

Finding your Home Designer Product Key

Reference Number: **KB-01038**

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The information in this article applies to:



QUESTION

I need to locate the Product Key for my software. Where can I find this information?

ANSWER

The location of your Product Key will vary based upon how you purchased the software. If you purchased the software directly from Chief Architect, Inc., then your Product Key can be found by accessing the Digital Locker link within your online account. However, if you purchased the software from Amazon.com, Inc., then your Product Key can be found in the Digital games and software section on their website, or on a paper insert if you purchased a physical copy.

- [To find your Product Key for a download purchased from Chief Architect, Inc.](#)
- [To find your Product Key for a physical product purchased from Chief Architect, Inc.](#)
- [To find your Product Key for a download purchased from Amazon.com, Inc.](#)
- [To find your Product Key for a physical product purchased from Amazon.com, Inc.](#)
- [If you're unable to locate your Product Key](#)

Note: If the Product Key is already active on another computer, you can manage it within the Digital Locker. Please see the "Using Home Designer on Multiple Computers" resource in the [Related Articles](#) section below to learn more.

To find your Product Key for a download purchased from Chief Architect, Inc.

1. In the top right corner of the Home Designer website, click on **My Account**.

2. Sign in with your e-mail address and password.

Note: You can click on the "Forgot My Password" link to reset your password if you have forgotten it.

3. Click on the **Digital Locker: Downloads, Product Keys & License Management** link.
4. Your Product Key will be listed as well as options for downloading your software.

To find your Product Key for a physical product purchased from Chief Architect, Inc.

The Product Key for a physical copy of Home Designer purchased from Chief Architect, Inc. can be found on a paper insert that is shipped to you. It can also be found by accessing the online account that was created during the purchase process. Please review the instructions in the section above if you would like to access your Product Key using your online account. If you purchased the software from Chief Architect, Inc. as a software download, and also purchased backup media, there will not be a Product Key located in the backup media packing.



To find your Product Key for a download purchased from Amazon.com, Inc.

1. Navigate to <https://www.amazon.com> (<https://www.amazon.com>) and sign in to your account.

2. Access the [Your Games and Software Library](https://www.amazon.com/gp/swvgdtt/your-account/manage-downloads.html/ref=dsv_short_library) (https://www.amazon.com/gp/swvgdtt/your-account/manage-downloads.html/ref=dsv_short_library) part of your account.
3. Your purchased Home Designer product will be listed along with the Product Key needed to activate the software.

To find your Product Key for a physical product purchased from Amazon.com, Inc.

The Product Key for a physical copy of Home Designer purchased from Amazon.com, Inc. can be found on a paper insert that is shipped to you.



Consider [creating a Chief Architect Account](https://www.homedesignersoftware.com/support/article/KB-02889/creating-a-chief-architect-account.html) (<https://www.homedesignersoftware.com/support/article/KB-02889/creating-a-chief-architect-account.html>) after activation so you can easily manage your software directly with Chief Architect, Inc.

If you cannot locate your Product Key

If you're unable to locate your Product Key after following the instructions above, please [contact our Customer Service team](https://www.homedesignersoftware.com/company/contact.html) (<https://www.homedesignersoftware.com/company/contact.html>) with your proof of purchase for further assistance.

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Related Articles

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