

Where can I find information about the software licenses I own?

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The Novaworks website has an account management portal, which includes tools for viewing and managing your software licenses. To access the account management portal, you must first register for an On-Line Community account. This account is also used to access and download support materials or to request a customer support ticket or make a bug report. Making an account is a simple process that requires only an e-mail address, a name, and the name of your company.

Once you have an account, you can sign in at www.novaworks.com. When logged in, click on the account name in the upper right portion of the screen or go to <https://www.novaworkssoftware.com/myaccount.php> to access the Account Management Portal. When you first create an account, it will be registered as a "Free" account.

The screenshot displays the 'My Account' page on the Novaworks website. At the top, there is a navigation bar with the Novaworks logo and links for Solutions, Products, Education, Blog, and Support. A user greeting 'Hello, Sample Account' and a 'Log out' link are visible in the top right. On the left, a sidebar menu contains links for 'My Account', 'Edit Contact Information', 'Change Password', and 'Upgrade Account'. The main content area is titled 'My Account' and includes a welcome message: 'Welcome to the Account Management Portal. Through the pages on this site, you will be able to change your account information and password. If your account is a Master Account, you will also be able to add support accounts and view your support information.' Below this, there are two sections: 'Account Information' and 'Actions'. The 'Account Information' section lists 'Account Name: sample@novaworkssoftware.com', 'Account Type: Free', and 'Account Code: Generate New Code'. The 'Actions' section lists 'Edit Contact Information' (Edit the contact information associated with this account), 'Change Password' (Change the password for the account), and 'Upgrade My Account' (If you own any of our software, you can upgrade your account from a Free Account to a Master Account. Master accounts can access additional information within the On-Line Community, including special pages where you can view your software keys and support information.). A dark grey footer box contains the text: 'The Account Management Portal on www.novaworks.com for a Free Account, accessed by clicking on the Account Name in the upper right corner of the website.'

In order to view and manage software that you own, you must upgrade the account from a Free Account to a Master Account. To do this:

1. Open the Account Management Portal at www.novaworks.com.
2. Click on Upgrade My Account (or Upgrade Account if using the left navigation bar or menu).
3. Enter the required information on the Upgrade Account form. You must provide a software key for one of the licenses you own and attest that you are an authorized representative of your company. You may be contacted by our customer service team for further verification.
4. Click Submit.

After review of your application, your account will be upgraded to a Master Account. Once your account has been upgraded, the Account Management Portal will change to include new options, including options to view your software licenses.

- >> My Account
- [Edit Contact Information](#)
- [Change Password](#)
- [View Current Software](#)
- [Edit Support Information](#)
- [Add Child Account](#)
- [Manage Child Account\(s\)](#)

My Account

Welcome to the Account Management Portal. Through the pages on this site, you will be able to change your account information and password. If your account is a Master Account, you will also be able to add support accounts and view your support information.

Account Information

Account Name: sample@novaworkssoftware.com
Account Type: Master
Account Code: [Generate New Code](#)
Support Package: Extended

Actions

[Edit Contact Information](#) Edit the contact information associated with this account.
[Change Password](#) Change the password for the account.
[View Current Software](#) View the software keys associated with this account.
[View Support Information](#) View the support status and Automatic Upgrades enrollment associated with this account.
[Add a Child Account](#) Connect your account to the account of other users in your organization.
[Manage Child Account\(s\)](#) Manage and assign privileges to any child accounts linked to your account.

The Account Management Portal for a Master Account.

Master accounts can add child accounts and control what levels of access those accounts have to enable other users to view software keys and access support information. If you have purchases extended platinum support, you will also be able to use this account to extend the platinum support privileges to other accounts.

To view your software licenses:

1. Open the Account Management Portal at www.novaworks.com.
2. Click View Current Software (in the Actions area or in the left navigation bar or menu).

This page will list each license or subscription you own. For each license, the following information will be provided:

Software Name: GoFiler Complete License

Software Key: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX

Number of current registrations: 1 of 5

Number of total registrations: 5

Computer name: 1. DEVELOPMENT07 (Version 5.0ca)

Installed version: 5.0ca

AUP end date: Automatic Upgrades Program (AUP) end date: 2024-04-19

Maximum version that can be installed: Upgrade Version: Latest (5.3c)

Link to installer: [Download Software](#)

Link to current release notes: [Release Notes](#)

Software Name	The name of the software.
Software Key	The software key for the software.
Registrations	The number of current registrations and, if applicable, the number of total allowable registrations. The total registrations will be visible for multi-keys.
Installation Locations	The Windows computer name and the installed version for that computer.
AUP End Date	The end date of any enrollment in the Automatic Upgrades Program or the end date of any subscription, if the software is

	<i>subscription-based.</i>
Upgrade Version	<i>The maximum version that can be installed. For current licenses, this will say "Latest", followed by the version number. For non-current licenses, this will be the last version that was covered by enrollment in the AUP.</i>
Link to Installer	<i>The link to download the software installer for that software.</i>
Release Notes	<i>The link to the release notes for the version of the maximum software that is available to install. For non-current licenses, a link to the release notes for the most current version of the software is also provided.</i>