

Finding your Chief Architect Product Key

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QUESTION

How can I locate my software's Product or CD Key?

ANSWER

Your Product or CD Key is the registration code composed of numbers and letters that you enter when you launch your program for the first time.

Product Keys will apply to Chief Architect X4 and newer versions, while CD Keys were issued for Chief Architect X3 and prior versions.

The location of your Product or CD Key will depend on whether you downloaded the software from the internet or installed it from physical installation media.

- If the software was purchased as a download from Chief Architect, the Product or CD Key can be found by signing into your [Chief Architect Online Account](https://accounts.chiefarchitect.com/) (<https://accounts.chiefarchitect.com/>) and accessing the **Digital Locker: Downloads, Product Keys & License Management** link.

If you purchased backup media, the Product or CD Key will *only* be listed in the **Digital Locker**.

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


- If the software was solely purchased as physical media, your Product or CD Key may be located on a sticker within a plastic DVD jewel case or on a paper insert.
- Chief Architect was available for students through Amazon.com for a limited time. If you purchased through Amazon, your Product or CD Key was located in your account information for the download.


If you're using an older version and cannot find your CD key, make a note of your **Serial Number**, which can be found by navigating to **Help> About Chief Architect**, then [contact our Sales team \(https://www.chiefarchitect.com/company/contact.html\)](https://www.chiefarchitect.com/company/contact.html).


For additional information on upgrades and special offers, please see the links below. Note that upgrade pricing and special offers can only be obtained if purchased directly from Chief Architect.

- [Upgrade Information \(https://www.chiefarchitect.com/products/upgrade.html\)](https://www.chiefarchitect.com/products/upgrade.html)
- [Special Offers \(https://www.chiefarchitect.com/offers/\)](https://www.chiefarchitect.com/offers/)

Related Articles

 [Backing up Chief Architect Content \(/support/article/KB-00001/backing-up-chief-architect-content.html\)](/support/article/KB-00001/backing-up-chief-architect-content.html)

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

 [Using Chief Architect on Multiple Computers \(/support/article/KB-00956/using-chief-architect-on-multiple-computers.html\)](/support/article/KB-00956/using-chief-architect-on-multiple-computers.html)



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