RICS
software
POINT OF SALE

UPDATE GUIDE

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Update Guide

The purpose of this document is to define the steps required to update the RICS Point of Sale (POS).

POS UPDATE INSTRUCTIONS

STEP ONE – UPDATE INITIATION

POS MANUAL UPDATE
- Click on the following link to begin downloading the POS: http://downloads.ricssoftware.com/apps/pos.exe

  NOTE: A POS installation can take between 1 and 2 hours (times vary based on the size of RICS account data, computer hardware and Internet connection speed). After completing the POS update all printer and integrated gift card entries and settings will be removed, please retain a screenshot of these settings or write them down.
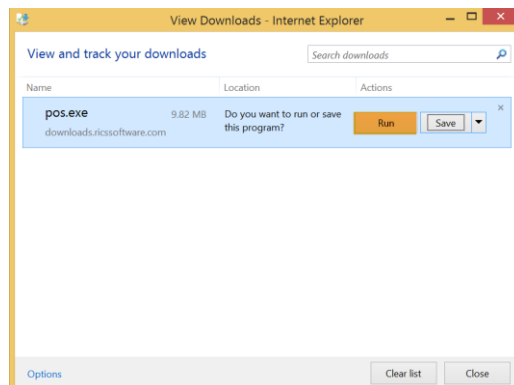
POS UPDATE
- Click on the RICS POS icon on your Windows Desktop
- The following message will appear (see below)
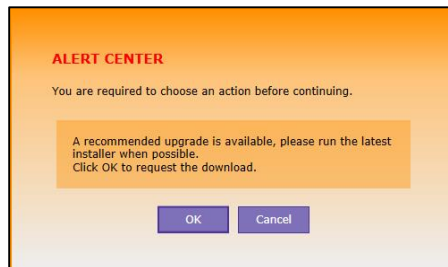
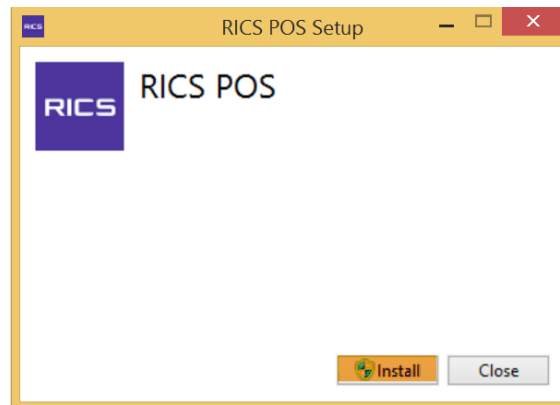- Click **OK**

STEP TWO – POS DOWNLOAD

- Your default browser will open the POS Installer (see below)
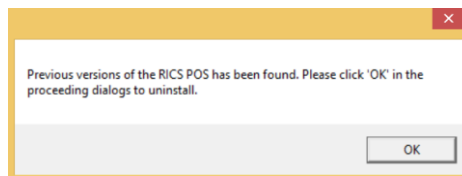

- Click **Run**

STEP THREE – CONFIRM INSTALLATION

- The Application Install Security Window will appear (see below)

- Click **Install**
- Click **Yes** when asked if you will allow the program to make changes to your computer

  NOTE: Click OK if a window appears stating a previous version of the POS was found (see below)
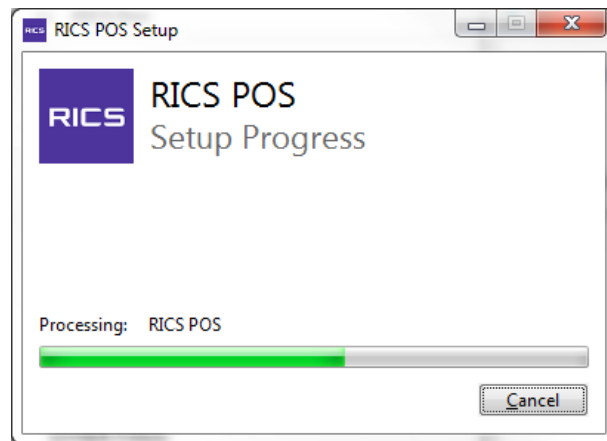

- If the RICS POS Maintenance window appears, verify the radio button is selected for the option "Remove the application from this computer" and click **OK**
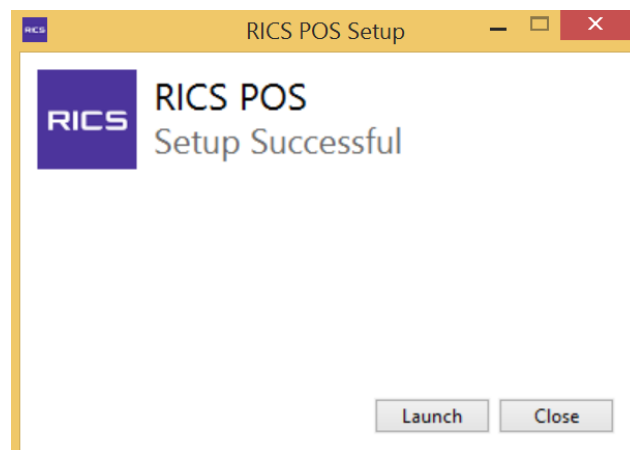
STEP FOUR – POS INSTALLATION

- The POS installation Window will appear and display setup progress (see below)

STEP FIVE – POS DATA SYCHRONIZATION

- After POS install completes window will display setup successful (see below)
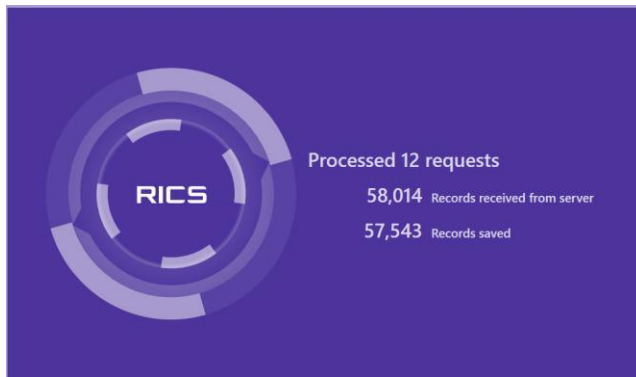

- Click **Launch**
- The RICS POS Snap process will start

    NOTE: Snapping requires 1 to 3 hours to complete. We highly recommend you install the updated POS the night before you intend on using it to ring sales.

- Window will appear stating, "Preparing your pos for snapping" (see below)

- Window will update and display snapping progress (see below)

STEP SIX – LOG INTO THE POS

- When installation completes, click on the RICS POS icon, and the login screen will appear (see below)

- Enter your username and password
- Click **Login**

STEP SEVEN – CONFIGURE RECEIPT PRINTER

- Click on the POS **Options** tab, and the Options Window will appear (see below)

- Click **Receipts**
- Select your receipt printer from the drop down list.
- Click **Save**.

STEP EIGHT – CONFIGURE GIFT CARD INTEGRATION (OPTIONAL)

NOTE: This step is only required if you are integrating with Profit Point.

- Click on the POS **Options** tab, and the Options Window will appear (see below)

- Click **Gift Card**
- Enter your Gift Card credentials provided by Clutch
- Click **Save**

STEP NINE – PERFORM TEST SALE

- Perform a test cash tender transaction on the POS to verify all hardware is operational.

  NOTE: If you experience any issues/errors during the test transaction, contact RICS Support at support@ricssoftware.com.