



Roxio: You cannot find your Product Key

- Roxio Easy CD and DVD Burning
- Creator NXT
- Toast
- Roxio Easy CD and DVD Burning 2

If you have misplaced your CD Key/Serial number, first please try to locate it by following the instructions below:

- The CD Key for boxed Roxio products purchased in a store (retail/online) is located on the back cover of the CD-ROM/DVD-ROM jewel case, or on a sticker on the CD/DVD sleeve.
- The CD Key for a Roxio product purchased and downloaded directly from our eStore is located in your order confirmation e-mail.
- If you do not have your order confirmation e-mail, you can look up your CD Key in your order at Digital River's Customer Service site:

<http://www.findmyorder.com>

You will be required to provide either your order number and password OR your e-mail address and the last 5 digits of the credit card you used.

- If you registered your Roxio product online, the CD Key can be found in your Roxio account. [Click here](#) to log into your Roxio account.

Note: Older registrations of Sonic branded products may not appear in your Roxio account.

If you are reading this prior to misplacing your CD Key, it is recommended that you register your software to access your CD Key or save the information in a safe place such as the User Guide/Manual.

If you still cannot find your CD Key after following the steps above, please get in touch with the [technical support team](#) with your proof-of-purchase, such as your Cleverbridge or Digital River order number (if purchased directly from us), or a scanned/PDF copy of your purchase invoice (if purchased from a 3rd-party authorized reseller), as we may be able to help recover your product key.