

Finding your Home Designer Product Key

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The information in this article applies to:



QUESTION

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

ANSWER

The location of your product key differs based upon how you purchased the software. For example, if you purchased the software from Amazon, then your product key would be in the "Digital games and software" section on their website. However, if you purchased a download directly from Chief Architect, then your product key can be found by accessing the Digital Locker link within your online account.

- [To find your product key for a Home Designer download](#)
- [To find your product key for a physical media purchase](#)
- [To find your product key for an Amazon download](#)
- [To find your product key for a Purch Marketplace or Herman Street download](#)

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

To find your product key for a download from the Home Designer website

1. In the top right corner, click on [My Account \(https://accounts.chiefarchitect.com/\)](https://accounts.chiefarchitect.com/)
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've forgotten it.

3. Click the link for **Digital Locker: Downloads, Product Keys & License Management**.
4. Here you will find your product key as well as options for downloading your software.

To find your product key for a physical media purchase

1. The product key for a physical copy of Home Designer is found on a paper insert located within the physical media packaging.



In previous versions of Home Designer, the product key can be found printed directly on a DVD disk.

2. If you purchased the software from Chief Architect directly as a software download, but also purchased backup media, then there will not be a Product Key located in the physical media packing. Please review the instructions in the section above for accessing your Product Key from your Digital Locker.

To find your product key for an Amazon download

1. Navigate to <https://www.amazon.com> (<https://www.amazon.com>) and sign in to your account.
2. Find the **Digital games and software** section. This section contains any downloadable software purchases you have made through Amazon.
3. Your purchased Home Designer product will be listed here along with the product key needed to register the software.

To find your product key for a Purch Marketplace or Herman Street download

Previous Home Designer products could be purchased from the Purch Marketplace, formerly known as Herman Street, for a brief period of time. If you purchased Home Designer software from this online retailer, you received an email with your product key along with instructions for downloading the software.

If you cannot locate your Product Key

If you purchased Home Designer from a qualified retail outlet but still cannot locate your Product Key using the information above, then please [contact our Customer Service team](#)

<https://www.homedesignersoftware.com/company/contact.html> with your proof of purchase for further assistance.

Related Articles

 [Using Home Designer on Multiple Computers \(/support/article/KB-01028/using-home-designer-on-multiple-computers.html\)](/support/article/KB-01028/using-home-designer-on-multiple-computers.html)