

ATLAS.ti License Management System

Frequently Asked Questions

ATLAS.ti License Management System Frequently Asked Questions

Copyright ©2021 by ATLAS.ti Scientific Software Development GmbH, Berlin. All rights reserved.

Document version: 761.20210131.

Copying or duplicating this document or any part thereof is a violation of applicable law. No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including, but not limited to, photocopying, without written permission from ATLAS.ti GmbH.

Trademarks: ATLAS.ti is a registered trademark of ATLAS.ti Scientific Software Development GmbH. Adobe Acrobat is a trademark of Adobe Systems Incorporated; Microsoft, Windows, Excel, and other Microsoft products referenced herein are either trademarks of Microsoft Corporation in the United States and/or in other countries. Google Earth is a trademark of Google, Inc. All other product names and any registered and unregistered tradem

Contents

<u>Private and Single Users.....</u>	<u>5</u>
<u>I have purchased an ATLAS.ti license. What do I do now?.....</u>	<u>5</u>
<u>Do I need an ATLAS.ti account to purchase ATLAS.ti license?.....</u>	<u>5</u>
<u>Do I need an ATLAS.ti account to use ATLAS.ti?.....</u>	<u>5</u>
<u>I have purchased a license. Is it automatically added to my ATLAS.ti account?.....</u>	<u>5</u>
<u>Do I need to be online to use ATLAS.ti for Windows or Mac?.....</u>	<u>5</u>
<u>Can I install and activate ATLAS.ti for Windows or Mac without an internet connection?.....</u>	<u>5</u>
<u>How do I validate my license without an internet connection?.....</u>	<u>6</u>
<u>Are there limitations when I validate my license offline?.....</u>	<u>6</u>
<u>Can I install or use ATLAS.ti on more devices?.....</u>	<u>6</u>
<u>I installed ATLAS.ti for Windows or Mac on two computers, now I need a third computer.....</u>	<u>6</u>
<u>How do I uninstall ATLAS.ti for Windows or Mac from a computer I no longer need?.....</u>	<u>7</u>
<u>I want to free the license from a computer where I installed ATLAS.ti for Windows or Mac, but the computer is broken or I no longer have access to it.....</u>	<u>7</u>
<u>I have installed ATLAS.ti for Windows or Mac on two computers. I forgot on which of my many computers I did install it. Can you tell me the name of the computers?.....</u>	<u>7</u>
<u>How long is the trial license valid for?.....</u>	<u>7</u>
<u>Does the Trial license have restrictions?.....</u>	<u>8</u>
<u>My license has expired and I cannot save my work.....</u>	<u>8</u>
<u>I have not received a confirmation email.....</u>	<u>8</u>
<u>I did verify my email address, but I am still unable to login.....</u>	<u>8</u>
<u>I cannot access my account, I don't know my password.....</u>	<u>9</u>
<u>I cannot reset my password. I did not get a "reset password" email.....</u>	<u>9</u>
<u>I cannot activate my license key.....</u>	<u>10</u>
<u>I want to request a trial license but I get an error telling me that it is not possible.....</u>	<u>10</u>
<u>I want to purchase a license for somebody else.....</u>	<u>10</u>
<u>Can I transfer my license to another account?.....</u>	<u>10</u>
<u>How can I cancel my subscription?.....</u>	<u>10</u>
<u>I no longer have a license. Can I access my data and my projects?.....</u>	<u>10</u>
<u>I am unable to login into license the portal because my IP address has been blocked.....</u>	<u>10</u>
<u>How do I change my password?.....</u>	<u>10</u>
<u>The reset password link has expired and does not work.....</u>	<u>11</u>
<u>I don't speak English very well? Is the portal available in other languages?.....</u>	<u>11</u>
<u>How do I delete my account?.....</u>	<u>11</u>
<u>How do I change my email address?.....</u>	<u>11</u>
<u>How do I logout of the desktop application?.....</u>	<u>11</u>
<u>What information do you store about me and where do you store it?.....</u>	<u>11</u>
<u>What information will ATLAS.ti support ask me for and where do I find it?.....</u>	<u>12</u>
<u>University and Organization Users.....</u>	<u>14</u>
<u>Do I need a special ATLAS.ti account to be a member of an organization?.....</u>	<u>14</u>
<u>How do I become a member of an organization?.....</u>	<u>14</u>
<u>Which organizations am I member of?.....</u>	<u>14</u>

How do I contact my organization administrator?.....	15
My organization has shared a license with me. Do I need to be online to use ATLAS.ti for Windows or Mac?.....	15
I want to work offline. What should I do?.....	15
I am working on my dissertation or on some other very important work. How do I ensure and reserve a license from my organization, so I don't end up in a situation where all licenses are in use an hour before I must finish my work?.....	17
I am a member of organization but I have my own license.	18
Am I using my own or my organization's license?.....	18
Can I use ATLAS.ti on more devices?.....	18
License Administrators.....	19
Do you have license management guidelines for organizations?.....	19
Do all users in our organization have to login with my admin account?.....	19
Do I have to create an account for every user in our organization?.....	19
Do I have to explicitly add each user to my organization?.....	19
What is an invited user?.....	19
How do I invite users to use my licenses?.....	19
Are the invite code and invite URL permanent?.....	20
Can I see a list of all users that may use my licenses?.....	20
Can I invite and have more users than I have license seats?.....	20
Can I share any type of license with other user?.....	20
Can I share a single user license?.....	20
My organization has a multi-user license, but I got only one license key. I need a license key for each of our users.....	21
How do I free a license seat that an invited user is occupying?.....	21
How exactly does the concurrent license model work?.....	21
Can I share my license with users outside my organization?.....	21
All our available license seats are in use. Can I purchase addition licenses?.....	21
How can I uninvite user and block them from using my licenses?.....	22
I registered my organizational license under my personal account. How do I transfer the license to my organization account?.....	22
On how many computers may I install ATLAS.ti?.....	22
How do I allow other users or colleagues to administer my licenses?.....	22
Is it possible to constrain invited users?.....	22
How can I ensure that only selected / legitimate users have access to my licenses?.....	22
What firewall ports must be open? What communication happens between the desktop application and the server? ..	22
How can I diagnose problems with the desktop application? Is there a log file?.....	22
Where is license information stored?.....	23

Private and Single Users

I have purchased an ATLAS.ti license. What do I do now?

1. If you do not have an ATLAS.ti account, go to <https://my.atlasti.com/register> and create a new account.
NB: The email and password you may have entered during the purchase process in the web shop is not for an ATLAS.ti account, i.e., this did not create a new account for you. Go to <https://my.atlasti.com/licenses> and enter ("redeem") your license key to activate it.
2. If using ATLAS.ti Cloud, go to <https://cloud.atlasti.com/>.
3. If using ATLAS.ti for Windows or Mac, download it from your account. You will find the download links under **My Licenses**.
4. Install the application and start it. When asked to log in, enter your email address and the password that you chose in step 1.

Do I need an ATLAS.ti account to purchase ATLAS.ti license?

No. You can purchase an ATLAS.ti license without having an ATLAS.ti account. However, to use the software you need an account.

You can always give the license key to somebody who has an ATLAS.ti account.

See also:

- [Do I need an ATLAS.ti account to use ATLAS.ti?](#)

Do I need an ATLAS.ti account to use ATLAS.ti?

Yes, every user of ATLAS.ti needs an account.

I have purchased a license. Is it automatically added to my ATLAS.ti account?

It depends. If you have an ATLAS.ti account and if you are logged in to your account, when you visit the ATLAS.ti web shop from the ATLAS.ti web page or from the ATLAS.ti license portal, the web shop automatically activates the newly purchased license under your account. It should appear in the license portal automatically.

If the web shop cannot access your account, it will display and email you the license key, and you can then login into your account and activate the newly purchased license.

Do I need to be online to use ATLAS.ti for Windows or Mac?

No. You can use ATLAS.ti without internet access. However, there are some restrictions.

You need online access to purchase the software and create an ATLAS.ti account.

You need to be online to use ATLAS.ti Cloud.

You need internet access to download ATLAS.ti for Windows or Mac and to activate the installation.

See also:

- [Can I install and activate ATLAS.ti for Windows or Mac without an internet connection?](#)

Can I install and activate ATLAS.ti for Windows or Mac without an internet connection?

Yes and no.

You need an internet connection to purchase the software, create an ATLAS.ti account, activate the license and download ATLAS.ti for Windows or Mac. This does not have to be the same device where you intend to use the software.

You can install the software on a computer on a secure network, i.e., one without internet access. Just copy the installation files to a USB key and transfer them to the device where you want to install ATLAS.ti for Windows or Mac.

Follow the instructions for validating your license offline.

See also:

- [How do I validate my license without an internet connection?](#)
- [Are there limitations when I validate my license offline?](#)

How do I validate my license without an internet connection?

When you start the application on a computer that is offline or without internet access, it will inform you that there is no internet connection. You can choose to validate your license offline. Validating offline consists of the following steps:

1. The app will inform you that you do not have an internet connection. Choose to validate your license offline.
2. The app will generate a validation request. Save this request file to your computer, or preferably, directly on a USB stick.
3. Copy the request file to a device with internet access. We recommend using a USB stick to transfer the file.
4. Double click on the request file. The request file is a standard HTML file. It will open your default browser and take you directly to the ATLAS.ti license portal.
5. Login to your ATLAS.ti account and accept to validate the offline license.
6. The license portal will generate a response file. Save this response file, preferable on a USB key and take it back to the original computer, the one without internet access, where the request was generated.
7. If you have closed ATLAS.ti, start ATLAS.ti and choose to validate the license offline (same as step 1).
8. Click on Open Response File and choose the file that was saved in the license portal.

Once the above procedure is completed, the application will save the license information from the response file for future use.

See also:

- [Can I install and activate ATLAS.ti for Windows or Mac without an internet connection?](#)
- [Are there limitations when I validate my license offline?](#)

Are there limitations when I validate my license offline?

Yes, there are some limitations.

When you validate your license offline, the license seat is permanently bound to the computer where the offline request was generated. This means that you cannot use the license on another computer.

Normally, when the license is automatically validated over an internet connection, you can log out from inside the application. This will make the license available for later use on the same or on another computer. This option is not possible with offline validated licenses.

Only permanent licenses allow offline validation. Licenses that expire, for example semester licenses do not allow offline validation.

Can I install or use ATLAS.ti on more devices?

Most license types allow you to install and use ATLAS.ti for Windows or Mac simultaneously on up to two devices. This, for example, allows you to have a work computer and a laptop with ATLAS.ti.

ATLAS.ti Cloud does not require installation, as it runs in your web browser. You are permitted to have ATLAS.ti Cloud open on one device only. To use ATLAS.ti Cloud on another device, just close it on the first device.

If your license permits you to share it with other people, only one of you can use ATLAS.ti on more devices simultaneously.

This means for example that if you have a 1-concurrent-seat license, you can use ATLAS.ti on up to two devices simultaneously, but if you have shared the license with another user, you cannot use it on one device while the other user uses it on another device.

I installed ATLAS.ti for Windows or Mac on two computers, now I need a third computer.

Your ATLAS.ti Windows + Mac license may allow you to use it simultaneously on two computers. If you try to use it on a third computer, the software will inform you that all your license seats are occupied.

You can purchase an additional license seat. If you have two license seats, you can use ATLAS.ti for Windows or Mac on up to four devices simultaneously.

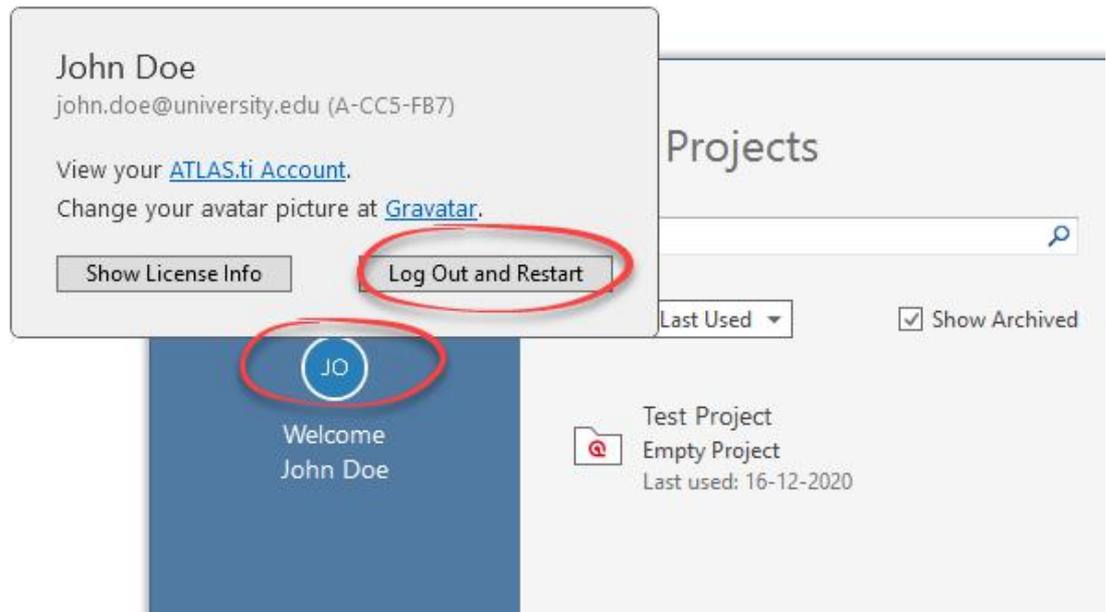
If you want to replace one of your existing devices with another device, start ATLAS.ti on the existing device and log out of the application. This will free one of the two seats. Then just start ATLAS.ti on the new device and log in. This will affectively transfer the license from the old to the new device.

If you no longer have the old device, contact ATLAS.ti Support for help deregistering the old device.

How do I uninstall ATLAS.ti for Windows or Mac from a computer I no longer need?

On the welcome screen, click on the avatar icon and click on **Log out and Restart**. The license is now deallocated and free to be used on another computer. Do not log in again on this computer, as this will again allocate the license and bind it to this computer.

You do not need to uninstall the software from the computer.



I want to free the license from a computer where I installed ATLAS.ti for Windows or Mac, but the computer is broken or I no longer have access to it.

Please contact Support with the following information:

- You email address and your user id. It has the format A-123-456 and is found on the portal <https://my.atlasti.com/profile> at the bottom of the page.
- The license id or the license purchase number.
- Was the computer a Windows or Mac, and roughly when was the last time you used ATLAS.ti on this computer.

I have installed ATLAS.ti for Windows or Mac on two computers. I forgot on which of my many computers I did install it. Can you tell me the name of the computers?

No. For privacy and security reasons we do not store this information. The only information we store is if the computer was a Windows or a Mac computer.

How long is the trial license valid for?

It is valid for a period of 90 calendar days after the trial license was requested. During these 90 days, you can use the software in its full capacity for five full days. These five days do not have to be consecutive, i.e., can be spaced out as desired. When you start the application, it deducts 1 day from the 5 active days you are allowed to evaluate the software. If you close and restart the application or let it run within the next 24 hours, no additional days are deducted from your active trial days. When the 24 hours have passed, if the app is still running, an additional active day is deducted. Same applies if you start or restart the application.

This allows you for example to evaluate the app for two days, go on a one-week vacation and later evaluate the app for another three days. When all five active days are used, the trial license expires. Likewise, if the five active days are not used within the 90 calendar days, the license expires.

Does the Trial license have restrictions?

Yes. The trial license is for evaluation purposes to allow you to try and test the software before you purchase a license. It is not meant and does not support use the application for your daily work or for your studies.

That said, there are no technical limitations imposed by the application, with the exception that a trial license requires an active internet connection to validate the license. This means that it does not allow offline license validation.

After the trial period has expired, you will no longer be able to save or export your projects.

My license has expired and I cannot save my work

You may have ATLAS.ti open for a long time and have worked on your project without saving. ATLAS.ti will warn you that your license is about to expire. If you have ignored these warnings and the license expires before you save your work, it's still not all lost:

1. Purchase a new license and activate it in the ATLAS.ti portal.
2. View your license information in ATLAS.ti Windows or Mac and click on **Check for Updated License**.

The new license should take effect immediately and you can save your work.

The application automatically checks if there is a new license on regular intervals, and if you purchase a new license few days before the old license expires, you will not have to manually ask the app to check for an updated license.

I have not received a confirmation email

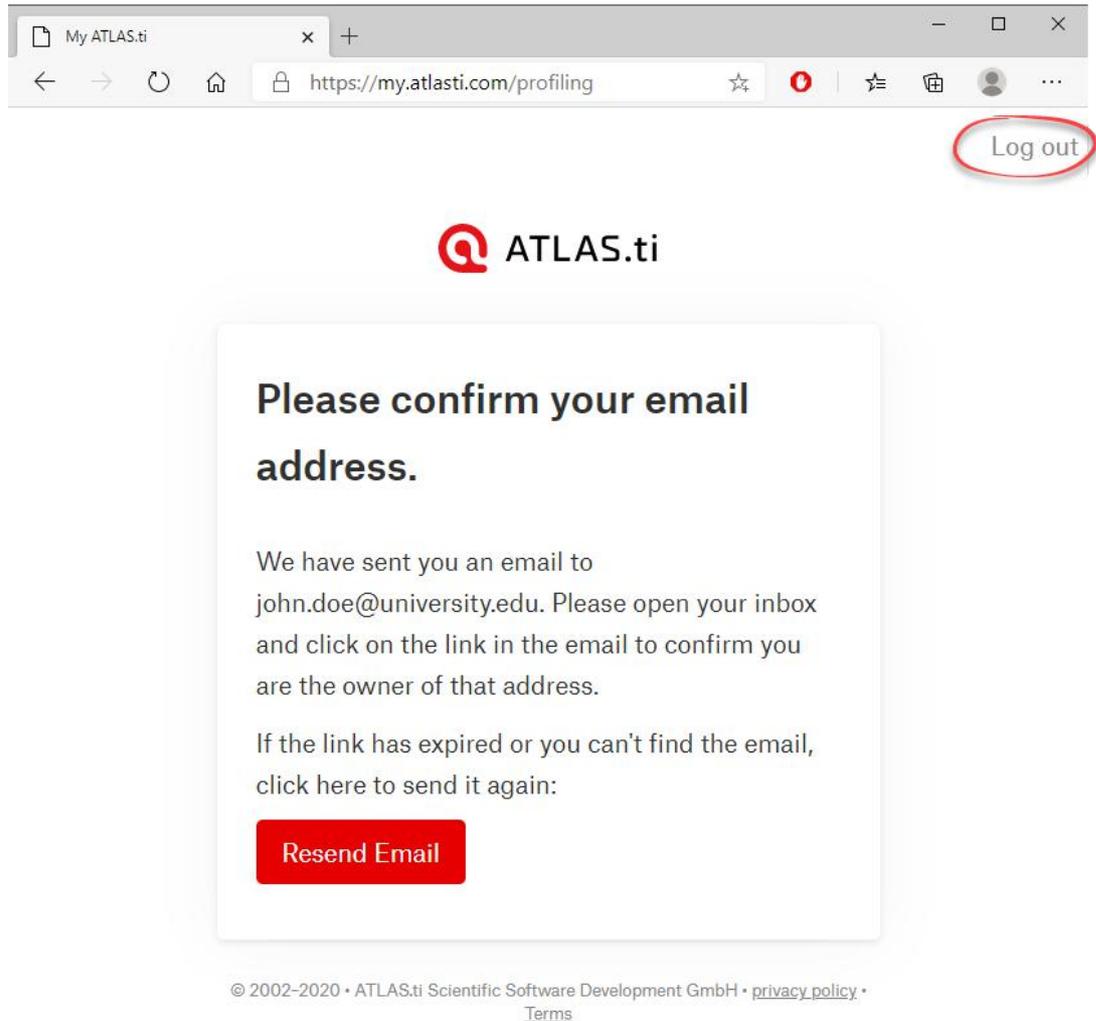
First, check your spam folder. If it is not in your inbox or your spam folder, we cannot say why the email is not received. It could be that your email organization (company, university, internet provider) blocks it before it arrives in your mailbox or spam box. In some rare cases it takes up to 12 hours for email systems to process an email. This is primarily a limitation of anti-spam filters.

If you have not received the email after 24 hours, please contact ATLAS.ti Support to manually validate your email address.

I did verify my email address, but I am still unable to login

This could be a browser cache issue. Clear your browser cache and history. Alternatively, try to open your browser in "private / incognito" mode and try again.

If you are stuck on the email confirmation page and you have already confirmed the email, try to **log out** and login again.



My ATLAS.ti

https://my.atlasti.com/profiling

Log out

ATLAS.ti

Please confirm your email address.

We have sent you an email to john.doe@university.edu. Please open your inbox and click on the link in the email to confirm you are the owner of that address.

If the link has expired or you can't find the email, click here to send it again:

[Resend Email](#)

© 2002-2020 • ATLAS.ti Scientific Software Development GmbH • [privacy_policy](#) • [Terms](#)

I cannot access my account, I don't know my password

We cannot find or reset your password for you as we do not have it, either. If you have forgotten your password, you can reset it. Go to <https://my.atlasti.com>, and, when asked for email and password, click on **Forgot password**. Then enter your email address and you will receive an email with instructions on resetting your password.

I cannot reset my password. I did not get a “reset password” email

If the reset password email does not arrive within few minutes, please check your spam folder. In rare cases, your email organization (company, university, internet provider) may block some emails before they arrive in your mailbox or spam box; talk to the administrator of your email organization. Be aware that it can take up to 12 hours for email systems to process an email. This is primarily a limitation of anti-spam filters employed by the various email systems.

Also, ensure that you have typed the correct email address, i.e. the address that you used to register your ATLAS.ti account. The ATLAS.ti account is not necessarily the same as the account in the online shop. If you enter an invalid or inexistent email address, the web site will still tell you to check your email, but obviously no email would have been sent. This is for security reasons.

Tip: To verify if you have an ATLAS.ti account or which email address you have used to register your account, go to <https://my.atlasti.com/register> and enter your email address and some random password. You will get an error if an account exists with the entered email address. If you do not have ATLAS.ti account with the entered email address, a new account will be created.

I cannot activate my license key

If you enter your license key and it is not accepted, try the following solutions:

First, check that you have a valid license key. License keys have the format *R-123-456-789-ABC-DEF-123*. If your license key has the format *12345-67890-ABCDE-FGHIJ-KLMNO*, then this is a license key for an older program version; it cannot be activated in the license portal.

Second, the key may only be activated by one account. If the license key was already activated by another user, you will get an error. If you have already activated the license under your account, you will get a warning that the license has already been activated.

Third, try typing the key by hand. We have seen some email programs replacing digits and letters with similarly looking characters or adding invisible spaces or other separators.

You will not need to enter the license key into the application. In previous program versions, license keys were entered directly into the application, while version 9 license keys are activated in the license portal <https://my.atlasti.com>. Entering a version 9 key in the version 8 (or older) application will also not work.

I want to request a trial license but I get an error telling me that it is not possible

The system will deny issue of a new trial license under the following circumstances:

- You have a (regular) license
- You already have an active trial license
- You have recently had a trial license

I want to purchase a license for somebody else

This should not be a problem. If you haven't purchased your license, this is easy. I recommend the following:

1. Go to my.atlasti.com and log-out.
2. Go to the ATLAS.ti web shop and purchase your license. Use whichever email you want.
3. You should receive a confirmation email with the license key.
4. Go to my.atlasti.com and log-in with the email which you use for your project work.
5. Type in the license key and active it. This will add it to your account - the one with the project work.

Can I transfer my license to another account?

No.

How can I cancel my subscription?

The purchase confirmation that you received from the web shop/cleverbridge contains information on how to cancel your subscription.

I no longer have a license. Can I access my data and my projects?

Yes.

ATLAS.ti for Windows or Mac store your data locally on your computer. Even when your license has expired, you can start ATLAS.ti for Window or Mac and open and view your projects. However, you will not be able to save any changes. ATLAS.ti Cloud stores your data in the cloud. Even when your license has expired, you can still access and view your projects.

I am unable to login into license the portal because my IP address has been blocked

You have attempted 10 consecutive logins unsuccessfully. Brute force protection has kicked in and further attempts are blocked from your IP address for your account. This is now reset and you can try to login again.

How do I change my password?

Go to <https://my.atlasti.com/profile> and click on the **Reset Password** button.

The reset password link has expired and does not work

You can use the reset-password link from the email only once. But you can always go to <https://my.atlasti.com/profile/reset-password> to request a new reset password email (and link).

I don't speak English very well? Is the portal available in other languages?

Yes. Currently the license portal is available in English, German and Spanish. Go to <https://my.atlasti.com/profile> choose the language you want to use.

How do I delete my account?

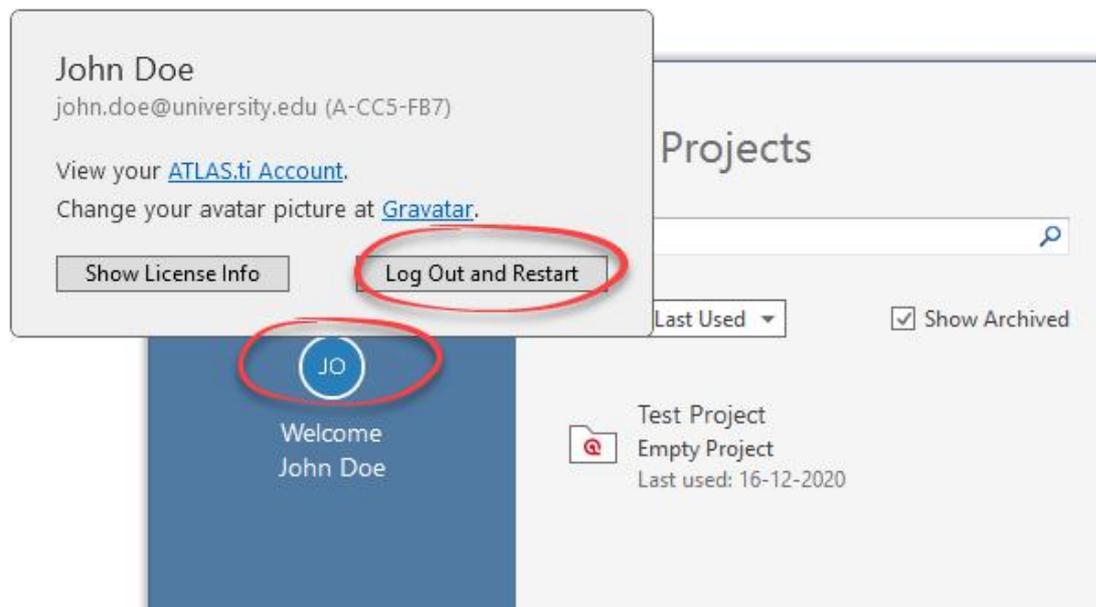
You cannot do this yourself. Contact support and include your account/user ID. You find it at the bottom of the page in your account.

How do I change my email address?

Email addresses cannot be changed by you or our support.

How do I logout of the desktop application?

On the welcome screen, click on the avatar icon and click on **Log out and Restart**.



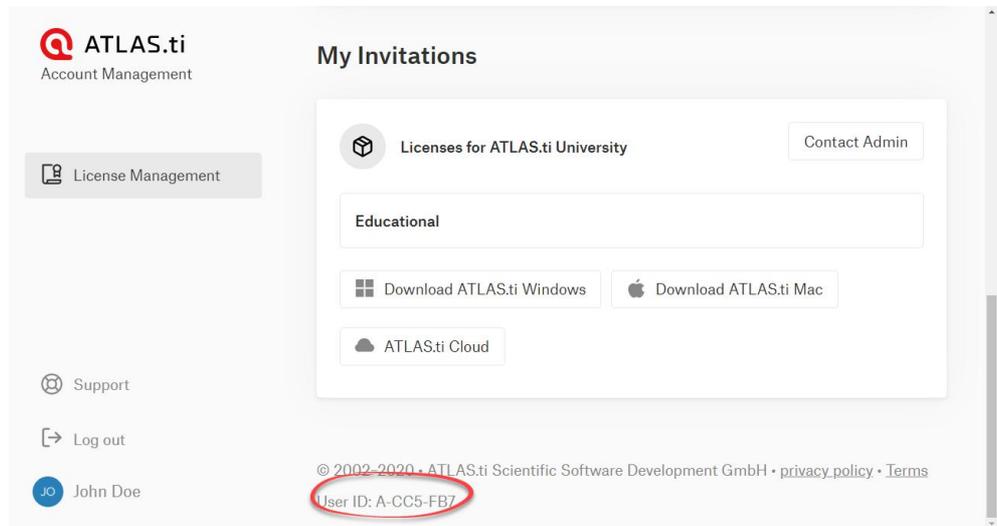
What information do you store about me and where do you store it?

The full and binding details are available here <https://atlasti.com/privacy/> and here <https://atlasti.com/dpa/>. The license system stores your email, your name, and technical information necessary to manage your licenses. **It does not store nor contain information about your projects and your project data.** Those data are stored by ATLAS.ti for Windows or Mac locally on your device. ATLAS.ti Cloud stores your data in the cloud; however, this system is a separate system and unrelated to the license management system.

What information will ATLAS.ti support ask me for and where do I find it?

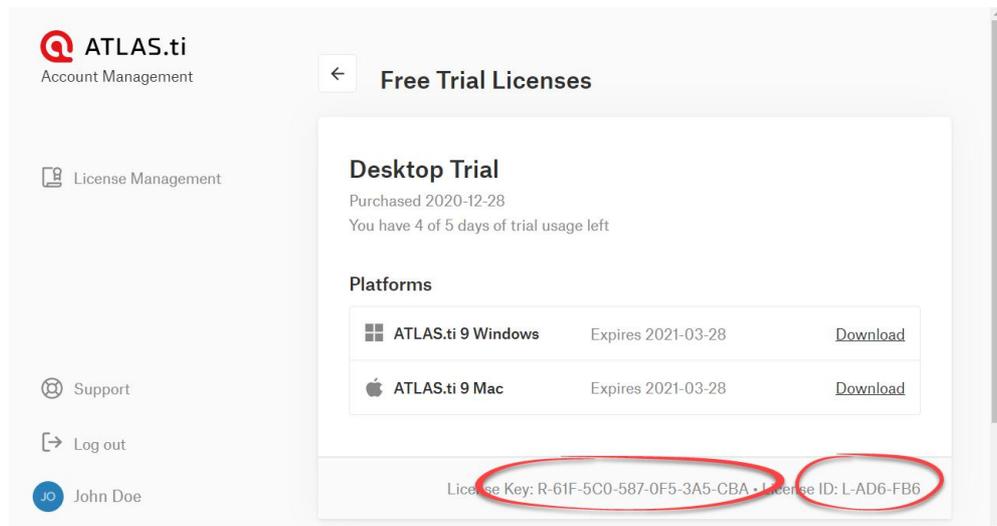
If you have to contact ATLAS.ti support, we may ask you for some information to help diagnose problems. Here are the most common things that we may need and where to find them.

1. Your **account / user id** in the license portal.



The screenshot shows the ATLAS.ti Account Management interface. The left sidebar contains navigation links for License Management, Support, Log out, and John Doe. The main content area is titled 'My Invitations' and displays 'Licenses for ATLAS.ti University' with a 'Contact Admin' button. Below this, there is an 'Educational' section with buttons for 'Download ATLAS.ti Windows', 'Download ATLAS.ti Mac', and 'ATLAS.ti Cloud'. At the bottom of the page, the copyright notice and 'User ID: A-CC5-FB7' are visible, with the latter circled in red.

2. Your **license key** and **license id** in the portal.

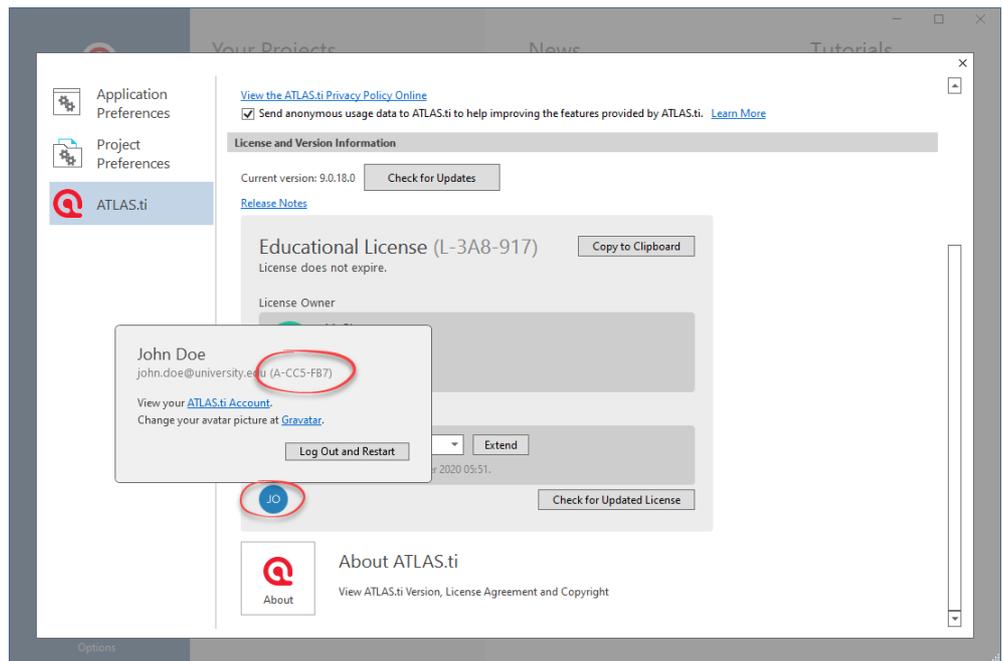


The screenshot shows the ATLAS.ti Account Management interface for 'Free Trial Licenses'. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Free Trial Licenses' and displays 'Desktop Trial' information, including the purchase date (2020-12-28) and remaining trial days (4 of 5). Below this, there is a 'Platforms' section with a table of trial licenses:

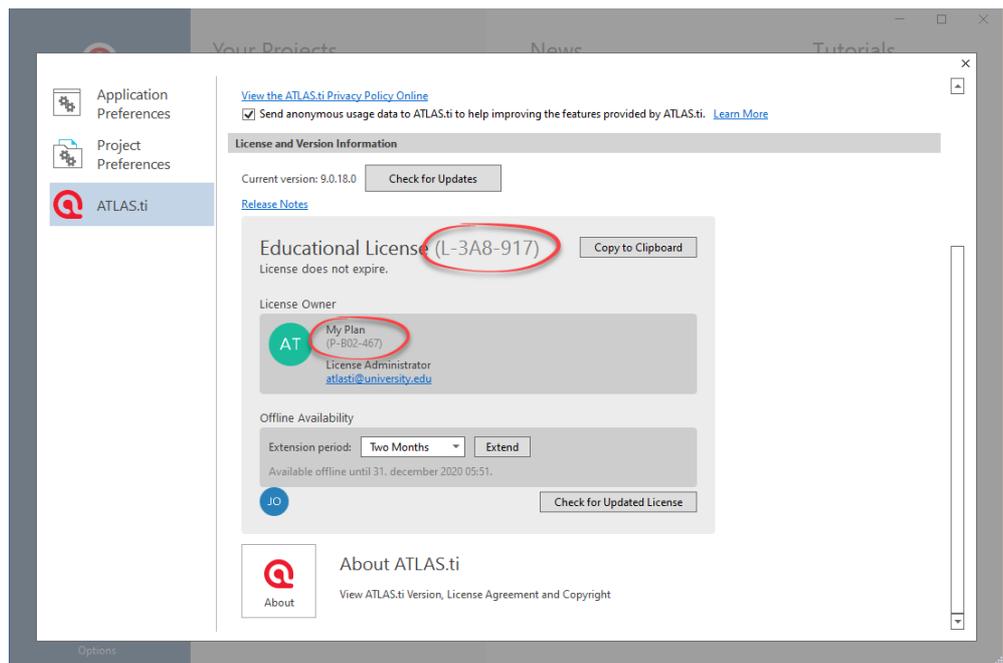
Platform	Expires	Action
ATLAS.ti 9 Windows	Expires 2021-03-28	Download
ATLAS.ti 9 Mac	Expires 2021-03-28	Download

At the bottom of the page, the 'License Key: R-61F-5C0-587-0F5-3A5-CBA' and 'License ID: L-AD6-FB6' are visible, both circled in red.

3. Your **account / user id** in the desktop application.



4. Your **license id** in the desktop application and optionally (if shown) the license **owner id**.



University and Organization Users

Do I need a special ATLAS.ti account to be a member of an organization?

No.

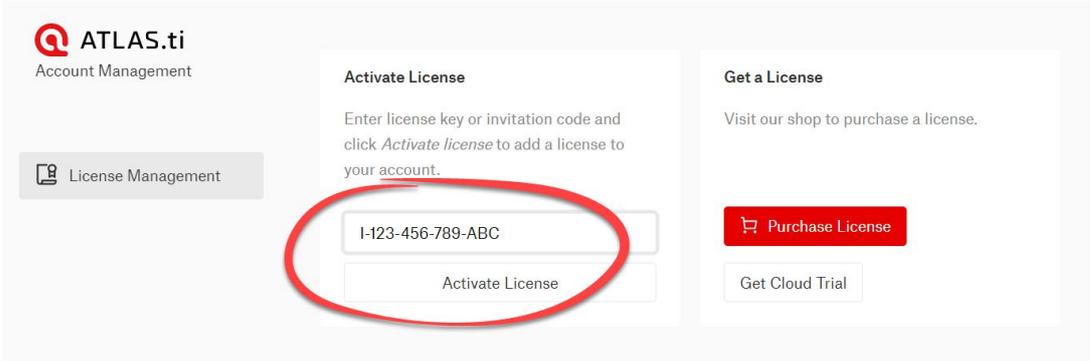
If you do not have an ATLAS.ti account, you can always create one at <https://my.atlasti.com/register>.

How do I become a member of an organization?

Your organization / university's license administrator would have given you either an **invite key** or **invite URL** to join their organization.

If you have an **invite URL**, click on it, follow the instructions and you will join the organization.

If you have an invite key, which looks like **I-123-456-789-ABC**, go to <https://my.atlasti.com/licenses> and type the invite key in the **activation box**. Click on the button, follow the instructions and you will join the organization.



The screenshot shows the ATLAS.ti Account Management interface. On the left, there is a navigation menu with 'License Management' selected. The main content area is divided into two sections: 'Activate License' and 'Get a License'. The 'Activate License' section contains the following text: 'Enter license key or invitation code and click *Activate license* to add a license to your account.' Below this text is an input field containing the license key 'I-123-456-789-ABC' and an 'Activate License' button. A red circle highlights the input field and the button. The 'Get a License' section contains the text 'Visit our shop to purchase a license.' and two buttons: 'Purchase License' and 'Get Cloud Trial'.

Which organizations am I member of?

Go to <https://my.atlasti.com/licenses> and scroll to the bottom of the page **My Invitations** section. There will be one entry for each organization you are member of, but normally you will only be a member of one organization.

If the **My Invitations** section is missing, then you are not member of any organization.

ATLAS.ti
Account Management

License Management

Support

Log out

John Doe

My Invitations

Licenses for ATLAS.ti University Contact Admin

Educational

Download ATLAS.ti Windows Download ATLAS.ti Mac

ATLAS.ti Cloud

© 2002–2020 • ATLAS.ti Scientific Software Development GmbH • [privacy_policy](#) • [Terms](#)
User ID: A-CC5-FB7

How do I contact my organization administrator?

Go to <https://my.atlasti.com/licenses> and scroll to the bottom of the page **My Invitations** section. Find the organization you want to contact and click on **Contact Admin**. If the **My Invitations** section is missing, then you are not member of any organization.

ATLAS.ti
Account Management

License Management

Support

Log out

John Doe

My Invitations

Licenses for ATLAS.ti University Contact Admin

Educational

Download ATLAS.ti Windows Download ATLAS.ti Mac

ATLAS.ti Cloud

© 2002–2020 • ATLAS.ti Scientific Software Development GmbH • [privacy_policy](#) • [Terms](#)
User ID: A-CC5-FB7

My organization has shared a license with me. Do I need to be online to use ATLAS.ti for Windows or Mac?

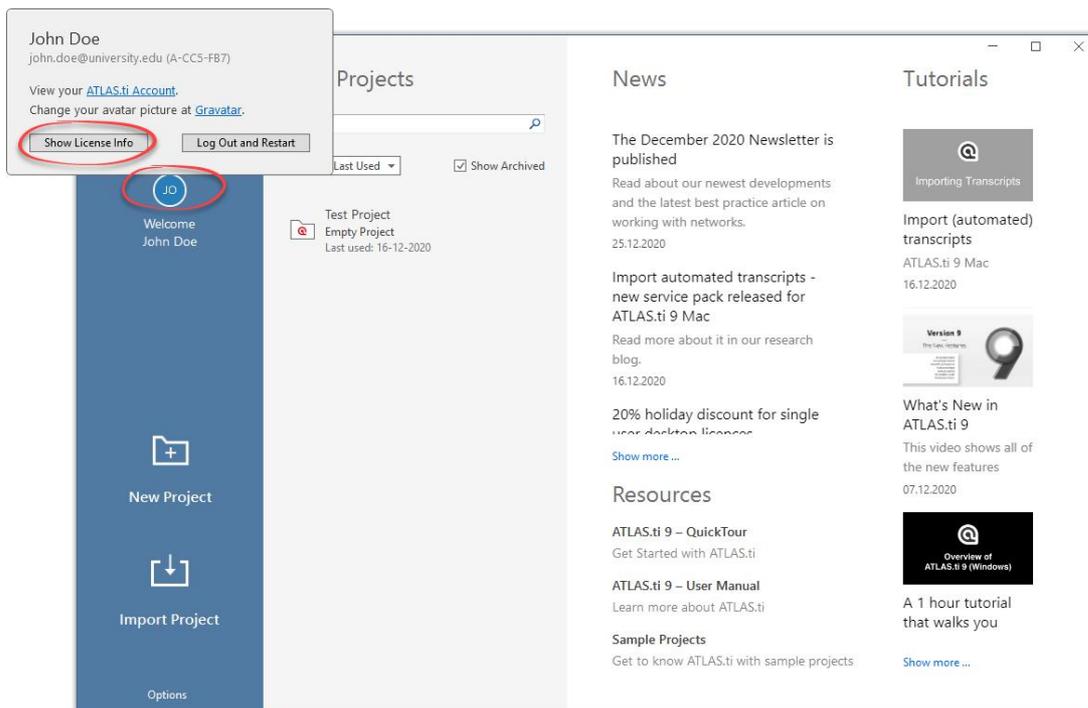
Partially. You need to be online to create your ATLAS.ti account and join an organization.

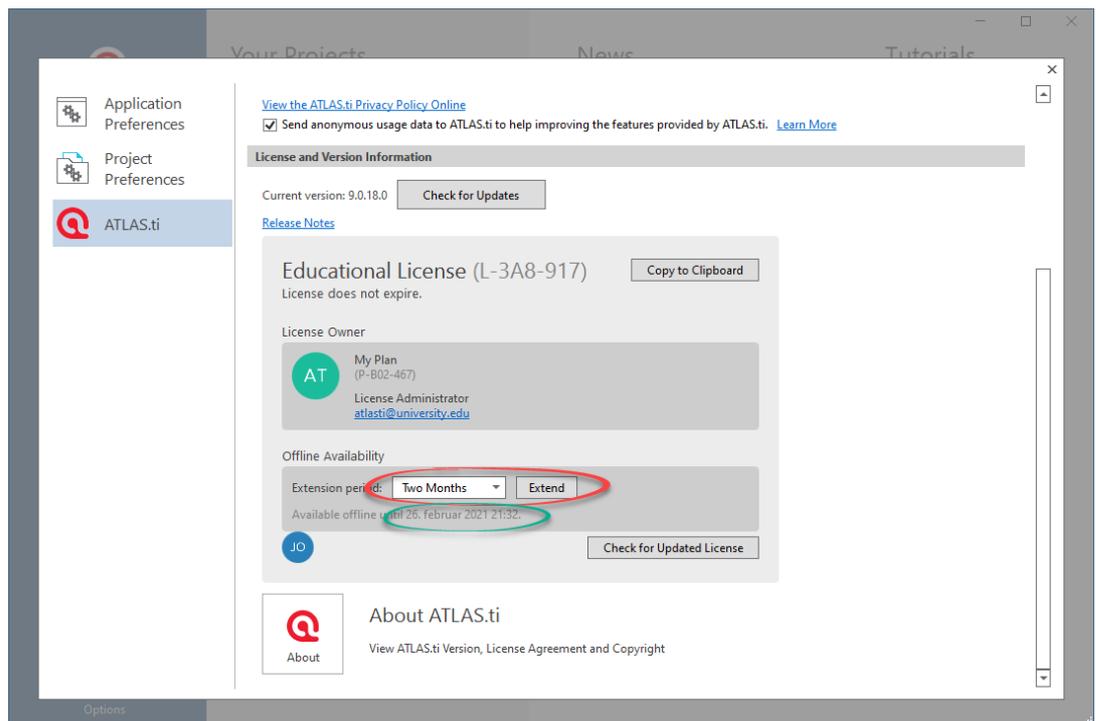
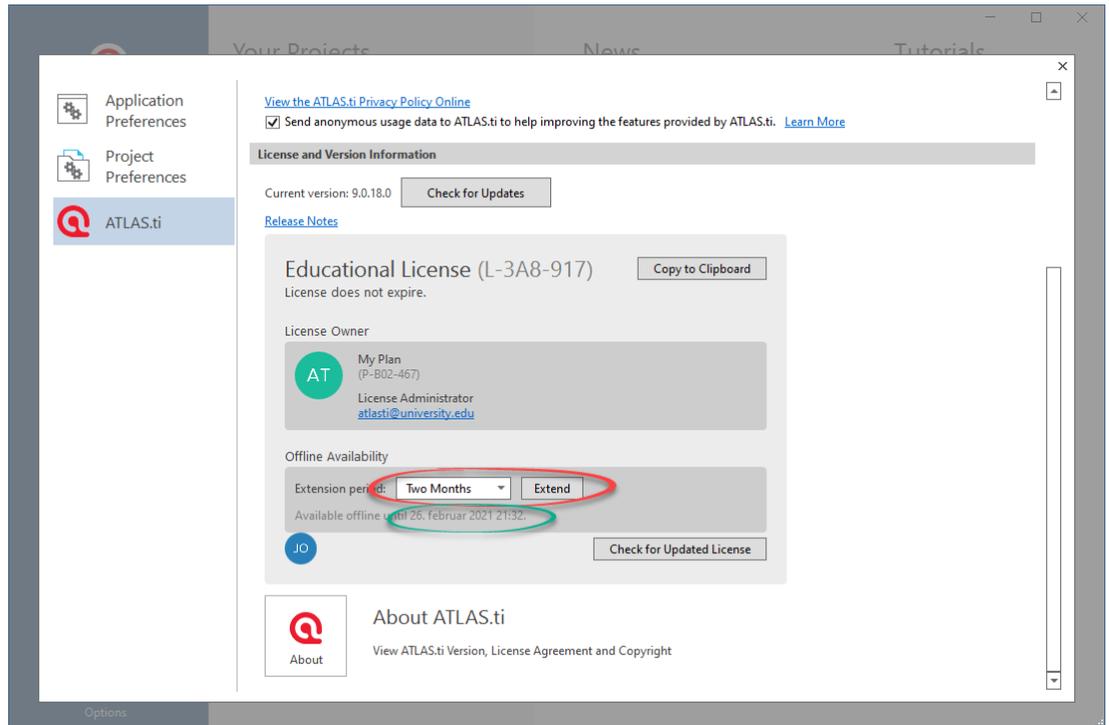
I want to work offline. What should I do?

Normally, your computer has to be online to use ATLAS.ti for Windows or Mac.

If you plan to take your computer offline, you can request the license to be available offline for extended period of time. This also *reserves* the license for you for the duration of the time.

To reserve the license to be available offline for extended period of time, on the welcome screen, click on the avatar icon and click on **Show License Info**. Under the license info, in the **offline availability** section, select the desired period in the drop-down box and click on **Extend**. The actual offline availability is shown below. Be aware that the license is reserved and available offline only on the current computer.





I am working on my dissertation or on some other very important work. How do I ensure and reserve a license from my organization, so I don't end up in a situation where all licenses are in use an hour before I must finish my work?

You can reserve one of the organization's licenses so it is reserved and available only to you for an extended period of time. Please follow the instructions in:

- I want to work offline. What should I do?

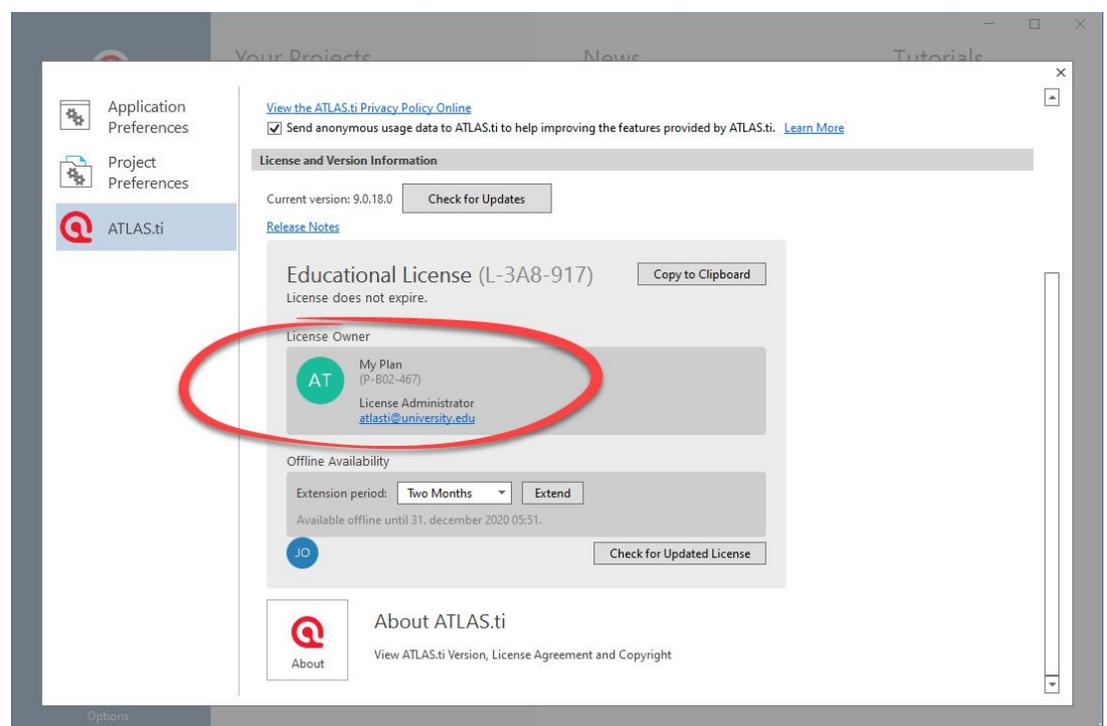
Be aware that the license is reserved only for the computer where you reserve it. If you use several computers you must reserve a license on each computer.

I am a member of organization but I have my own license.

No problem. If you have your own license, the system gives preference to your personal license over licenses shared with you. Having your own license has some advantages over shared licenses; for example, the license allows you to work offline for extended periods of time without being online, and it also allows you to use ATLAS.ti for Windows or Mac on two devices. If you are using ATLAS.ti for Windows or Mac on more devices, and all your own license seats are in use, you can still start ATLAS.ti for Windows or Mac or ATLAS.ti Cloud on yet another device. This additional device will use the license that is shared with you.

Am I using my own or my organization's license?

In the ATLAS.ti for Windows or Mac applications, you can see information about the license's owner. The information is available under the **License Owner** section and also gives you the option to contact and email the owner. If the section is missing, then you are currently using your own license.



Can I use ATLAS.ti on more devices?

Yes. As long as your organization has free license seats you can start ATLAS.ti on more devices. Be aware that as long as you have ATLAS.ti open on a device it will use one of the organization's license seats.

License Administrators

Do you have license management guidelines for organizations?

Yes, we do. They are found here: <https://atlasti.com/institutions/atlas-ti-license-management/>

Do all users in our organization have to login with my admin account?

No. This is, in fact, highly discouraged. Each user should always have their own account and be invited into your organization. This will share your licenses with the invited users.

Do I have to create an account for every user in our organization?

No. Each user should create his or her own account.

Do I have to explicitly add each user to my organization?

No. To avoid unnecessary burden for you as the administrator, each user is responsible for creating her or his own account. Doing so takes only a few seconds and is required only once.

What is an invited user?

In invited user is a user with ATLAS.ti account with whom you have shared your licenses. In other words, this is a user that is invited to use the licenses that are registered under your organization account.

The invitation is one-time operation to associate a guest account (for example, a student's account) with your license.

Here is how it works:

- You are the license administrator and have an account. Our recommendation is that organizations or universities create an administrative account.
- Licenses are purchased and activated under this account. This means that the licenses belong to the account and the account can use those licenses.
- The account can invite **other accounts**, so those account can use the licenses it may have. This is done by sending people the **invite code**.
- Other users (employees, students, team members) create their own account each. They normally do not purchase licenses or activate licenses.
- If the employee or student has your **invite code**, they can "**invite themselves**" into your organization. This allows them to use the licenses you may have activated under your account.
- When an employee or a student starts ATLAS.ti (normally installed by the university, but they can download it directly and install it themselves), it asks for their account credentials.
- The system looks if they have a license, either their own or if somebody has shared a license with them, in this case, your organization or university.
- The system then allocates one **seat** from your licenses to that user.
- Once they close the app (or even if the app crashes, after some time of inactivity), the system will free the occupied seat that this user blocked.

This means that you can have **as many invited users as you want**, but no more active users (currently using the app) at any given time than you have license seats. This reflects our licensing model, which is per concurrent seat.

How do I invite users to use my licenses?

1. Go to <https://my.atlasti.com/licenses> and click on **Show Details** button in the **My Licenses** section.
2. Scroll down to the **Invited Users** section and you will see two options:

- a. **Invite with an URL.** You can invite new users to this license by sending them an invite URL. When they open it, they just have to confirm joining the license in the account. This is preferable for larger organization with intranets or other IT systems.
 - b. **Invite with a Code.** You can invite new users to this license by sending them an invite code. They just have to enter it in their account. This is simpler, as the code can be emailed, printed or even dictated over the telephone. However, this does not scale that well.
NB: If your organization already contains invited users, click on the **Invite Users** button to see the above options.
3. Choose whichever option you want (URL or Code) and click on **Copy**.
 4. Share the **invite code** or **invite URL** with the members of your organization, employees or students who are to have access to your licenses.

Are the invite code and invite URL permanent?

Yes, both the **invite code** and the **invite URL** are permanent.

Can I see a list of all users that may use my licenses?

Yes. Go to <https://my.atlasti.com/licenses> and scroll down to the **Invited Users** section. The section contains a list of accounts that have accepted your **invitation code** or clicked on your **invitation URL**.
 If the section is missing, then no users have accepted your invitation.

Can I invite and have more users than I have license seats?

Yes, you can invite as many users as you wish. Obviously, as the licensing model is per concurrent seat, you cannot have more active users (currently using the app) at any given time than you have license seats.

Can I share any type of license with other user?

No. The majority of our licenses may be shared with other users; however, student, semester, and trial licenses are personal, and may not be shared with other users.

Can I share a single user license?

A single-user commercial, educational or government license is sharable. This means it has exactly one concurrent seat, i.e., one person can use it at any given time.

There is a catch, however: If the account that owns the license (i.e., where the license is registered) also uses the application, the license will be permanently reserved to that user. The reason is that when a license seat is given to a user, the system uses two different policies:

- If it is the **owner**, the license seat is reserved permanently and it is not returned to the license pool when the user closes the application. This allows the owner of the license to freely use his or her laptop *on the road* or other places without internet connection. This also means that the license seat is blocked and not available to others - normally this is not a problem, as single user licenses are owned by individuals.
- If the user is an **invited user** (the license belongs to somebody else, typically an organization or university and the user is an employee or a student), the license seat is reserved only as long as the user is actually using the application. When he or she ends the application, the license seat is freed. This frees the license much quicker, but also requires the user to be online to use ATLAS.ti.

The owner can forcibly free up the license seat by logging out from all computers where she has used ATLAS.ti. See:

- How do I logout of the desktop application?

As this is an inconvenience for the owner, a solution is to create a second account for the owner. This secondary account can then use the invite code to invite herself or himself to use the license. In this scenario, the secondary account of the owner will get exactly the same type of license seat as all other invited users and will not have to log out each time.

My organization has a multi-user license, but I got only one license key. I need a license key for each of our users.

License management in ATLAS.ti 9 differs substantially from license management in version 8 and older. Version 9 introduced the license portal <https://my.atlasti.com> to manage your licenses. The license portal also manages users that have access and permission to use your licenses. The portal also manages concurrent access to your licenses. This means that you no longer need a license key for each user. Use the **license key** to **activate** your license and the license portal. Then share the **invite code** or **invite URL** with your users. This is similar to sharing the license keys in version 8.

See also:

- What is an invited user?
- How do I invite users to use my licenses?

How do I free a license seat that an invited user is occupying?

Our license model (with few exceptions of semester, student and trial licenses) is a concurrent seat license. Seats are freed up automatically when users stop using the software.

How exactly does the concurrent license model work?

Imagine your organization has a pool of licenses and the licenses added together total to 15 license seats. This means that up to 15 people may use ATLAS.ti simultaneously.

- When the first user starts ATLAS.ti Cloud or ATLAS.ti for Windows or Mac application, it contacts our license server and the system will allocate one seat for this user and there will be 14 seats left.
- When another user starts ATLAS.ti Cloud or ATLAS.ti for Windows or Mac, the system will allocate one seat for that user as well and there will be free 13 seats left.
- When a user closes ATLAS.ti for Windows or Mac, the application contacts the license server and tells the that the user is no longer using ATLAS.ti. This will free the previously allocated seat and it will be added to the pool of free license seats.
- If the ATLAS.ti for Windows or Mac application crashes before it is closed and before it can tell the license server to free it, the seat remains allocated until a timeout period expires. When the timeout period expires, the license seat is automatically freed and returned to the pool of free seats. The timeout period is at the time of writing 8 hours.
- If the ATLAS.ti for Windows or Mac application crashes and the user restarts it, the license server will reuse the previously allocated license seat and no additional license seats will be used. When the user later closes the application, the seat will be freed normally and there is no need to wait 8 hours for it to be freed.
- If a user is currently using ATLAS.ti for Windows or Mac and the same user starts the ATLAS.ti for Windows or Mac application on another computer, then an additional license seat will be allocated. This means that the user will be allocated and block two seats.
- If several users are using ATLAS.ti for Windows or Mac on the same computer (application server or terminal server), each user will be allocated and block a license seat.

Can I share my license with users outside my organization?

Yes. You can give your invite code or invite URL to whoever you wish. - Only remember that as the license holder you are still responsible for any potential abuse or violation of the license terms; so use some discretion and common sense when sharing your license.

All our available license seats are in use. Can I purchase addition licenses?

Yes. You can always purchase additional license. When you activate the license under your account, all the licenses will be pooled and the license seat counts will be added together.

Example: Your organization has a 20-user commercial license. You purchase a new 10-user commercial license and activate it under the existing account. The account and the invited users will now be able to utilize 30 license seats in total.

If your license is a leased license, or some other license type that expires, be aware that each license in the pool has a separate expiration date.

Example: Your organization has a 20-user educational leased license expiring 2021-12-31. You purchase a new 10-user educational leased license that will expire 2023-12-31. Up until 2021-12-31 you will have 30 license seats in total. Between 2022-01-01 and 2023-12-31 you will have 10 license seats and after that date, zero license seats.

Additionally, ensure that all the licenses that you activate are of the same type. For example, if you have commercial license, you must activate an additional commercial license, as mixing educational, government and commercial licenses is not possible.

How can I uninvite user and block them from using my licenses?

There are two options:

1. If you **block** users, they will stay in the list and you have to **unblock** them for the user to gain access to your licenses. As soon as you unblock them, they have access.
2. If you **delete** them, they are gone from the list. Give them your invite key or invite URL and they can immediately add themselves as invited user and use your licenses.

I registered my organizational license under my personal account. How do I transfer the license to my organization account?

If you by accident activated the license key under the wrong account, we can help you transfer ownership of the license to the correct account. To do this:

1. Create the desired account and verify the email address.
2. Contact ATLAS.ti support and provide the account information for the old account (account/user ID), the new account (account/user ID), and the license key or ID, and we'll transfer the licenses.

On how many computers may I install ATLAS.ti?

You can install ATLAS.ti for Windows or Mac on as many computers as you wish. ATLAS.ti Cloud does not need a local installation. The ATLAS.ti license model is per concurrent user.

How do I allow other users or colleagues to administer my licenses?

This is currently not possible. As a work around, we suggest having a shared email and password.

Is it possible to constrain invited users?

No. Unfortunately, currently this is not possible. If somebody knows your **invite code** or **invite URL**, they can join your organization and use your licenses.

We are constantly striving to improve ATLAS.ti and the license management portal. Contact ATLAS.ti support and send us suggestions or wishes on how we can better integrate with your organization's or university's IT systems.

See also:

- How can I ensure that only selected / legitimate users have access to my licenses?

How can I ensure that only selected / legitimate users have access to my licenses?

Give the **invite code** or **invite URL** only to users with whom you wish to share your licenses.

For larger organizations, we recommend using the **invite URL** and embedding this into your organization's information system, for example posting the **invite URL** on an intranet where only employees or students with permissions can access it. You can use your organization's existing IT infrastructure to control who has access to the page with the **invite URL**.

As the invite URL contains the invite code, users that have access to the above-mentioned page can theoretically copy the URL for the hyperlink and share it with others. This can be mitigated by implementing some HTTP 302 redirect in the middle, which redirects to the actual **invite URL**. Users will for example have to visit <https://university.edu/software/atlasti.html> to join the license.

What firewall ports must be open? What communication happens between the desktop application and the server?

ATLAS.ti for Windows and Mac communicates over HTTPS (TCP port 443) to **login.atlasti.com** and **my.atlasti.com**.

How can I diagnose problems with the desktop application? Is there a log file?

ATLAS.ti for Windows writes some log information here: **%LOCALAPPDATA%\Scientific Software\ATLAS.ti.9\Logs**

Where is license information stored?

ATLAS.ti for Windows caches license information under:

%APPDATA%\Scientific Software\ATLAS.ti.9\LicenseCache and **%LOCALAPPDATA%\Scientific Software\ATLAS.ti.9\LicenseCache**

If you delete the cached information, the user will need to login again and a new license seat will be requested on behalf of the user.