Single-User Installation Instructions

Document #:	3010	Product:	CenterPoint®

This topic describes the single-user installation instructions for CenterPoint. If you will be using CenterPoint in a Network environment (CenterPoint on more than one computer), please refer to the **Network (Multi-User) Installation Instructions**.

Note: These instructions cover multiple program verticals for CenterPoint, for example, CenterPoint Accounting for Agriculture, CenterPoint Fund Accounting, CenterPoint Accounting, and CenterPoint Payroll. The name "CenterPoint" is used to refer to any of the program verticals. When information applies to a specific program vertical for CenterPoint, the specific program vertical name will be used.

If you also purchased and will be installing CenterPoint Payroll, it should be installed after any CenterPoint Accounting programs.

Single-User Installation Instructions

Frequently Asked Questions

Single-User Installation Instructions:

1. Close all other programs prior to starting the installation of CenterPoint.
2. From a web browser, enter **www.redwingsoftware.com**.
3. From the Red Wing Software home page, in the upper-right corner, click **Log in**, enter your **Email Address** and **Password**, and then click **Log In**.
   a. If you have not previously registered on the Red Wing Software website, please see the *Frequently Asked Questions* section of this document for more information about registering on our website.
   b. If you do not recall your password for the Red Wing Software website, please see the *Frequently Asked Questions* section of this document for more information on resetting a forgotten password.
4. To download the CenterPoint program:
   - Click the **My Account** button to display the My Account page. Select the **Downloads** tab, locate your product, select **Downloads**, locate the download you need, and then click **Download Now**.

   Or
   - Select **Support & Learn**, select **Downloads**, locate the download you need, and then click **Download Now**.
5. Wait while the program downloads. The file will automatically save to your Downloads folder. If you are unable to download CenterPoint, please contact our Technical Support Department.
6. Select the **CenterPoint##.exe** file in your task bar or open the Downloads folder and then select the file to begin the installation. Wait while the contents of the setup package are verified.
7. If you receive a **User Account Control** screen, with a *Do you want to allow this app to make changes to your PC?* message, click **Yes** to continue.
8. If you receive an **Application Requirements** screen, click **Next** to install the necessary requirements. Wait while the requirements are installed.
9. If you are prompted to restart your computer, click **OK**. The computer will restart and the installation will automatically resume. This process may repeat depending on the number of requirements you need to install.
10. On the **Welcome** screen, click **Next** to continue.

11. On the **License Agreement** screen, select the **I accept the terms of the license agreement** check box, and then click **Next** to continue.
12. On the **Setup Type** screen, select **Complete**, and then click **Next** to continue.
13. By default, CenterPoint will install to C:\Program Files\Red Wing Software\CenterPoint. We recommend accepting the default. On the **Destination Folder** screen, click **Next**.
14. On the **Select Program Folder** screen, you should generally accept the default program folder location by clicking **Next**.
15. On the **Completing** screen, click **Next** to continue. Please wait while CenterPoint is installed.
16. On the **Completing** screen, click **Finish**. If you are prompted to restart your computer, please do so at your earliest convenience.
17. If you also purchased CenterPoint Payroll, follow steps 1-16 to install CenterPoint Payroll.
18. Individual modules are configured separately after purchase and registration. See the How to Add a Module topic after CenterPoint is started if you have purchased the Accounts Receivable or Inventory modules. Select **Help** > **CenterPoint Help** > **Installation and Registration** > **Add a Module to an Existing Database**.
19. To start CenterPoint, double-click the **CenterPoint** icon on your desktop.
20. On the **Module Configuration Manager** screen, review the selections and click **OK**.

Frequently Asked Questions:

Q. I'm attempting to log in to the Red Wing Software website, but it does not recognize my Email and/or Password? What should I do?

A. Follow the instructions below for information about the Red Wing Software website.

To register on the Red Wing Software website:

The Red Wing Software website uses the same login as Red Wing Software's Web Services (Pay Advices, CenterPoint Time Clock, or Employee Portal). If you have an existing account for Web Services, enter the same user credentials to log in to the website. If you do not have an existing account for Web Services, follow the steps below:

1. From a web browser, enter **www.redwingsoftware.com**.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Click **Create One!**
4. Enter your **First Name** and **Last Name**.
5. Enter an **Email** address and a **Confirm Email** address which must match the contents of the Email field for the registration to be processed.
6. Enter a **Password** and **Confirm Password**. Passwords must be at least six characters and no longer than 25 characters, include one numerical character and one lower-case letter.
7. Click **Create**.
8. In the **Account Number** box, enter your company **Account Number**. Your Account Number can be located in a few different places:
    a. From within CenterPoint by selecting **Help** > **About**.
    b. On the Support Certificate that you receive upon renewing Customer Care Membership.
    c. Red Wing Software sends customers a renewal form for Customer Care Membership. This renewal form contains your account number.
    d. Invoices you've received from Red Wing Software contain your account number.
    e. If others at your company have already registered, they can sign into their account and find your company's account number at www.redwingsoftware.com/home/myaccount.
9. Continue entering your **Title**, **First and Last Name**, **Email Address** (which is your login) and a **Password**.
10. Enter the displayed **Security Verification** code, and then click **Submit**.

To log in to the Red Wing Software website:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Enter your **Email Address** and your **Password**.
4. Click **Log In**.

To reset a forgotten password:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Click the **Forgot your password?** link.
4. Enter your **Email** address.
5. Click **Email Link**.
6. An email will be sent to your current email address from Red Wing Software. Open the Reset Password email and click the **here** link.
7. Enter your **Email** address, your new **Password**, and then enter your new password again in the **Confirm password** box, and then click **Reset**.
8. Continue with the To log in to the Red Wing Software website section above.

To log out of the Red Wing Software website:

1. On the upper-right side of the Red Wing Software home page, click the **drop-down arrow** next to the **My Account** button.
2. In the displayed menu, select **Log out**.

Q: The software installed without any errors, but the software won't open? Or I received an error during installation and it stopped the installation of the software.

A: Make sure that all anti-virus, firewall, and any other security software are shut down prior to installing CenterPoint. If any of these software applications are running, the installation may be interrupted and will cause the installation to fail.

Q: How do I register CenterPoint?

A: When CenterPoint is installed, it will be in a 30 day demo mode until the software is registered. The first time CenterPoint is opened, you will be prompted to register the software. The registration key provides you with a license for the products you have purchased. For detailed registration instructions, refer to the Register CenterPoint help topic. There are two options for registering the software:

Option A: Online Registration:

1. When CenterPoint is first opened, a **Registration** screen will display. If the Registration screen is no longer visible, select **Help > Product Registration > CenterPoint Registration**.
2. On the Registration screen, click **Online**.
3. On the first CenterPoint Registration screen, enter your company **Account Number** and then click **Submit**.Your account number can be located on the My Account page in the Customer Care Membership section by logging into www.redwingsoftware.com and clicking the **My Account** button. It is also on your Red Wing Software Support Certificate, renewal form, or invoice. Click here to see an example.
4. On the next CenterPoint Registration screen, verify the company information is correct and click **Register** to complete your online registration.
5. The Your Registration Information screen displays your registered products.

Option B: Register Manually (use this option only if you do not have internet access on this machine)



Note: The Registration Key is supplied in a Getting Started with CenterPoint email when the software is purchased. If you are unable to locate your registration key, please register online or contact Red Wing Software.

1. When CenterPoint is first opened, a **Registration** screen will display. If the Registration screen is no longer visible, select **Help > Product Registration > CenterPoint Registration**.
2. On the Registration screen, click **Manual**.
3. On the Registration Key Entry screen, in the **Registration Key** box, enter the registration key provided to you. When you enter the registration key:

- It is not necessary to enter the dashes
- Either upper/lower case letters can be entered
- The letters I, Q, O and S will not be a part of the registration key. For example, all "0" characters are the number zero.

4. Click **Save**.

Q: I'm going to use CenterPoint for a 30-day trial period only. What should I do on the Registration screen?

A: Simply click **Continue**.

Q: How do I get updates for CenterPoint?

A: New releases of the program are available for download from our website and can be accessed from the CenterPoint program. You must own a Red Wing Software Customer Care Membership to download program updates and be connected to the internet to check for updates.

a. Select **Help** > **Online Updates** > **Check for CenterPoint Updates**. Your version of CenterPoint and all add-ons are compared to the current versions available on the Red Wing Software website.
b. If an update is needed on your machine, the **Online Updates** screen will display with the Last Update Check date. The updates available for your Red Wing Software products will display.
c. Click **Install Updates**. The CenterPoint Update Center screen will display the progress of the installation.
d. When the download and installation are complete, click **Launch CenterPoint**.

If you prefer, you can setup a **Preference** that will customize the software so you are notified automatically that updates are available.

To set the preference:

1. In CenterPoint, select **File** > **Preferences**.
2. Select **General** > **Online Update Settings**. In the **Check for Updates Location**, choose **Internet**.
3. Select personalized options for the remaining fields in the **Online Update Settings** screen.

Q: How can I get updates for CenterPoint Federal/State Tax Forms (not used with CenterPoint Depreciation)?

A: If you have an internet connection, you can check for updates on a regular basis by following the steps below. If you do not have an internet connection, Red Wing Software will mail you a quarterly Aatrix Tax Forms update CD, at your request, for an additional fee. Note: If an update is available when you print a federal/state tax form, a message will display.

1. Select **Help** > **Online Updates** > **Check for Fed/State Tax Forms Updates**.
2. Wait while the Updater starts and checks for the latest versions of the Federal/State Tax Forms (Aatrix).
3. If you need to update your system with the latest forms or reports, you will be notified and .you can decide if you want to **Automatically Update**, **Download the Update** to manually download an update from any computer with an internet connection, **Continue Expired**, or **Cancel** without updating Federal/State Tax Forms.
4. A list of necessary updates will display if you chose to update Federal/State Tax Forms.
5. Click **Next** to update your system.
6. When your system is updated with the most current forms and reports, the Update Complete screen will display, click **Close**.