

Can I try CARCare before making a purchase decision?

Absolutely! In fact, we ask that you do so. That's why the free 30-day trial period is there. This way you'll know exactly what you are purchasing, prior to purchasing it. The download is not a 'trial' version... it is the actual commercial software.

Unlicensed, the software will run in trial *mode* for 30 days, and it will remain **fully functional** during the 30-day trial period. If you decide to make a purchase, all data that you entered during the 30-day trial period will remain in your database.

Help, I got busy and my 30-day trial period has expired. Can I get more time?

Of course! Simply send an email to support@carcaresoftware.com and request a 30-day trial extension. We'll follow-up with easy-to-follow instructions that will give you a new 30-day trial period. We want you to have adequate time to fully evaluate CARCare.

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. Plus, periodic software updates are free of charge, so we won't be pestering you with any update fees. Software updates are always free.

What type of support do you provide?

Support is provided free of charge via email. Support inquiries are answered weekdays (*except holidays*) during the hours of 9 am and 5 pm U. S. Eastern time. 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?

No, that would be a violation of the **End-User License Agreement** that you agreed to when you installed CARCare.

Each person that uses CARCare will need their own unique 16-digit 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 – one for each CARCare user.

How do I make a purchase?

All orders are initiated online. First, use the 30-day trial period to determine whether CARCare does what you need it to do. Next, visit the **Purchase** tab of the CARCare Website, and then click the Purchase button for the edition that you would like to purchase.

Once your payment is processed, your 16-digit 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.com**. To ensure receipt of the confirmation email from FastSpring.com, which will include your 16-digit registration key, **please white-list fastspring.com** in your email software. This will avoid your confirmation email from FastSpring.com from being redirected into your SPAM/Trash folder.

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, or use the **Help** menu within CARCare to access the Test Drive lessons.

Lastly, CARCare also comes complete with a very comprehensive 100+ page Customer Guide. To access the Customer Guide, use the **Help** menu within CARCare.

What version of Windows do I need to run CARCare?

CARCare is compatible with PCs running Windows 7 SP-1 or later. CARCare will also be fully compatible with the next release of Windows, after Windows 11.

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

Not at the moment. If a smartphone version of CARCare 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 Remote Desktop Services (*formerly Windows Terminal Services*) to support remote access. Each person that uses CARCare will require their own unique 16-digit registration key.

This type of installation is fully covered in **Chapter 1** in the CARCare Customer Guide.

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.

Chapter 1 in the CARCare Customer Guide fully explains how to install and use CARCare in a networked environment.

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 attachment/image files. This is the *recommended* folder.

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

Once you define the new attachment/image folder, avoid moving your attached files into a different folder. This is because CARCare will no longer know their new location.

FREQUENTLY ASKED QUESTIONS

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

Yes, you can manage any type of mechanized equipment with CARCare. In addition to their vehicles, some customers use it for lawncare equipment, and for shop equipment such as compressors and generators.

For non-vehicular equipment, you will manage those assets by in-use hours, rather than by distance driven.

Does CARCare include reports?

Yes, you bet! CARCare comes with over 50 different reports, covering topics such as fuel economy, maintenance, and expenses. You may print, export, and email any CARCare report.

Thank You for your Interest in CARCare!