

That CAD Girl

Frequently Asked Questions

Downloading, Installing and Licensing progeCAD

Do I need to download and install progeCAD again if I already installed the trial?

No. If you already downloaded and installed the same version of progeCAD Professional that you purchased, you can simply register the trial version without downloading and installing it again.

What should I check before registering progeCAD?

Make sure you are registering the correct software type and version that you ordered.

A progeCAD Professional license cannot be activated with a progeCAD NLM serial number and a progeCAD NLM license cannot be activated with a progeCAD Professional serial number. A serial number from a previous version also cannot be used with a newer version.

Where do I download progeCAD?

If you have not downloaded and installed progeCAD, scroll to the bottom of this FAQ for download links.

How do I install progeCAD after downloading it?

When you run the progeCAD Downloader, you will be asked to specify the target folder.

Once the download process is complete, you can click Install to proceed or Open Folder to view the installation files location.

Open the folder where the installer is located and make a backup copy to external media such as a CD or thumb drive.

You will need this installer if you ever switch computers, reinstall the software or have a hardware failure.

How do I activate progeCAD?

To activate progeCAD, use the unique unlock code or serial number provided with your order.

Register the software using your serial number when prompted during the activation process.

How many computers can I install progeCAD on?

The progeCAD Single+ license can be installed on up to two computers at a time, as long as both installations are used by the same person and are never used at the same time.

What should I save for future reinstallations?

Be sure to save your serial number along with your installer backup. You will need the serial number if you ever need to reinstall or move the software.

Most email programs have a Save As feature. We recommend saving your unlock code email as a text or HTML file and storing it with your installer backup on a thumb drive, CD or other backup media.

How do I reinstall, move or install progeCAD on a second computer?

To reinstall, move or install progeCAD on a second computer, refer to the email you received when you ordered progeCAD.

1. Open the unlock code email.
2. Download your version of progeCAD from the link in the email.
3. If the download link does not work, change the link from http to https. Your browser may be blocking insecure connections or http requests.
4. Register using your serial number.
5. If you are moving the software to a new computer, remove it from the old computer if possible.

What technical support is included with progeCAD?

progeCAD USA provides 30 days of free technical support after registration.

Please allow up to 5 business days after registering your software for the support agreement to go into effect and for your serial number login to become active in the support area.

You can access the progeCAD USA help desk here:

progeCAD USA Help Desk

Where can I find support resources after the first 30 days?

After your initial 30 day support period has expired, progeCAD USA provides online tools and resources for software questions.

Visit the support site here:

progeCAD USA Support

We recommend bookmarking this link for future reference.

What is iCARE?

iCARE is a yearly subscription for progeCAD that includes help desk support, upgrades and updates.

iCARE also allows users to help specify features that progeSOFT may consider adding in the future.

You must purchase iCARE within 30 days of your progeCAD purchase.

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