



December 17, 2014

Subject: Instructions in Case You Encounter Norton-Related Login Difficulty Today

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 released a new version, with some valuable enhancements. Unfortunately, it seems that Norton/Symantec Antivirus is treating our new version as an unknown program for some of you. As a result, you may have seen Norton quarantine the file, resulting in an error message when PayDC tries to start. We have been working diligently with Norton to try to avoid these episodes in the future.

Fortunately, it will be pretty straightforward for most of you to take the steps necessary to install our 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. Expand the notification area on the taskbar by your computer clock; locate the icon for your antivirus program; 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.
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 these worthwhile upgrades for your practice.

Sincerely,

PayDC Support
support@paydc.com
<http://paydcsupport.com>
888-306-1257