



# Reactivating a Canceled or Expired Subscription

Reference Number: **KB-03246**

Last Modified: **September 9, 2026**

## QUESTION

I canceled my software subscription and would now like to restart or reactivate it. How can I do this?

## ANSWER

You can reactivate a canceled or expired software subscription through your online account.

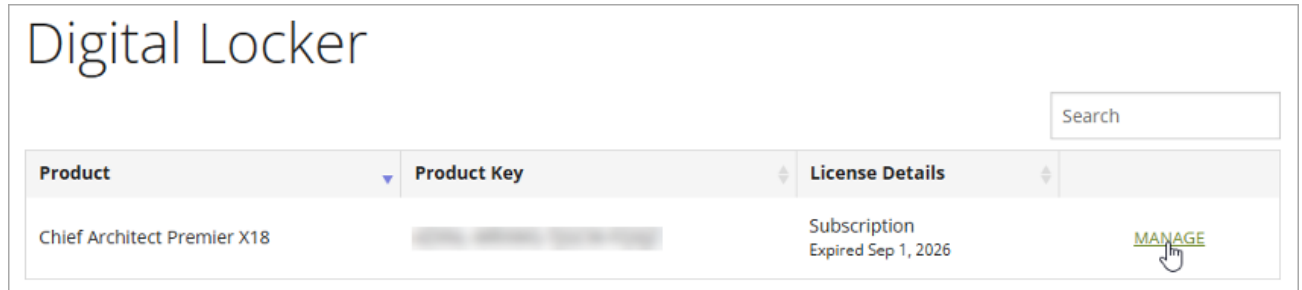
**Note:** If you're using a legacy license or legacy rental, the available reactivation options may vary. Please [contact our Customer Service or Sales team](https://www.chiefarchitect.com/company/contact.html) (<https://www.chiefarchitect.com/company/contact.html>) to discuss these options further.

## Reactivating a canceled or expired subscription

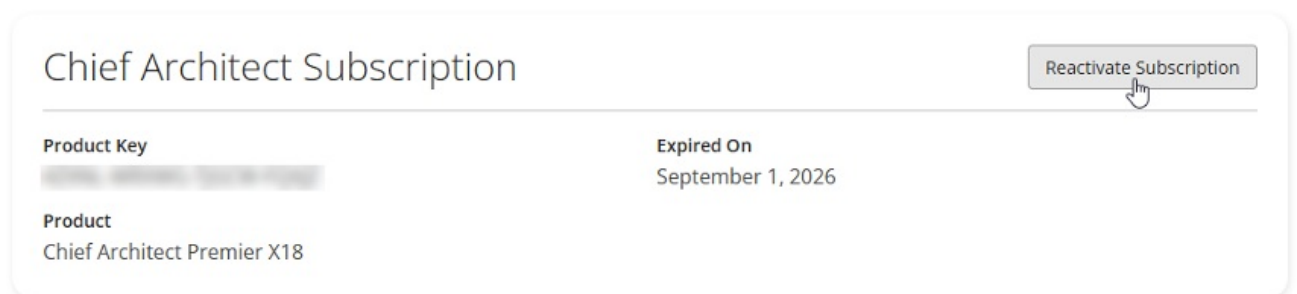
1. Click on [My Account](https://accounts.chiefarchitect.com/) (<https://accounts.chiefarchitect.com/>), sign in to your account, then click on [Digital Locker](https://accounts.chiefarchitect.com/digital-locker/) (<https://accounts.chiefarchitect.com/digital-locker/>).
2. Within your Digital Locker, click on the **Manage** link associated with the license you

would like to reactivate.

If your canceled or expired license is not listed, first ensure that you're signed in to the correct account. If you have verified that the account is correct, please [contact our Customer Service or Sales team](#) (<https://www.chiefarchitect.com/company/contact.html>) for further assistance.



3. Click **Reactivate Subscription**.



4. Note the details that are shown, select your desired **Payment Method**, then click **Reactivate** or **Continue**.

## Reactivate Subscription

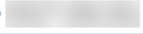
Your subscription expired on September 1, 2026. Reactivate to submit payment and enable auto-renewal.

**Due Now**  
\$229.00  
[View Details](#)

**Starting October 9, 2026**  
\$229/mo. + tax

**Payment Method**

Select...

Visa 

**Visa **

Add New Card

[Cancel](#)[Reactivate](#)

5. If additional details are required to continue, you will be prompted with one of the following pages:
- If a card on file was selected, you may be asked to verify the card details; reenter the **Credit Card Number** and **Card Verification Number** (CVV), then click **Submit**.

Please verify the card details for your card ending in  expiring on .

Submit this form to reactivate your subscription.

[Credit Card Management Policy](#)

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Payment Due: \$229.00

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Credit Card Number\*



Card Verification Number\*





[Submit](#)

- If Add New Card was selected, enter your **Billing Address** details, **Credit Card**

**Number, Expiration Date, and Card Verification Number (CVV), then click Submit.**

**Note:** If you receive a message stating "Something went wrong. Please try again..." after entering your billing and payment information, double-check that all of your information has been entered correctly, then try again.

Submit this form to submit payment and reactivate your subscription.

[Credit Card Management Policy](#)

Payment Due: \$229.00

**Billing Address**

First Name\*

Last Name\*

Company (optional)

Address\*

City\*

State/Province\*

ZIP/Postal Code\*

Country\*

Credit Card Number\*



Expiration Date\*

Card Verification Number\*

Submit

Once reactivated, a banner message will display stating: "Your subscription has been successfully reactivated."



Your subscription has been successfully reactivated.



## Chief Architect Subscription

[Change Payment Method](#)[Cancel Subscription](#)**Product Key**

XXXXXXXXXXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

**Product**

Chief Architect Premier X18

**Usage**

Ready to Use

**Renews On**

October 9, 2026

**Renewal Price**

\$229/mo. + tax

**Payment Method**

Visa \*\*\*\*

### Related Articles

 [Canceling Your Subscription \(/support/article/KB-03245/canceling-your-subscription.html\)](/support/article/KB-03245/canceling-your-subscription.html)

 [Changing Your Payment Method \(/support/article/KB-03244/changing-your-payment-method.html\)](/support/article/KB-03244/changing-your-payment-method.html)

 [Making a Missed or Failed Payment \(/support/article/KB-03247/making-a-missed-or-failed-payment.html\)](/support/article/KB-03247/making-a-missed-or-failed-payment.html)