

ActivEngage to ActivEngage2 Upgrade Process

This guide will take you through the process of upgrading existing ActivEngage license keys to ActivEngage2. The entire registration process should take less than 10 minutes. You will need to gather the following information before upgrading:

Information Needed to Register into the Prometheus Product Registration Portal:

This step is needed if you have not previously registered on the system:

- Personal contact information
 - First Name
 - Last Name
 - Phone Number
 - Email

To begin, open a browser and navigate here:

<http://registration.prometheanworld.com>

Log in or register if you don't have an account. Should you require assistance, click **Help**.



[Home](#) [My Products](#) [Search](#) [Help](#)

Log In.

Enter your login details below

Email address

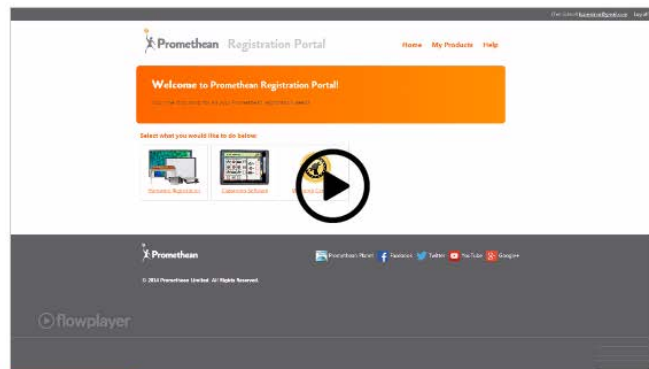
Password

Remember me?

[Log In](#)

[Register](#) if you don't have an account.

[I have forgotten my password.](#)



Click **Classroom Software** to register your ActivEngage License Key(s).



[Home](#) [My Products](#) [Search](#) [Help](#)

Welcome to Promethean Registration Portal!
 Your one stop shop for all your Promethean registration needs.

Select what you would like to do below:



[Hardware Registration](#)



[Classroom Software](#)



[Warranty Certificate](#)

Enter your current ActivEngage License Key(s) and click **Register**. Enter ALL your ActivEngage License Keys in order to ensure the correct number of ActivEngage2 License Keys is generated.



[Home](#) [My Products](#) [Search](#) [Help](#)

Register New Software

License Key	Status
<input type="text" value="cc3b08cddeac0294"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	

[+ Add New Product](#)

(NOTE: Click [+ Add New Product](#) to insert additional rows.

Read the section “Steps to locate your ActivEngage License Key” below if you need to find your License Key(s).

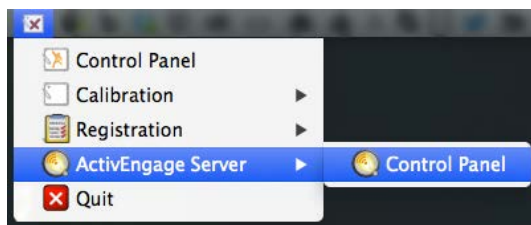
The License Key registration will trigger the ActivEngage2 License Key generation process. The new ActivEngage2 License Key(s) will be sent, within 5 business days, to the email entered during the registration process. The ActivEngage2 License Registration Team will contact you with advice on next steps needed to get ActivEngage2 operational.

Please go to <http://www.prometheanplanet.com/activengage2-download> for instructions to download the ActivEngage2 Server, Clients and additional product information.

If for some reason you cannot complete your registration, please contact Promethean Technical Support.

Steps to locate your ActivEngage License Key

Open the ActivEngage Server Control by running the application or, if ActivDriver is installed on that computer, through the ActivManager icon by selecting **ActivEngage Server** then **Control Panel**.



Once in the ActivEngage Server Control Panel, click on **Registration**.

The License Key will be in the text box. Copy and paste this into the registration form in order to receive your ActivEngage2 License Key.

