



Frequently Asked Questions

1. How can I upgrade to zipForm® 6?

From WINForms Online®:

Log into www.car.org with your C.A.R. credentials. On the WINForms Online® Transaction List page, click on FREE Upgrade button

From WINForms® Desktop:

Go to <http://www.car.org/tools/zipForm6/> and select "Upgrade to zipForm® 6 Standard link". Follow the download process to install the Standard version on your computer. You will have a new zipForm® 6 icon on your desktop screen after the installation. Double click the new icon and register your software using your C.A.R. username and password.

2. Is it FREE to upgrade to zipForm® 6?

Both zipForm® 6 Professional and zipForm® 6 Standard are part of your C.A.R. benefit annually, therefore free of charge to C.A.R. members.

3. What will happen to my WINForms® Desktop or WINForms Online® Transactions?

- Your WINForms Online® transactions will seamlessly be upgraded to zipForm® 6 Professional application, including logos, clauses and templates.
- When you install zipForm® 6 Standard, you will be prompted to import all previous transactions saved on WINForms® Desktop. You can continue using the zipForm® 6 Standard offline without using an internet connection.

4. What is the difference between zipForm® 6 Professional Edition and Standard Edition?

Professional Edition is an online version of zipForm® 6 which saves all settings and transactions online. If your computer crashes there is no need to worry. Simply log into your zipForm® 6 Professional Edition account at the C.A.R. Home page (www.car.org) and everything will be waiting safely for you.

Standard Edition is an offline version of zipForm® 6 which saves all program files, settings, and transactions locally instead of online. Standard Edition has most of the same benefits as the Professional Edition without needing an Internet connection. However, there are some key features that still require an Internet connection such as Email, E-Signatures, Help files, Checking for Updates, and Renewing.

5. Does zipForm® 6 work on a Macintosh computer?

zipForm® 6 is cross-platform and works natively on both Windows and Macintosh computers.

6. Is zipForm® 6 compatible with 64-bit and 32-Bit Operating Systems, and Windows 7?

zipForm® 6 is fully compatible with Windows Vista and Windows 7's 64 Bit and 32-Bit processors.

7. What are the zipForm® 6 System Requirements?

The following minimum system requirements must be met to receive technical support.

WINDOWS PC:

- Microsoft Windows 2000, XP, Vista, Windows 7
- Java version 6 update 11-14
- 1 Ghz CPU or higher
- 1 Gig of RAM
- 1024 x 768 screen resolution or higher
- Internet Explorer 6.0, 7.0, 8.0, or Mozilla Firefox 3
- Broadband Internet or high-speed connection (Cable, DSL, Satellite)

MACINTOSH:

- Mac OS X (10.5 Leopard)
- Java 1.5
- 1 Ghz CPU or higher
- 1 Gig of RAM
- 1024 x 768 screen resolution or higher
- Safari 3, Safari 4, or Mozilla Firefox 3
- Broadband Internet or high-speed connection (Cable, DSL, Sattelite)

8. How long are my transactions stored on zipForm® 6 Professional Edition?

Your zipForm® 6 Professional Edition transactions will be stored and maintained for a period of 14 months from the last date you saved the transaction. After that time, the transaction may be removed from your account, and it will not be recoverable after it is removed. If you would like to save a transaction, please export and save the transaction to another location, such as your computer, a CD-ROM, a flash (USB) drive, or other off-line storage.

9. Can I backup transactions to a CD or other removable media sources?

Backing up Transactions

There are 2 ways to back up your transactions depending upon which version of zipForm® 6 that you use.

Single Transactions (Professional and Standard Editions)

Step 1: Click on the drop down menu in the File tab and select Manage Files from the list.

Step 2: Click on the transaction you wish to back up and click on the Export button.

Step 3: You will be prompted to select a location to back up the transaction. You may select any location including removable devices such as CD, DVD, or USB Flash Drive.

Entire Transaction Library (Standard Edition only)

Step 1: Browse to the following location on your computer:

- Windows XP- C:\Documents and Settings\- Windows Vista - C:\Users\- Mac OS X - Macintosh HD\Users\

Step 2: The Local folder is where all of the transactions are stored. You may back up the entire folder or pick and choose transactions within the Local folder.

If you wish to back up your entire zipForm® 6 settings including Look Ups, Logos, Users, and Templates, back up the entire DesktopUser folder.

10. How do I check for form updates?

Professional Edition: The forms are automatically kept up to date.

Standard Edition: Click on the Check for Updates button in the Tools tab.

11. Do I use Microsoft Outlook to e-mail form in the zipForm® 6 Standard?

You no longer need to activate Outlook when emailing forms out of zipForm® 6 Standard. Since it is platform independent, it detects and internet connection and e-mails the contract within the zipForm® 6 Standard application.

12. Who can I contact if there is a problem?

- C.A.R. Membership and C.A.R. Log-in Inquiries: membership@car.org
- C.A.R. Level One Support (Download and basic instructions cs@car.org)
- zipLogix Technical Support: support@zipform.com

13. What are the steps to downloading the zipForm® Standard (Desktop) version?

- To download, visit <http://www.car.org/tools/zipForm6/> and click on the Upgrade to zipForm® Standard under C.A.R. Members Only
- Sign-in using your C.A.R. Username and Password
- Under My Products page, select the download you wish to process under MAC or PC computer download
- Click "Run" on the pop-up message
- Click "Next" to all default prompts
- Click the "Install" button
- Click "Done" to complete download process
- An account validation is required. Select the "Association" tab
- Under the drop down menu, select "CALIFORNIA ASSOCIATION OF REALTORS"
- Enter the same username and password that you use to log in to our Web site and click "Activate" button
- Allow a few minutes for the system to load your California forms
- Once the forms have completely loaded, you are now ready to use zipForm® 6 Standard!