Troubleshooting AutoCorrect DSA Activation Issues

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When you receive AutoCorrect via DSA, it is bundled with your text-to-speech toolbar product (Read&Write or ClaroRead).
When bundled this way, AutoCorrect does not use an individual activation - you won't receive a serial key/Product Code for it nor do you need to enter anything into the software.
Instead, AutoCorrect pulls its licensing from the activation of your text-to-speech software. Once you have activated Read&Write or ClaroRead with your DSA Product Code then AutoCorrect should automatically follow without the need for you to do anything with it.

If AutoCorrect is prompting you to enter a code/prompting you that a trial is ended then this means that your text-to-speech software has not been activated yet.
To resolve this, please see the troubleshooting advice for each product below:

Read&Write:

- Check that the software has been activated in 'Settings > About Read&Write' (for Windows) or 'Read&Write > About' (for Mac). If you see a box in this location where you can enter a Product Code then this means Read&Write is waiting for this to activate. Enter the DSA Product Code and then click 'Activate' and this should complete the activation.
  If you do not see a box here to enter the code but you don't remember ever entering a code here then there could be a different issue with your activation - please refer to the additional advice below.
- Check the email address used to sign-in to the software - for DSA licenses, you need to use a **personal email address** to sign-in and activate with your license. If you are using an email address supplied by your university or similar then signing-in with this could connect you to the wrong license; if you have done this then Read&Write may look activated but you'll continue to get issues with AutoCorrect as this is only included with DSA licenses.
  You can check the email you are signed-in using the 'head and shoulders' icon towards the upper-right of the toolbar:

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  If you see that this is not a personal email then please click on 'Sign Out' and then you can sign back in with a personal address of your choice.

ClaroRead:

- Check that the software has been activated in 'Settings > About'. If you see a box in this location where you can enter a Product Code/License Key then this means ClaroRead is waiting for this to activate. Enter the DSA Product Code and then click 'Activate' and this should complete the activation. If you see a code/key here already that is **not** the DSA code you were given then click on 'Delete license key' and you will be able to re-enter the correct code.
  If you do see your correct DSA code here but AutoCorrect has not licensed then this may mean there has been an issue with the license registering properly. Please try clicking 'Delete license key' and then re-enter the DSA code to re-activate.

After completing any of these steps, restart AutoCorrect to see if it now correctly picks up the licensing as it should.
It is working correctly if it launches to the dashboard without any prompts or messages.