# FAQ – How do I download Care Control Windows?

FAQ's · https://cclearninghub.co.uk/docs/faq-how-do-i-download-care-control-windows/

## FAQ: How do I download Care Control Windows?

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Kieran Worth

To keep your data safe and strengthen our security measures, we've updated how you access the Care Control Windows (CC Windows) application.

### What's Changed

- The direct public download link is no longer available on our website.
- Instead, you'll now see a link that opens a pre-filled email request.
- Once we receive your request, our Support Team will verify your account and provide you with a secure download link.

### How to Download CC Windows

1. Go to the Downloads section of our website.
2. Click the link to send us a pre-filled email request.
3. Our Support Team will verify your details as a registered Care Control customer.
4. Once verified, you'll receive a secure download link by email.

## Why We’ve Made This Change

Your security is our priority. By removing the public link, we can ensure that only authorised users can download and install Care Control Windows. This helps protect your system from unauthorised access and misuse.

## FAQs

**Q: Why can’t I download CC Windows directly from the website anymore?**

A: To improve security, the download link is now only shared with verified customers.

**Q: How long does it take to receive the link?**

A: Most requests are processed quickly, once your details are verified.

**Q: What if I’m not sure who in my organisation should make the request?**

A: Please provide the site name and primary contact when submitting your request, and we’ll guide you from there.

## Need help?

If you have any issues with your request or need assistance installing Care Control Windows, our Support Team is here to help.

Contact Support

**Was it helpful ?**

- Happy
- Normal
- Sad

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