

1-0032-EN-Convert an existing ShopFactory account using...

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What to enter in the Subscription Setup dialog to register your copy of ShopFactory?

2 cases here:

- » Register SF with an activation key and then convert existing SF/GC account on the 2nd dialog
- » Register SF account again

A) **Update an existing account with an activation key:** upgrade an existing GlobeCharge account / register ShopFactory with an existing SF username

- Install ShopFactory 12 and run it
- Open shop in ShopFactory 12
- Click HELP menu -> REGISTER
- Select "I have Activation key"

- Enter the New ACTIVATION KEY for V12. You should have received an email with an activation key.

- Click CONTINUE
- **IMPORTANT:** You must select the 2nd option "UPDATE AN EXISTING ACCOUNT"
- **Enter your existing Total Care username and password**

- Click CONTINUE
- Click Finish

B) **activate ShopFactory with an existing username & password**

- Open your shop in ShopFactory 12
- Click **HELP -> REGISTER**
- At the subscription setup dialog, select the option "I have username and password"
- Enter your existing username and password, as shown in the below screenshot:

- Click Continue
- Click Finish

If you have forgotten your ShopFactory password, you can reset it via

<http://support.shopfactory.com>