

Download and Install CenterPoint from the Red Wing Software Website

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| Document #: | 3332 | Product: | CenterPoint® |
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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.

1. From a web browser, enter **www.redwingsoftware.com**.
2. From the Red Wing Software home page, in the upper-right corner, click **Login**, enter your **Email Address** and **Password**, and then click **Login**.
 - 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 retrieving a forgotten password.
3. To download the CenterPoint program:
 - » From the My Member Account page, select the **Downloads** tab, locate your product and select **Downloads**, locate the download you need, and then click **Download Now**.

Or

 - » Select **Menu**, locate your product, 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: To register on the Red Wing Software website:

1. Click **Register**.
2. In the **Account Number** box, enter your company Account Number. Your Account Number can be located in a few different places:
 - a. On the Support Certificate that you receive upon renewing or purchasing Customer Care Membership.
 - b. Red Wing Software sends customers a renewal form for Customer Care Membership. This renewal form contains your account number.
 - c. Invoices you've received from Red Wing Software contain your account number.
 - d. If others at your company have already registered, they can sign in to their account and find your company's account number at www.redwingsoftware.com/home/myaccount.
 - e. Contact Red Wing Software at 800-732-9464.
3. Continue entering your **Title**, **First and Last Name**, **Email Address** (which is your login) and a **Password**.
4. Enter the displayed **Security Verification** code, and then click **Submit**.

Q: I do not recall what my password is for the Red Wing Software website, how do I retrieve my password?

A: To Retrieve a Forgotten Password:

1. From a web browser, enter **www.redwingsoftware.com**.
2. From the Red Wing Software home page, in the upper-right corner, click **Login**.
3. Click the  **Forgot** link.
4. Enter/verify your **Email Address**.
5. Enter the **Security Verification** code, and then click **Send**. Click **Close**.
6. Wait until you receive an email that includes instructions to reset your password.
7. Click the link in the email that you received from Red Wing Software.
8. Enter the **Validation Code** which was included in the email. If you enter the code and it is not recognized, copy and paste the code from the email. The Validation Code expires in 24 hours.
9. Enter a **New Password** and then **Re-enter the New Password**.
10. Click **Submit**.
11. Click **OK**.