

Account & License Management Policy

License activation [ELM & EMU]

- The license will be registered to the email address of the account logged in at the time of activation. The email address is available for view on "My Account Details".
- Once activated and registered, the license email address cannot be changed, except for account details update to the email address of the registered account.
Kindly refer to "Email change" article to understand the effects of changing email address.
- Please confirm Hardware ID entered is correct at activation / registration.
Kindly refer to "Hardware ID Setup" article for more details.

Hardware ID

- ELM
 - Three activation counts per ELM license.
 - Hardware ID is required to complete initial activation / registration.
 - The initial activation / registration will consume one activation count, with two more remaining.
 - Activation count cannot be increased nor reset, under any circumstances for which ENTTEC shall not be held liable.
This applies to, but not limited to, incorrect Hardware ID entry, breakdown of machine, and transfer of license to another machine past count limit.
- EMU
 - Two Hardware ID can be registered per EMU license.
This allows for user to gain access to EMU across two desktops.
 - No limit is applied to Hardware ID activation count for EMU license.
 - Hardware ID setup also unlocks advance feature – Offline Key, which allows user to access the software without internet connection.

Email change

- Must be carried out through account portal – My Account Details page on ENTTEC website by user.
- Email Change Verification email will be sent to original email address upon change request. User will need to approve to complete the change. ENTTEC shall not be liable to provide assistance if the user does not have access to the original email address.
- All license previously activated and registered under original email address will also receive the change and update to reflect under new email address.
- Email change will be applied to all licenses registered to current account and will be transferred to the new email address. License cannot be edited individually to register under a different email address.
- A cooldown period of 3 months will be enforced before account's email address can be updated following a successful change.
- Any sale, trade, or sharing of user accounts and registered licensed content constitutes a direct violation of ENTTEC's Terms of Use. ENTTEC shall not be held liable for any issues arising from such unauthorized activities. Furthermore, ENTTEC reserves the right to pursue legal action against any party found in breach of these terms.