

Instructions for uninstalling Be Smart Kids and reinstalling on the same computer:

1. Go to Add/Remove Programs in your Control Panel and click Be Smart Kids/Remove.
2. Log onto our website at www.besmarkids.com then click Support.
3. Scroll to the bottom of the screen until you see BSKClean.
4. Click on this link and run the program. (You do not have to save it to your computer first. Just click Run or Open.)
5. The program will take you to a screen and ask you to type a word in the box. When you type the word, be sure not to include the quotes. Then click OK. A new box will pop up with one of 3 messages in it. (You may also get a message saying there was an error. Just click OK or close this box.)
6. You will need to take a screen shot of the message box and e-mail it to us.

To take a screen shot:

- A. Press the "Print Screen" button on your keyboard.
 - B. Go to your Start button in the lower left corner. Click on Programs (or All Programs if you have XP). Click on Accessories then click on Paint.
 - C. When the Paint program opens up, click on Edit in the upper left hand side and then click on Paste. Your screen should appear in the program.
 - D. Click on File in the upper left hand corner and Save As. Save it to your desktop or any file you choose and label it Message. Then e-mail it to us.
7. Close all the windows on your desktop.
 8. Go to your Start program and click on Search.
 9. Click on All Files and Folders
 10. In the box called "All or part of the file name" type bskerror.
 11. If this shows up, right click and hit delete.
 12. Close all windows on your desktop.