

# Excel Application

## Getting Started Guide

*How to purchase, download, and activate your Excel Application*

Email: [ask@reliabilityx.com](mailto:ask@reliabilityx.com)

## Welcome

Thank you for your interest in the Excel Application. This short guide explains how to purchase, download, activate, and start using your Excel Application. The whole process takes about five minutes.

**What you need:** A Windows PC · Your order confirmation email · An internet connection

# Step-by-Step Setup

1

## Purchase the Excel Application

Visit our website, find the Excel Application you purchased, and complete your order. You will receive an order confirmation email within a few minutes.

2

## Open your confirmation email

Check your inbox (and spam folder) for an email from us. It will contain two things: your activation token and a download link.

3

## Copy your activation token

Your activation token looks like this: `yourname@email.com-1234` Keep this email — you will need the token in Step 5.

4

## Download the Excel Application

Click the download link in your email. A ZIP file will download to your computer.

5

## Extract the ZIP file

Right-click the ZIP file and choose Extract All (Windows) or double-click it (Mac). Open the extracted folder — you will see the Excel Application installer or application file inside.

6

## Run the EXE file

Double-click the application file to open your Excel Application. Windows may show a security prompt — click More info, then Run anyway to continue.

7

## Enter your activation token

When prompted, paste or type the activation token from your email exactly as it appears. Then click Activate.

8

## You're ready to go!

Your tool will activate and open, ready to use on this computer.

## Your Activation Token

Your activation token is unique to your order. It is included in your order confirmation email and looks like this:

**yourname@email.com-1234**

*(your email — a dash — your order number)*

**Important:** Copy the token exactly as shown — including the dash and order number. Any typo will prevent activation.

Question	Answer
Where do I find my token?	In your order confirmation email from us.
What if I can't find the email?	Check your spam or junk folder. Search for the Excel Application name or our website name.
Can I use the Excel Application on two computers?	Yes. Your licence allows activation on up to 2 machines.
How long does my licence last?	180 days from the date of activation.
What happens when it expires?	Contact our support team to renew your licence.

# Troubleshooting

If something does not go as expected, check the table below first.

Problem	What to do
<b>I did not receive the confirmation email.</b>	Wait 5 minutes, then check your spam folder. Search your inbox for the Excel Application name. If still missing, contact support with your order number.
<b>The download link does not work.</b>	Try right-clicking the link and choosing Open in new tab. If still failing, copy the link and paste it directly into your browser address bar.
<b>Windows blocked the EXE from running.</b>	Click More info on the Windows warning, then click Run anyway. The file is safe — Windows sometimes flags unfamiliar application files by default.
<b>The activation says my token is wrong.</b>	Copy the token directly from your email — do not retype it manually. Make sure there are no extra spaces before or after the token.
<b>It says my order is still processing.</b>	Your order may not have been marked complete yet. Wait a few minutes and try again. If the problem persists, contact support.
<b>I have already used both activations.</b>	Contact our support team. We can deactivate an old machine so you can activate a new one.
<b>The tool opens but remains locked.</b>	This usually means the activation did not complete. Close the Excel Application, re-open it, and enter your token again.

## Need Help?

If you run into any issues not covered in this guide, we are happy to help.

### Website

[ask@reliabilityx.com](mailto:ask@reliabilityx.com)

### When contacting support, please include:

- Your order number
- The email address used to purchase
- A description of the issue

— End of Guide —

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