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- Parallels Access

Information

With a subscription to Parallels Access, you can access your computers remotely from your iPad, iPhone or Android device and from 1 computer to another with a Web Console. You can purchase 1-year subscription from within the Parallels Access iPad app or buy a 1-year or 2-year subscription on the web at <https://www.parallels.com>. If you've already purchased a subscription from within the app or you have a complimentary subscription that came with Parallels Desktop, you don't need to purchase a subscription from the website.

Your subscription to Parallels Access begins automatically when confirmation of your purchase reaches Parallels. This may take a while. With an online credit card payment, typically your subscription is activated within 1 to 5 minutes. If you pay using PayPal or a wire transfer, confirmation is sent to Parallels once your payment is received.

Note: do not double-click on the purchase link until you get the result of your first purchase attempt, otherwise you may be billed twice.

Checking on your subscription

To check on the status of your subscription:

1. Wait awhile, then visit access.parallels.com/#/computers.
2. Sign in to your Parallels account if you aren't already signed in.
3. Click the **Computers** tab. You should see your subscription information at the top of the page.

You can also check on the status of your subscription in the Parallels Access application on your iPad.

If you don't see your subscription information, and see a **Buy Subscription** button instead, please wait a bit longer and try again.

Auto-Renewal

Unless you cancel auto-renewal, your subscription will be automatically renewed at the end of the subscription period and payment will be deducted from your account.

To cancel auto-renewal, please visit:

<http://kb.parallels.com/en/116725>

Getting started with Parallels Access

Once your subscription is activated, you can access your computers remotely using Parallels Access on your iPad, iPhone or Android device. If you haven't already, download Parallels Access from the App Store or Google Play Store. You must also download and install the Parallels Access agent on the computers you want to access remotely.

To learn more about how to get started with Parallels Access, visit <https://kb.parallels.com/116770>.

If you have more questions about installing and using Parallels Access, please contact [Parallels Support Team](#).

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