"Dear Customer,

You may be aware that Vectric has recently introduced the V&Co. Portal for customers who had registered full Vectric software versions.

We are pleased to announce that all ShopBot customers are now able to register their ShopBot license and receive a V&Co. portal account.

IMPORTANT: Any ShopBot customer wishing to update or upgrade their software will have to do so via the Vectric customer portal (not through ShopBot).

The key features of a Vectric V&Co. portal account are as follows:

1. Ability to update your software to the current version - VCarve Pro SB Edition (V9.5)
2. Ability to upgrade your software to full Vectric software - VCarve Pro & Aspire
3. Ability to re-download your software, username and licence code should you ever need to re-install
4. Access to FREE clipart included with your software.
5. Access to FREE projects and other FREE content released by Vectric

How to obtain a Vectric V&Co. Portal Account?

To obtain a Vectric V&Co. portal account you will need to register your software license.

For VCarve Pro SB Edition Customers (V7.5 and up)

There is an automated portal registration process for all customers with VCarve SB Edition V7.5 and up. Please click on the link below:

https://portal.vectric.com/shopbot/register

You will need to enter the following information:

Name: [Enter first and second name]
Company Name: [Optional]
Email Address: [Please use the email address you normally use]
Software Registered Username:
Software Licence Code: [Please enter the newest code you have been issued for the above username]
Password: [To be chosen by you]
Confirm Password: [Repeat of above]

For VCarve Pro SB Edition V7 & PartWorks Customers

Please email sales@vectric.com with all the information detailed above except the password. The Vectric team will manually check the licence before creating an account. You will then receive an email with an invitation to the portal, please enter your email address and a password of your choice.

What happens after I submit the portal registration?

Following the submission of the details Vectric will verify the licence and if you already have an account (as you may have already bought or upgraded to full Vectric version)

If you already have an account:
Your SB edition software will be added to your existing account. Please use the same email address and password to access your account.

If you ONLY have SB Edition software:
You will receive an email with a link to confirm your account after which you can then log in to view the contents.

How to log into your Vectric V&Co. portal account?

Note: You must have registered your license and confirmed your account

1) Enter the URL: https://portal.vectric.com/
2) Enter the email address you used to register the software and the password you picked

How can I download my software, clipart and license details?

Your V&Co. account will always hold your licence information, and the latest version of software (including patch upgrades) you are entitled to, so you don't have to worry about losing your details or re-installing your software if you get a new computer

1) Log into your V&Co. portal account (see above)
2) Scroll down to the section 'your latest software, clipart and licences' and click 'view downloads'
3) Click 'view licence and download' for the required product
4) From the 'downloads' section click 'download' for the item you wish to download and install

To copy your license details please click 'copy username' or 'copy code' to copy the contents to the clipboard. These can then be pasted into the 'License Information' form in order to get the software working.

How do I update or upgrade my software?

You will ONLY be able to update (to the latest version) or upgrade (to full Vectric software) through your Vectric V&Co. portal account.

If you are a V9 SB Edition customer and want to download V9.5 (FREE to V9 customers)

If you are currently using V9 SB Edition then your account will be automatically pre-loaded with V9.5.

1) Log into your V&Co. portal account (see above)
2) Scroll down to the section 'your latest software, clipart and licences' and click 'view downloads'

3) Click 'view licence and download' for the required product
4) From the 'downloads' section click 'download' for the V9.5 software installer.

If you want to update to V9.5 SB Edition

Any ShopBot customer using V8.5 or earlier will have the option to update their software to V9.5 for a small upgrade cost.

1) Log into your V&Co. portal account (see above)
2) Click 'see all upgrades'
3) Click the 'upgrade now' next to the relevant upgrade
4) Complete the purchase

If you want to upgrade to Full Vectric software

Any ShopBot customer can upgrade to full Vectric VCarve Pro or Aspire.

1) Log into your V&Co. portal account (see above)
2) Click 'see all upgrades'
3) Click the 'upgrade now' next to the required upgrade
4) Complete the purchase

Who do I contact if I have questions?

For questions regarding the update process please email ShopBot at support@shopbottools.com

For questions relating to the use of the portal account and how to download or upgrade your software please email Vectric at support@vectric.com

For questions regarding payment methods for educational licenses please contact sales@shopbottools.com