

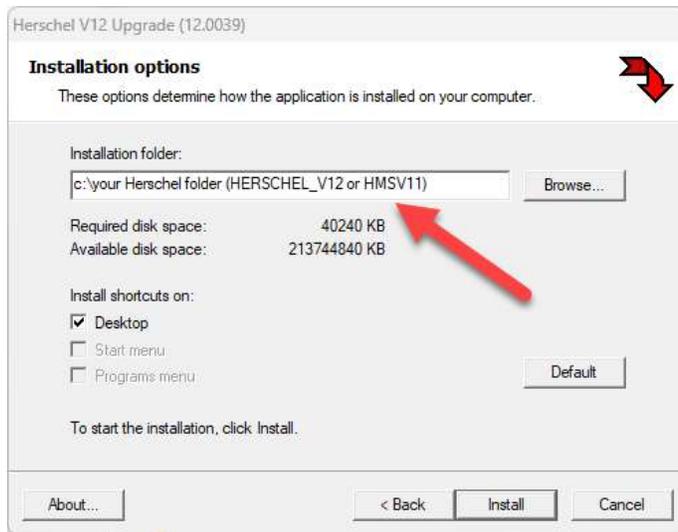
To install the latest upgrade, you need to download the 12.0039 files from here:

<https://herschel.freshdesk.com/support/solutions/articles/6000256690-upgrading-your-herschel-software-supported-users-only>

The upgrade program is in an encrypted zip file. Email support@herschel.co.uk to get the password.

Everyone needs to be out of Herschel when applying the upgrade, but the process only takes a few minutes.

You need to make sure you enter your **top-level** Herschel folder correctly during the install process e.g., usually G:\HMSV11 or G:\HERSCHEL_V12 or similar.



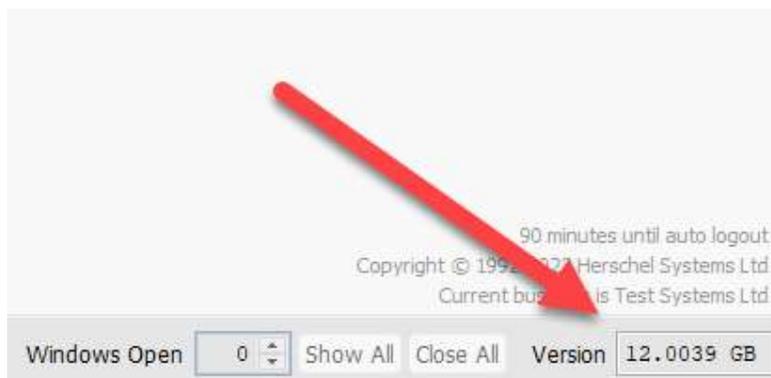
If you're not sure about the location of your top-level folder, right-click your existing Herschel shortcut and look at its properties. For example, if your shortcut's target is:

C:\Herschel_V12\Version_12_System_Files\herschel.exe

Then your **top-level** folder is:

C:\Herschel_V12

Once you've installed the upgrade, you can check it has worked by looking at the bottom right-hand corner of the Herschel main window:



Let us know if you have any problems by emailing support@herschel.co.uk