Read&Write For Windows Sign In And Activation FAQs

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To help you get started with Read&Write for Windows, below is a list of our FAQs for signing into and activating Read&Write for Windows.

Why does it say "Looks like we haven't been able to verify your email address" when I'm signing in with my Workplace email?
If you're using Read&Write in the workplace, the URLs used by Read&Write may need to be whitelisted on your firewall. The URLs used by Read&Write can be found in the **URLs used by Read&Write for Windows** article.
If URLs have been whitelisted and it still cannot activate please run the **Read&Write License Checker**. (It is a zipped file so you need to download and unzip it on the PC to run.) It will test whether the URLs have been whitelisted and also provide an alternative way of activating.

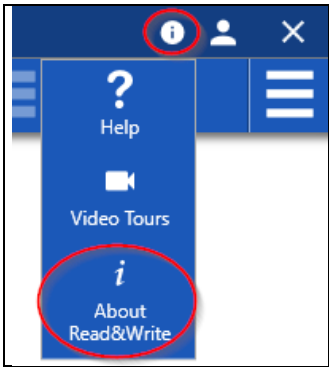
How can I sign in if my computer is offline?
We have provided a way for you to sign into and activate Read&Write for Windows **Single User licenses** on computers that are offline. This option is available in Read&Write for Windows **12.0.71** and above. Information on how to do this can be found in the **Activating Read&Write For Windows On Offline Computers** article.

Where can I find my Product Code?
When you purchase Read&Write, we'll send you an email that confirms your Read&Write Product Code - for example A12AAAAB. Keep this code safe in case you need it in the future.

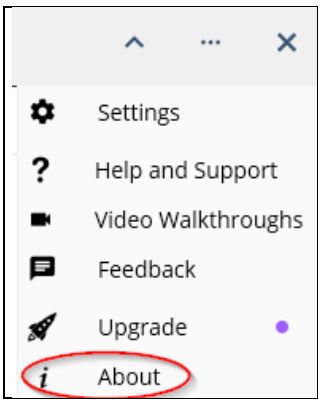
How do I know if I my network settings will allow me to sign into Read&Write?
To check if Read&Write can connect to our servers to complete activation, please download and run the **Read&Write License Checker** on the computer Read&Write will be installed on.

Why does it say it's a trial even though I've signed in?
Make sure you've activated Read&Write using your Product Code. To activate Read&Write

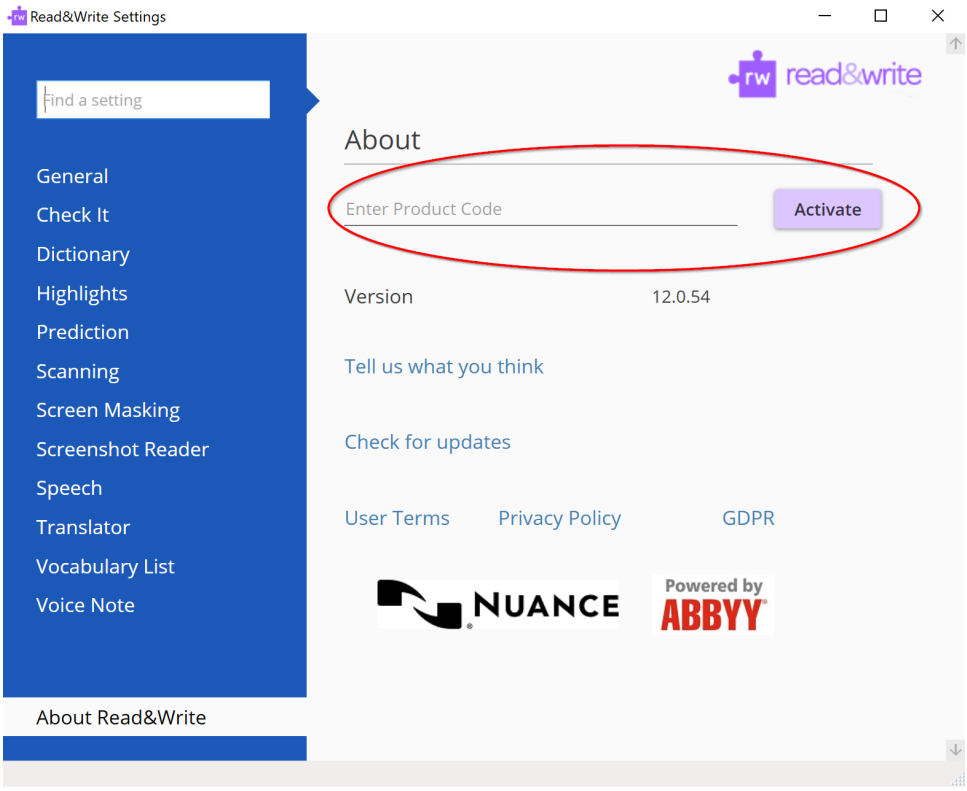
1. Click on the **Information** button on the Read&Write toolbar and go to **About Read&Write.**



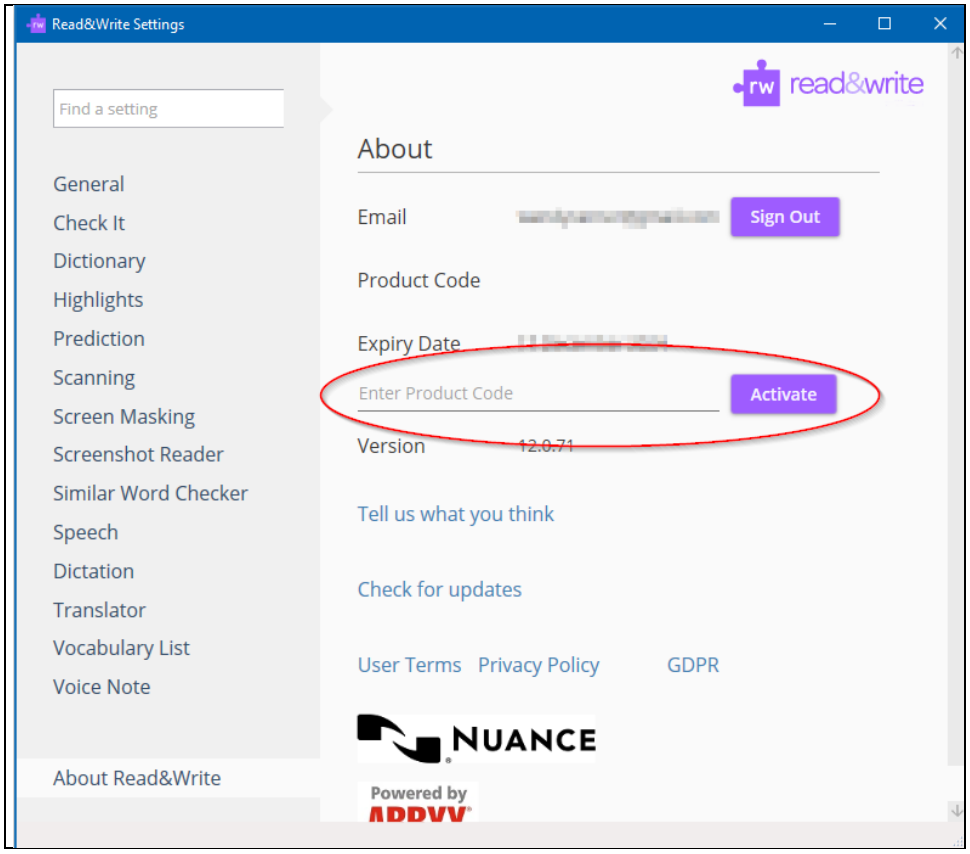
If you're using the Read&Write for Work Toolbar, click on the **Read&Write settings** button, then go to **About**.



2. Enter your **Read&Write Product Code**, then click **Activate**.



Read&Write for Work

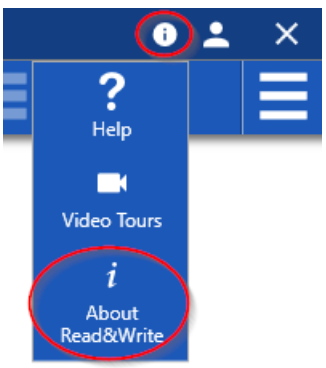


Why is there nowhere for me to enter my Product Code in the About box?
If you've signed into Read&Write previously with the same email address, Read&Write will remember your Product Code and not ask you to enter it again.

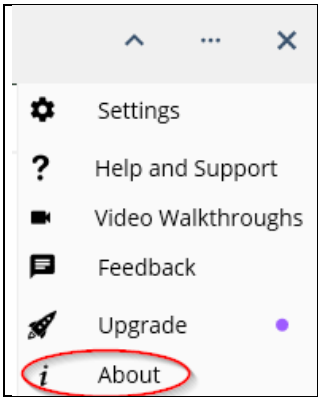
If you're using a Group or Unlimited license and have installed Read&Write using the Multi-User Setup Tool, the Product Code has already been added to Read&Write.

Why are most of the buttons on the Read&Write toolbar greyed out?
Make sure you've activated Read&Write using your Product Code. To activate Read&Write,

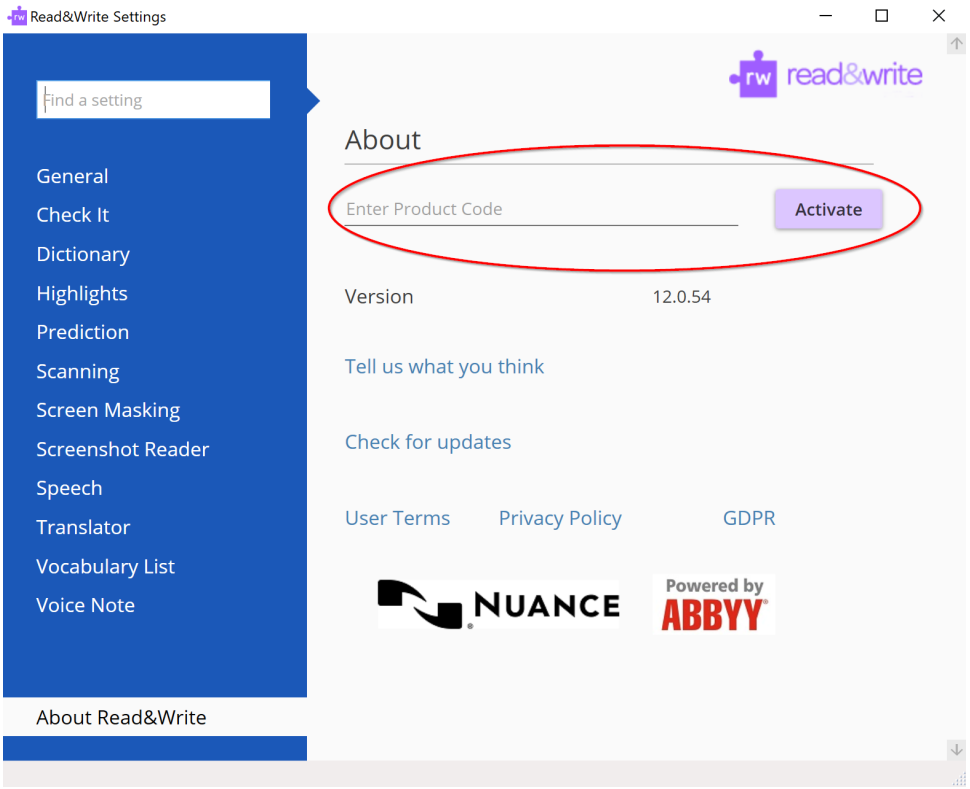
1. Click on the **Information** button on the Read&Write toolbar and go to **About Read&Write**.



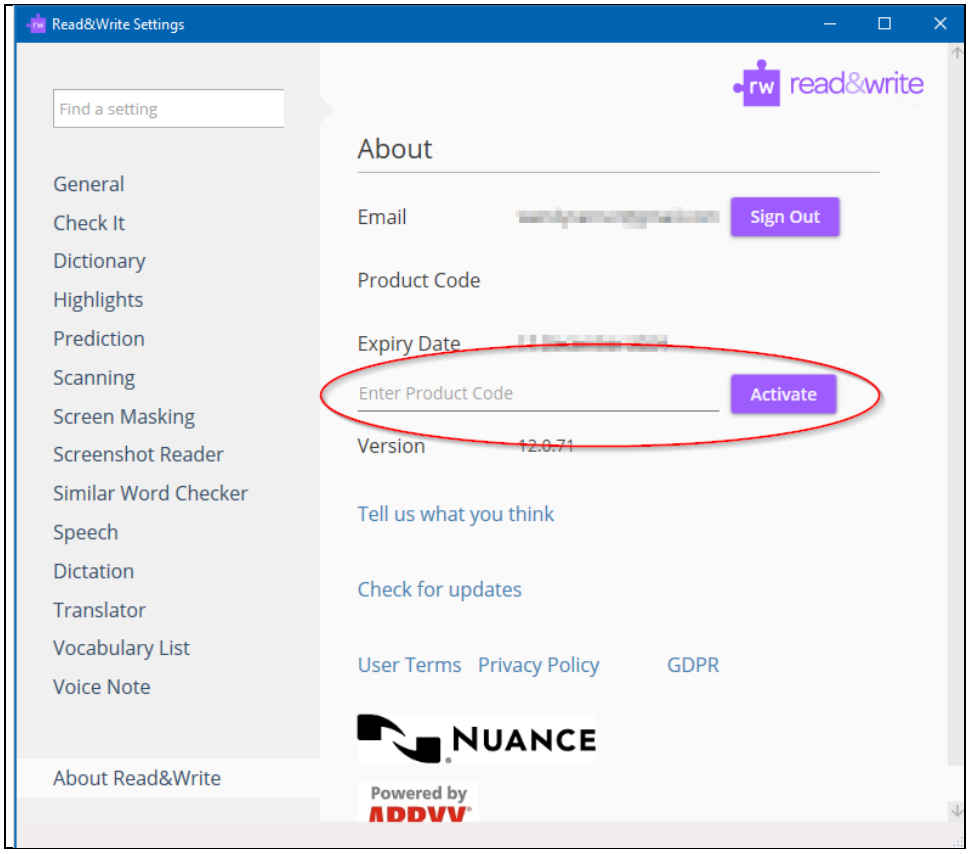
If you're using the Read&Write for Work Toolbar, click on the **Read&Write settings** button, then go to **About**.



2. Enter your **Read&Write Product Code**, then click **Activate**.



Read&Write for Work



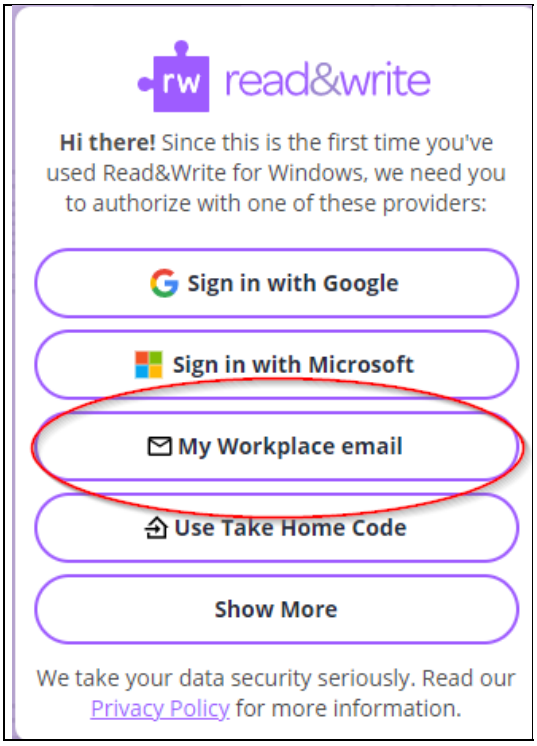
If you're using a Group or Unlimited license, make sure the computer is connected to the domain that has been linked to your Read&Write license. You can find the domain connected to your copy of Read&Write in the email we sent you when Read&Write was purchased.

How do I sign in if my workplace doesn't allow us to use Google or Microsoft?
If you're using an Access to Work or Single user Read&Write license in your workplace, you can sign into Read&Write using the My Workplace email option. To sign in using this option:-

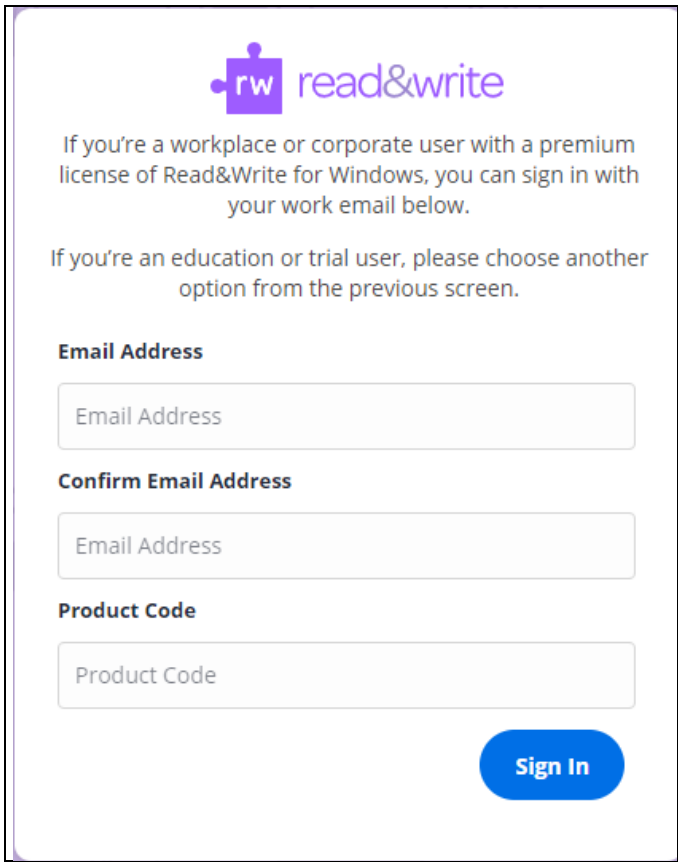
1. Click the **icon** on the **top** of your Read&Write toolbar.



2. Click on **My Workplace email**



3. Enter your workplace email address and Read&Write Product Code, then click **Continue**. Be sure to take a note of the email address you've used as this email address can't be changed at a later date.



4. Read&Write is now ready to be used.

Why am I getting a message when I enter my Product Code?

One of the messages below might appear when you enter your Product. Check the information below the message on how to activate Read&Write.

Oops, something went wrong with that Product Code
Double check that your Product Code has been entered correctly. Your Product Code is 8 characters long.
A serial number for an older version of Read&Write can't be used to activate Read&Write version 12.

This Product Code has already been linked to a different email address
Sign out of Read&Write, then sign in with the email address you used the first time you signed into Read&Write.
If you're not sure what this email address is, please send us your Product Code and a description of the issue.

Domain used isn't one of the registered domains for this license
The email containing your Product Code also displays the domain that's been linked to your Read&Write Product Code. Check that the computer is connected to this domain.

If the domain in the email isn't correct, or you're not sure what the domain is, run the Find my Domain.exe from C:\Program Files (x86)\Texthelp\Read And Write 12\Support.

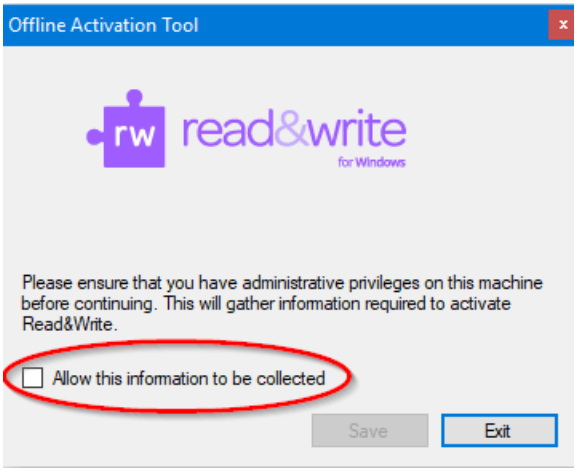
Send us a screenshot of the information displayed in the Find my Domain window and we can add this to your Product Code.

How can I access Read&Write if I've tried everything else and still can't sign in?
If you still can't sign into Read&Write after following the other steps in this article, we can activate Read&Write manually.

Single User Licenses

If you're using a single user license for Read&Write, to activate manually:

1. Download the **offline activation tool.**
2. Ensure you're **logged on as an Administrator** and run THInfo.exe on the computer that you are activating Read&Write on.
3. Tick the option **Allow this information to be collected** and click **Save.**



4. Save the file, then **email this file** and **your product code** to us. When we receive this we will be able to create your Read&Write activation file and send it to you.

Site Licenses

If you're using a Group or Unlimited license for Read&Write, please email your **Product Code, domain** and a **description of the issue** to us. When this information is received, we will be able to create your Read&Write activation file and send it to you.