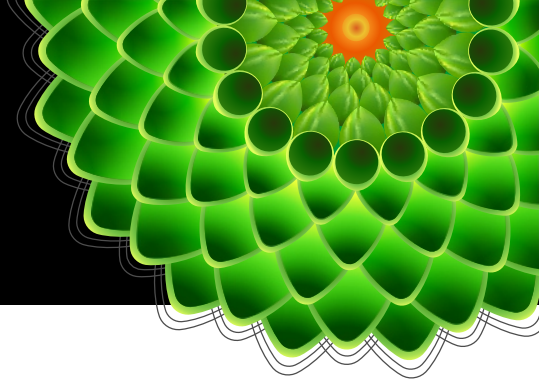


Frequently Asked Questions (FAQs)



These FAQs will provide a better understanding of CorelDRAW Product Status, Subscription, and Upgrade Information.

[I am enrolled in the Upgrade Protection Program for an earlier version of CorelDRAW Graphics Suite. How do I claim my upgrade to the latest version?](#)

[My entitlement to the next version upgrade with an active Subscription or Upgrade Protection Program is a trial and does not let me choose options for installation path, bit version or language. How can I get access to a build that will allow these choices?](#)

[How can I confirm my Upgrade Protection Program is still active?](#)

[How can I see how much time I have left on my Upgrade Protection Program before I need to renew it again?](#)

[Why do I need to authenticate the product?](#)

[Who needs to authenticate their product?](#)

[What is the Upgrade Protection Program?](#)

[Who can sign up for the Upgrade Protection Program?](#)

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[What does a CorelDRAW subscription include?](#)

[How can I confirm my subscription is still active or up for renewal?](#)

[How do I manage my subscriptions?](#)

[Can I upgrade from a trial or 30-day subscription to a 365-day subscription?](#)

[What happens if my credit card expires?](#)

[Are there any differences between subscribing to CorelDRAW Graphics Suite 2018 and purchasing a full box/download?](#)

[I don't have an Internet connection available at all times. How do I use product features and can I access online content?](#)

[Can I cancel my Upgrade Protection Program or Subscription?](#)

[If I have cancelled auto-renewal for my Upgrade Protection Program or Subscription, how can I reactivate it?](#)

[I am a Corporate user. Can I use online content and features?](#)

I am enrolled in the Upgrade Protection Program for an earlier version of CorelDRAW Graphics Suite. How do I claim my upgrade to the latest version?

As a user with an active Upgrade Protection Program (known previously as Premium Membership) you are entitled to an upgrade to the latest version of the CorelDRAW Graphics Suite.

After the release of CorelDRAW Graphics Suite 2018, you should have received an email sent to your Corel User Account email address. The email provides a download link, serial number, and installation instructions. If you have not received an email, please contact us at [corel.com/support](mailto:support@corel.com).

My entitlement to the next version upgrade with an active Subscription or Upgrade Protection Program is a trial and does not let me choose options for installation path, bit version or language. How can I get access to a build that will allow these choices?

The [Downloads section in Your Account](#) has a download entitlement for CorelDRAW Graphics Suite 2018 that allows you to select your application language and provides an installer that lets you select an installation path, options for the installation and bit version (32bit or 64bit).

How can I confirm my Upgrade Protection Program is still active?

You can confirm your Upgrade Protection Program is still active by signing into Your Account, navigating to [Order History](#) and reviewing your CorelDRAW Graphics Suite 2018 electronic software download.

How can I see how much time I have left on my Upgrade Protection Program before I need to renew it again?

The order receipt that we'll email you provides the renewal date of your Upgrade Protection Program.

Why do I need to authenticate the product?

Authentication validates and verifies your CorelDRAW Graphics Suite product license. Authenticating the product will provide significant benefits. By doing so, you will always be up-to-date with new product updates from Corel, and you will have access to online content, features and services from Corel.

Who needs to authenticate their product?

Authentication requires you to sign in with your Corel Account credentials to validate your license. Anyone who has subscribed to or purchased a box or electronic software download (ESD) version of CorelDRAW Graphics Suite 2018 or trial version must authenticate the product.

What is the Upgrade Protection Program?

The Upgrade Protection Program is an option that ensures you are always using the most up-to-date version of CorelDRAW Graphics Suite at a fraction of the cost of buying upgrades or of subscribing to the software. Unlike subscription, if you choose not to continue the Upgrade Protection Program, you get to keep the last version of the software that you installed, forever.

Who can sign up for the Upgrade Protection Program?

Anyone who purchases an electronic software download (ESD) version or single-user license(s) of CorelDRAW Graphics Suite 2018 directly from Corel, within 30 days of purchase and has authenticated the product can sign up for the Upgrade Protection Program.

If you purchased a box version of CorelDRAW Graphics Suite 2018, you can contact us at corel.com/support within 30 days of purchase to sign up for the Upgrade Protection Program. If you have purchased the Academic Version of CorelDRAW Graphics Suite 2018, you are not eligible for the Upgrade Protection Program. Users with a serial number for OEM, or Not-For-Resale (NFR) License are not eligible for the Upgrade Protection Program.

How do I sign up for the Upgrade Protection Program?

The CorelDRAW Graphics Suite Upgrade Protection Program is available as an additional item in your cart when you purchase the full or upgrade ESD version of CorelDRAW Graphics Suite 2018 directly from Corel. If you do not purchase the Upgrade Protection Program at the same time as CorelDRAW Graphics Suite 2018, you will be given the opportunity to purchase it within 30 days.

What does a CorelDRAW subscription include?

You can confirm your Upgrade Protection Program is still active by signing into Your Account, navigating Subscription is a payment method, effectively allowing you to rent a CorelDRAW Graphics Suite license for a fixed period of time (with renewals if desired). As a subscriber, authentication is required to use your product and entitles you to benefits such as online content. Once your subscription expires, you will no longer be able to use the software. Upgrades are included with subscription and ensure that you are always using the most up-to-date version of CorelDRAW Graphics Suite.

How can I confirm my subscription is still active or up for renewal?

You can confirm your subscription is still active by visiting the Product Status and Subscriptions section of [Your Account](#). Your subscription status (including remaining days) will be listed, if applicable.

How do I manage my subscriptions?

You will need to create and validate a Corel.com account in order to subscribe to CorelDRAW Graphics Suite or to authenticate the product. Once you have created and validated your account, you will be able to log in at any time on Corel.com to manage your subscription options.

Can I upgrade from a trial or 30-day subscription to a 365-day subscription?

Yes. You can upgrade your subscription only from within your Corel.com account and benefit from the associated cost savings when you upgrade to a 365-day subscription.

What happens if my credit card expires?

If your subscription or Upgrade Protection Program is up for renewal, and your credit card has expired, an email will be sent to the email address associated with your purchase to notify you to update your payment information.

Are there any differences between subscribing to CorelDRAW Graphics Suite 2018 and purchasing a full box/download?

If you subscribe to CorelDRAW Graphics Suite, and you cancel your Subscription auto-renewal or it expires, your version of the software will revert to viewer mode (similar to when a trial expires). Keeping a subscription active will ensure you always have access to the most current version of CorelDRAW Graphics Suite. If you purchase a Full or Upgrade version of the suite, you own that software version forever.

I don't have an Internet connection available at all times. How do I use product features and can I access online content?

As long as you have activated your product by signing in with your Corel.com account, you have access to all main product features even if you are offline. In order to access some of the included software components, online features and content, you must be online and authenticated. If you are subscribing to CorelDRAW Graphics Suite 2018, you will be required to be online at least once every 30 days to re-authenticate your subscription.

Can I cancel my Upgrade Protection Program or Subscription?

If you have auto-renewal set up, you can cancel the auto-renewal of your Upgrade Protection Program or Subscription. You cannot cancel the current term of your Upgrade Protection Program or Subscription. Please note, if you cancel your Upgrade Protection Program, you will not be able to re-activate it. It is only available for purchase at the time of your software purchase or within 30 days of your software purchase when you buy an ESD version direct from Corel.

If I have cancelled auto-renewal for my Upgrade Protection Program or Subscription, how can I reactivate it?

If you cancel Upgrade Protection Program, you can no longer reactivate it. If you cancel a subscription you can reactivate it in the Product Status and Subscriptions section of Your Account.

I am a Corporate user. Can I use online content and features?

Corporate users who have purchased CorelDRAW Graphics Suite 2018 Enterprise licenses (starting at 5 seats) or CorelDRAW Graphics Suite subscription volume licenses can access and use online content and features as long as they have authenticated the product. Please reach out to your IT administrator or team for authentication and access to the online content. Note: Your administrator may prevent access to online content during network deployment of the software. Software deployment is supported only with CorelSure Maintenance. CorelSure Maintenance is included with CorelDRAW Graphics Suite Enterprise licenses and subscription volume licenses.



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