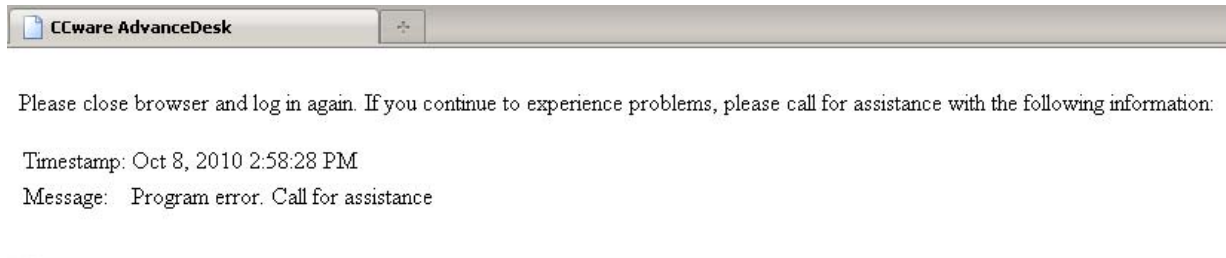


# CareCredit Desktop Tool Update Guide

If you are experiencing issues logging in to the CareCredit Desktop Tool or if you've received the "Program Error" error message, you may not have the current version of the software installed.



Please click on the Desktop Tool "Settings" button to verify that you are running the current version.



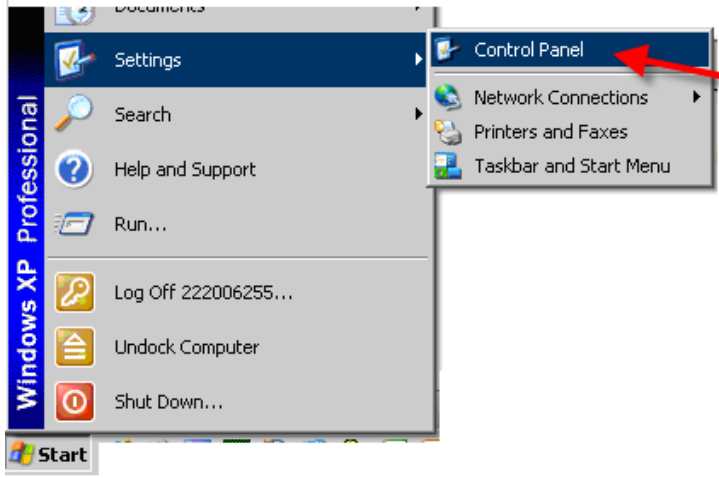
If you see the [MANAGE USER NAME AND PASSWORD](#) option on the Settings screen then you are running an older version that will no longer work.



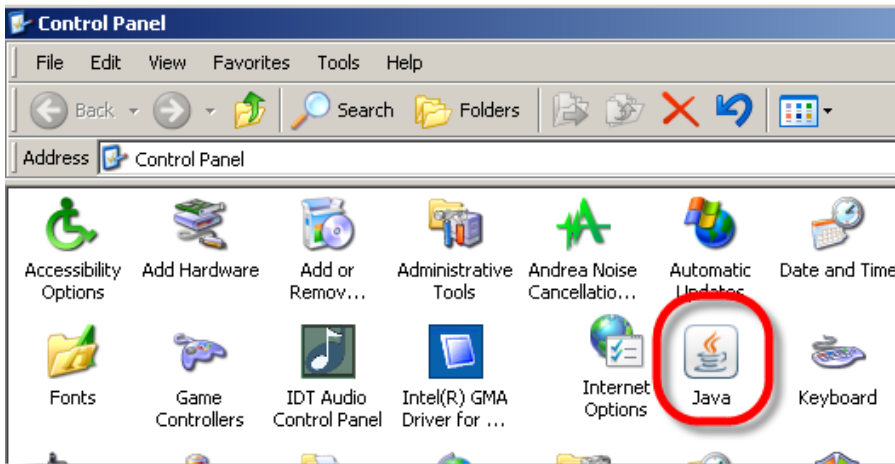
# CareCredit Desktop Tool Update Guide

To obtain the new version please follow these steps:

1. Click on the Windows start button and select settings and control panel

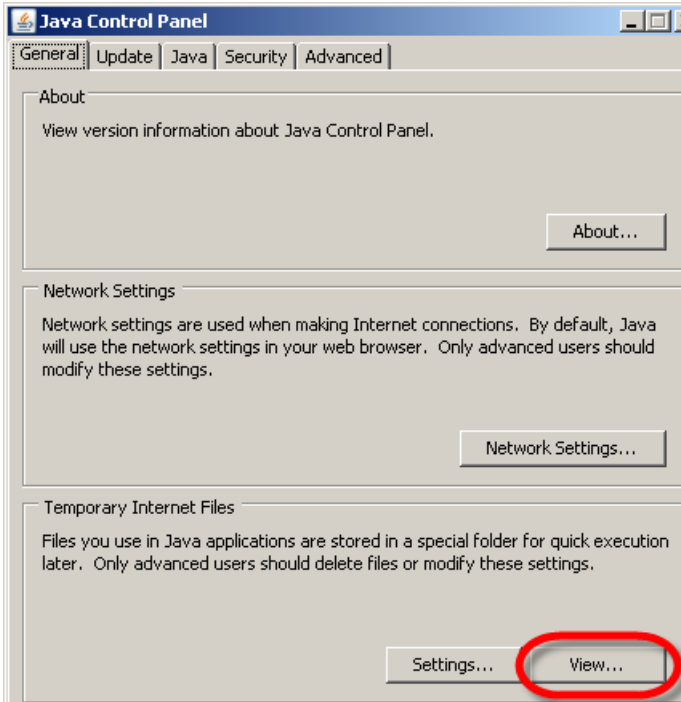


2. Select the Java utility within the Control Panel window

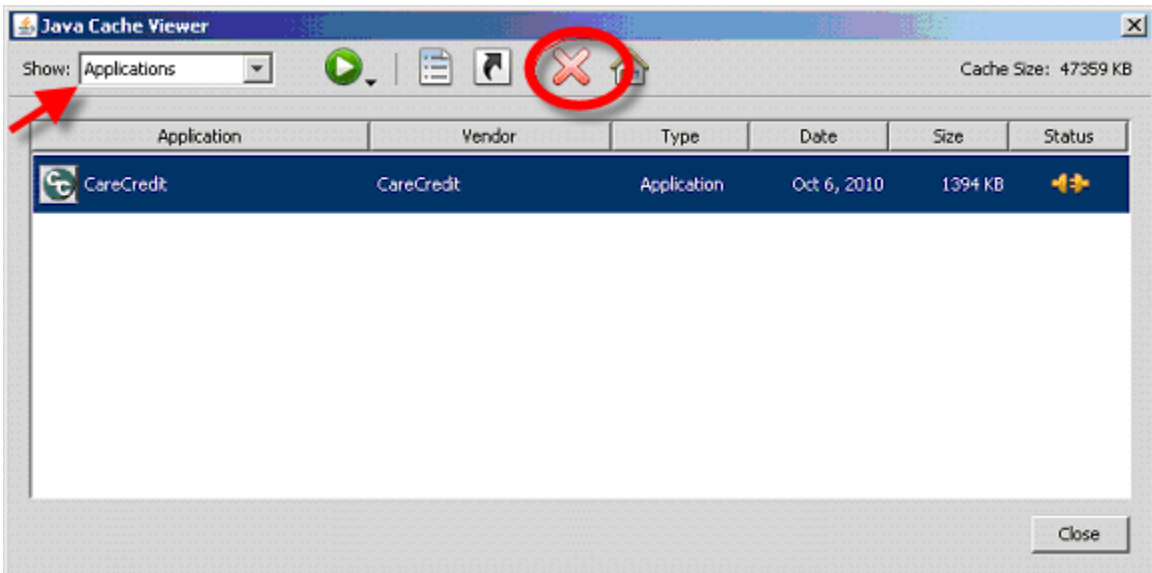


# CareCredit Desktop Tool Update Guide

3. Double click the Java utility and then click the “View” button



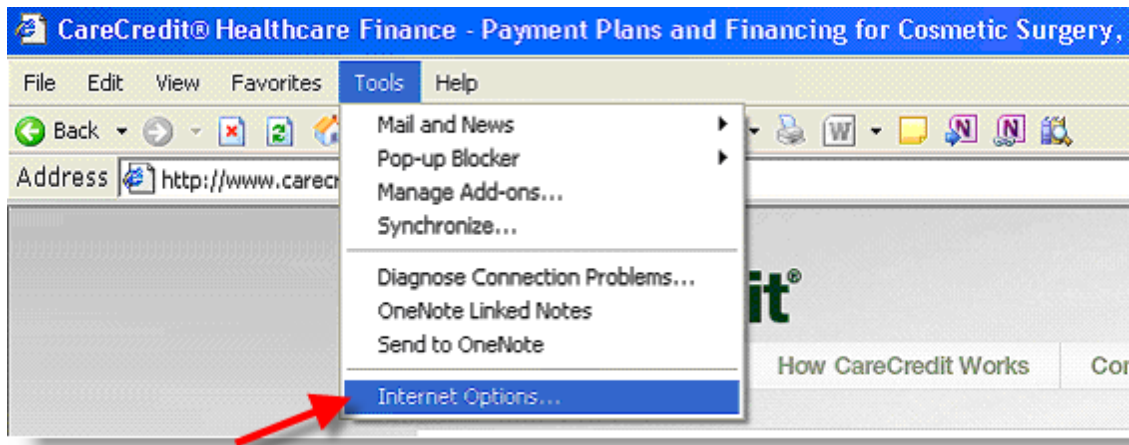
4. Ensure that the “Applications” option is selected, highlight CareCredit, and then click on the large red X



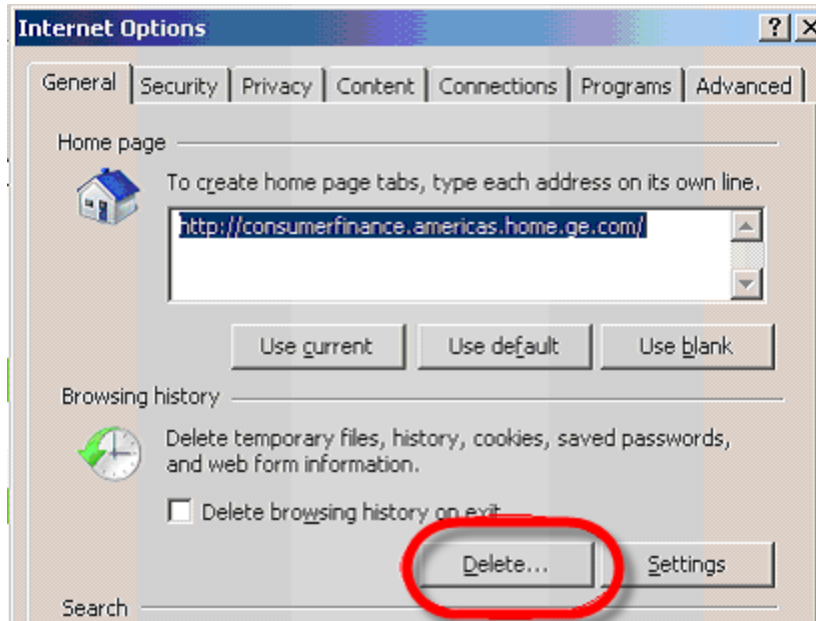
5. Close this window and then close the Control Panel window

## CareCredit Desktop Tool Update Guide

6. Return to Internet Explorer to delete temporary internet files
7. Select Tools from the menu and then select Internet Options

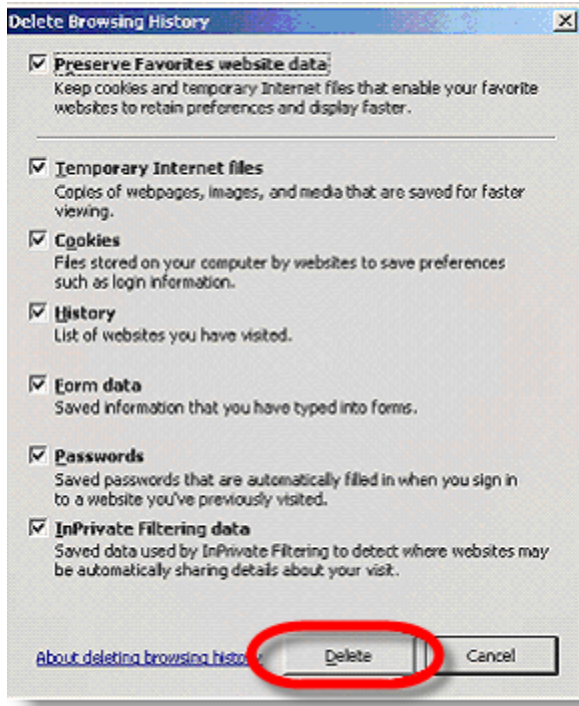


8. Select Delete under Browsing History within the Internet Options screen



# CareCredit Desktop Tool Update Guide

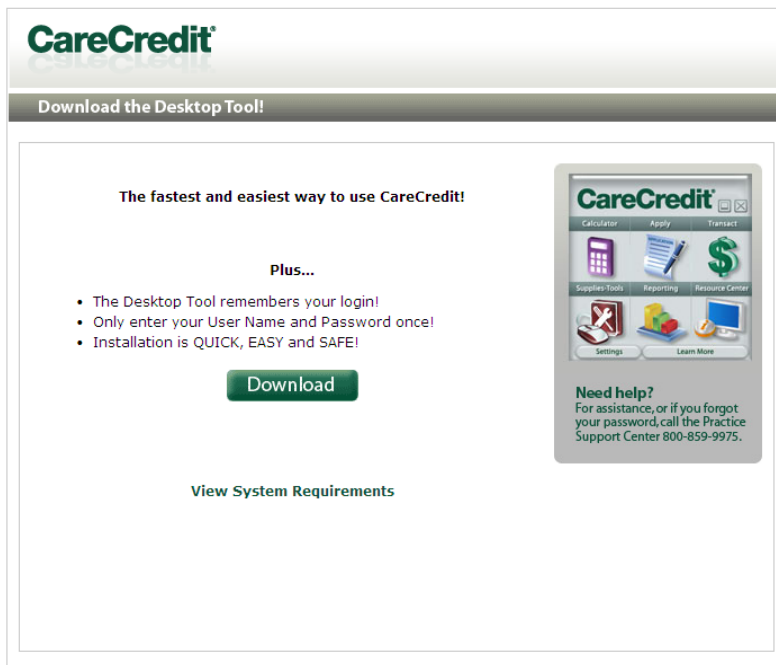
9. Select the Delete button and let internet Explorer clean up your settings.



10. Click OK to exit out of Internet Options

11. Then navigate to [www.carecredit.com/desktop](http://www.carecredit.com/desktop) to download the new version

12. Click on the Download button



## CareCredit Desktop Tool Update Guide

13. If prompted enter your merchant number into Desktop Tool screen

14. If the Desktop Tool is not already open, click on the new CareCredit shortcut on your desktop.

