

Buckscore.com's Frequently Asked Questions (FAQs)

I downloaded the Trial/LITE Version of Buckscore and then decided to upgrade to the PRO version. I paid the \$10 with my credit card or redeemed my Buckscore Coupon, but it has a red X over the INSTALL button so I can't download the PRO version, what do I do? Once you have entered your coupon number or bought Buckscore PRO, open the application by double-clicking the Buckscore icon on your desktop. Click the Help drop down menu and select "Update License" your version has now been updated.

I have an Apple computer, how can I get Buckscore? We are currently working towards creating a Mac version of Buckscore that will be available later this fall.

I went to Buckscore.com but cannot click on the drop down list, every time I move off the top one the rest go away. I also can't see a login link. This is because you do not have the most recent version of Internet Explorer (IE 8). This is needed to view Buckscore.com properly. To upgrade for FREE go to <http://www.microsoft.com/windows/internet-explorer/worldwide-sites.aspx> select your country and the version of windows your computer is running (to find this out right-click My Computer on your desktop or under the start menu).

Everytime I try and download Buckscore, my antivirus stops the setup.exe from running, what can I do? This typically occurs when you antivirus settings are set above normal protection mode. To solve this right-click or open your antivirus program and click disable antivirus (this is typically time-limited). Then proceed to download Buckscore.

I have a Buckscore Control Number, how do I redeem this? If you have not registered yet, select the Download Now button on the home page and create a profile, if you are already registered just log in and then select Download Now. The User Guide on the homepage will walk you through the steps to redeem your control number/coupon.

My Buckscore control number is not working, what should I do? All control numbers were generated directly from the system; common entering errors are the most likely cause for the control number not working. Be especially careful with lower case "l" as in Linda and upper case "I" as in Igloo, as most computers show them the same.

I'm unsure if I have the prerequisites installed, should I choose launch or Install? If you are unsure about the prerequisites choose INSTALL, the download will detect what is there or missing and install the proper settings.

I got an error while downloading Buckscore? The two most common downloading issues are located next to TROUBLESHOOT on <http://www.buckscore.com/Home/DownloadProduct>.

I have downloaded the product, but cannot log in when the ONLINE WELCOME REGISTRATION appears what next? Make sure you enter the exact username and password you used to log in to the website; this is the most common issue.

I forgot my password, what do I do? Email buckscore@nbfog.com or fill out the customer service form under HELP on the homepage. We will send you a password ASAP.

I have the Buckscore application running but do not know what to do from there? It is critical that you watch the help videos found at <http://www.buckscore.com/Account/HelpPage> or by selecting the Help dropdown on the application and selecting View Help. You must be connected to the internet to view these.

How do I submit a photograph for the Buckscore Record Gallery?

You can send your photo directly to buckscore@nbfog.com or you can also put a link to the picture on the Buckscore Forums.

I measured a deer in the program I know the score of and it was not correct, how do I know it works?

There is a slight learning curve to the software, one reason why it is important to watch the videos, and a user will increase accuracy with use. With a single picture at one of the three orientations (0, 45, or 90), you should be within about 6% of the actual score. **The most critical measuring step is setting the facial reference.** If you are off on this step the rest of the measurements will also be off. There is variation in nature and some deer just have big/small eyeballs, ears, and muzzles, that's just the way it is.

I measure a mounted deer I knew the score of and the program was off. Again use of the program will increase accuracy, don't expect the first deer you score to be spot on. Taxidermists use molds that are slightly larger than live white-tailed deer in order to stretch the hide over properly. Using the program on most mounts will be relatively close to the actual score, if not spot on.