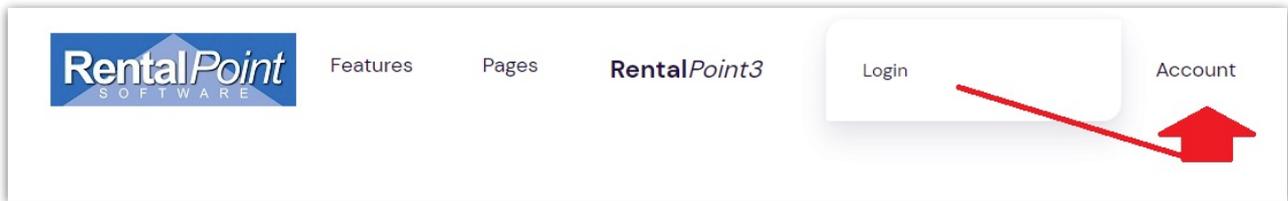


RentalPoint Registration and Software Upgrades

Last Modified on 10/04/2024 3:47 pm EDT

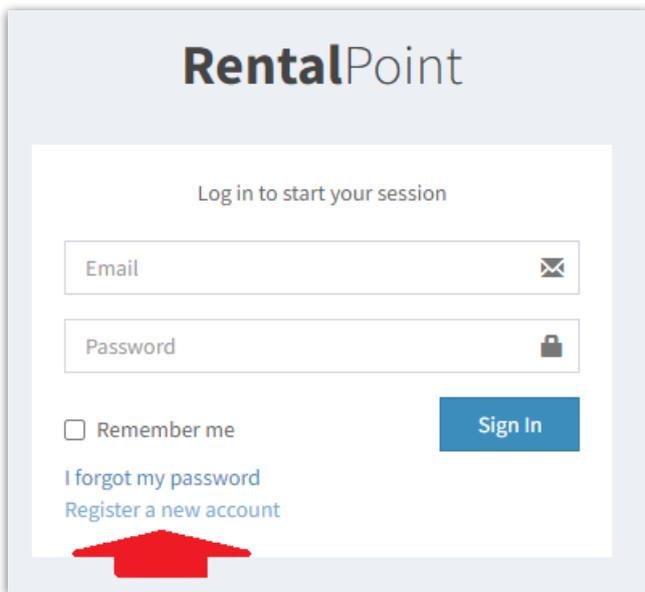
On the [RentalPoint Website Main Menu](#), hover over 'Account' and click on 'Login'



In order to download the latest RentalPoint Software release, you'll need to register your company for access. If you've already registered skip to the 'Access Downloads' section below

Register for Software Downloads

Click 'Register New Account'

A screenshot of the RentalPoint login and registration form. The form is titled 'RentalPoint' and has a sub-header 'Log in to start your session'. It contains two input fields: 'Email' and 'Password'. Below the 'Email' field is a checkbox labeled 'Remember me'. To the right of the 'Remember me' checkbox is a blue button labeled 'Sign In'. Below the 'Sign In' button are two links: 'I forgot my password' and 'Register a new account'. A red arrow points to the 'Register a new account' link.

Enter your email and password, then click

Register

RentalPoint

Register a new account

mandy@rentp.com 

..... 

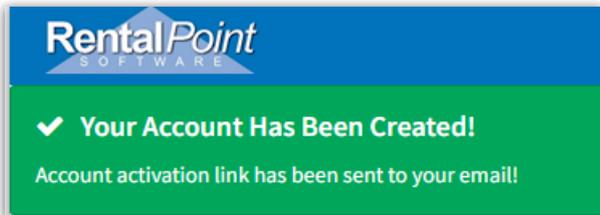
..... 

Register

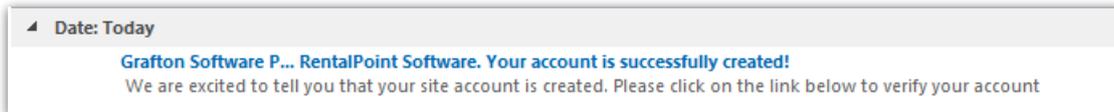
[I already have an account](#)



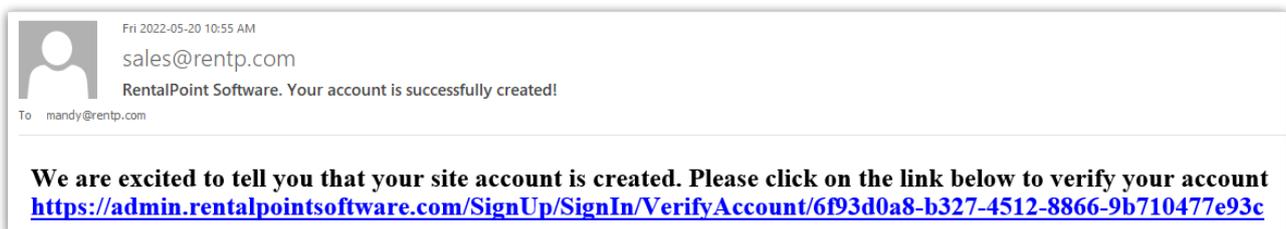
Once your account is created, check your email for an activation link



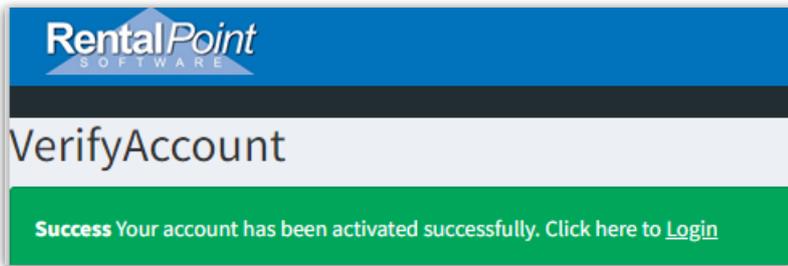
Your activation email will look like the one below



Click the link to verify your account



You should then see a 'Success' message where you can click to [Login](#)

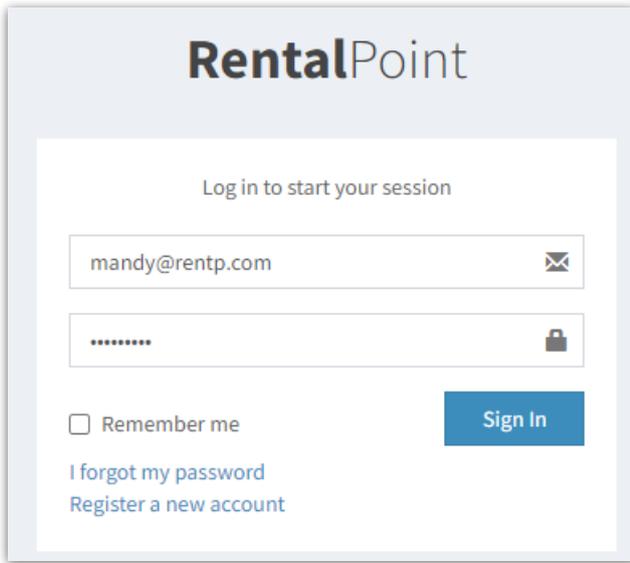


RentalPoint
SOFTWARE

VerifyAccount

Success Your account has been activated successfully. Click here to [Login](#)

Log in using the email and password you entered when registering



RentalPoint

Log in to start your session

mandy@rentp.com

.....

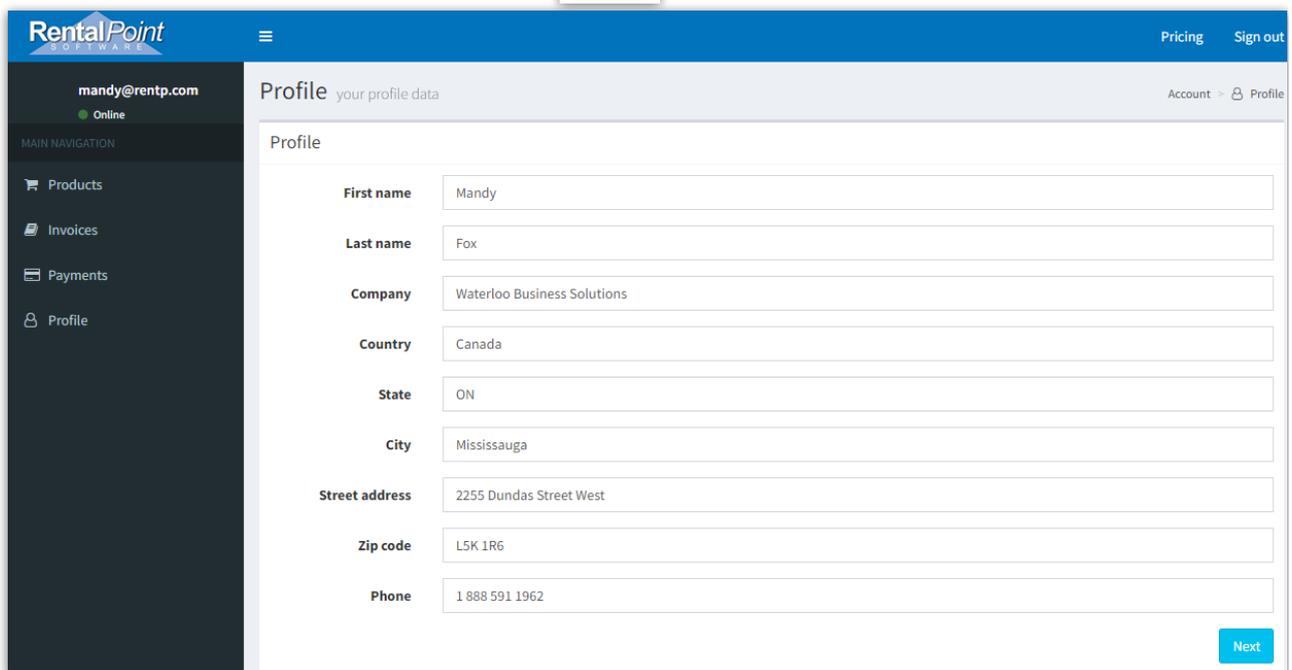
Remember me

[I forgot my password](#)
[Register a new account](#)

Sign In

Complete the profile information and click

Next



RentalPoint SOFTWARE

mandy@rentp.com Online

MAIN NAVIGATION

- Products
- Invoices
- Payments
- Profile

Profile your profile data

Account - Profile

Profile

First name Mandy

Last name Fox

Company Waterloo Business Solutions

Country Canada

State ON

City Mississauga

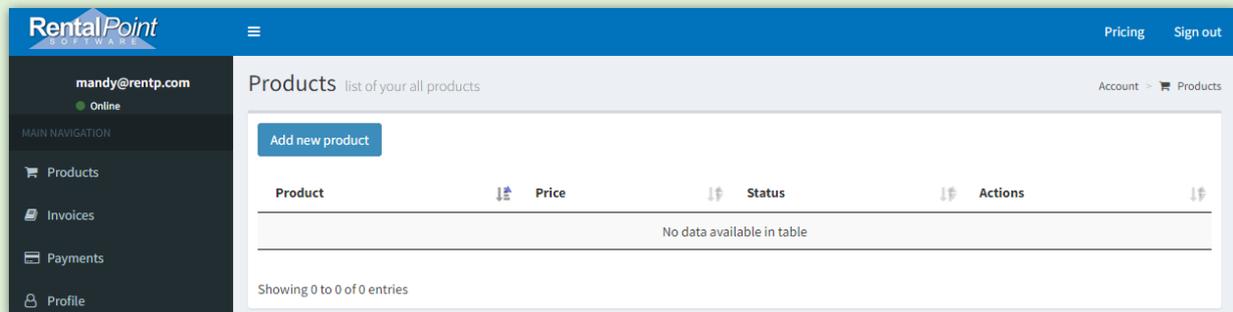
Street address 2255 Dundas Street West

Zip code L5K 1R6

Phone 1 888 591 1962

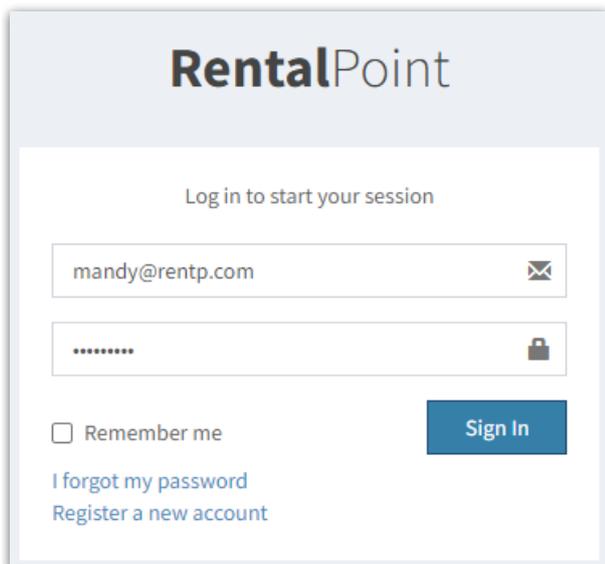
Next

Once you've registered, we'll need to apply your license information to your new account before the downloads will display on the screen below. Please send an email to support@rentp.com letting us know you have registered. We'll confirm your registration and notify you when your downloads are available.



Access Downloads

Log in using the email and password you used to register your account. If you haven't registered your account yet, follow the instructions above to get started.



Click on the downloads menu to access your available downloads

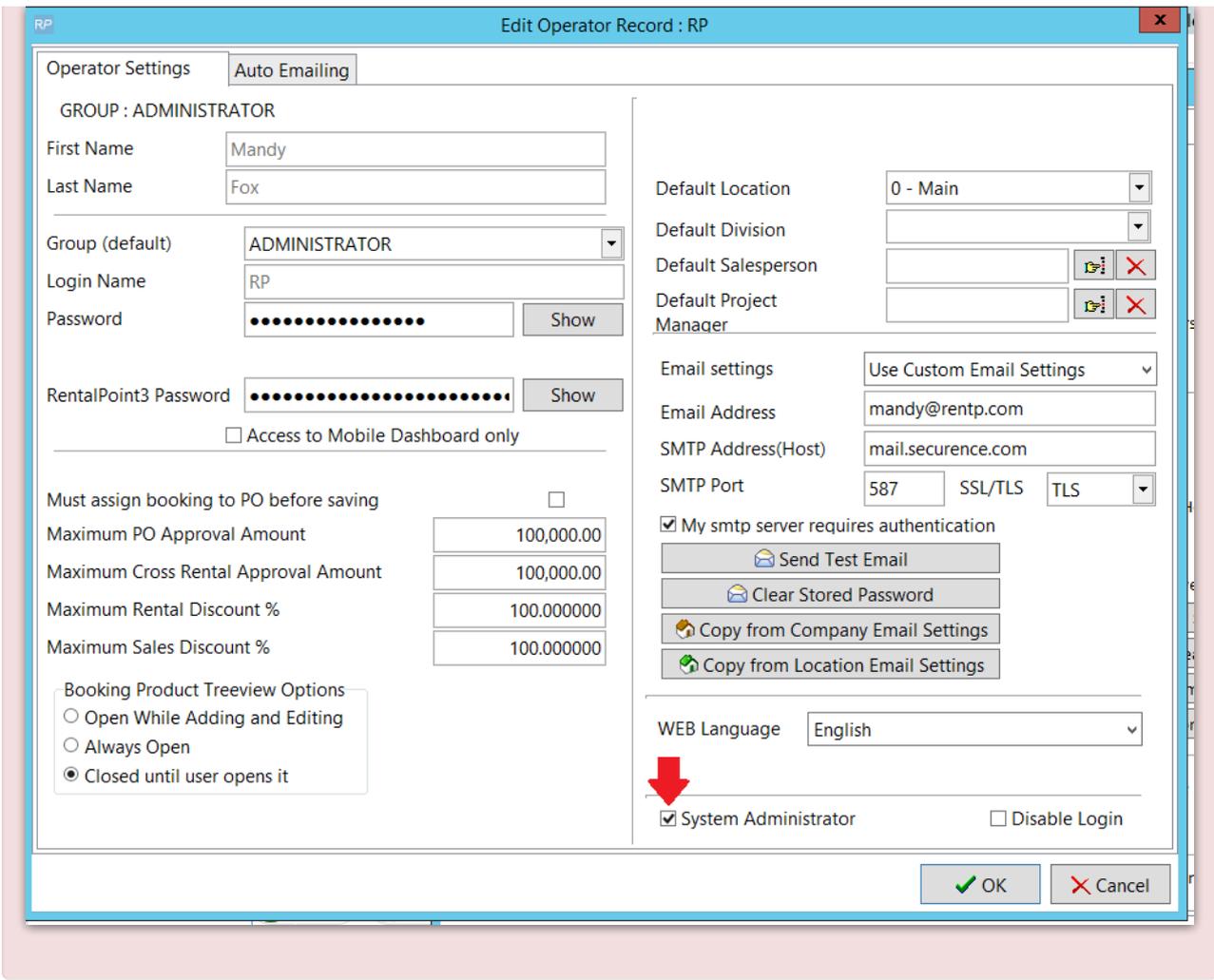
The screenshot displays the RentalPoint Software interface. At the top, the logo 'RentalPoint SOFTWARE' is visible on the left, and 'Pricing Sign out' is on the right. Below the logo, the user's email 'mandy@rentp.com' and status 'Online' are shown. The main navigation sidebar on the left includes 'Products', 'Invoices', 'Payments', 'Profile', and 'Downloads', with a red arrow pointing to 'Downloads'. The main content area is titled 'Downloads' and contains a list of files for download, including various versions of the software (e.g., V12.0.9.0.exe, V12.0.8.0.exe, V12.0.7.0.exe, V12.0.5.1.exe, V12.0.5.0.exe, V12.0.4.0.exe, V12.0.2.0.exe, V12.0.1.0.exe, V12.0.0.13.exe, V12.0.0.12.exe, V12.0.0.11.exe, V12.0.0.10.exe, V12.0.0.09.exe, V12.0.0.08.exe, V12.0.0.07.exe, V12.0.0.06.exe, V12.0.0.05.exe, V12.0.0.04.exe, V12.0.0.03.exe, V11.3.3.10.exe, V11.3.3.09.exe, V11.3.3.08.exe, StripeSCA.zip, StripeIntegration.zip, RFIDsetupV11_3_2_4.exe, RFIDsetup v11_3_3_6.exe, RentalPointPDF_2_7_0_1.exe, and RentalPointPDF.zip). The footer contains 'Copyright © 2022 RentalPoint. All rights reserved.' and 'Version 1.0.0'.

Upgrade RentalPoint to the Latest Release

BEFORE proceeding, it is imperative that you ensure you have an immediate [backup of your Rentalpoint database](#). In the unlikely event that the upgrade should fail, you may be required to restore from backup. DO NOT skip this step.

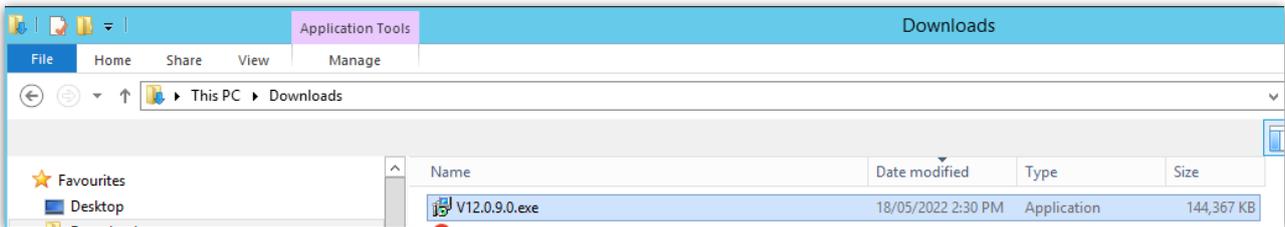
Next, Ensure ALL users are LOGGED OFF Rentalpoint for the duration of the upgrade. Failure to do this will cause the upgrade to fail.

The server should be upgraded first. You'll need 'Sys Admin' access in your Operator Record to complete the upgrade.

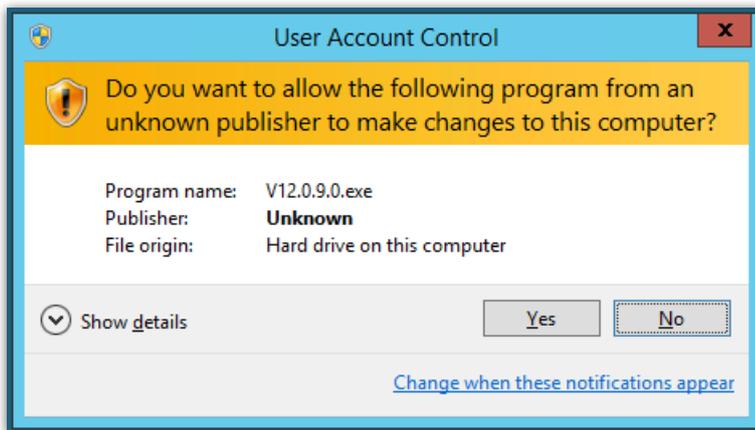


Installing the Upgrade

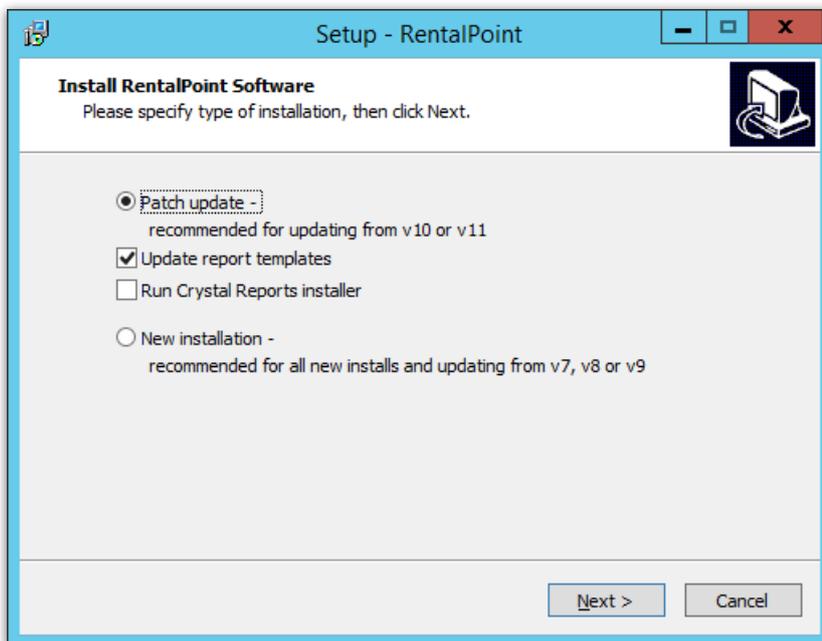
If you haven't already done so, download the latest copy of Rentalpoint Software following the 'Access Downloads' steps above. Then, on the server where your RentalPoint database resides, find the RentalPoint installation file in your downloads folder and double click on it.



Click yes

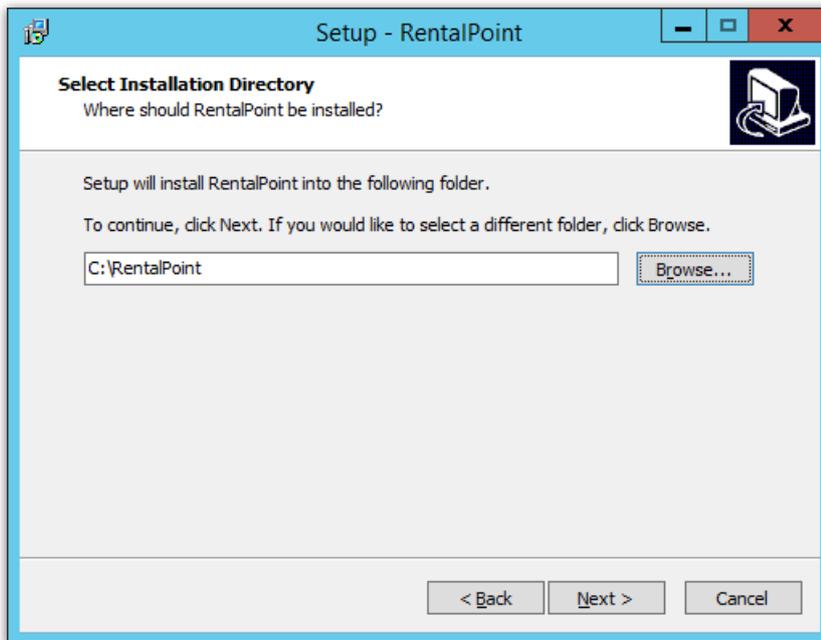


Click Next

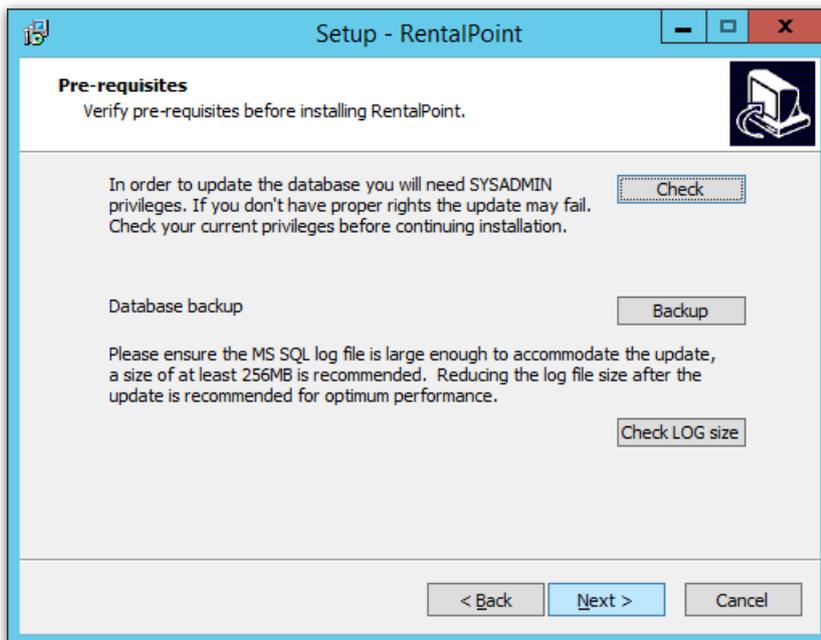


Locate the folder where RentalPoint is installed than click Next

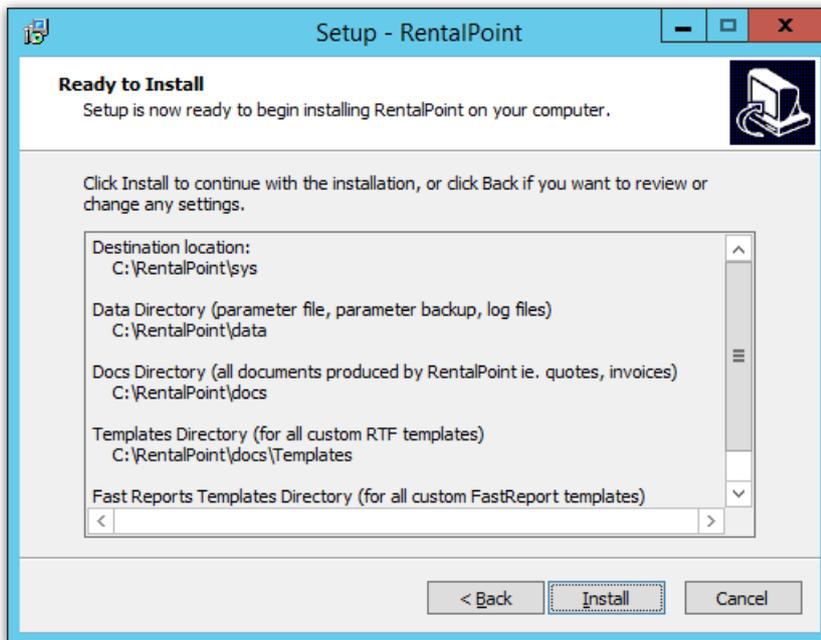
 If you're unsure where RentalPoint is installed, right click on the desktop icon used to run RentalPoint and click 'open file location' to locate RentalPoint folder.



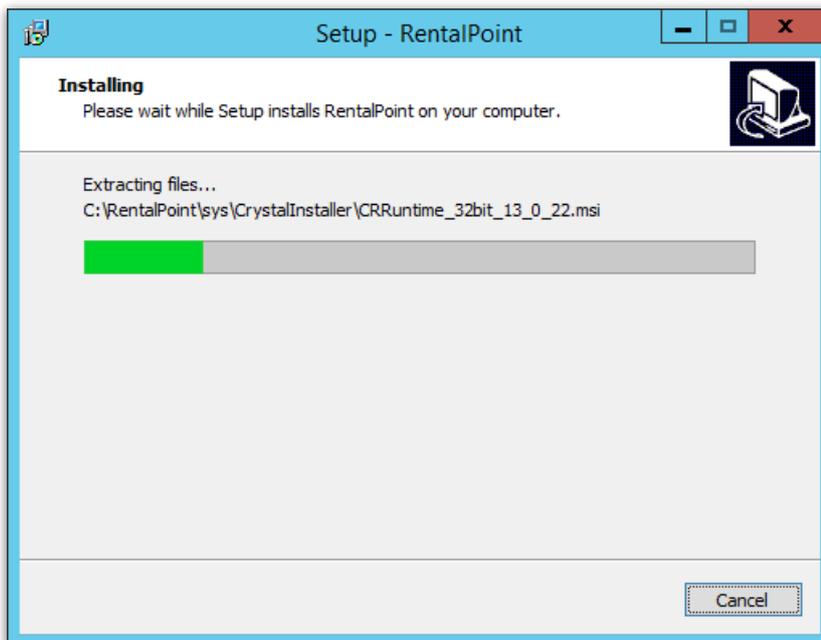
Verify prerequisites as needed, then click Next to continue



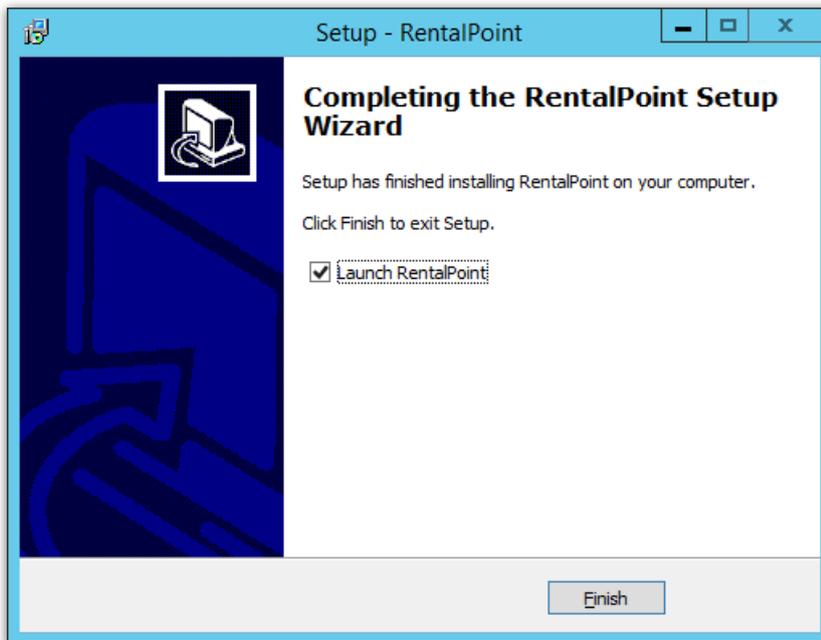
Click install



Wait while the installation completes

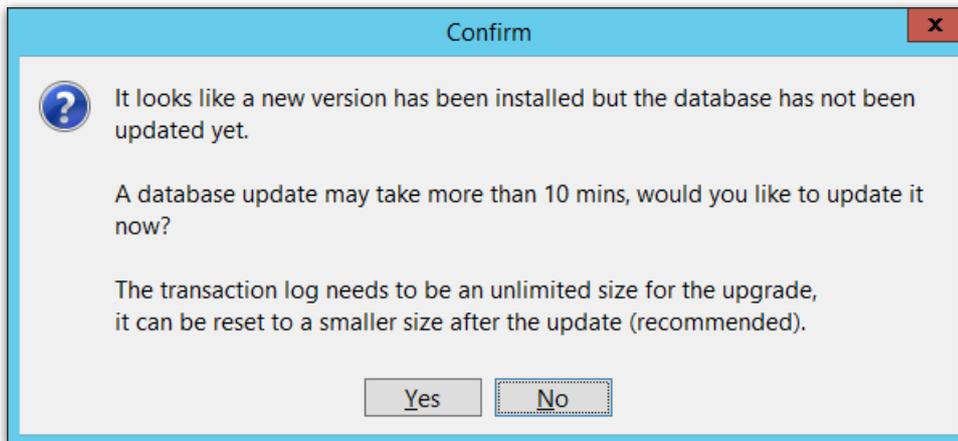


Click Finish to Launch RentalPoint

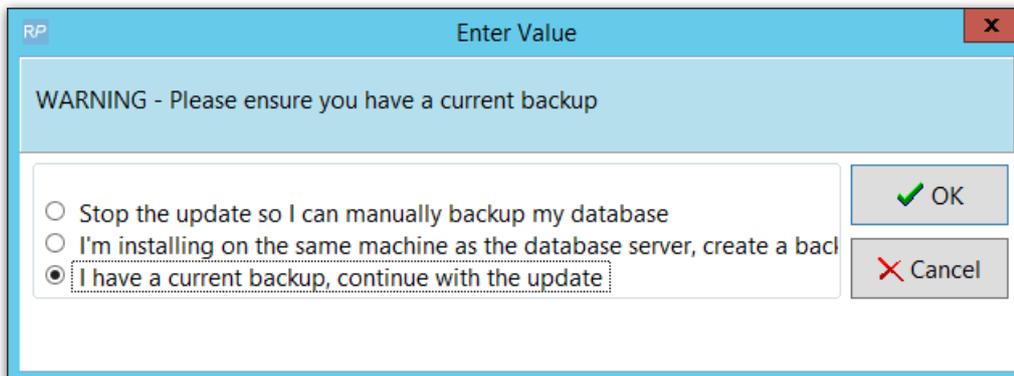


You'll see the message below advising that the database will be updated.

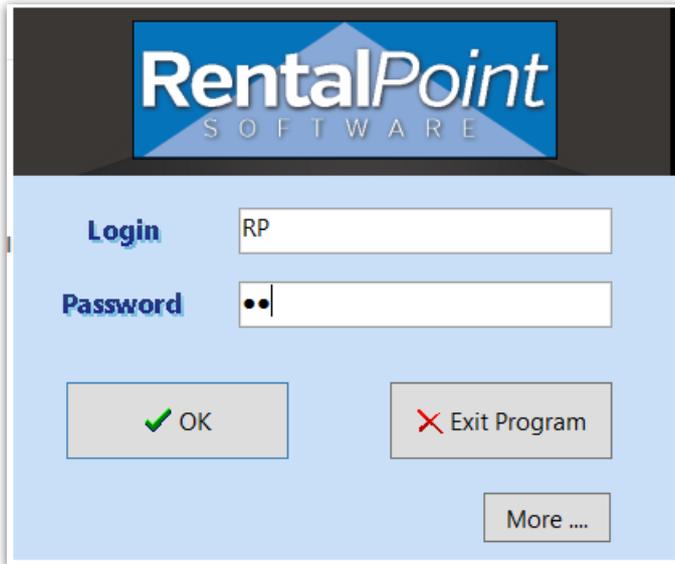
Ensure ALL USERS are still logged off RentalPoint, then click YES to continue



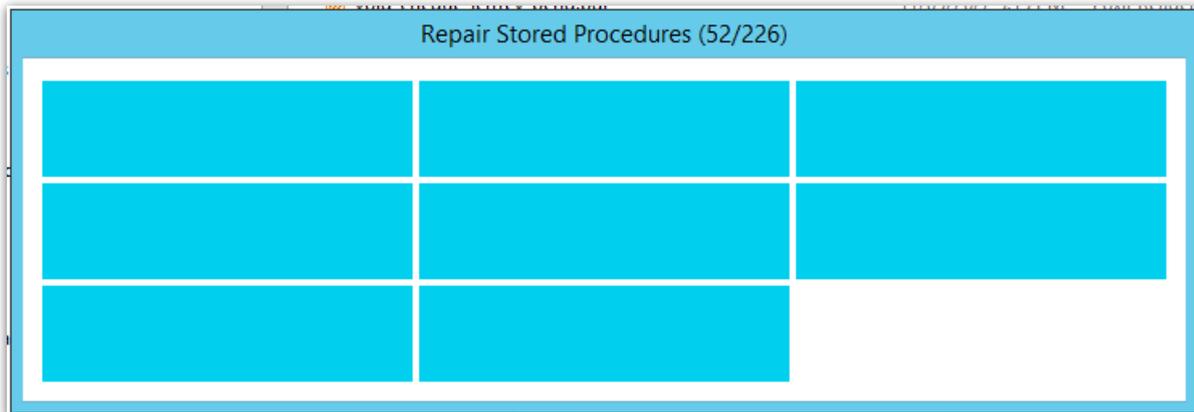
If you do not have a database backup STOP and *take a backup before proceeding*



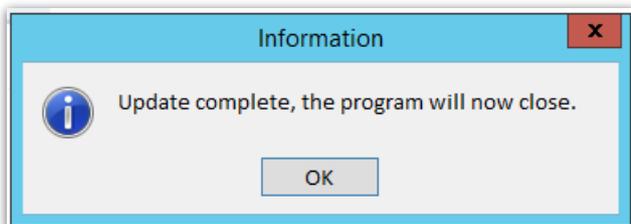
Log into RentalPoint



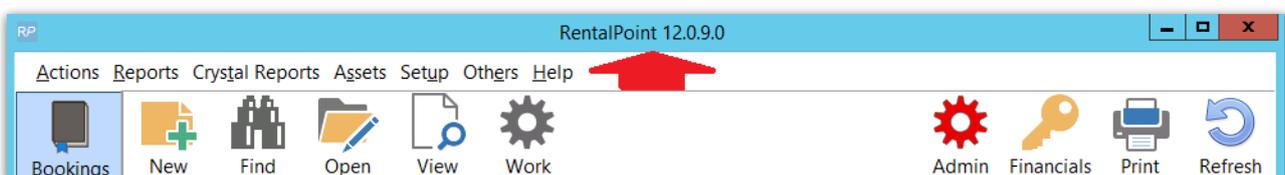
Wait while the upgrade completes



Click OK to close the upgrade



You should now be able to run RentalPoint on the server. When you log in, you'll see the new version number at the top of the window.



If you have any workstations that have RentalPoint installed on the workstation, they will need upgraded software to access your upgraded database.

Simply download the same install file on each workstation, then click through the options to install the upgraded software. As the software on each workstation is upgraded, users can log back into RentalPoint.

Feel free to contact support@rentp.com with any questions or concerns