

MNJ Software Registration & Activation

FAQs for Customers & Partners

1. **What's new for MNJ Software's registration and activation process?**

We've redesigned our registration and activation process to offer you an improved experience. Under our new design, customer registration is now performed independently from product activation. This means that once you have registered with MNJ Software, you will no longer need to provide your customer information each time you activate a product.

Under our new design, the first time you initiate the registration and activation process, you will create a unique User ID and password and establish a basic customer profile. If you are a Subscription customer and already have a User ID and password for Subscription Center, you can now use that same User ID and password for product activation.

You use your User ID and password, and the associated customer profile information, to activate MNJ Software products. That means that you won't need to re-enter your customer information each time you activate a product! The User ID and password can be used for both standalone and network product activations.

Otherwise, our product activation process for activation of standalone products and generation of license files for network license servers remains the same.

2. **What MNJ Software services can be accessed using the new User ID?**

If you're a customer with products under Subscription, you can use this same User ID and password to access the Subscription Center, in addition to activating products.

If you're an MNJ Software partner, you can use this same User ID and password to access the MNJ Software Partner Center, in addition to activating products for your customers.

3. **When did this new registration and activation process become effective?**

Registration and activation using our new process is effective immediately.

For product activations, you can use your new User ID and password to activate our 2008 version products (either using the activation process built into our products or separately via our web registration and activation process). For product versions prior to 2008, you can use your new User ID and password only if you activate the products via our web registration and activation process.

You can continue to activate product versions prior to 2008 using the activation process built into those products, but in these cases, you will need to provide customer information for each product you are activating, just like you have in the past.

4. **Can customers have their User ID for product activation?**

Yes, customers have their User ID for product activation.

5. **What is the process to activate multiple products? Does each product need to be activated separately?**

Yes, each product still needs to be activated separately. However, under our new process, after entering your User ID you can activate multiple products, one after another, without reentering your registration information for each product. This should save you a significant amount of time activating multiple products.

6. **After creating my User ID can I make changes to my registration information?**

After creating your User ID, you'll provide certain "personal profile" information that can be edited later. If you want to change company (account) information, you will be guided through a process to submit your change(s) to MNJ Software.

7. Can I use the same User ID for product activation for more than one company?

Yes, you can associate your single User ID to more than one company.

8. How do I change my password?

After successfully logging in, you can change your password by selecting "Edit" user information at the top right of the "Choose Account" screen.

9. How do I change my User ID?

After successfully logging in, you can change your User ID by selecting "Edit" user information at the top right of the "Choose Account" screen.

10. How do I retrieve my User ID if I have lost or forgotten it?

If you lose or forget your User ID, you can retrieve it by clicking on "Forgot your User ID?" on the Log-In screen. You will be prompted to provide some qualification information and the User ID will be sent to your registered email address.

11. How do I retrieve my password if I have lost or forgotten it?

If you lose or forget your password, you can have it reset by clicking on "Forgot your Password?" on the Log-In screen. You will be prompted to provide some qualification information and a temporary password will be sent to your registered email address. You can use the temporary password at your next log-in – you will then be prompted to create a new personal password.

12. What if I have forgotten both my User ID and Password?

First follow the process specified above for a lost/forgotten User ID, then follow the process specified above for a lost/forgotten Password.

13. What is the function of the "User ID"?

The User ID is used as a way of uniquely identifying you during interactions with MNJ Software online services. The User ID and password together create a secure means of providing you access to the services you are authorized to use. The User ID must be unique.

14. Can I use the same email for more than one User ID?

No, the email specified for a User ID must be unique to complete registration and create a User ID.