RentalPoint Registration and Software Upgrades
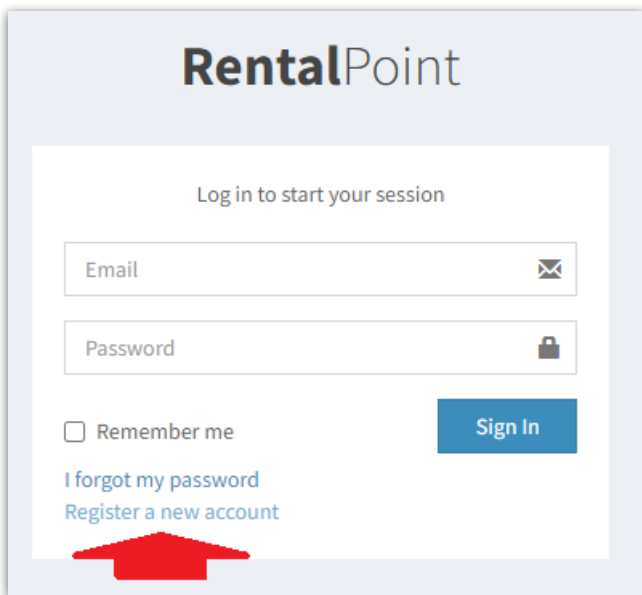
On the *RentalPoint Website Main Menu*, hover over 'Account' and click on 'Login'

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'

Enter your email and password, then click

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

Your activation email will look like the one below

> **Date: Today**
>
> **Grafton Software P... RentalPoint Software. Your account is successfully created!**
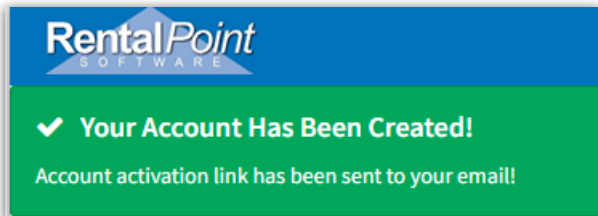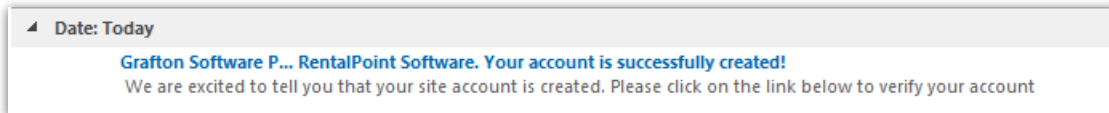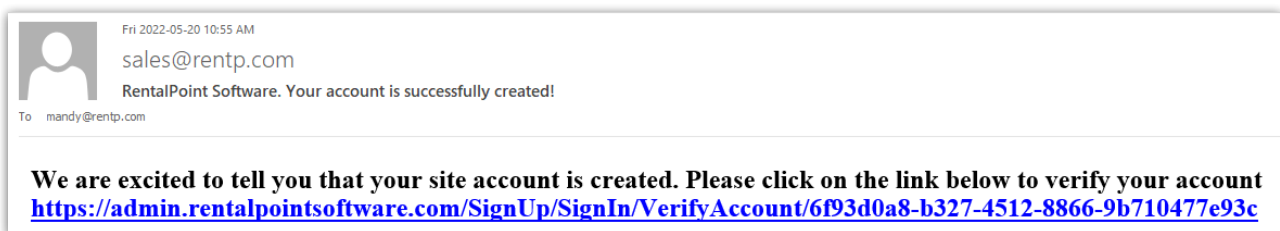> We are excited to tell you that your site account is created. Please click on the link below to verify your account

Click the link to verify your account

Fri 2022-05-20 10:55 AM
sales@rentp.com
RentalPoint Software. Your account is successfully created!
To   mandy@rentp.com

We are excited to tell you that your site account is created. Please click on the link below to verify your account
https://admin.rentalpointsoftware.com/SignUp/SignIn/VerifyAccount/6f93d0a8-b327-4512-8866-9b710477e93c

You should then see a 'Success' message where you can click to **Login**

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 ✉

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☐ Remember me   **Sign In**

I forgot my password
Register a new account

Complete the profile information and click **Next**

RentalPoint   SOFTWARE   ☰   Pricing   Sign out

mandy@rentp.com
● Online

MAIN NAVIGATION

🛒 Products
📄 Invoices
💳 Payments
👤 Profile

Profile your profile data   Account > 👤 Profile

Profile

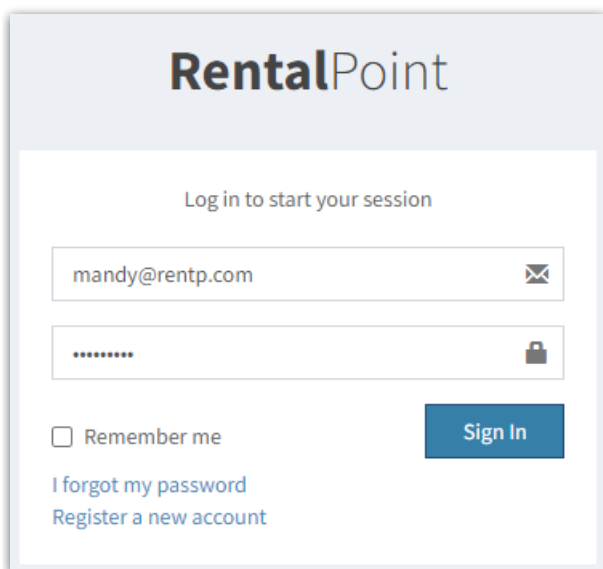|	
First name	Mandy
Last name	Fox
Company	Waterloo Business Solutions
Country	Canada
State	ON
City	Mississauga
Street address	2255 Dundas Street West
Zip code	L5K 1R6
Phone	1 888 591 1962

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
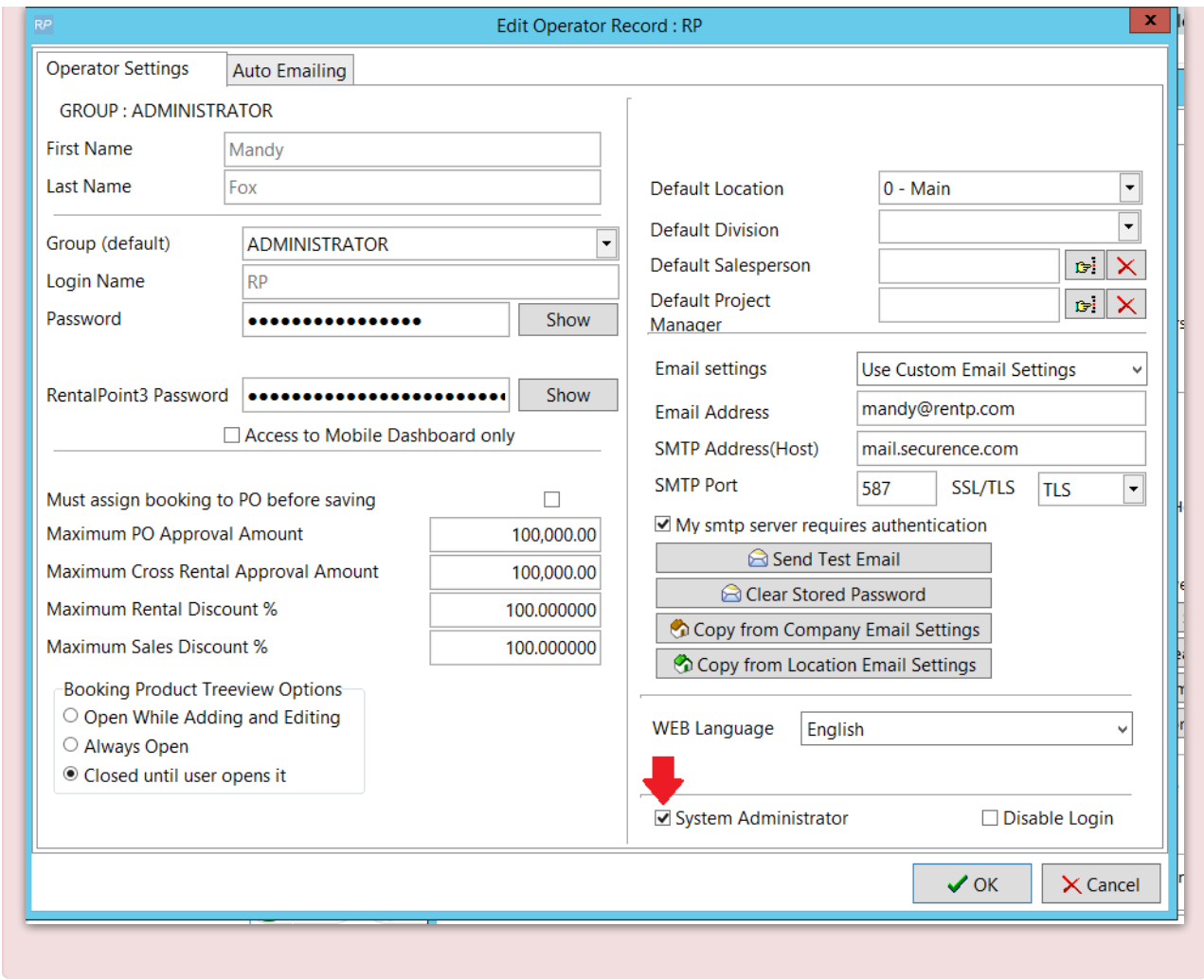
Upgrade RentalPoint to the Latest Release

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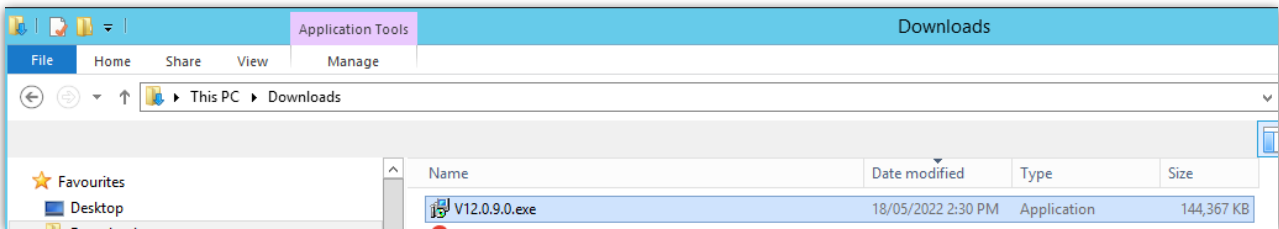
Next, Ensure ALL users are LOGGED OFF Rentalpoint for the duration of the upgrade. Failure to do this will cause the upgrade to fail.

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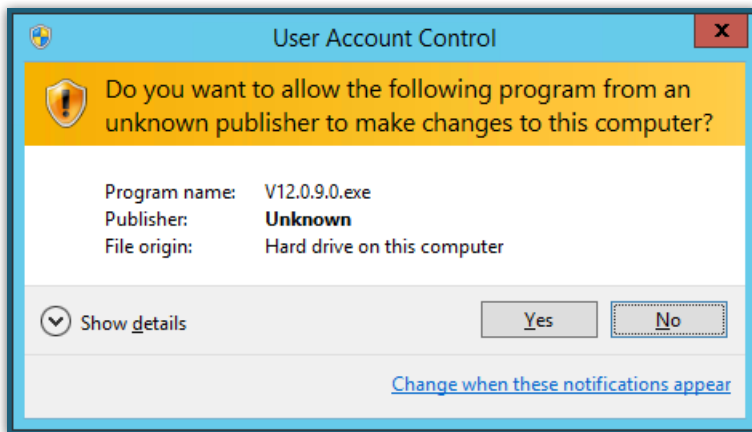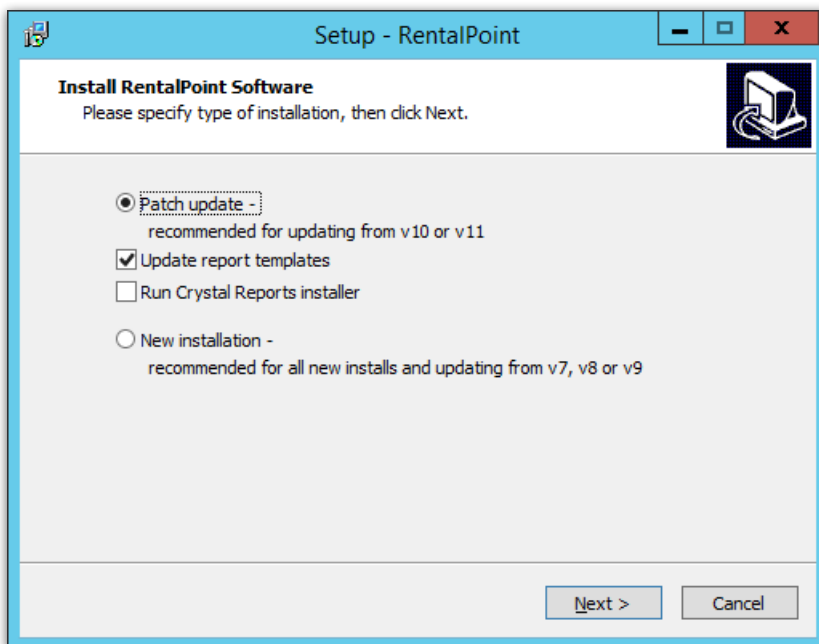
Installing the Upgrade

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.
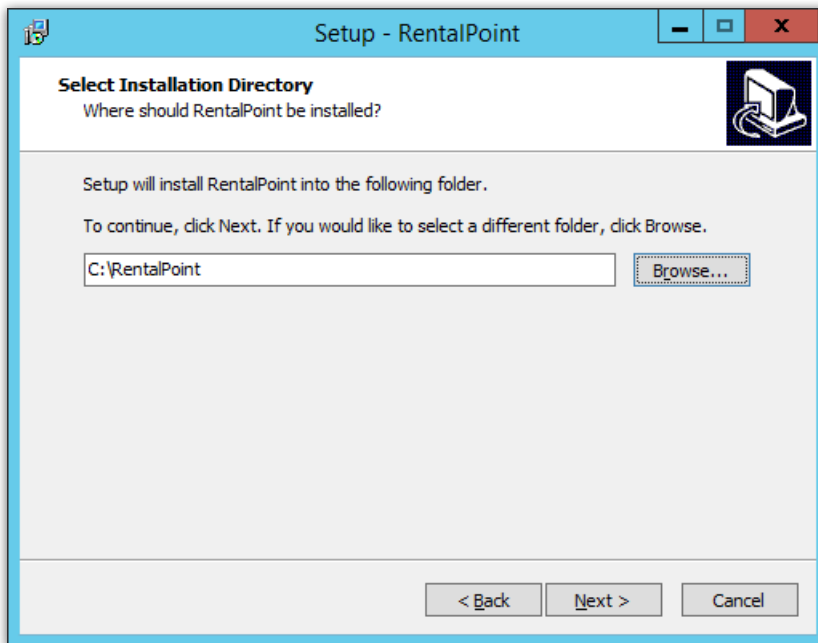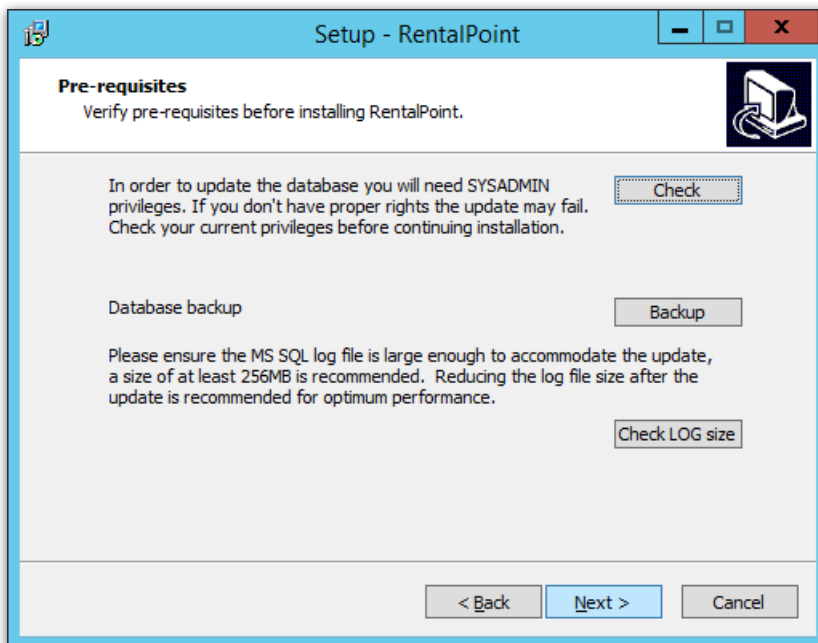

Click yes

Click Next

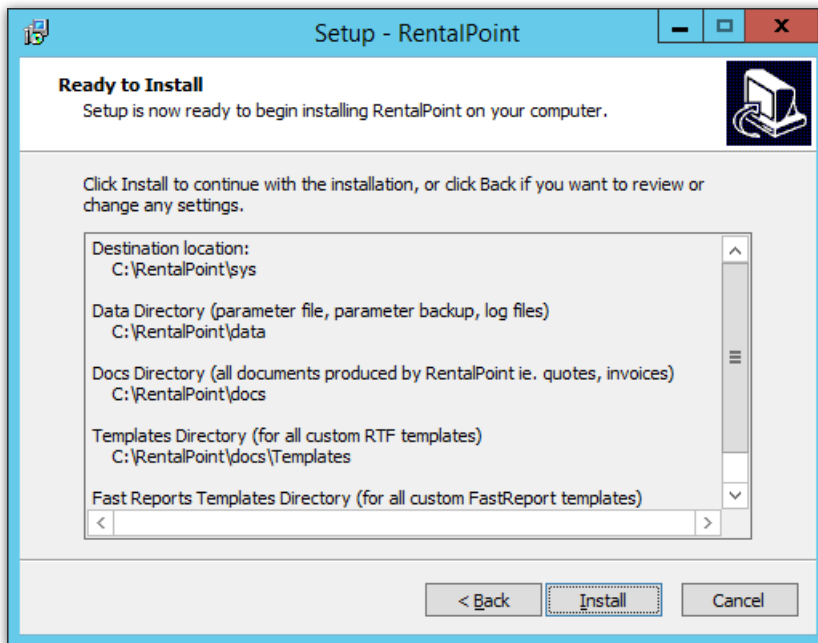Locate the folder where RentalPoint is installed than click Next

ⓘ 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.
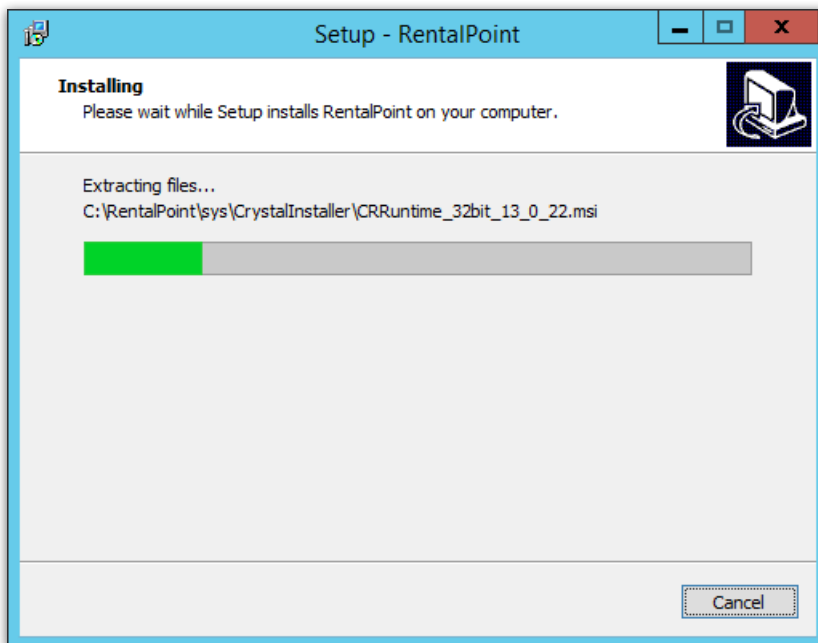
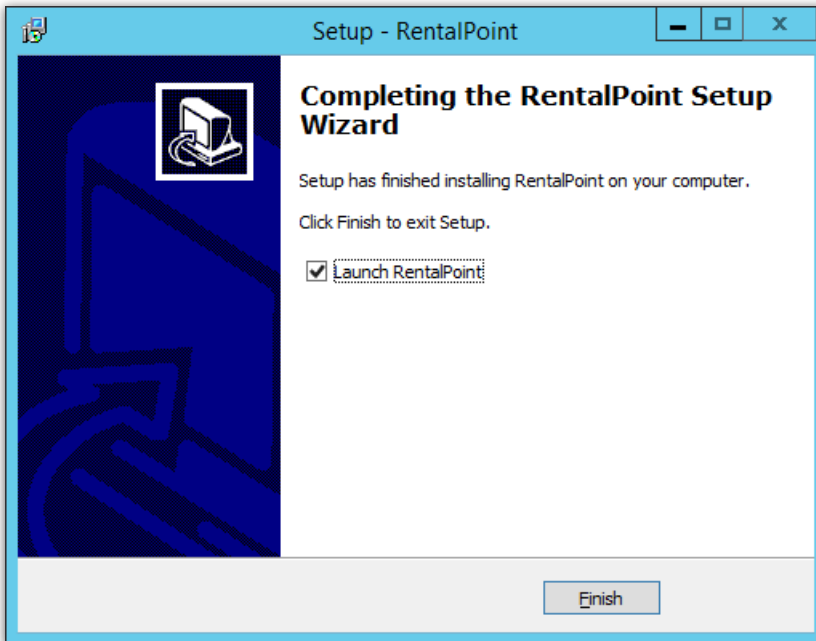Verify prerequisites as needed, then click Next to continue

Click install

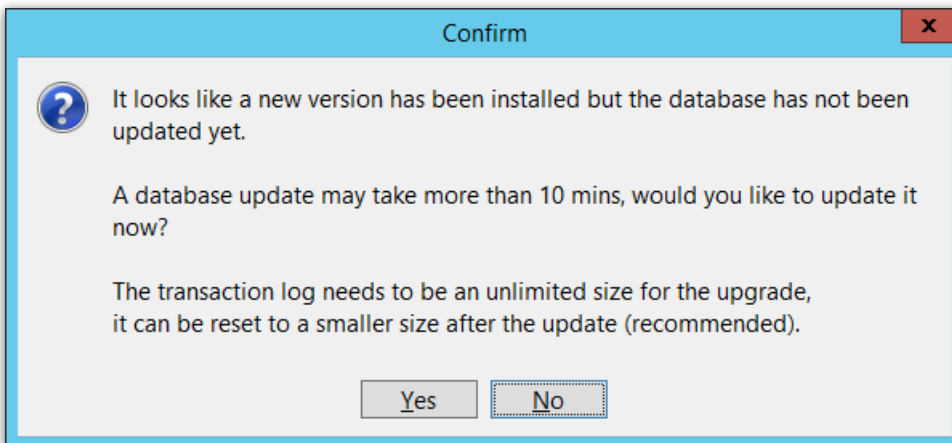Wait while the installation completes
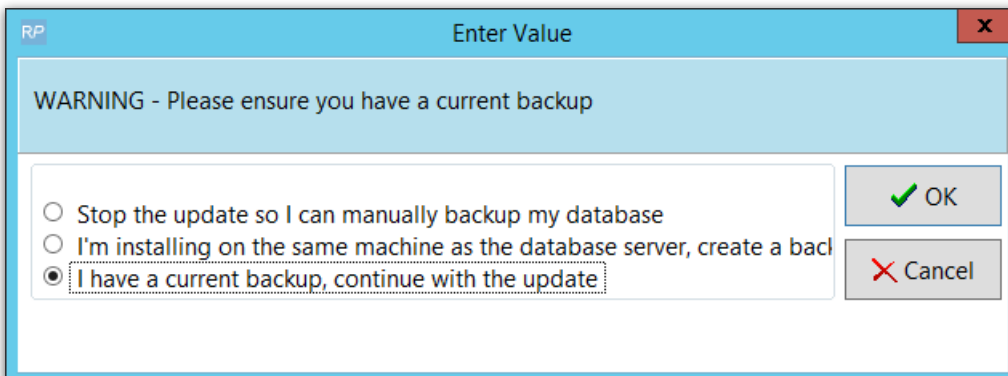

Click Finish to Launch RentalPoint

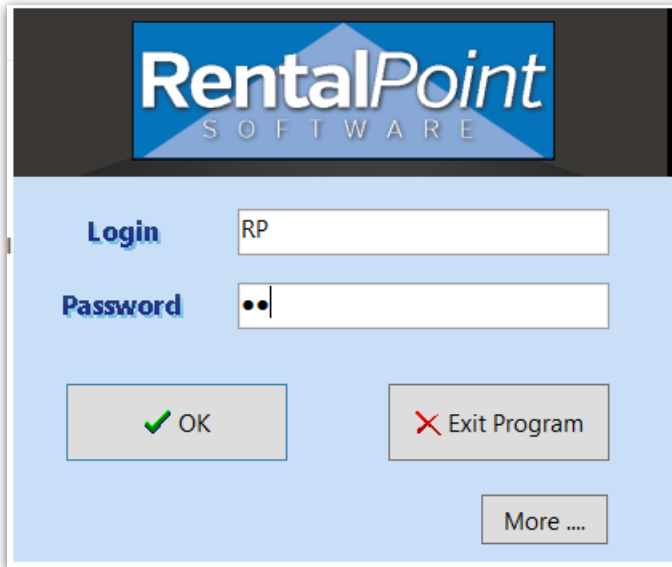You'll see the message below advising that the database will be updated.

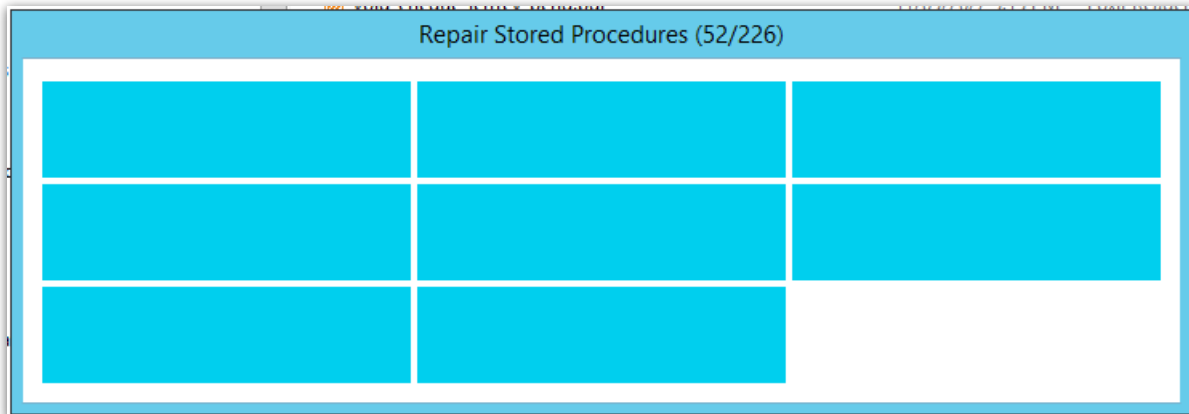Ensure ALL USERS are still logged off RentalPoint, then click YES to continue

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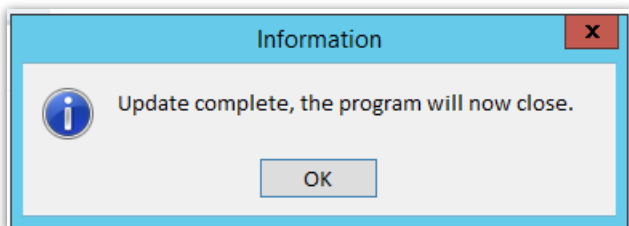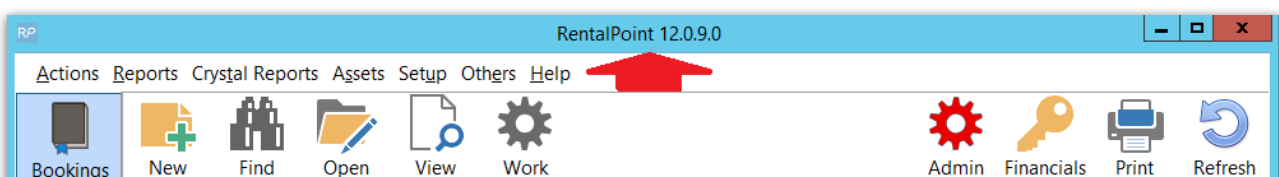
Log into RentalPoint

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