

# What to Do If I Fail to Register or the License code is Invalid?

**If you encounter issues while registering the software or receive an invalid license code, please follow these steps:**

- 1** Copy and paste the email address and license code: To avoid any spelling mistakes, please ensure that you accurately copy and paste the provided email address and license code. Do not include any extra spaces before or after the code.
- 2** Verify the correct product: It is possible that you may have ordered or downloaded the wrong product, as some products have similar names. Double-check that you have selected the correct product for your needs.
- 3** Differentiate between Windows and Mac versions: Please note that the Windows and Mac versions of our software are completely separate products and require different license codes. Ensure that you have the appropriate license code for your operating system.

If you continue to experience difficulties registering the software due to an invalid license code or licensed email, we encourage you to contact us for further assistance via email at [support@tansee.com](mailto:support@tansee.com).

When contacting us, please include your order information (such as order ID, email address, and the name used during purchase) along with relevant screenshots that demonstrate the problem. This will help us better understand and resolve the issue promptly.

Our support team is dedicated to providing the necessary assistance to ensure a smooth registration process for our customers.

