

# Lost license key

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## Question

I've lost my license key. Is there any way I can recover it?

## Solution

The easiest way to get your license key (registration code) is by logging into your [account page](#). Once logged in, you should see a summary of all licenses you have purchased. With each license, it will list the license key.

If it's your first time logging into your account page, you can just enter the email address we have on file and click "Set up Account" to have a temporary password emailed to that email address. Once you receive your temporary password, you can log into your account page (where you can set a permanent password) and retrieve your license key.

If you've changed your email address, just send an email to [codes@pingplotter.com](mailto:codes@pingplotter.com) with enough information to find you (your old email address and name work pretty well), and we'll get your record updated and send your license key to you.