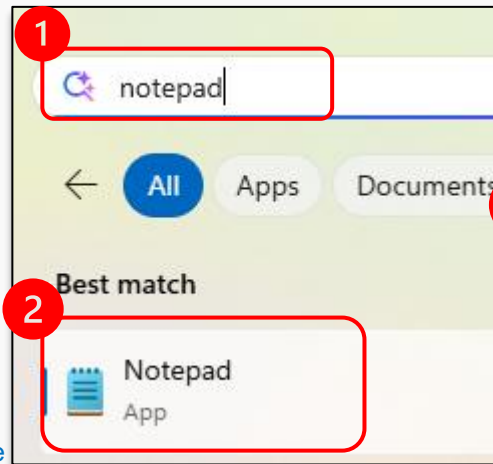
```
pause
```

4. Click **File > Save As**.

5. Save the file to your **Downloads** folder.

6. Name the file:

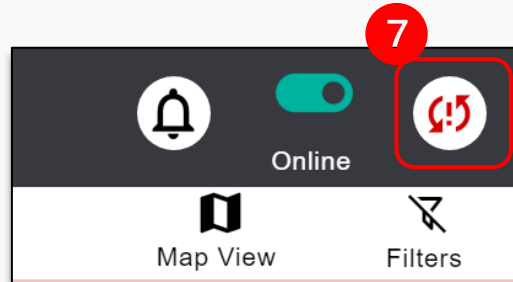
**Uninstall\_Touchstone\_Mobile.bat**



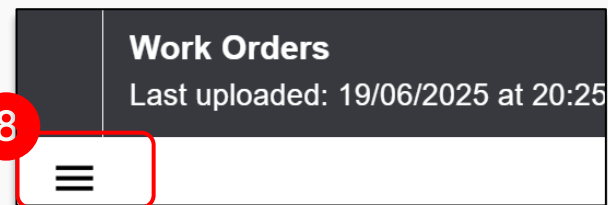
# Uninstall Touchstone Mobile Windows App from Desktops

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7. Open **Touchstone**, **Sync** the data and wait for the records to upload.



8. Click the **menu icon** at the top left of the screen and **Log Out** of Touchstone. Click **OK**.



Navigate back to the Downloads folder and double click on the **Uninstall\_Touchstone\_Mobile.bat** file.

9. The file will **Run**. Press any Key to continue.  
Close the window.

```
C:\Windows\system32\cmd.exe X + v

C:\Users\stoel\Downloads>taskkill /im touchstone.exe
ERROR: The process "touchstone.exe" not found.

C:\Users\stoel\Downloads>wmic product where name="Touchstone" call uninstall /nointeractive
'wmic' is not recognized as an internal or external command,
operable program or batch file.

C:\Users\stoel\Downloads>rmdir /s /q "C:\Users\stoel\AppData\Roaming\certus-mobile-app"
The system cannot find the file specified.

C:\Users\stoel\Downloads>rmdir /s /q "C:\Users\stoel\AppData\Local\Programs\certus-mobile-app"
The system cannot find the file specified.

C:\Users\stoel\Downloads>taskkill /im touchstone.exe
ERROR: The process "touchstone.exe" not found.

C:\Users\stoel\Downloads>pause
Press any key to continue . . .
```

**Result:** Touchstone Mobile App has been uninstalled from your desktop.