

From: **MYOB** <[MYOB.donotreply@myob.com](mailto:MYOB.donotreply@myob.com)>  
Date: Fri, 8 Dec 2023, 2:35 pm  
Subject: Your MYOB AccountRight licence file is attached  
To: <[admin@multielectrical.net](mailto:admin@multielectrical.net)>

Dear MYOB Client,

You'll find attached to this email a licence file for your AccountRight company file. Licence files are needed to activate and confirm AccountRight company files. To complete this process, you need to:

1. Detach the licence file and save it to your computer (for example, your desktop). Use "Save As" and add .XML to the end of the file name.
2. Open your AccountRight company file.
3. In the Activation (or Confirmation) Assistant, choose the phone option.
4. Click 'Next'.
5. Click 'Browse' next to the 'Select the licence file to load' field.
6. Locate the licence file and click 'Open'.
7. Click 'Activate' (or 'Confirm').

If you are using Hotmail / Live as email, please follow below steps to utilise the licence file.

1. Click on Your MYOB Account Right licence file is attached.eml and save it to the Desktop.
2. Open the saved email.
3. Click on the attached \*.xml file and save it to the Desktop (the file name will start with the S/N).
4. Open the MYOB file and choose activate / confirm by phone.
5. Click on Browse and select the saved licence file.
6. Click on Open.
7. Click on Activate / Confirm.

If you need help, please contact our registration team on 1300 555 151 (business hours only, Melbourne time).

Yours sincerely,

MYOB Australia Pty Ltd  
Phone: 1300 555 151  
Fax: 03 9222 9888  
Email: [customer\\_service@myob.com.au](mailto:customer_service@myob.com.au)  
Web: <http://www.myob.com.au>

**One attachment** • Scanned by Gmail

You have received a private message in  
the MYOB Community!

Inbox

Search for all messages with label Inbox

Remove label Inbox from this conversation



**Community Forum No Reply** <noreply@forum.myob.com>

Fri, Dec 8,  
2023,  
12:33 PM

to me

**Hello Lyawing-MES,**

You have received a private message in the MYOB Community Forum.

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Subject: [Re: Update license file](#)

From: Leneth\_A

Date: 08-12-2023 01:33 PM

Hi @Lyawing-MES,

Thank you for reaching out to us in the Community Forum.

Could you please provide the following information:

- The serial number of the product - **Setup>>Company Information**
- The company file ID - **Help>>About AccountRight/Accounting**
- The version of the software you are - **Help>>About AccountRight/Accounting**

Please let me know if you have any problems with this.

Cheers,  
Leneth

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To manage your private message options, click [here](#).

Thanks for being a MYOB Community member.

*Your MYOB Community Team*

MYOB Community sent this message to [lyawing05@gmail.com](mailto:lyawing05@gmail.com).

Don't want to receive emails from us? Just click [here](#).



**Community Forum No Reply** <noreply@forum.myob.com> Fri, Dec 8,  
2023, 2:02 PM

to me

## Hello Lyawing-MES,

You have received a private message in the MYOB Community Forum.

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Subject: [Re: Details requested](#)

From: Leneth\_A

Date: 08-12-2023 03:02 PM

Hi @Lyawing-MES,

Thank you for the information.

I have successfully confirmed your company file from our end, and I have sent the license file to the email address [multi@datec.net.pg](mailto:multi@datec.net.pg). You may now confirm your company file by going to **Help >> Confirm a File >> Select by Phone**.

*Let me know how this goes and if we can provide any further assistance here on the forum.*

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**Community Forum No Reply <noreply@forum.myob.com>** Fri, Dec 8,  
2023, 2:47 PM

to me

**Hello Lyawing-MES,**

You have received a private message in the MYOB Community Forum.

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Subject: [Re: Correct email address](#)

From: Leneth\_A

Date: 08-12-2023 03:47 PM

Hi @Lyawing-MES,

Thank you for letting me know. I send the license file to your email address. Please tell us how you go and feel free to post again when you need more assistance.



**Community Forum No Reply <noreply@forum.myob.com>** Fri, Dec 8,  
2023, 4:58 PM

to me

## Hello Lyawing-MES,

You have received a private message in the MYOB Community Forum.

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Subject: [Re: License file received](#)

From: Leneth\_A

Date: 08-12-2023 05:58 PM

Hi @Lyawing-MES,

You're most welcome. We are glad we have managed to resolve your concern.

Regarding your question, yes you will need to confirm your company file as you don't have an active subscription for this company file.

*Feel free to post again anytime you require further assistance.*