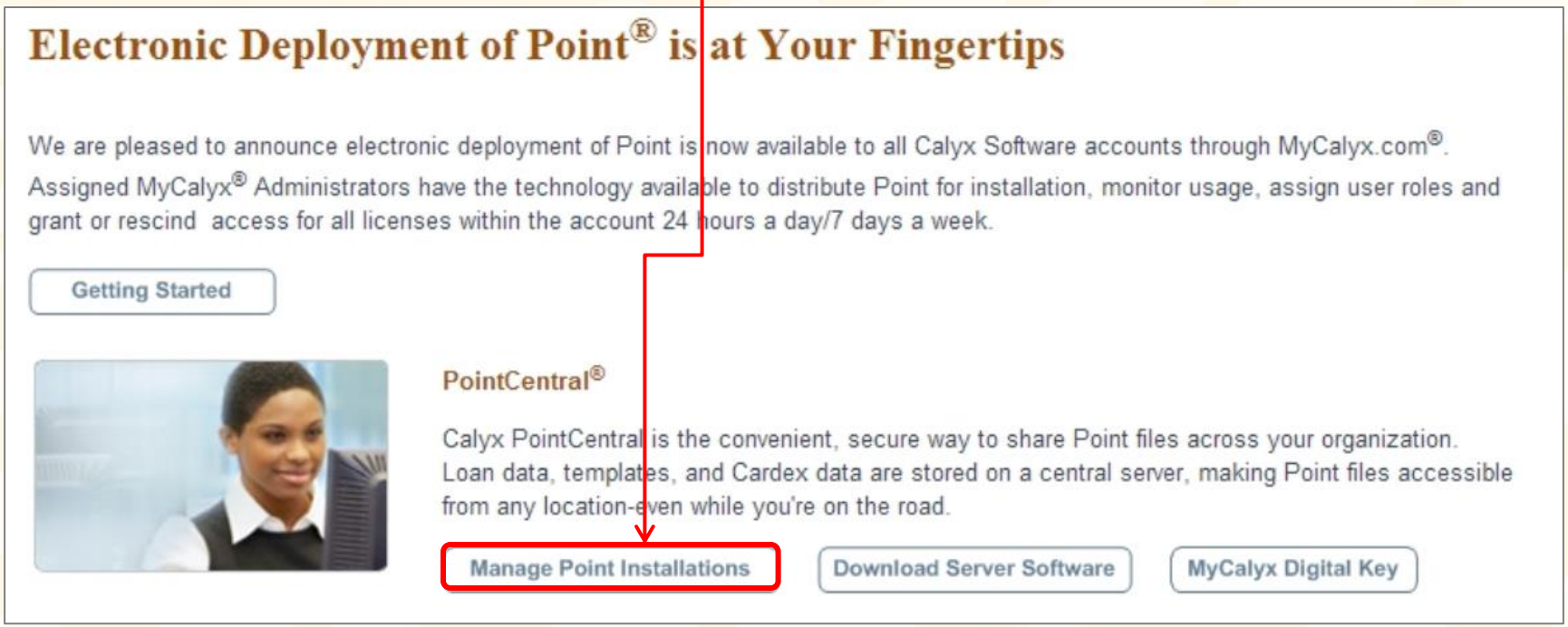
How to Uninstall and Re-install Point

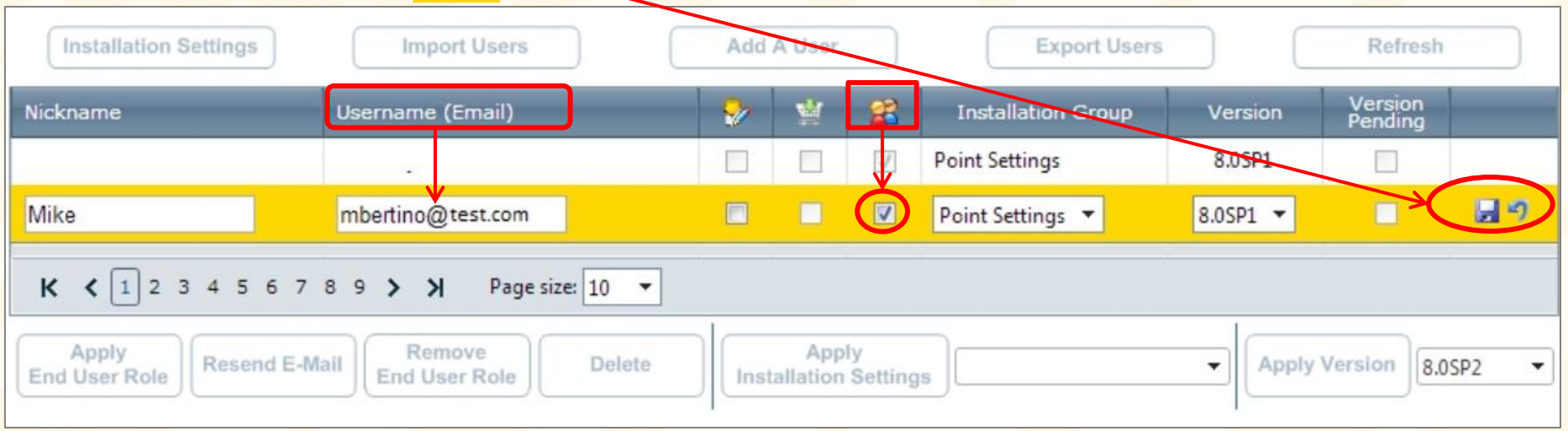
How to Uninstall Point:

- The Administrator will need to log on to https://www.mycalyx.com
- Next, select **Manage Point Installations**



Uninstalling and Reinstalling Point

- Double click on the Username (Email) that you wish to uninstall Point from to open it to the view below.
- Uncheck the box located under this icon for that specific user and then click the **Save** icon



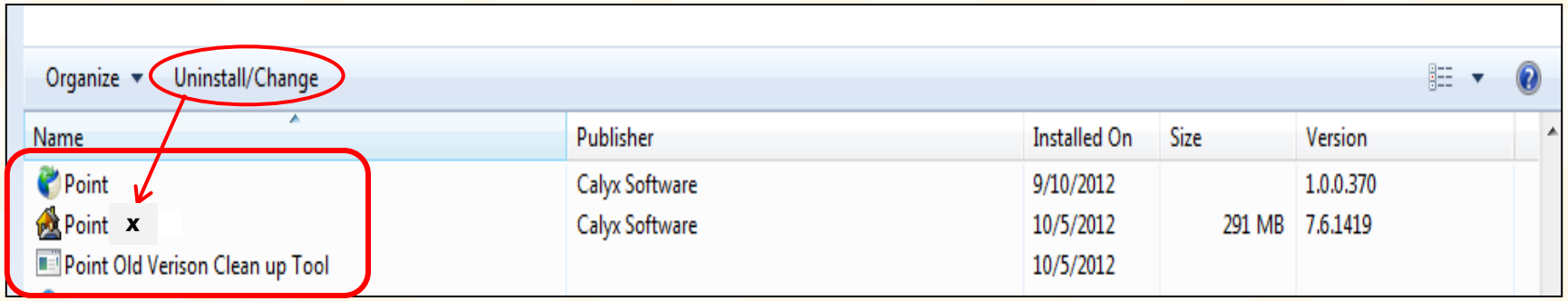
When you close and re-open point, the removal will begin.

Uninstalling and Reinstalling Point

If Point does not uninstall automatically by closing and re-opening Point, user must then uninstall manually following the directions below….

Left single click on **Start**, access the **Control Panel**. Locate the icon that allows you to uninstall programs. (Windows 7 icon is Programs and Features)

Individually select each **Point** installation or version in the list of programs and select **Uninstall**.

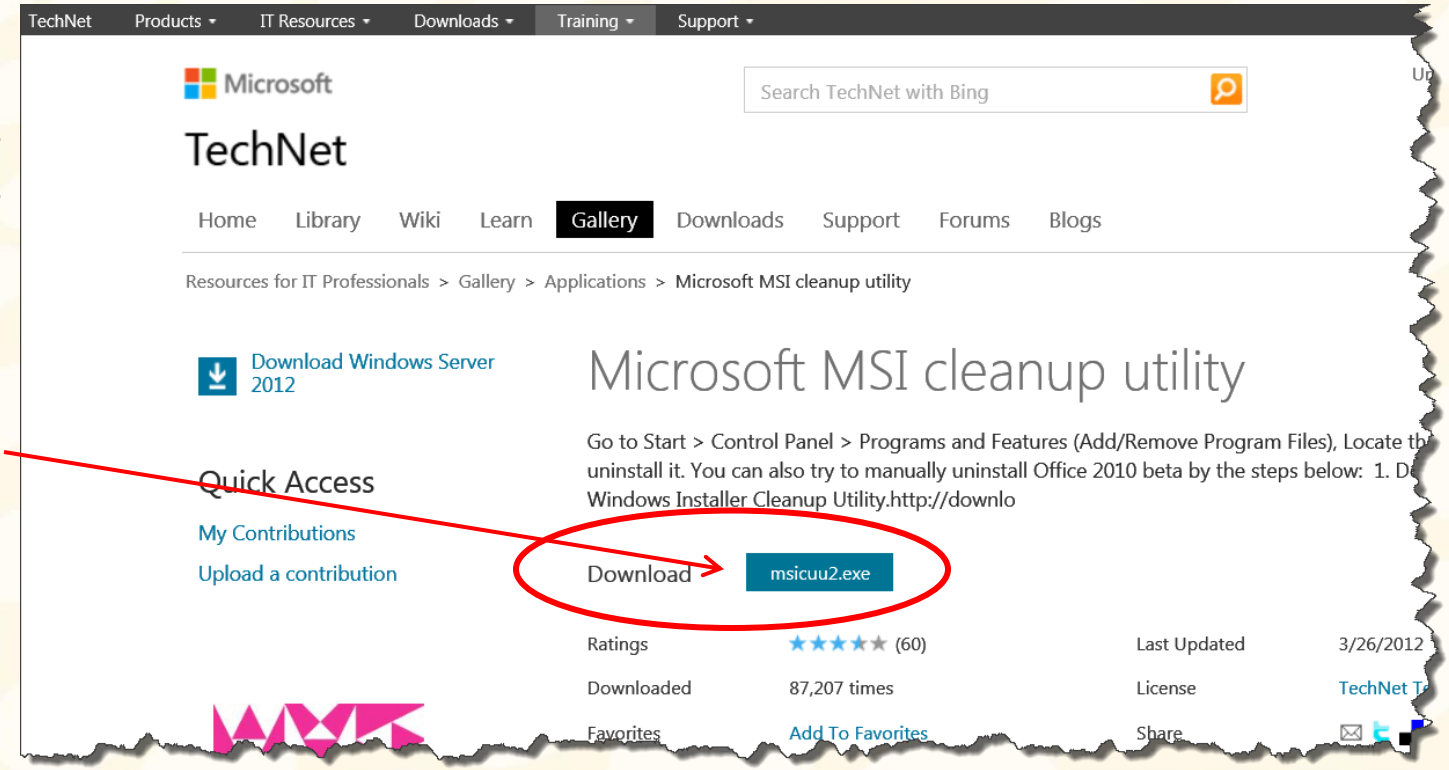


Uninstalling and Reinstalling Point

If Point still does not uninstall upon completion of all of the aforementioned steps, you may need to utilize the **Microsoft Installer Cleanup Utility**.

Microsoft Installer CleanUp-Utility-Link

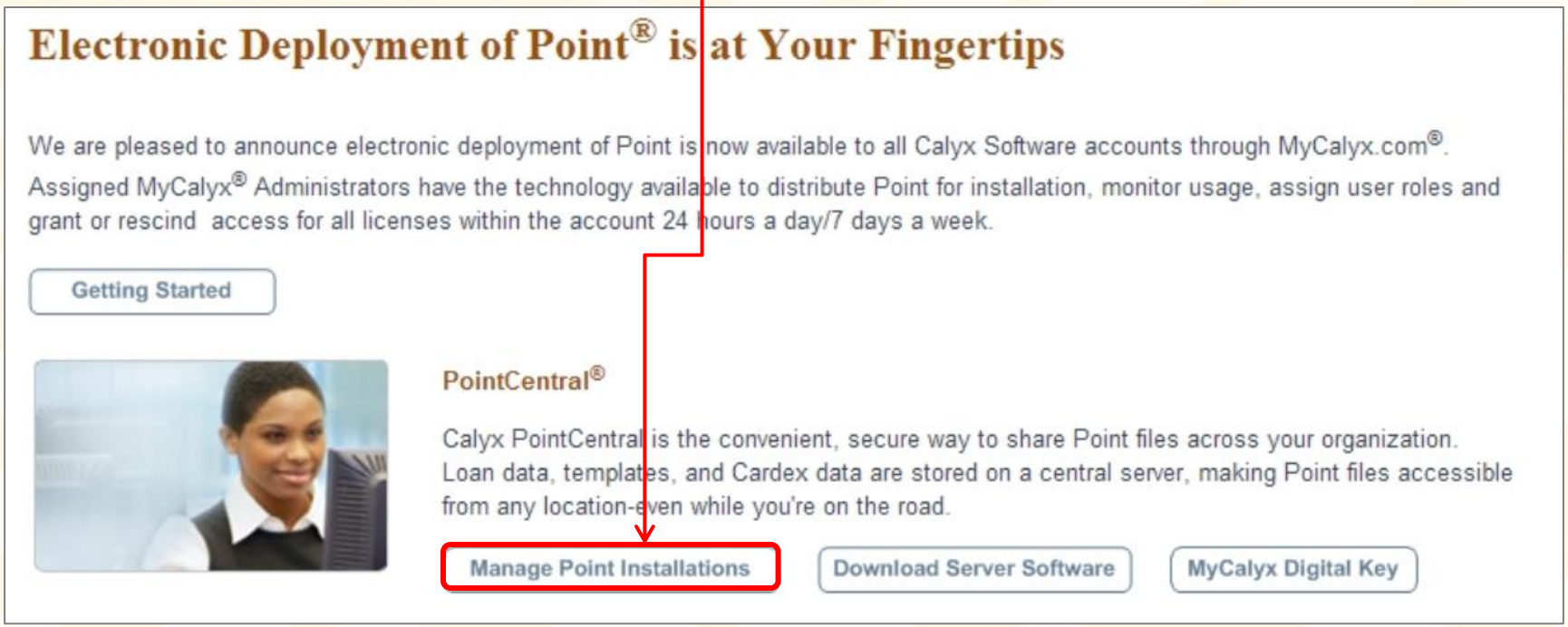
Once at that website, left single click on the **Download** link and follow the directions.



System questions or issues, please email : support@focusitinc.com
or call 480-346-1299 Option 1 (Hours of Operation are 7 days a week from 5:00 AM to 10:00 PM PST)

How to Reinstall Point:

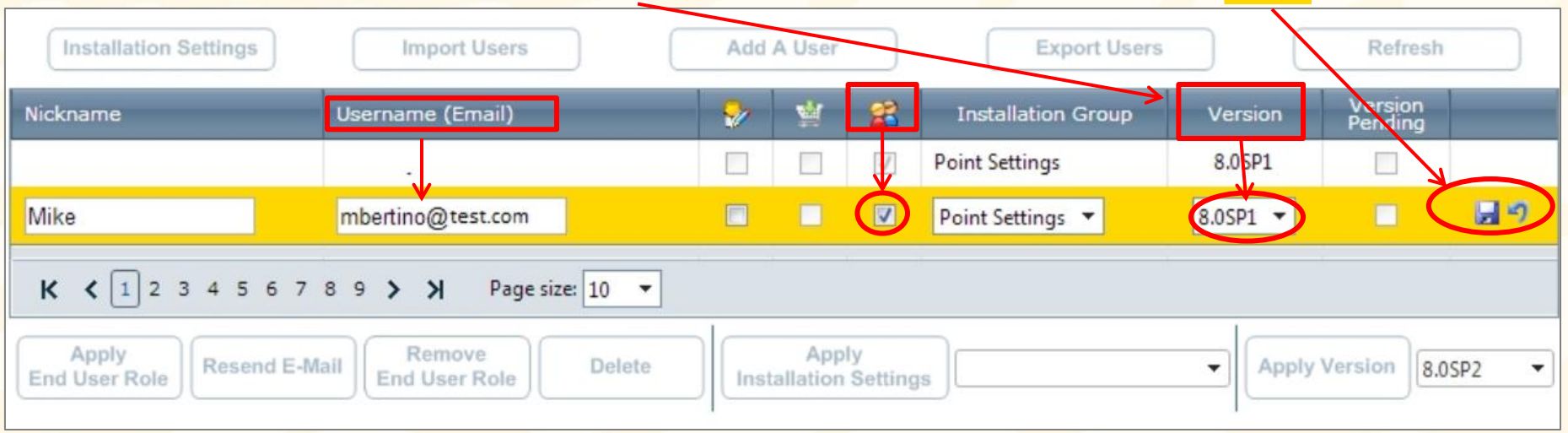
- The Administrator will need to log on to https://www.mycalyx.com
- Next, select **Manage Point Installations**



Uninstalling and Reinstalling Point

- Double click on the Username (Email) that you wish to reinstall Point for to open it to the view below.

- Check the box located under this icon for that specific user, verify that the current version of Point is selected and then click the **Save** icon

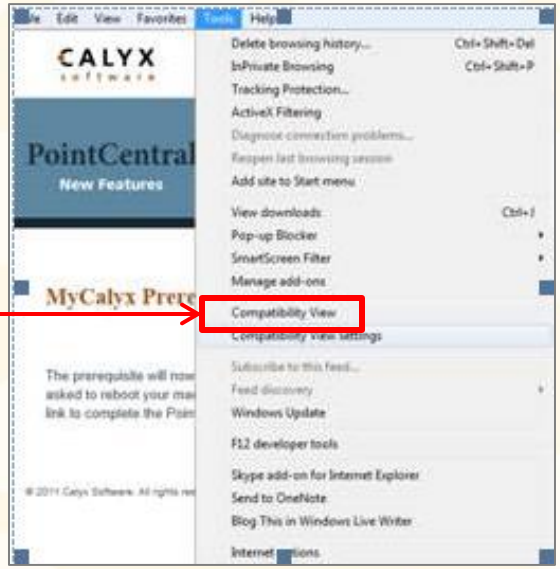


At this point, Calyx will send a new email to the user with the installation link to reinstall Calyx on their system.

Helpful Hints for Installing Point:

- If you receive a "**My Calyx Pre-requisite Check Screen**" after clicking on the link in the installation email, you will need to turn on **Compatibility View,** because this screen really is an error screen.

*To turn on **Compatibility View,** click on **Tools** on the **Internet Explorer** menu bar and, under **Tools**, click on **Compatibility View**.*



Close this screen and click on the link in the email again and you should see the agreement screen which allows you to continue with the install process.

- Please verify that the **User Access Control** option is off. See link below for instruction guide.

How to Turn Off UAC Link

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