

# Reactivating Your Canceled Subscription

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Reference Number: **KB-03246**

Last Modified: **April 15, 2026**

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## QUESTION

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

## ANSWER

You can reactivate your subscription through your account up until the subscription's expiration date (end of the billing cycle).

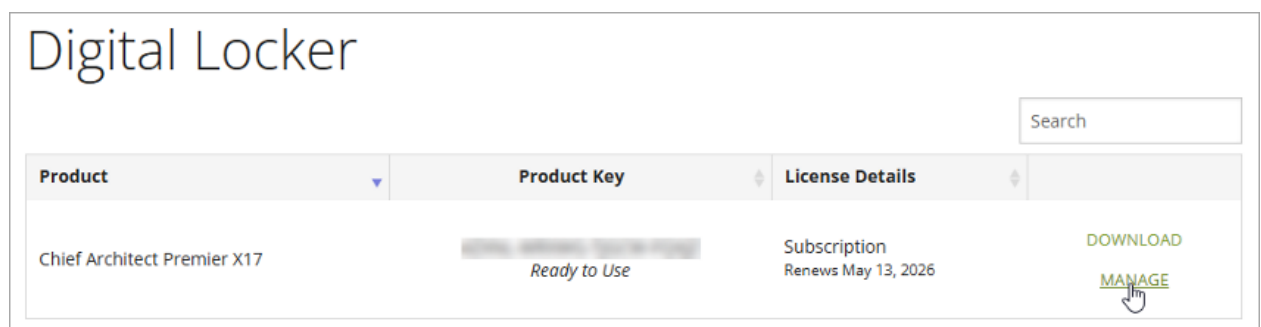
If your subscription has expired, you can start a new [Chief Architect \(https://www.chiefarchitect.com/products/home-design/premier/\)](https://www.chiefarchitect.com/products/home-design/premier/) / [Home Designer \(https://www.homedesignersoftware.com/products/home-designer/\)](https://www.homedesignersoftware.com/products/home-designer/) subscription or [contact our Customer Service team \(https://www.chiefarchitect.com/company/contact.html\)](https://www.chiefarchitect.com/company/contact.html) to restart your existing subscription.

**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>) to discuss these options further.

## Reactivating a canceled subscription

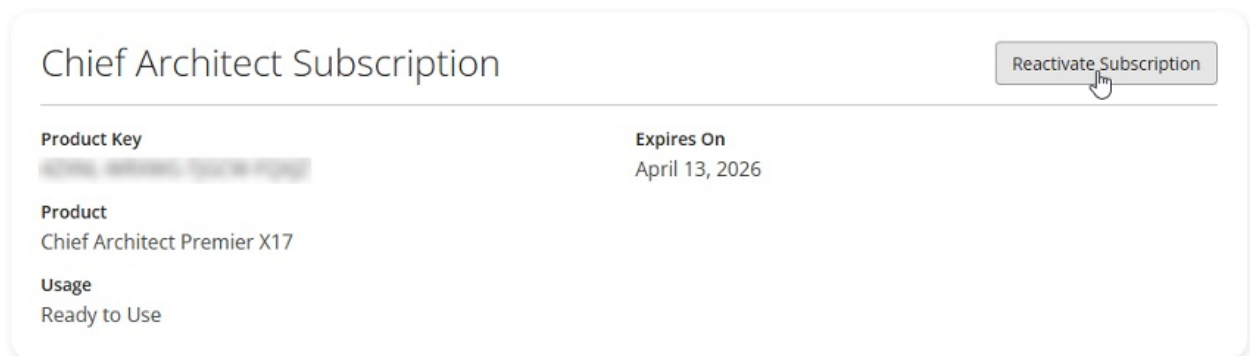
1. Click on My Account (<https://accounts.chiefarchitect.com/>), sign in to your account, then click on Digital Locker: Downloads, Product Keys & License Management (<https://accounts.chiefarchitect.com/digital-locker/>).
2. Within your Digital Locker, click on the **Manage** link associated with your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

If this option is not available, the subscription has likely been canceled and has expired. If you believe that this is not the case or require further assistance, please contact our Customer Service or Sales team (<https://www.chiefarchitect.com/company/contact.html>).



3. Click **Reactivate Subscription**.

If you don't see this option, the subscription has likely expired. Please [contact our Customer Service or Sales team](https://www.chiefarchitect.com/company/contact.html) (<https://www.chiefarchitect.com/company/contact.html>) to restart your subscription *or* purchase a new, separate subscription.



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

## Reactivate Subscription

Your subscription is set to expire on April 13, 2026. Reactivate to enable auto-renewal.

**Due Now**  
\$0.00

**Starting April 13, 2026**  
██████████

**Payment Method**

Add New Card ▼

Visa •••• ██████████

Mastercard •••• ██████████

Add New Card

[Cancel](#) [Continue](#)

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**, then click **Submit**.

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

Submit this form to reactivate your subscription.

[Credit Card Management Policy](#)

Payment Due: \$0.00

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**, 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 reactivate your subscription.

[Credit Card Management Policy](#)

Payment Due: \$0.00

**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**

XXXXXXXXXXXXXXXXXXXX

**Renews On**

April 13, 2026

**Product**

Chief Architect Premier X17

**Renewal Price**

XXXXXXXXXX


**Usage**


Ready to Use

**Payment Method**

Visa \*\*\*\* XXXX

### 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)



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