

# Support

SSI offers technical support service via email.

This service is only available to:

- Registered end users holding active rental or paid perpetual licenses;
- End users with active SSI Live™ Standard, Commercial, and Operational subscriptions;
- Other users that SSI designates with written confirmation.

Extended SSI Live™ Trial licenses offered as an educator benefit to an instructor do not qualify for technical support. Academic site licenses also do not qualify for technical support.

**In all cases, please provide the product version number and your software serial number (CD key) or SSI Live™ user license master key, as failure to do so will impact our ability to be of assistance. The screenshot below indicates how you can find your SSI Live™ license key (Sign into your account at [ssilive.com](https://ssilive.com) – Click Licenses – Click Manage).**

## License Detail: HLM Commercial (12 months)

### Master License Details

[View End User License Agreement](#)

[Download Software](#)

Customer: Mathilda.duToit@vpgcentral.com  
License Status: Active  
Date Activated: 07/28/2020 10:03:38  
Expiration Date: 07/28/2024 10:03:38

[Renew License\(s\)](#)

### User Licenses

Number of user licenses: 1  
Number of active user licenses: 1

[Buy additional user licenses](#)

User License Id: 1830  
User License Master Key: 341c131c-f54e-4799-a053-d61dd35a28ea  
Status: Active  
Expiration Date: 07/28/2024 10:03:38  
Account:  Save

This scope of service applies to problems in using the software (e.g., a program fails to import a data set correctly or crashes without producing output) and does not include statistical consultation (e.g., how one should interpret the coefficients in a table).

If you require statistical consultation service, Vector Psychometric Group, LLC's Consulting Division would be pleased to be of assistance. Contact the VPG Sales desk at [sales@vpgcentral.com](mailto:sales@vpgcentral.com) for more information.

For technical support for any SSI product please email [support@ssilive.com](mailto:support@ssilive.com) or submit a request via our [support portal](#).