GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Account & Billing

How do I update my email address?

Change the email associated with your Gridinsoft account, complete verification, and recover access when the old mailbox is unavailable.

PUBLISHER	UPDATED	READ TIME
Gridinsoft Support	Jul 10, 2026	1 min

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Your purchase email identifies the Gridinsoft account and licenses associated with it. Change it through the Member Area when you still control the account; do not create a second account merely to use a new address.

01 Change the address in the Member Area

1. Sign in at my.gridinsoft.com.
2. Open **Profile** or account settings.
3. Enter the new email address and save the change.
4. Open the verification message sent to the new address and confirm it.
5. Sign out and sign in again with the updated address.

Check Spam, Junk, and Promotions if the verification message does not appear. Avoid repeated changes while a verification is pending.

02 If you cannot access the old email

Contact Support from an address you control. Include the old and new email addresses, order number, approximate purchase date, and billing partner shown on the receipt. Support may request additional proof of ownership before moving licenses.

03 Protect the account

Use a unique password and update saved sign-in details after the change. Never send an account password, full payment-card number, or complete license key in a ticket or screenshot.

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