



MATCOMMAND TOURNAMENT

Licensing & Activation Guide

Purchase, receive, activate, validate, and protect a MatCommand license.

Applies to Tournament V14.13 · Updated September 12, 2026

Normal delivery: after a successful purchase or owner issuance, MatCommand automatically emails the license information to the purchase address. Save that email privately.

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1. Choose a plan

Plan	Included products	Use limits
Tournament Director Annual	Tournament and Tournament Cloud	Two computers. Unlimited Round Robin, Single Elimination, Double Elimination, and Scramble/Grapevine.
Youth Organization Annual	Team, Drills, Tournament, and Tournament Cloud	Two computers. Three unique bracket or Round Robin events per annual term. Unlimited Scramble/Grapevine.
Team Annual	Team	Two Windows computers.
Drills Annual	Drills	Two Windows devices. A 14 day trial may be available.

Tournament Cloud is included with active Tournament Director and Youth Organization licenses. It is not a separate add on.

2. Purchase and email

1. Enter the organization/customer name, contact name, and an email address you control.

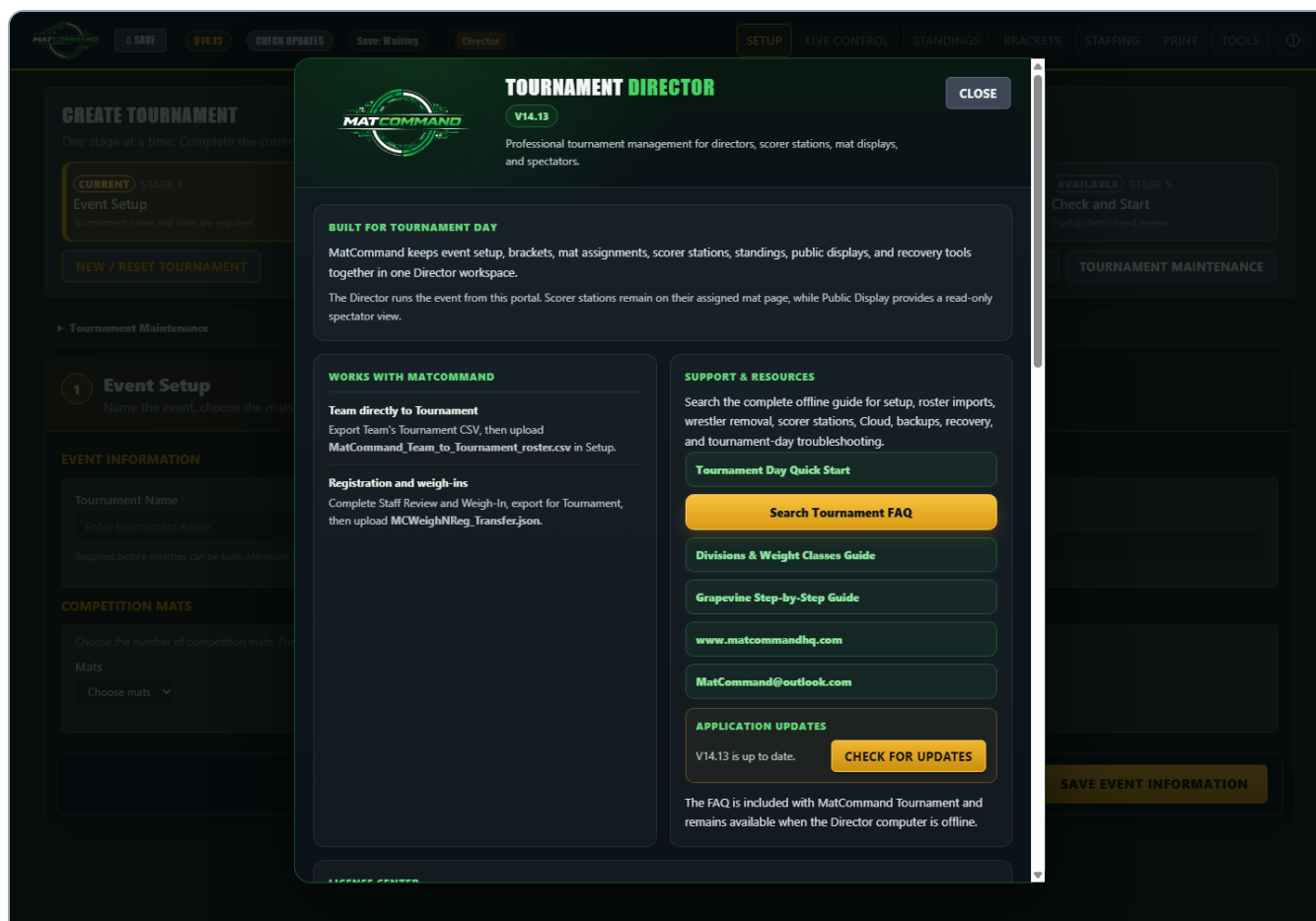
2. Complete PayPal checkout.
3. Return to MatCommand and select **Check Purchase Status** if the application is waiting.
4. Look for the MatCommand license email. Check spam or junk if it does not arrive promptly.
5. Save the email and license key in a private business record.

If the email address was mistyped or delivery fails, contact MatCommand support with the payer name, purchase email, approximate time, and PayPal receipt ID. Do not send full card or bank details.

3. Activate a product

1. Open the product's License or Info panel.
2. Paste the complete license key into the activation field.
3. Select **Activate License**.
4. Confirm the Licensed to, Product/plan, Expiration, Activated device, and Entitlements fields.
5. For a bundle, open Team and Drills and activate with the same bundle key if they are not already recognized on that computer.

Do not guess at a key. Copy it from the MatCommand email or the private purchase recovery page.



V14.13 Info and License Center show revision, activation, validation, purchase status, and support resources together.

4. Validate and offline use

Select **Validate Now** while online before event day and after renewing or changing a license. The Info panel shows the last successful validation, next validation due, and offline use through date.

- A started event with valid local authorization continues locally if Internet access is interrupted.
- A new paid tournament may need an online license or event authorization before Start.
- Do not rely on a first activation at the venue. Validate before travel.

5. Computer activations

Current annual plans allow two activated computers. The display includes an online license device ID and an offline license device ID for support diagnostics.

- Use activations only on computers controlled by the licensed organization.
- Do not repeatedly reinstall or clear program data to work around an activation limit.
- If a computer was replaced, lost, or retired, contact support to review the legitimate device change.

6. Recover license information

The purchase website's **Reveal & Save** action is a backup recovery path. Use it when the automatic email cannot be found. Store any saved license file in a private folder.

7. Troubleshooting

Message or symptom	Action
Purchase is waiting	Finish PayPal checkout, then select Check Purchase Status.
Email not received	Check spam/junk and the exact purchase address. Then contact support with the PayPal receipt ID.
Licensing service could not complete request	Confirm Internet and computer date/time, select Validate Now, and retry. Do not start a new paid event until authorization succeeds.
Wrong entitlements shown	Validate Now. If still wrong, send support the redacted license key hint and displayed device IDs, not the full key.
Activation limit reached	Stop. Contact support with the old and new computer details. Do not buy another license just to correct a legitimate replacement.

8. License safety and privacy

- Never publish a full license key in screenshots, forums, or shared chat.
- Support normally needs only the key hint, device IDs, plan, purchase email, and PayPal receipt ID.
- MatCommand staff should not ask for a password, full card number, or bank login.
- Do not store live API secrets or owner credentials in documentation or support packages.
- Before enabling Tournament Cloud for youth athlete information, read the MatCommand Tournament Privacy Policy.