

Reactivating Your Canceled Subscription

Reference Number: **KB-03246**

Last Modified: **March 19, 2026**

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 subscription](https://www.chiefarchitect.com/products/home-design/premier/) or [contact our Customer Service team](https://www.chiefarchitect.com/company/contact.html) to restart your existing subscription.

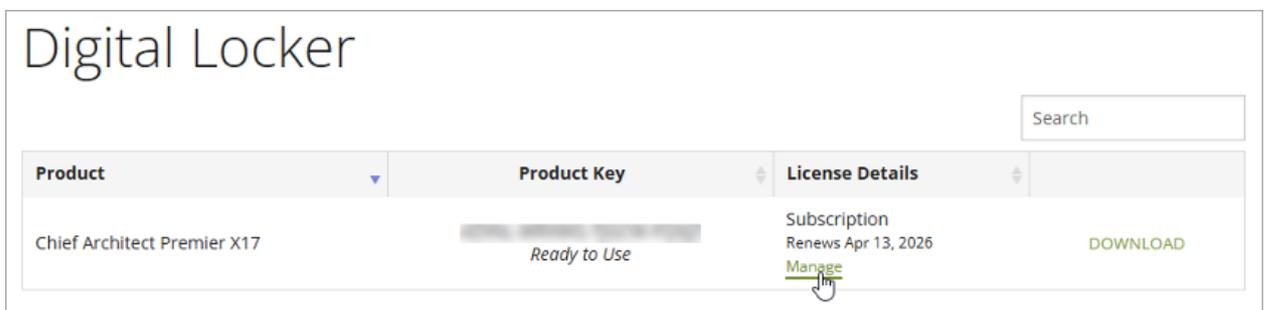
Note: If you're using a legacy license or legacy rental, the available reactivation options may vary. Please [contact our Customer Service or Sales team](#)

(<https://www.chiefarchitect.com/company/contact.html>) to discuss these options further.

Reactivating a canceled subscription

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

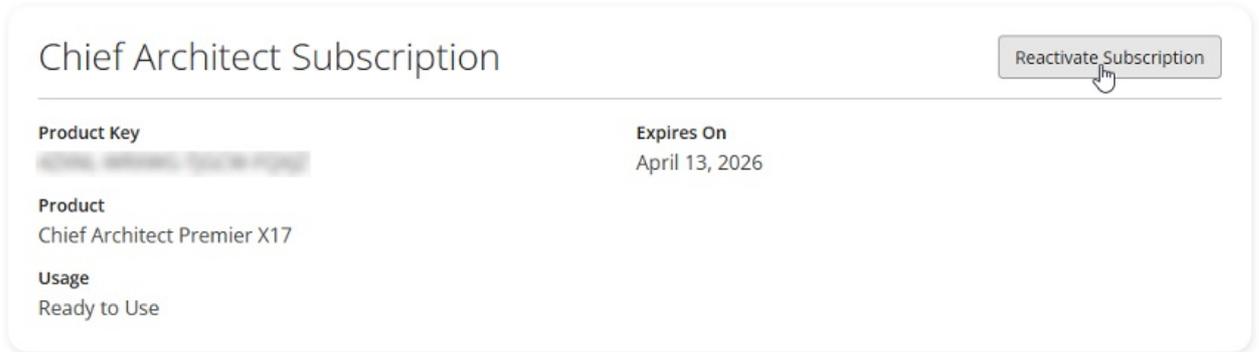
If this option is not available, the subscription has likely been canceled and has expired. If you believe that this is not the case or require further assistance, please [contact our Customer Service or Sales team \(https://www.chiefarchitect.com/company/contact.html\)](https://www.chiefarchitect.com/company/contact.html).



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>) to restart your subscription *or* purchase a new, separate subscription.



Chief Architect Subscription

Product Key
[REDACTED]

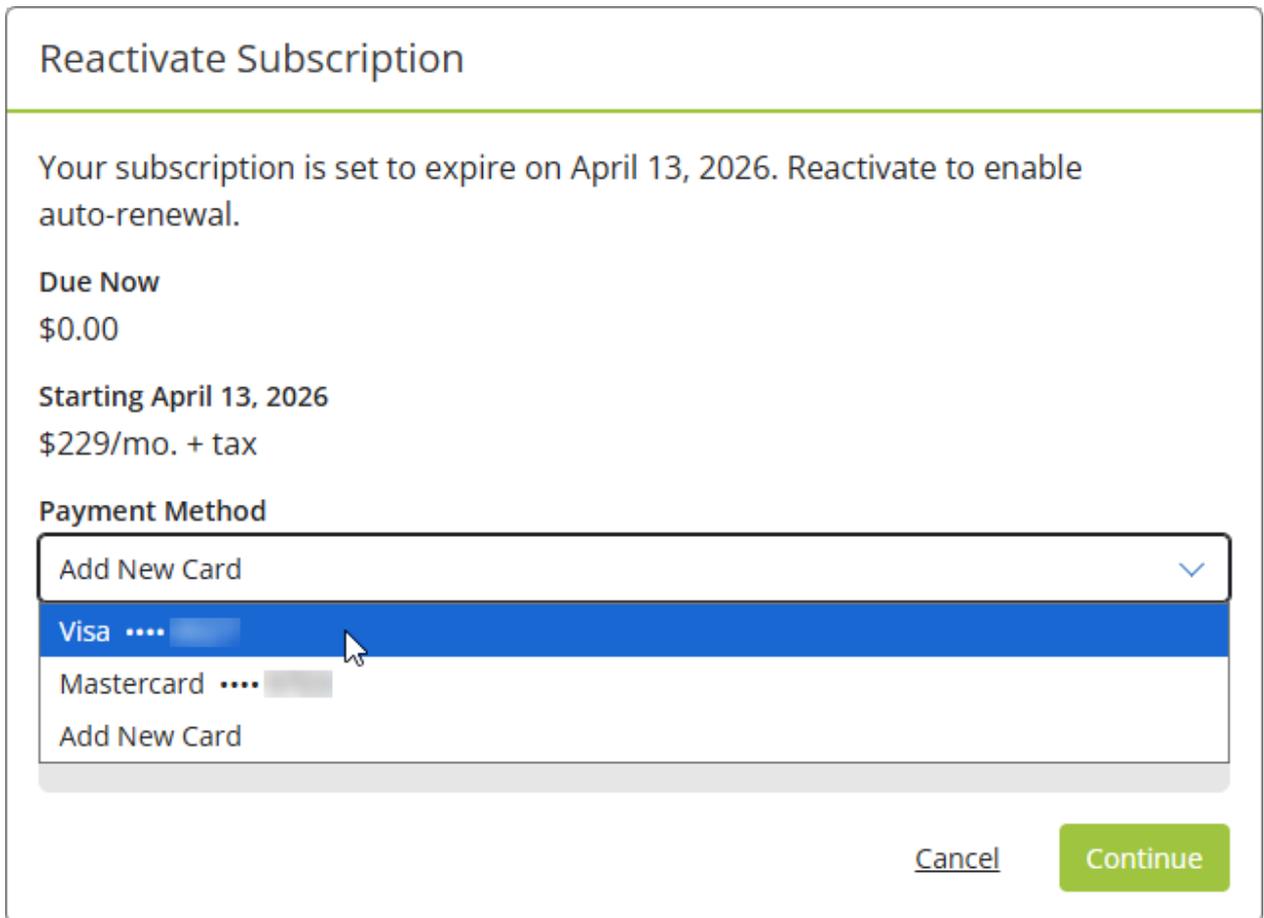
Expires On
April 13, 2026

Product
Chief Architect Premier X17

Usage
Ready to Use

Reactivate Subscription

- 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
\$229/mo. + tax

Payment Method

- Add New Card
- Visa **** [REDACTED]
- Mastercard **** [REDACTED]
- Add New Card

Cancel Continue

- 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*

- 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

[REDACTED]

Renews On

April 13, 2026

Product

Chief Architect Premier X17

Renewal Price

\$229/mo. + tax

Usage

Ready to Use

Payment Method

Visa **** [REDACTED]

Related Articles

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



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