

# How do I access my license key?

## TITLE:

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## SOLUTION:

New and Existing customers can access temporary or permanent keys by browsing the portal login page, [Licensing Portal](#). Under 'My Uptime', enter your email address and password. If you do not know or have forgotten your password, click the link 'Retrieve Password'. Once you have logged in, you will be able to view, edit, create or update your organization's license keys. If you are able to login to the portal, but do not see the 'License Portal' option, this indicates that your portal account does not have permission to manage licenses. Your organization's 'Key Technical Contact' can manage your portal account to provide the permissions necessary for the license portal. If you do not know who the key technical contact is, please contact your Uptime Account Manager or email [sales@uptimesoftware.com](mailto:sales@uptimesoftware.com).

If you have already installed Uptime Infrastructure Monitor and need to review the key(s) currently applied to your installation, please choose from either of the following methods of access:

1. If you have access to the Uptime Infrastructure Monitor user interface Config tab, click the tab and then the License Info link.
2. If you have access to the Uptime Infrastructure Monitor monitoring station server, the license key is stored in the Uptime Infrastructure Monitor installation folder within the license.dat file.