

My account

Select from the options below to ask a question about Radio Spectrum Management or this website.

[How do I activate my account?](#)

[How do I get a new activation code?](#)

[How can I set up users on my account?](#)

[What is this account for?](#)

[How do I cancel my licence?](#)

[How do I change my address?](#)

[I need more information about my licence](#)

User names and passwords

[My User ID and Password / Client Key is not working](#)

[How do I unlock my Username?](#)

[How do I reset my Password?](#)

Payments/fees/invoices

[How can I pay my annual licence fee?](#)

[How do I pay for an account via direct debit?](#)

[Where do I post my payment to?](#)

[Where can I get an invoice?](#)

[How can I get a reduction in my invoice?](#)

[Why am I not getting a 10% discount for paying my engineering fee online?](#)

[Why is there a 10% discount if I pay online?](#)

[Can I pay my infringement fee online?](#)

If the above has not answered your question, please send your [question](#) to the Radio Spectrum Management team.