

# I have submitted a purchase order for Uptime Infrastructure Monitor, how do I get my licenses?

The order is processed by Sales and a license request is sent to Licensing. The Licensing Team will process the request within 1 business day. When the license request is processed, an email notification is sent to the Customer Account's portal users who have been assigned the role of 'Key Technical Contact' or 'License Administrator'. Any of these individuals may log into the Uptime Infrastructure Monitor Support & License Portal (<http://support.uptimesoftware.com>) to generate a temporary key. Temporary keys are valid for 60 days from the date of creation.

Once the Account Team confirms receipt of payment notify Licensing that a permanent key can be issued for the purchase. The License Team will send an email notification to Key Technical Contacts and License Administrators that permanent keys have been made available in the portal. Any of these individuals may log into the Uptime Infrastructure Monitor Support & License Portal (<http://support.uptimesoftware.com>) to generate a permanent key.

Related articles:

[How do I access my license key?](#)

[Adding or Updating a License Key](#)