

I haven't received my Bitdefender activation code. What can I do?

If you have not received your Bitdefender activation code within 30 minutes after purchasing the product, follow these steps.

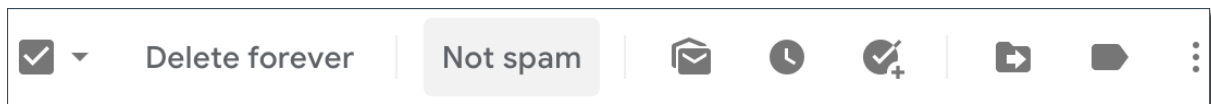
① If the purchase was made on <https://www.bitdefender.com/en-us/> or if the invoice came from payments@notification.bitdefender.com, no activation code is provided. The subscription is automatically activated in your Bitdefender account associated with the e-mail address from your purchase. Just log in to [Bitdefender Central](#) and check the 'My Subscription' section. Your product should already be activated.

1. Check all mailbox folders, especially **Spam, Junk, Promotions**.

- The confirmation e-mail is sent from bitdefender@2checkout.com and might have been wrongly classified as spam. So, it's important to check all folders in your mailbox, including the Spam or Junk folder and Promotions.

2. If you find the Bitdefender e-mail in Spam/Junk, unmark the message as spam.

- Select the Bitdefender e-mail.
- Look for an option that says, "**Not spam** or **Not junk**" and click on it.



- The email should automatically move to your Inbox, and future emails from the same sender will not be marked as spam.

3. If you can't find the Bitdefender email in your Spam or Junk folder, look up the order to locate the activation code.

- Go to the Order lookup page: https://store.bitdefender.com/myaccount/order_lookup/
- Click on **by card details**.
- Input the first 4 and last 4 digits of your credit card and the e-mail address used in the transaction.
- Click on **FIND MY ORDER**.

Order lookup

This section allows you to track your orders and view their status in real time. Once you have filled in the email address used in the order process and the order reference number, the system will display the details of your order.

By order number

By card details

Ex: 12345678909876

First 4 digits ? **** Last 4 digits ?

Email Address
your-purchase@email.com ?

🔍 FIND MY ORDER

4. Do the following depend on the information that appears on the gray band below Order Number, as shown in the image below – e.g. Order complete, Order incomplete:

BITDEFENDER
<https://www.bitdefender.com>

Order Number
204388713

Order status:
OK

Order date
February 20, 2023

Email
john@doe.com

Bitdefender

Order complete All products/services have been delivered.

Order complete

- Click on <https://store.bitdefender.com/myaccount/> to retrieve the activation code. Type in the e-mail address associated with the order, then click on **SEND ACCESS LINK**.

Access MyAccount

to manage your orders and subscriptions

Email Address

Order Number

Email address

your-purchase@email.com



SEND ACCESS LINK 

- You will receive an email from 2Checkout (authorized vendor of our online products) with an access link valid for 1 hour. Follow that link.
- It will take you to a page where you can see all your Bitdefender purchases. Click on **View order details** next to your latest order.

Order details

Ordered products

Order #: **198673901**

1 × Bitdefender Total Security

Order status: **Finished**

Order date: 15-12-2022

[Technical support](#)

[View order details](#) 

- **Registration info** is where you'll find your new activation code. It's a 10-digit key.

Product/Service name

1 x Bitdefender Total Security

[Product history](#)

Selected options:

- up to 5 devices, 1 year

Registration info

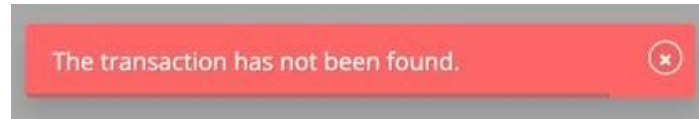
1. YAAU74NVDH

Order incomplete

- Wait a few more hours. You may also choose to [install a trial version](#) of the Bitdefender product you ordered to keep your device safe while you

wait. If you don't receive the code after 24 hours, contact the support team for assistance.

Transaction has not been found



- If the order cannot be found even though the credit card has been charged, double-check that you have entered a valid e-mail address and that it matches the e-mail used when placing the order. If the platform is unable to find any orders related to the data you entered, [contact the support team](#) for help.

What's next?

After you receive the activation code for your new Bitdefender subscription, the next step is to activate it in your Bitdefender Central account. If you need help with the activation process, refer to the article [How to Activate Your Bitdefender Subscription With an Activation Code](#).