



# How To:

## Update Your License Information

**This step by step How To article explains how to update the information that is in your Palm-Tech license.**

**For a complete list of available How To documents visit the Support section of our website: [www.palm-tech.com/support/](http://www.palm-tech.com/support/)**

# How To: Update Your License Information

Your Palm-Tech license includes your company name and your inspector name. These are items that are tied to the license and you are not able to change them on your end. However, if you do need to update the information (company name changes, there needs to be a correction, etc) you can contact us to make the change and send you an updated license.

1. To update your license information you first need to fill out a license request form. You can locate it online here: [http://palm-tech.com/support/license\\_request.php](http://palm-tech.com/support/license_request.php)
2. Once you fill out all of the information on the webpage click on 'Send' to submit the request to Palm-Tech.

All information in **bold** must be filled out.

<b>Inspector's Name:</b>	John Inspector
<b>Company Name:</b>	ABC Inspection Co, Inc.
<b>E-mail Address:</b>	john@gmail.com
<b>Phone Number</b> (in case there is a question):	(123)456-7890
<b>Complete Address*:</b>	
<b>City/State/Zip*:</b>	

\*You only need to fill out the Address and City/State/Zip if you are using Version 5

**What version of the software do you need sent?**

Version 8  
 Version 7  
 Version 6.5  
 App Login Information  
 Version 6  
 Version 5

**More Information:**

Changing my company name. My old company name was John's Inspection Company.

**Send**

You can also download a PDF of the form from [here](#) and email ([support@palm-tech.com](mailto:support@palm-tech.com)) or fax (513-729-4683) it back to us.

3. Once we receive the request we will process it the next business day. You will receive an email from us with the updated license and instructions for getting it in place.