



Extending / Renewing Arsenal Recon Subscriptions

Arsenal Recon subscriptions are managed through our e-commerce platform Avangate.

1 Login to Avangate

- Go to <https://secure.avangate.com/myaccount>
- If you do not have an Avangate account, create one using your order number
- If you already have an Avangate account, click "Login now"

The screenshot shows the Avangate Customer Area login page. At the top, there are navigation links for 'myAccount', 'Order Lookup', and 'Su'. Below this is a blue header with 'Avangate - Customer Area'. The main content area is titled 'Create New Account:' and contains two input fields: 'Order no.:' and 'Email address:'. The 'Order no.:' field has a note: '* can be found in the order confirmation email'. Below the 'Order no.:' field is the text 'OR'. The 'Email address:' field has a note: '* used in the ordering process'. There is a blue 'Submit' button below the 'Email address:' field. At the bottom of the form, there is a link 'Already have an account?' with a blue 'Login now' button below it.

2 Locate Your License(s) to Extend/Renew

- Select the "My Products" tab
- Locate your license(s) by entering your order number next to "Ref Number"
- Click on "Upgrade now"

The screenshot shows the 'My Products' page in the Avangate Customer Area. At the top, there are navigation links for 'myAccount', 'Order Lookup', 'My Products', 'Personal Information', 'Payment Methods', and 'Sup'. Below this is a blue header with 'My Products'. The main content area shows a list of products. The first product is '1 x Arsenal Recon Testing (2 Month) (Ref Number: Test) Upgrade now'. The 'Ref Number: Test' text is circled in blue.

3 Extend/ Renew

- Select a subscription duration
- Select "Upgrade now" and complete your purchase

The screenshot shows the 'Upgrade options for: Arsenal Recon Testing' page. At the top, there are dropdown menus for 'Language: English' and 'Show price in: USD - United States Dollar'. Below this is a section titled 'Upgrade options for: Arsenal Recon Testing'. Underneath, there is a section titled 'Option 1' with the following details: 'Arsenal Recon Testing', 'Merchant: Arsenal Recon', 'Quantity: 1', and 'Total price:'. Below this is a dropdown menu for 'Arsenal Recon Monthly Subscriptions*' with the following options: '1 Month', '3 Month', '6 Month', '12 Month', '24 Month', '36 Month', '48 Month', and '60 Month'. The '1 Month' option is selected. There is a blue 'Upgrade now' button to the right of the dropdown menu.

4 Notes

- A confirmation email will be sent to the email address associated with your Avangate account
- If you used online activation when you last activated your license, your updated license will be found automatically when you next launch an Arsenal Recon product while online
- If you used air-gapped (a/k/a offline) activation when you last activated your license, you will need to perform another offline activation