



Extending / Renewing Arsenal Recon Subscriptions

Arsenal Recon subscriptions purchased via our website (ultimately, using Avangate/2Checkout) can be extended (if they are still active) or renewed (if they have expired) online and efficiently.

1 Login to 2Checkout

- Go to <https://secure.2co.com/myaccount>
- If you do not have a 2Checkout account, create one using your original order number
- If you already have a 2Checkout account, click “Login now”

The screenshot shows the '2CO - Customer Area' with a 'Create New Account' section. It includes input fields for 'Order no.' and 'Email address', with a 'Submit' button below. A note indicates the order number can be found in the order confirmation email and is used in the ordering process. There is also a 'Login now' button for existing accounts.

2 Locate your order to extend or renew subscriptions

- Click the “My Products” tab
- See “Ref Number” (order number) to locate the order you want to extend or renew
- Click on “Upgrade now”

The screenshot shows the 'My Products' page with a navigation bar. A list item is displayed: '5 x Arsenal Recon Software Subscription (1 Year) (Ref Number: [redacted] Test) Upgrade now'.

3 Complete extension or renewal

- Select a subscription duration
- Click “Upgrade now” and complete your purchase

The screenshot shows the 'Upgrade options for: Arsenal Recon Software Subscription' page. It includes a dropdown for 'Language' (English) and 'Show price in: USD - United States Dollar'. The main content area shows 'Option 1: Arsenal Recon Software Subscription' with 'Merchant: Arsenal Recon' and 'Quantity: 5'. The 'Total price' is \$2,850.00. A dropdown menu for '1 Month length*' is open, showing options for 1, 2, 3, 4, and 5 years, with '1 Year' selected. An 'Upgrade now' button is at the bottom right.

4 Notes

- A confirmation email will be sent to the email address associated with your 2Checkout account
- If you change the default “Quantity” value, sales will follow-up with you to determine which particular subscriptions to extend or renew
- If your original order included multiple licenses, subscription expirations will be pushed out accordingly (taking into account any previous extensions or renewals) for each license
- If you are renewing any expired subscriptions, the new subscriptions will begin once your purchase is completed
- 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 air-gapped activation