

# Troubleshooting TI Account-Based Software

## I need a new TI-Nspire Student Software Subscription.

All new purchases of TI-Nspire CX II Handhelds come with a complimentary TI-Nspire Student Software activation key. For the activation key and instructions to create an account, please see the inside of your calculator lid.

If you have purchased a second hand TI-Nspire CX II calculator and require an activation key for the TI-Nspire Student Software, a subscription can be purchased from either of our Online Dealers:

<https://education.ti.com/en-au/purchase/where-to-buy>

## How do I create an account?

1. Go to the License Activation Center, <https://activation.ti.com/activate/>
2. Follow the instructions to set up an account
3. Use your supplied activation key to complete the activation of the software and set a start date for your subscription.
4. In the final step of the activation process, you will be redirected to the software's download page.
5. Install and launch the software. The software will prompt you to log in with your account information.

## My software is giving me an error code.

Firstly, ensure you have updated your TI-Nspire Software to version 6. All previous versions of the software have been phased out and cannot be activated.

[TI-Nspire CX CAS Student Software version 6](#)

[TI-Nspire CX Student Software version 6](#)

If the error persists, please take a screen shot of the error code and [contact TI-Cares customer support](#).