



Where can I find my support code

- Corel Other

In order to get in touch with our support team, you need to submit a case using your support code. If you cannot find your code, here is how to find one!

If you ordered your product directly through the Corel, Pinnacle, or Roxio web sites, your registration is automatic, and in addition to your order confirmation email, you will have received an email with your support code enclosed! Please note that these emails can take up to 30 minutes to arrive.

The first thing to check is that you are using a supported version of the product, which you can do by checking our list of supported [Corel](#), [Pinnacle](#), and [Roxio](#) products.

Now that we have established that you have a supported product, the next step would be to register your product in our support database, if you have not already!

- [Register a Corel Product](#)
- [Register a Pinnacle Product](#)
- [Register a Roxio Product](#)

Once registration is complete, you will receive an email containing your support code. This email may take up to thirty minutes to arrive. Please note that the email address you use to register will be the same one our support team uses to contact you if you have multiple email addresses, it is best to enter one you are likely to check regularly!

Additionally, support codes are valid for a limited time upon registration. Please see the [Pinnacle Support Policy](#), [Roxio Support Policy](#), or [Corel Support Policy](#) for more details on your specific product.

If your support code is no longer valid, new codes can be received by purchasing a [One-Time Support Code](#), or a [Training and Support Plan](#).
