

License Transfer Procedure

CSRS-FERS Benefits Calculator & Retirement Analyzer

Professional Edition

Step 1

Deactivate Software

- ① Run/Open the CSRS-FERS Benefits Calculator & Retirement Analyzer
- ② Click on the **red** Activation tile on the *Home Screen*
- ③ Request a deactivation code (*in the Request the Code section*)
 - a. Enter "License Transfer" in PayPal Transaction ID
 - b. Enter email address
 - c. Click Submit**
- ④ You will receive an email with Deactivation Codes
- ⑤ Enter deactivation codes (*in the Enter the Code section, must be exact*)
 - f. Customer ID: **XXXXXXXX**
 - g. Deactivation Code: **XXXXXXXXXX**
- ⑥ Click Submit

Step 2

Confirm Deactivation

- ① Send a confirmation of deactivation
 - a. Click on the **red** Activation tile on the *Home Screen*
 - b. Select Personal Plus Activation (*radio button at the top*)
 - c. Enter "Deactivation Confirmation" in PayPal Transaction ID
 - d. Enter first name, last name and email address
 - e. Click Submit**

Step 3

Reactivate Software

- ① Install the software on the new computer, [click here](#)
- ② Run/Open the CSRS-FERS Benefits Calculator & Retirement Analyzer
- ③ Click on the **red** Activation tile on the *Home Screen*
- ④ Select Professional Activation (*radio button at the top*)
 - a. Enter your advisor information - mandatory fields are:
 - I. Company Name
 - II. Advisor Name (one name only)
 - III. Phone #
 - b. Click OK
- ⑤ Request an activation code (*in the Request the Code section*)
 - a. Enter "License Transfer" in PayPal Transaction ID
 - b. Enter email address
 - c. Click Submit**
- ⑥ You will receive an email with Activation Codes
- ⑦ Enter Activation Codes (*in the Enter the Code section, must be exact*)
 - a. Customer ID: **XXXXXXXX**
 - b. Activation Code: **XXXXXXXXXX**
 - c. Click Submit
- ⑧ Software will automatically restart

****If email fails, copy & paste all information in the NotePad window into an email to ActivationDepartment@FedRetireSoftware.com**