Download and Install CenterPoint from the Red Wing Software Website

Document #:	3332	Product:	CenterPoint®

New releases of the program are available for download from the Red Wing Software website at www.redwingsoftware.com.

Prerequisite

You must own a Red Wing Software Customer Care Membership to download CenterPoint and be connected to the internet.

Note: If you own and integrate CenterPoint Accounting with CenterPoint Payroll, you must download both products and install CenterPoint Accounting first, and then install CenterPoint Payroll.

1. From a web browser, enter **www.redwingsoftware.com**.
2. 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.
3. 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**.
4. Wait while the program downloads. The file will automatically save to your Downloads folder.
5. Select the **CenterPoint##.exe** file in your task bar or open the Downloads folder and then select the file to begin the installation.
6. Follow either the *Single-User Installation Instructions* or if you will be using CenterPoint in a Network environment, (CenterPoint on more than one computer), please refer to the *Network (Multi-User) Install Instructions* documents to complete the installation.

Frequently Asked Questions

Q: I have not previously registered on the Red Wing Software website, how do I register?

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.

This documentation is for informational purposes only. For specific accounting guidance, please contact your accountant.

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**.