



How can I find a third party product key purchased from the Parallels Online Store?

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Issue

I lost/did not receive a license key for the software that was purchased at the Parallels Online Store. How can I retrieve it?

Resolution

Please click [here](#) to retrieve your key.

Please contact [Support](#) if:

- You made an error in your email address during the purchase;
- You do not know your order reference number for the purchase and cannot look up the order using link above.

Note: If you purchased the third party software from a reseller, please contact the reseller for assistance.

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