

# SOFTWARE ASSISTANT

## RENEWING/UPGRADING YOUR LICENSE

As Assistant products are subscription based, you are required to renew your software annually should you decide to continue using the software. If you decide not to renew your license, your data will become 'read-only', allowing you to view but not modify any data within Assistant.

### Renewing or upgrading your license

Head over to the Software Assistant website and login to your user account here:

<https://softassist.com.au/Login.aspx>

#### CUSTOMER LOGIN

Welcome to your secure online support centre. Login your account with the authentication details provided in your product registration letter to access the full range of support features for your licensed software. If you are an existing Software Assistant client and do not have login details for your account, please call our Support Team on 1800 074 333 or email [supportanz@thomsonreuters.com](mailto:supportanz@thomsonreuters.com)

#### Log In

User Name:

Password:

Remember me next time.

[Forgotten your password?](#)

LOG IN

#### NOTE

If you have misplaced or forgotten your password, use the [Forgotten your password?](#) Link at the login screen. You will be sent a link valid for 12hrs to reset your password.



# SOFTWAREASSISTANT

## RENEWING/UPGRADING YOUR LICENSE

Once logged in, you are presented with a number of options including updating your **Contact Details**, downloading installation files from the **Update Centre**, or viewing past orders and invoice via **My Orders**.

- Select **Renewal** or **Upgrade** from the left hand navigator pane,
- Ensure your **Personal details** shown are current and modify if required,
- Enter the **Quantity** for the desired modules you wish to renew in the boxes provided,
- Press the **Submit order** button at the bottom of the page to submit and pay for your order. The acceptable payment methods are Visa and Mastercard.

If you would like a copy of your invoice, please visit the **My Orders** area from your user portal. Click on the **Invoice No** to view the applicable invoice.

Customers wishing to pay via a payment plan should contact the Support desk or their Account Manager for more information.

### NOTE

If you are adding additional modules to your current subscription, discounted prices are applied automatically. Any existing licenses will be shown under the relevant modules when ordering.

Orders submitted from the Assistant website are processed automatically and you should receive confirmation instantly.

## Contact us

For further information on Renewals and Upgrades, please contact the Support Desk.

Email:

[supportanz@thomsonreuters.com](mailto:supportanz@thomsonreuters.com)

TEL:

1800 074 333

