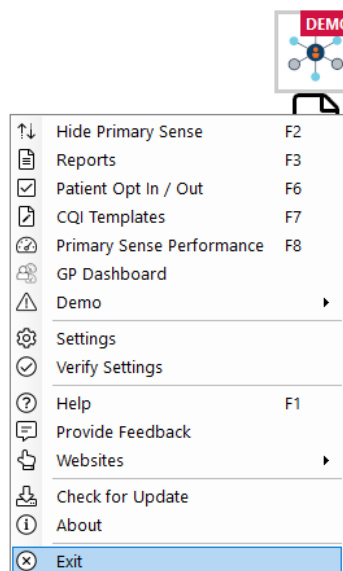
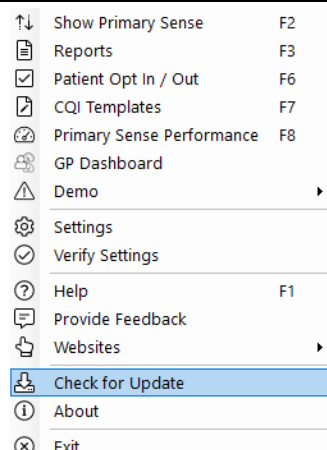


How to update your Primary Sense desktop version

Before updating to the latest Primary Sense Desktop version please check:

- Were **all** desktops configured and updated when the secret was renewed. If not see section 3.2 in the [Primary Sense Retrieving or Renewing Client ID and Secret For Practices](#) guide to update desktops.
- If the tiles are showing red, orange or giving an error message when trying to run a report, please use the [troubleshooting guide](#), to resolve the issue.

If you require assistance, please arrange a support session with the [National Primary Sense Technical Support Team](#).

Update the version of the Primary sense Desktop Applications	
First step • Right click on the Desktop Application on your PC • Click Exit • Re open the desktop application on your PC This will automatically download and install the latest Primary Sense Desktop Version	
If you receive an error message after the first step • Right click on the Desktop Application on your PC (all desktops will need to be updated) • Click check for update • There will be a check box with an option to choose – Get the latest version	

If these two steps do not resolve the issue, please book a support session with the [National Primary Sense Technical Support Team](#).