

# Requesting a New SimplyPats V7 Licence Key

Please follow the instructions below to Licence your SimplyPats V7 software if you are:

- Installing the software and taking advantage of the Second Free Licence that is supplied with SimplyPats V7 and you have already Registered your unique Serial Number (7XX-XXXX-XXXX-U) online with the first install.

Only SimplyPats V7 Serial Numbers ending in U, N or A qualify for a second licence unless they are supplied as additional licences. Only the first Serial Number purchased and registered by you or your company is eligible for the free additional licence.

***Or***

- You are Re-installing your SimplyPats V7 software to a new PC after already registering it previously using the unique Serial Number (7XX-XXXX-XXXX-U). An existing install of SimplyPats may also be ask for a new Licence Key in certain circumstances.

## What information will I need to provide?

- You will need to provide your unique SimplyPats V7 Serial Number.
- And the unique Licence Number generated by SimplyPats once installed on the new PC or device.

Your Serial Number is formatted as shown in the example below and may be shown in the body of this email:

**XXX-XXXX-XXXX-X**

This will be supplied to you via email if purchased digitally or included on a Plastic Card if purchased via a Distributor.

# Requesting your Key

- Run SimplyPats and CLOSE the “Welcome Screen” that appears.

You should now be on the Main Screen.

## STEP 1

- On the File menu click “**Help**” and choose “**Licence SimplyPats**” as shown in figure 1 below

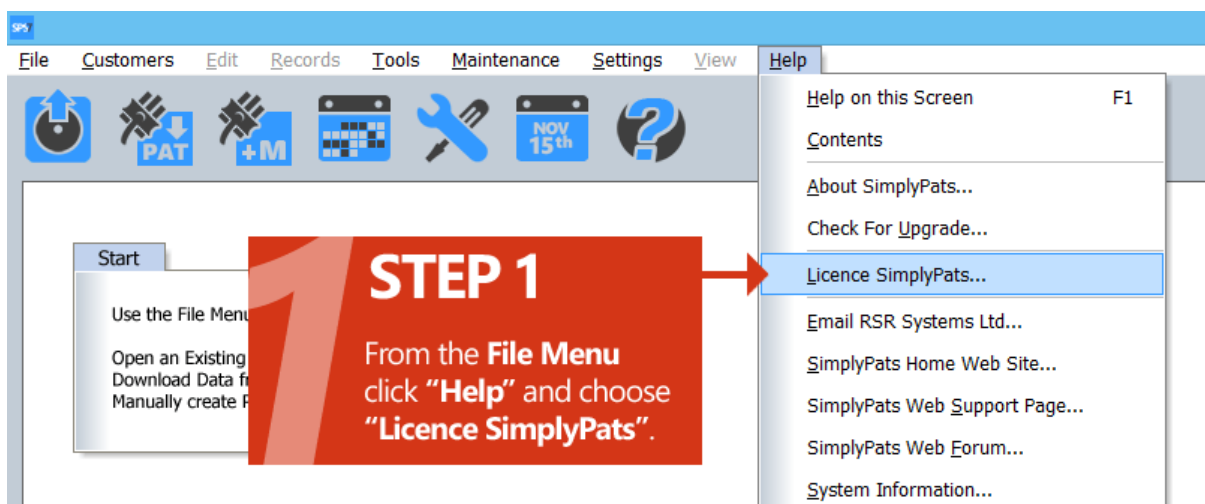


Figure 1

You will now see the Licence Screen (Figure 2)

## STEP 2

- Click on the “**Copy Licence Number to Clipboard**” button as shown in figure 2 below.

Nothing will seem to happen when you do this, however the number has now been copied and stored in the computer memory.

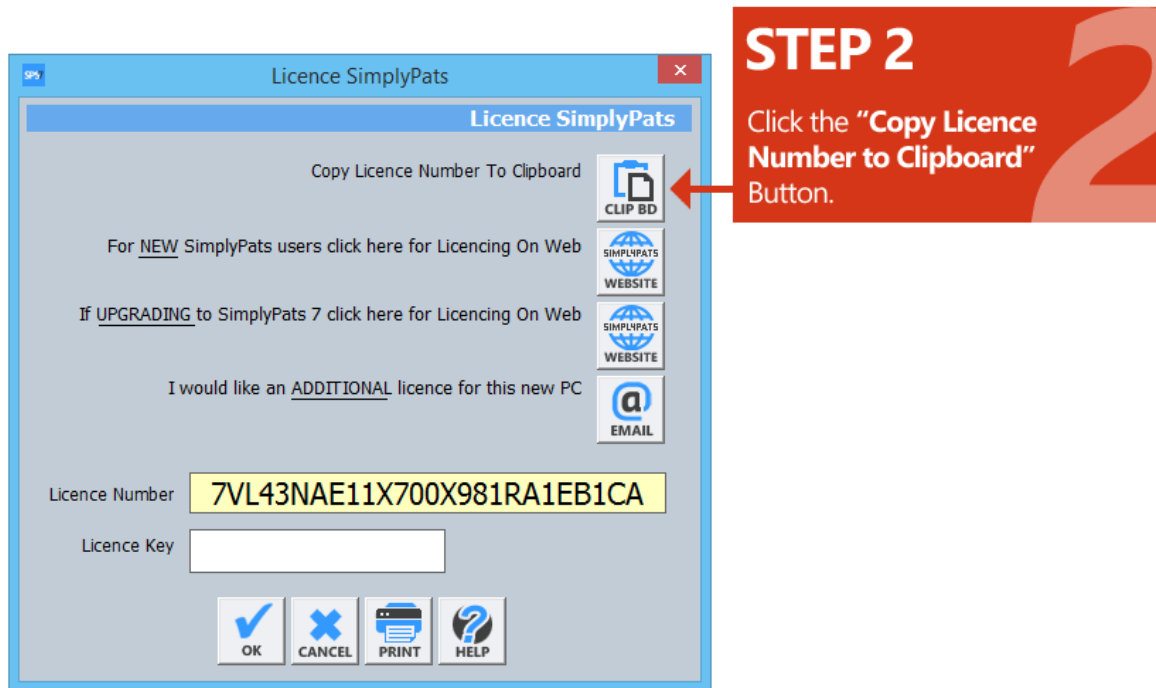


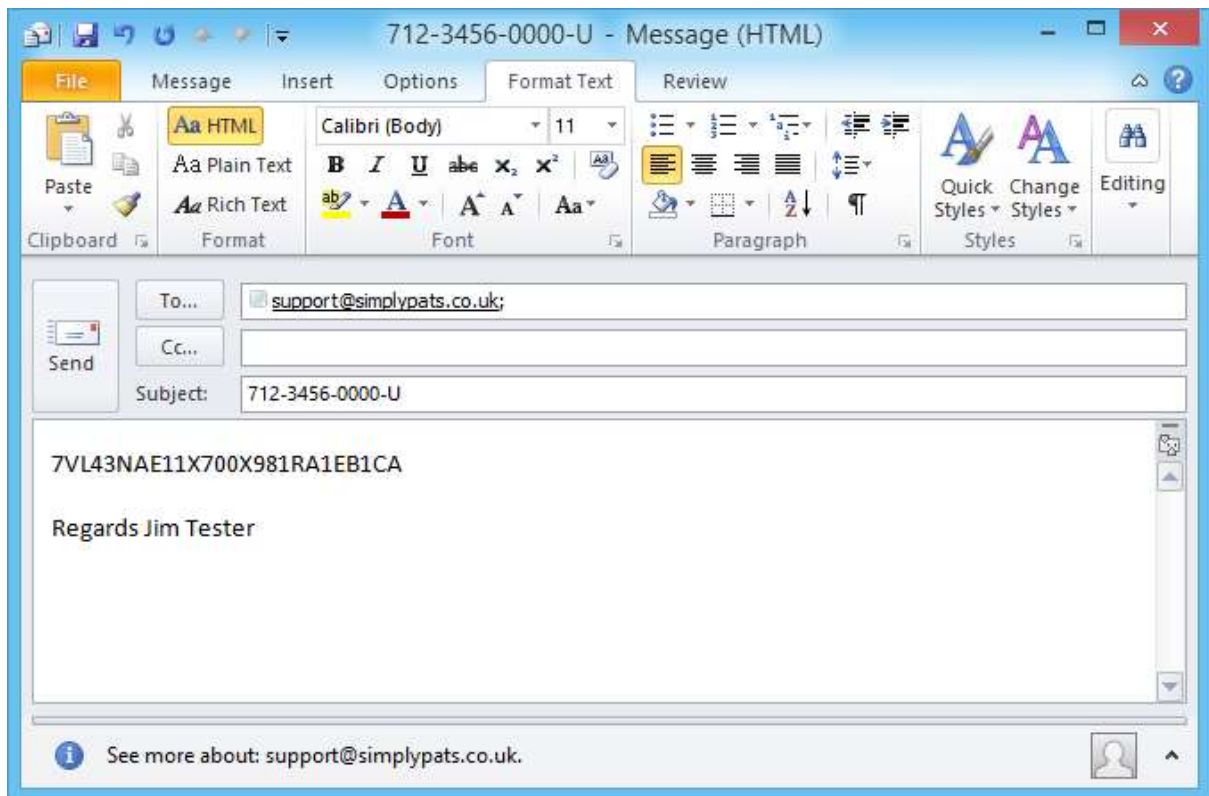
Figure 2

## STEP 3

You now need to manually send the Licence Number to our support email address.

- Log into your email client.
- Create a New Email.
- **In the Body of the Email** (where you normally type your message) Right Mouse Click and choose Paste.
- **In the Subject** enter your unique SimplyPats Serial Number (formatted 7XX-XXXX-XXXX-X)
- **In the Recipient or Send To field** enter [support@simplypats.co.uk](mailto:support@simplypats.co.uk)
- **Send the email.**

Please see example below for a properly formatted email. Failure to include your unique SimplyPats Serial Number may result in a delay or no unlock Key being sent to you.



Once we receive your email we will generate a New Licence key and email it back to you.

If you are requesting a New Licence Key during our normal Office Support Hours; Monday to Thursday 10am to 4pm, Friday 10am to 3pm excluding Bank Holidays and extended leave (See below for up-to-date dates and times), we would normally expect to return an unlock Key to you within a few minutes.

If you are requesting a New Licence Key out of hours please expect a delay, possibly until the next working day, however we do try to monitor and answer emails out of hours where possible.

Once you have sent us the Licence Number you can close SimplyPats (and your computer) down if needed, when we send a Key back to you simply re-open the licence screen and enter it.

Current Support Dates and Times

<http://www.simplypats.co.uk/support.html>

## STEP 4

- When you receive your New Licence Key from us via email, enter it into the Licence SimplyPats Screen (see figure 5 below)

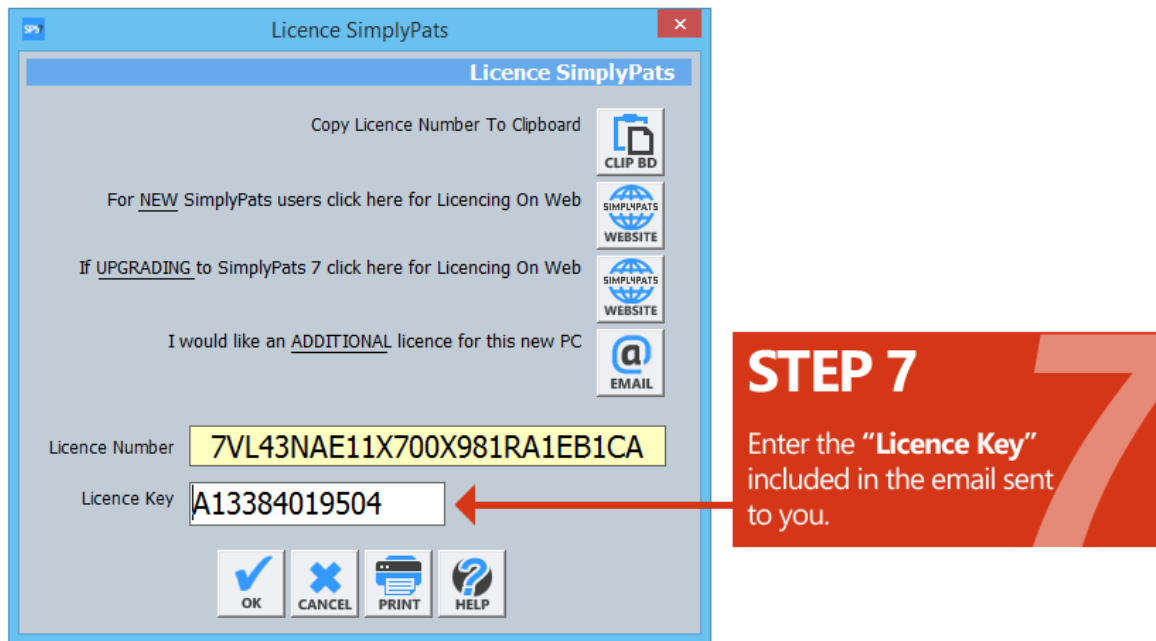


Figure 5

If the Licence Screen is no longer open, you can follow the instructions in STEP 1 above.

## FINALLY

Once you have entered the Licence Key press OK.

If you receive a Congratulations Message you have successfully Licenced your software, **it is important that you close the software down and restart it** at this stage as the Licence will be saved on EXIT.

If you receive an error, you will need to contact support on 01326 378268 or [support@simplypats.co.uk](mailto:support@simplypats.co.uk)