

Creating a Chief Architect Account

Reference Number: **KB-02889**

Last Modified: **March 18, 2022**

The information in this article applies to:



QUESTION

When I go to activate my Home Designer product, it is asking if I want to create a Chief Architect account. What is the purpose of a Chief Architect account?

ANSWER

A Chief Architect account gives you one central location to access the Support Center, Training Videos, Knowledge Base, 3D Library, the ability to manage your license, as well as options to download the Mac and Windows versions of the software.

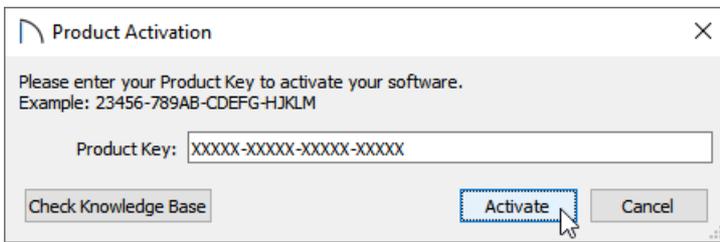
If you purchased a Home Designer product directly from Chief Architect, Inc., a Chief Architect account was setup for your use. However, if you purchased a Home Designer product from a third party retailer, such as Amazon.com, Inc., then you may not have a Chief Architect account.

When you activate your software for the first time, and the product key is not linked to a Chief Architect account, you will be given the option to create one.

Without a Chief Architect account, you will not be able to remotely manage your license to switch to a new computer.

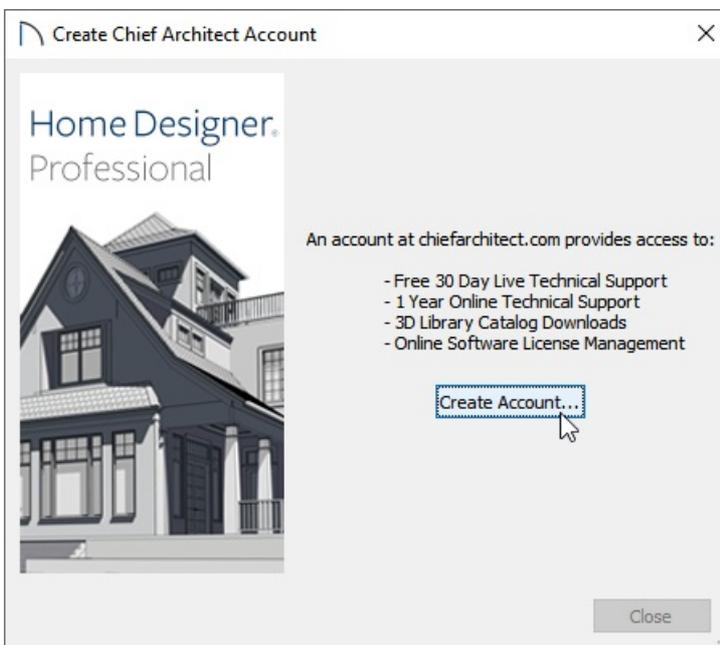
To create a Chief Architect account

1. In the **Product Activation** dialog, type in the product key and click the **Activate** button.



If the Activate button remains grey, verify that the product key is entered correctly and that the correct product version is installed. If you have trouble locating your product key, please see the [Related Articles](#) section below.

2. After successfully activating the software, a prompt to create a Chief Architect account will display. Click on the **Create Account** button.



3. On the **Create Account** web page that opens next, type in your e-mail address and click on **Submit**.

Create Account

Sign Up

Enter your e-mail address to create a Chief Architect account.

E-mail Address

SUBMIT

Already have an account? [Sign In](#)

- Next you will receive an e-mail requesting that you activate your account. Login to your e-mail account, find the Chief Architect e-mail and click on the **Activate My Account** button.

Chief Architect Software

Your account is almost ready. Please click the button below to choose a password and activate your account.

Activate My Account



Note: This is an automated e-mail. The subject of this e-mail will be titled 'Your New Chief Architect Account' and will be sent from the e-mail address: CustomerService@chiefarchitect.com

- The next web page will ask you to create a password. Once a password is entered and confirmed, click on the **Activate My Account** button.

Choose a Password

Your account is almost ready! Please choose a password.

New Password

E-mail Address

Enter Password

Confirm Password

6. On the **Claim Product Key** web page, verify that the product key is correct, then click **Submit**.

Claim Product Key

Enter your product key to add it to your Chief Architect account and Digital Locker.

Product Key

7. The Digital Locker will now display the product key and contain a link to manage your license, as well as options to download the Mac or Windows versions of the software.

If you receive any error messages during account creation or when attempting to add your product to your Chief Architect account, please [contact Customer Service](#) (<https://www.homedesignersoftware.com/company/contact.html>) for further assistance.

[📄 Finding your Home Designer Product Key \(/support/article/KB-01038/finding-your-home-designer-product-key.html\)](/support/article/KB-01038/finding-your-home-designer-product-key.html)

[📄 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)