



## CoreIDRAW<sup>®</sup> Product Status and Subscription Frequently Asked Questions (FAQs)

These FAQs will provide a better understanding of CoreIDRAW Product Status and Subscription.



### **I have a Premium Membership (now known as Upgrade Program) for an earlier version of CoreIDRAW Technical Suite. How do I claim my upgrade to the latest version?**

As a user with an active Upgrade Program (formerly known as Premium Membership) you are entitled to a full upgrade to the latest version of the CoreIDRAW Technical Suite. To claim your upgrade, follow the steps that are most appropriate for your situation.

If you have CoreIDRAW Technical Suite X7 installed:

- 1) Start Corel DESIGNER or CoreIDRAW.
- 2) Click **Help > Account Settings**.
- 3) Enter the account credentials that were used for your CoreIDRAW Technical Suite X7 Premium Membership.
- 4) Click **Downloads** in the Your Products section.
- 5) In the list of downloadable content, find CoreIDRAW Technical Suite 2017. Click the **Retrieve Serial Number** link. The page will display your serial number.

If you do not have CoreIDRAW Technical Suite X7 installed:

- 1) Go to [www.coreldraw.com](http://www.coreldraw.com).
- 2) Click on the Your Account link in top right-hand corner.
- 3) Enter the account credentials that were used for your CoreIDRAW Technical Suite X7 Premium Membership.
- 4) Click **Downloads** in the Your Products section.
- 5) In the list of downloadable content, find CoreIDRAW Technical Suite 2017. Click the **Retrieve Serial Number** link. The page will display your serial number.

Once you've retrieved your serial number, simply download the latest version of CoreIDRAW Technical Suite, and enter your serial number when prompted.

### **Why do I need to authenticate the product?**

Authentication validates and verifies your CoreIDRAW product license. Once the product is authenticated, the benefits are immense. First and foremost, you will always be up-to-date with new product updates from Corel, and you will have access to online content, features and services from Corel.

### **Who needs to authenticate their product?**

Authentication requires you to sign in with your Corel Account credentials to validate your license. Anyone who has subscribed to or purchased a box or electronic software download (ESD) version of CoreIDRAW Technical Suite 2017 must authenticate the product.

### **What is the Upgrade Program?**

In CoreIDRAW Technical Suite 2017, the Upgrade Program replaces the Premium Membership. The Upgrade Program is now available for users of CoreIDRAW Technical Suite 2017. Signing up for the Upgrade Program ensures that you are always using the most up-to-date version of your licensed CoreIDRAW product. The Upgrade Program is included with the purchase of a CoreIDRAW Technical Suite Subscription.

### **Who can sign-up for the Upgrade Program?**

Anyone who has purchased a Full or Upgrade box or electronic software download (ESD) version of CoreIDRAW Technical Suite 2017 and has authenticated the product may sign-up for the Upgrade Program.

If you have purchased the Academic Version of CoreIDRAW Technical Suite 2017, you are not eligible for the Upgrade Program.

Volume license customers can take advantage of Maintenance that ensures that your software is always supported and up-to-date. Maintenance has the same advantages as those of the Upgrade Program. Users with a serial number for OEM, or Not-For-Resale (NFR) License are not eligible for the Upgrade Program.



### How do I sign-up for the Upgrade Program?

An Upgrade Program can be acquired from within Corel DESIGNER® 2017, CorelDRAW® 2017 or Corel® PHOTO-PAINT® 2017 (an Internet connection is required). To purchase the Upgrade Program, click **Help** menu > **Product Details**, and in the Welcome screen, click **Learn More** on the **Upgrade Program** tile, and follow the instructions. In addition, you can sign-up for the Upgrade Program through the Get More docker in CorelDRAW Technical Suite 2017.

### What does a CorelDRAW subscription include?

Subscription is a payment method, effectively allowing you to rent a CorelDRAW Technical Suite license for a fixed period of time (with renewals if desired). As a subscriber, authentication is required to use your product and entitles you to benefits such as online content. Once your subscription expires, you will no longer be able to use the software. The Upgrade Program is included with subscription and ensures that you are always using the most up-to-date version of CorelDRAW Graphics Suite.

### How do I manage my Subscriptions and Product Status?

You will need to create and validate a Corel.com account in order to subscribe to CorelDRAW Technical Suite or to authenticate the product. Once you have created and validated your account, you will be able to log in at any time on Corel.com to manage your Subscription and/or Product Status options.

### Can I upgrade from a trial or 30-day subscription to a 365-day Subscription?

Yes. You can upgrade your subscription only from within your Corel.com account and **benefit from the associated cost savings** when you upgrade to a 365-day subscription.

### How do I know when my Upgrade Program/Subscription is due for renewal?

You can check the renewal date, as well as the remaining number of days in your Upgrade Program or Subscription, in your Corel.com account.

### Are there any differences between subscribing to CorelDRAW Technical Suite 2017 and purchasing a full box/download?

If you subscribe to CorelDRAW Technical Suite, and you cancel your Subscription or it expires, your version of the software will revert to viewer mode (similar to when a trial expires). If, however, you purchase a Full or Upgrade version of the suite, you own that software on a perpetual basis, with no set expiration date.

### I don't have an Internet connection available at all times. How do I use product features and can I access online content?

As long as you have authenticated your product by signing in with your Corel.com account, you have access to all product features even if you are offline. Note that you must connect to the Internet at least once every 30 days to ensure your account remains authenticated. In order to access online content, you must be online and authenticated.

### Can I cancel my Upgrade Program or Subscription?

If you have auto-renewal set up, you can cancel the auto-renewal of your Upgrade Program or Subscription. You cannot cancel your Upgrade Program or Subscription.

### I am a Corporate user. Can I use online content and features?

Corporate users can access and use online content and features as long as they have authenticated the product. Please reach out to your IT admin for authentication and access to the online content. The IT admin enters admin account credentials during the administrative installation that is a step for preparing the deployment of the software to be used on multiple computers.

### I am a Corporate user. Can I upload and share content online?

Users with corporate serial numbers cannot upload and share content on the Content Exchange. With a multi-seat purchase, you do not have the ability for individual login, which would allow for content submissions. However, you can still access and use online content and features. Note: Online content could be prevented by the administrator in a network deployment access.

