

# Purchasing / Renewing your License(s) Online As An Existing Customer

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## *How many product licenses can I buy?*

You can buy single licenses for as many users as you like, however if you are buying more than 9 single licenses, you could benefit from a group license and should contact us here.

## *How can I pay?*

You can pay using credit / debit card or by uploading a purchase ordering PDF or Word format. Purchase orders will be verified by our finance team.

## *What details will I need to pay online?*

Existing customers must login with the same email address / account details that they used previously to buy Texthelp products.

You will need to provide us with your billing address as well as your credit / debit card details or a purchase order in either MS Word or PDF format.

Please note that these details are for billing purpose and products can be used by a different end user for each license.

## *Get started*

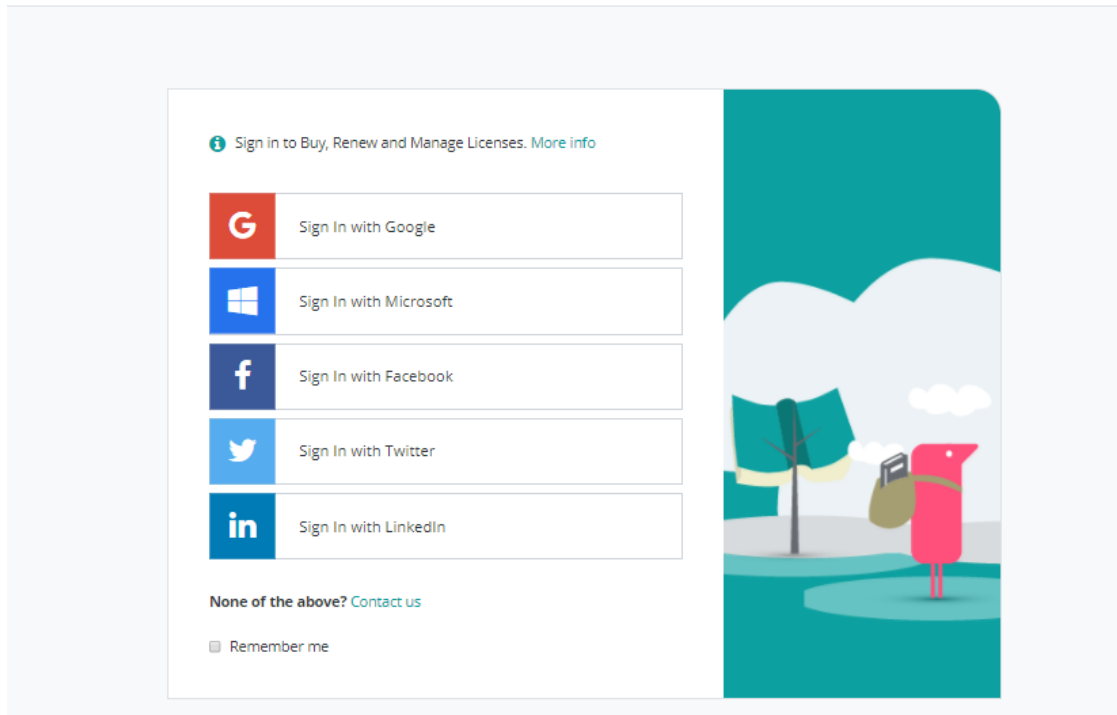
Get started by visiting [my.texthelp.com](https://my.texthelp.com) and logging in, using either your Google, Microsoft, Facebook, Twitter or LinkedIn account. This allows us to personalize your experience and allows a faster payment process for you.

Your account must use the same email address that you used previously to buy a Texthelp product.






To use a different email address please [contact us](#).

If the license(s) was originally purchase by someone else, please get in touch through our [license enquiry form](#).

## Sign In



**i** Sign In to Buy, Renew and Manage Licenses. [More info](#)

	Sign In with Google
	Sign In with Microsoft
	Sign In with Facebook
	Sign In with Twitter
	Sign In with LinkedIn

**None of the above?** [Contact us](#)

Remember me

The right side of the interface features a teal background with a stylized illustration of a red character with a backpack standing on a path, with a tree and a yellow banner in the background.

If you don't have one of these accounts to login you can get in touch through our [login enquiry form](#).

When logging in for the first time, you'll need to tell us your country so we can provide prices in the correct currency. Next time you login you won't need to do this.

Please select your country ...

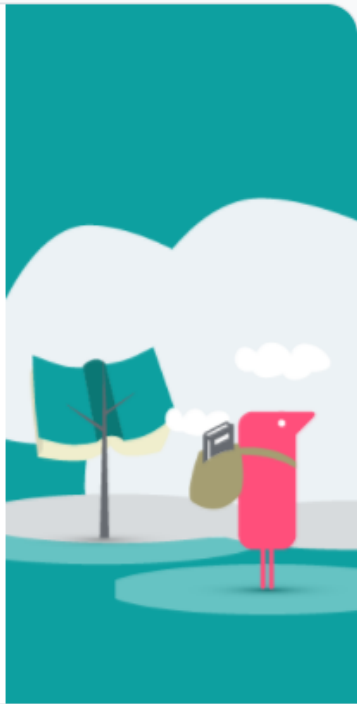
Select Country ▼

Check the box below to opt-in to receiving emails from us. No spam, we promise. You can unsubscribe at any time and we'll never share your details without your permission.

I agree to receive emails from Texthelp.

By clicking continue you agree to our [Terms & Conditions](#)

**Continue**










After clicking continue you'll arrive at your customer portal where you can buy new licenses generate sales quotes and renew existing licenses. To buy new products hit the "Buy Licenses" button.

You can also renew existing licenses by clicking the "renew" button at the end of each row.

My Licences

Sales Quotes

**My Licences**
[Buy Licences](#)

Product Code	Product(s)	Start Date	End Date	Status	
7JNPR6LB		20/09/2017	20/09/2018	Active	<a href="#">Renew</a>
P73N6ZJQ		19/09/2017	19/09/2018	Active	<a href="#">Renew</a>
KDAT96PX		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
WX3AB96L		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
HUM9ZB47		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
CWWX47MJ		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
PTR7HNJL		29/06/2017	29/06/2018	Active	<a href="#">Renew</a>

By clicking "Buy licenses" you can buy multiple, single licenses for Read&Write, EquatIO and Fluency Tutor.

A single license is a subscription for **one user**, for one year.

The screenshot shows a shopping cart interface. At the top, there is a progress bar with three steps: 1. Cart, 2. Checkout, and 3. Confirmation. The email address j.cameron@texthelp.com is visible in the top right corner. The main content area is titled 'Cart' and includes a shopping bag icon. Below the title, it states 'A licence is a 12 month subscription for one user.' There is a 'Number of licences:' field with a minus sign, the number '1', and a plus sign. Under 'Products in Each Licence', a message says 'Your cart is empty. Choose from the recommended products below.' A grey box below this message displays 'Total Price Per Licence: £0.00 GBP'. The 'Recommended Products' section lists three items, each with an 'Add to Licence' button, an icon, the product name, and the price: 'Read&Write - 1 Year Subscription' (£180.00 GBP), 'Fluency Tutor for Google - 1 Year Subscription' (£96.00 GBP), and 'EquatIO - 1 Year Subscription' (£96.00 GBP). A note at the bottom of the products section says 'To buy multiple licences containing different product types contact us [here](#).' On the right side, a summary box shows 'Total (inc 20% VAT) £0.00 GBP' and a 'Proceed to Checkout' button. Below this, it mentions payment options (credit card or purchase order), a Stripe logo, and logos for Mastercard, Visa, and American Express. It also includes a link to 'Contact us' for school or workplace subscriptions and a link to 'Generate a Sales Quote'.

To add products to your cart click the green “Add to license” button

You can buy single licenses for as many users as you like, however if you are buying more than 9 single licenses, you could benefit from a group license and should contact us here.

To buy multiple licenses containing different products (e.g. 1 license with Read&Write and then 1 license with Read&Write + EquatIO) you should get in touch through our [license type enquiry form](#).

You can pay by purchase order on the next page.

## Enter purchaser's details to proceed:

1 x Read&Write - 1 Year Subscription

### Payment address

First Name \*

Last Name \*

School/Company

Street Address \*

Postcode \*

State/Country \*

Country \*

Town/City \*

Telephone \*

### Additional Options

Pay by Purchase Order

Include Vat Exemption

Total (inc 20% VAT)

**£180.00 GBP**

**Pay Now**

Once you've completed your purchase, we'll send you an email with a product code and instructions for accessing the product.

Powered by **stripe**



If you are paying by credit card, click "Pay Now" and you'll be prompted to enter your card details.

To pay by purchase order click the "Pay by purchase order" box then upload either a PDF or Word document detailing your PO. This will be reviewed by our finance team when you click "Pay Now".









Once you have successfully paid you'll see the below screen, which is your customer portal detailing the licenses and products you have bought.

Success! Your new product code(s): **7JNPR6LB**. You'll receive an email in one business day with all the information you need. [Click here](#) to get started now. ✕

-  My Licences
-  Sales Quotes

### My Licences

[Buy Licences](#)

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7JNPR6LB		20/09/2017	20/09/2018	Active	<a href="#">Renew</a>
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KDAT96PX		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
WX3AB96L		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
HUM9ZB47		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
CVWX47MJ		13/09/2017	13/09/2018	Active	<a href="#">Renew</a>
PTR7HNJL		29/06/2017	29/06/2018	Active	<a href="#">Renew</a>
8V7DFE6X		19/05/2017	19/05/2018	Active	<a href="#">Renew</a>

You can visit the customer portal to manage or buy licenses at any time by clicking the “My texthelp” link at the top of the page.