GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Installation & Activation

How do I access the Member Area?

Sign in to the Gridinsoft Member Area with the purchase email, create or recover a password, and troubleshoot a missing reset message.

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The Gridinsoft Member Area is where you can review licenses, associated devices, subscription details, and available account controls. Use the email address entered when the product was purchased.

01 First-time access or forgotten password

1. Open my.gridinsoft.com.
2. Select **Password recovery**.
3. Enter the purchase email exactly as it appears on the receipt.
4. Open the reset message and create a unique password.
5. Return to the Member Area and sign in.

02 If the reset email does not arrive

Check Spam, Junk, Promotions, and any company email quarantine. Search for Gridinsoft and confirm that the order was not placed with another address or a misspelled address. Do not repeatedly request links; use only the newest valid reset message.

03 If the account or order is missing

Contact Support with the purchase email, product, order number, and billing partner shown on the receipt. Do not include your password, full payment-card number, or full license key. Support can verify the order and help associate it with the correct account.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com