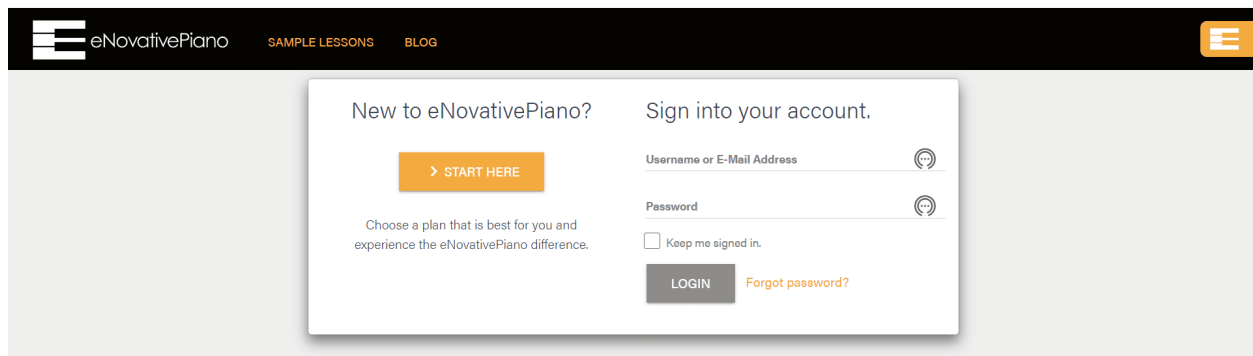


## My eNovativePiano account has expired. How do I resubscribe?

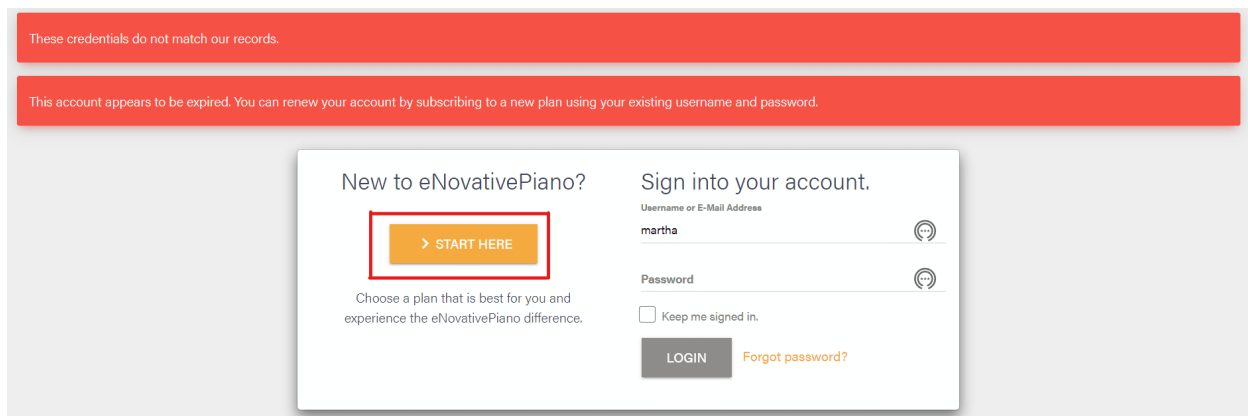
When you subscribe to eNovativePiano an account is created which you access by username/password. This account is linked to the email address that you used when you purchased your subscription. When your subscription expires, your account becomes 'inactive.' To resubscribe and reactivate your old account, follow these instructions:

1. Go to [www.enovativepiano.com](http://www.enovativepiano.com)
2. From the login screen, sign into your old account. If you use your email address to sign in, it must be the same address used when you created the account.

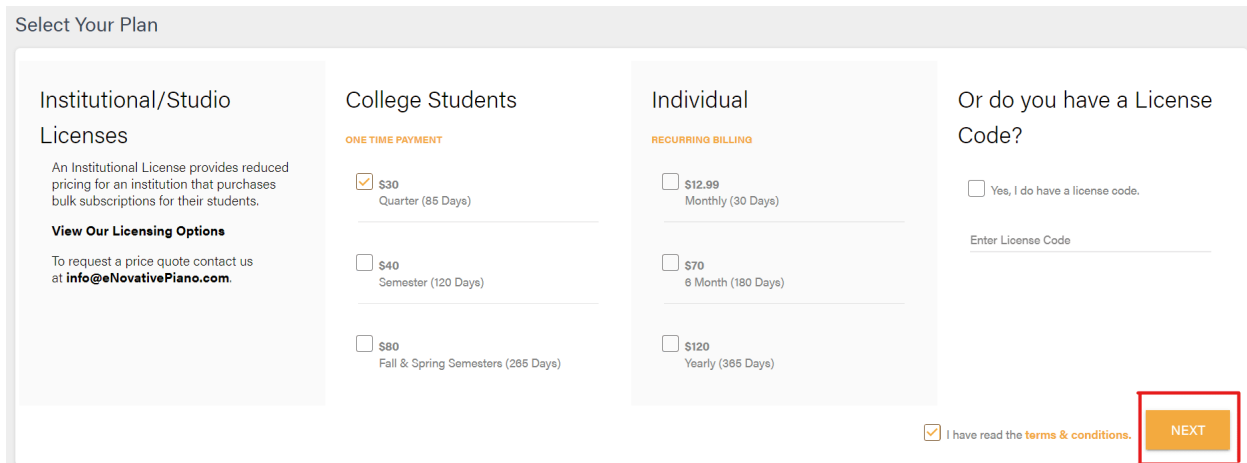


3. Because your account has expired, these error messages will be displayed within a red banner: *These credentials do not match our records.* and *This account appears to be expired. You can renew your account by subscribing to a new plan using your existing username and password.*

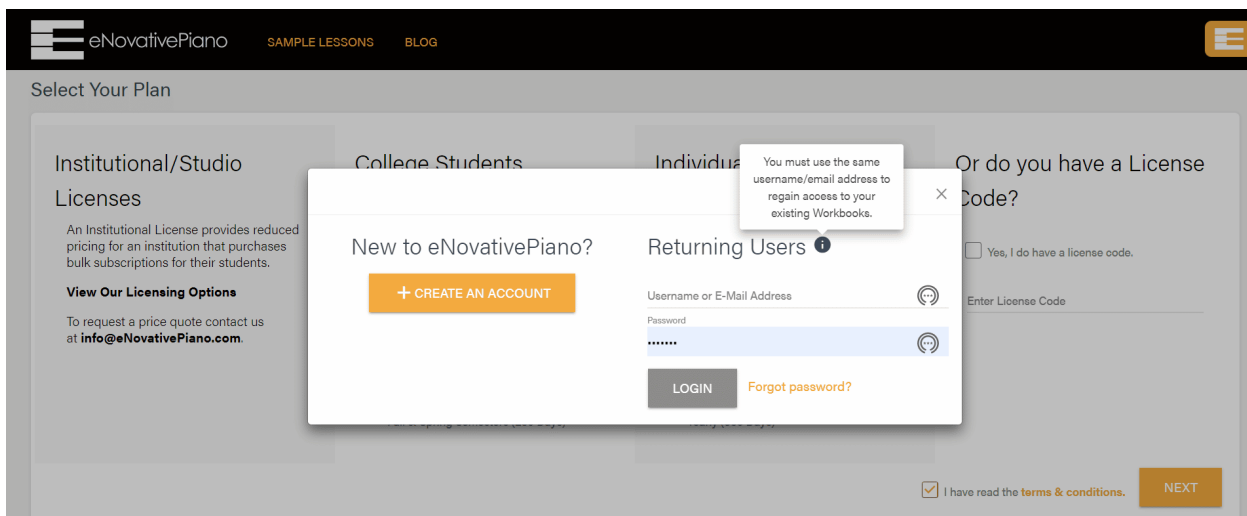
Select the "START HERE" button to go to the next screen where you will choose your subscription plan.



- After you choose the plan (Semester, Quarter, etc.) and accept the terms and conditions, select the orange "NEXT" button. If you are purchasing a subscription with a license code, only complete the section "Or do you have a License Code?," accept the terms and conditions, and select "NEXT."



- Now, enter the username/password for your expired account under "Returning Users."



- Upon a successful login, you will be taken to a secure credit card processing page where you can enter your credit card information. If you are using a license code, you will bypass the credit card processing page.

