

## Frequently Asked Questions

### Can I try CARCare before making a purchase decision?

Absolutely! The download is not a 'trial' version... it is the actual commercial software. Unlicensed, the software will remain fully-functional for 30 days. This way you will have an opportunity to determine whether CARCare offers the features that you need, prior to making a purchase. If you decide to make a purchase, all data that you entered during the 30-day trial period will remain in your database.

### Is there an Annual Fee to use CARCare?

Nope. Your purchase involves a one-time license fee. There are no annual support or maintenance fees. Periodic software updates are free of charge.

### What type of support do you provide?

Support is provided free of charge via email only. Support inquiries are answered weekdays (except holidays) during the hours of 9 am and 5 pm U. S. Eastern time. You can expect a response to your email inquiry within 24 hours of receipt during business hours. Support inquiries received on Friday or during weekends will generally be answered the following Monday.

### Can I share my registration key with friends and/or co-workers?

Sharing the registration key that was assigned to you would be a violation of the End-User License Agreement. Each person that uses CARCare will need their own unique registration key. As an example, if you own a small business and three (3) employees will need to use CARCare, you will need to purchase three (3) registration keys.

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### How do I make a purchase?

Visit the Purchase page of the CARCare Website, and click the Purchase button for the edition that you need. All orders are initiated online. Once your payment is received, your registration key will be sent to you via the email address that you entered on your online order. Your order will be processed by FastSpring. To ensure receipt of the confirmation email, which will include your registration key, please white-list fastspring.com

### Is CARCare easy to use?

Even if you have only basic PC experience, we believe you will find CARCare very easy to learn and use. You will need to become familiar with a few basic concepts. As an example, you'll use your right mouse button frequently when using CARCare. The **Test Drive** Lessons on the CARCare Website will demonstrate all major features. Viewing the lessons is a great way to gain an understanding of how CARCare works, and how to use it. Each lesson is 5 to 10 minutes in length. Click The Test Drive graphic on the CARCare Website to open the lessons.

### What version of Windows do I need to run CARCare?

CARCare is compatible with PCs running Windows 7 or later. CARCare is not compatible with tablet devices running Windows 8 **RT**.

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### Is a CARCare “app” available for Android or iPhone devices?

CARCare is not currently available for smartphones. This may change in the future. If a smartphone application becomes available, we will post additional information on the CARCare Website.

### Can I run CARCare on Windows Terminal Server?

Yes, CARCare is compatible with Windows Terminal Server to support remote access. Each person that uses CARCare will require their own unique registration key.

### Is CARCare network compatible?

Yes, you can store your CARCare database file on a file server for simultaneous, multi-user network access. Set Windows security to grant Full Control to the folder on your server that contains your CARCare database file. Each user will need to click [File](#) | [Database](#) | [Open...](#) one-time to redirect CARCare to the database file on your server.

### Where should I store my image files?

As a default, the C:\Users\Public\CARCare\Images folder on your PC should be used to store image/attachment files. This is the recommended folder.

You may use the Attachments tab under Options | Preferences... to change this location. However, once you change the images folder, all image files (jpg, bmp, pdf, etc.) will need to be moved into that new folder.

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Can CARCare be used to manage equipment as well as vehicles?

Yes, you can manage any type of equipment with CARCare. For non-vehicular equipment, you will manage the asset by hours, rather than by distance driven.

Does CARCare include reports?

Yes, CARCare comes with over 50 different reports, covering topics such as fuel economy, maintenance, and expenses.

Thank You for your Interest in CARCare.