



December 3, 2014

Subject: Instructions for Installing Microsoft .Net Framework Version 4.5 Update

Dear Valued Customer,

For those of you who have experienced any problems logging onto our application today, the purpose of this note is to explain why and get you back up and running quickly.

Last evening, PayDC implemented a production release to upgrade to Microsoft's .Net Framework Version 4.5 platform. This platform is designed to improve application security, performance and overall customer experience. This is a significant update that requires that you download this Microsoft release onto your computer. If your computer is not set to auto-download this update, you may be experiencing difficulty accessing our application today.

Fortunately, it will be straightforward for most of you to take the steps necessary to install this update on your computer. Here are the key steps to take:

1. Uninstall PayDC
 - From Control Panel, locate either "Uninstall a program" or "Programs and Features". From the list of programs, locate "PayDC Subscriber Client Release 1.0", select it, and click "Uninstall/Change", and confirm removal when prompted.
2. If you do not have Norton or Symantec Antivirus, skip to step 3. If you have Norton, Symantec, or related security software, do the following:
 - Expand the notification area on the taskbar by your computer clock; locate the icon for your antivirus program; if available, right-click and choose to disable the Antivirus Autoprotect and Firewall; and select "15 min", if prompted.
3. Reinstall PayDC by visiting <http://install.paydc.com> and run the "setup.exe" file.
 - If you get the Microsoft EULA, you will need to update to install .NET 4.5. This will take approximately 10 minutes and will require a system restart. Just follow the prompts. After you log back in to Windows, the PayDC installation should automatically resume. You may need to disable antivirus again if you did so in step 2. If the PayDC installation does not automatically resume, just go back to <http://install.paydc.com> and run the "setup.exe" file again. Confirm installation of PayDC.
4. If you disabled Norton Antivirus (or related security measures) in step 2, re-enable them now using the same process.

We are happy to guide you through the necessary steps over the phone, if you prefer or if you have any difficulty managing the steps above. Thanks for your patience as we implement this worthwhile upgrade for your practice.

Sincerely,

PayDC Support

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<http://paydcsupport.com>

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