GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Installation & Activation

How do I find my license key?

Find your Gridinsoft license key in the purchase email or Member Area and request a secure resend when the original message is unavailable.

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Your Gridinsoft license key is associated with the email address used at checkout. Look for it in the purchase confirmation first, then use the Member Area if the message is unavailable.

01 Search the purchase email

- Search the inbox for “Gridinsoft,” “license,” “activation,” and the billing partner’s name.
- Check Spam, Junk, Promotions, and company email quarantine.

- Confirm that you are checking the exact address shown on the order receipt.

02 Use the Member Area

1. Open my.gridinsoft.com.
2. Sign in with the purchase email. Use password recovery if this is your first visit.
3. Open **Licenses** and choose the relevant product.
4. Use the available manage or key view to review the activation and devices.

03 If you still cannot find it

Contact Support with the purchase email, order number, product name, and billing partner. Support can verify the order and resend access. Do not post the full key publicly or include payment-card details. If you have the key but activation fails, send only the last four characters together with the exact error message.

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