GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

General & Licensing

I paid for the license, but I didn’t receive the key.

Check payment approval, inbox filters, purchase-email spelling, and the Member Area before requesting a Gridinsoft license-key resend.

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The activation key is sent after the billing provider approves the payment. Most approved orders arrive promptly, but bank review, an incorrect email address, inbox filtering, or a pending payment can delay delivery.

01 Check the order and inbox

1. Confirm that the payment is approved rather than pending, reversed, or declined.
2. Check Spam, Junk, Promotions, and any quarantine used by a work email system.
3. Search for “Gridinsoft,” the billing partner’s name, “license,” and “activation.”
4. Verify the email spelling on the receipt.

02 Check the Member Area

Sign in at my.gridinsoft.com with the purchase email. If this is your first visit, use password recovery. Open **Licenses** and check whether the order and key are already associated with the account.

03 Request a resend

If the payment is approved and the key is still missing, contact Support. Include the purchase email, order number, billing partner, approximate purchase time, and product name. A receipt screenshot may be requested, but redact the full card number, bank balance, password, and unrelated transactions. Do not purchase a second license solely because the first email is delayed.

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