



I did not receive a license key purchased from OnTheHub

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop
- Parallels Access

Symptoms

I placed an order at OnTheHub but received no license key for Parallels Desktop application.

Information

You can track your order status, including the product keys and activation codes at [OnTheHub](#) website in the **Your Account/Orders** section of WebStore following the instructions below:

1. Log in to your school WebStore.
2. Click on the **Your Account/Orders** link at the top of the page.
3. Scroll down to the **Order History** section and click on the **View Details** link.

It should display the purchased product key or the activation code.

For more information, please contact [OnTheHub Support](#).

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