To use EastWest products you need an iLok account. If you do not have one already, you have two options:

1. You create one yourself. Go to <https://www.ilok.com/#!registration> and fill out the form. The User ID is also known as an iLok ID. These two terms are used interchangeably. After you have created your account, you submit your iLok ID in your Soundsonline Account. We will then issue the licenses to this account.
2. We create one for you based on your provided name.

Licenses can be stored in two ways.

1. As a “Machine” license directly on the machine.
   1. If your harddrive becomes defective, please contact [licensing@eastwestsounds.com](mailto:licensing@eastwestsounds.com) and provide them with your iLok ID and purchase number.
2. On an iLok key. This is a physical dongle (basically a USB-stick) which stores the licenses. The main benefit is that transferring licenses between computers is a lot easier.
   1. If you iLok key becomes defective:
      1. Go to <https://ilok.com/#!support>.
      2. Submit an RMA.
      3. Submit the RMA number to [licensing@eastwestsounds.com](mailto:licensing@eastwestsounds.com)

With Zero Down Time (ZDT) PACE will give you temporary replacement licenses to keep you up and running.