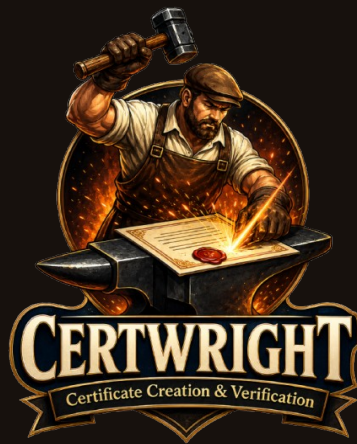




CERTWRIGHT PRO

User Manual

Purchase, download, install and activate the Pro add-on

For CertWright Pro customers

Welcome to CertWright Pro

CertWright Pro is a paid add-on for CertWright Core. Core must remain installed and active because Pro extends the existing certificate system; it does not replace it.

Use this manual while purchasing, downloading, installing and activating Pro. Complete the steps in order and keep your activation key private.

The installation sequence

1. Install and configure CertWright Core.
2. Purchase the Pro plan that covers the required number of WordPress websites.
3. Download the protected CertWright Pro ZIP from your CertWright account or purchase email.
4. Upload and activate the Pro ZIP on the customer website.
5. Open CertWright > Pro Licence, enter the activation key and select Activate Pro.
6. Confirm that Pro is active, then test the certificate workflow.

Never install the private CertWright Licence Server on a customer website. Customers install only CertWright Core and the CertWright Pro add-on.

1. Before you begin

Prepare the website before installing Pro.

Requirements

- A working WordPress website with administrator access.
- The current CertWright Core plugin installed and activated.
- A completed CertWright Pro purchase.
- The protected CertWright Pro ZIP file.
- The activation key beginning with CWPRO-.
- HTTPS enabled on the WordPress website.
- A current website backup.

Where to find the download and key

- Open the purchase email. It contains the activation key and a protected download link that is normally valid for seven days.
- Alternatively, sign in at <https://certwright.app/my-certwright-account/>. The account page displays the plan, website limit, activation key and protected Pro download.

Do not forward the protected ZIP or activation key. Your licence controls how many separate WordPress websites may use Pro.

2. Install CertWright Core first

If Core is already installed, open Plugins > Installed Plugins and confirm that CertWright Core is active. If it is not installed, complete these steps first.

Install from the WordPress Plugin Directory

1. Sign in to the WordPress administration area.
2. Open Plugins > Add New Plugin.
3. Search for CertWright.
4. Select Install Now, then select Activate.
5. Open the CertWright menu and complete the Core setup before adding Pro.

If CertWright is not yet listed in the WordPress Plugin Directory, download the current Core ZIP from certwright.app and install it through Plugins > Add New Plugin > Upload Plugin.

3. Install the Pro add-on

Do not unzip the Pro package. WordPress installs the ZIP file directly.

1. Sign in to the WordPress administration area for the website you want to activate.
2. Open Plugins > Add New Plugin.
3. Select Upload Plugin.
4. Select Choose File and choose the downloaded CertWright Pro ZIP.
5. Select Install Now.
6. When installation finishes, select Activate Plugin.
7. Open Plugins > Installed Plugins and confirm that both CertWright Core and CertWright Pro are active.

If WordPress reports that the destination folder already exists, do not delete Core. Check whether an older CertWright Pro version is already installed. Update or replace only the Pro add-on after making a backup.

4. Activate the Pro licence

1. Open CertWright > Pro Licence.
2. Copy the complete CWPRO-... activation key from the purchase email or your CertWright account.
3. Paste the key into the licence field. Avoid spaces before or after the key.
4. Select Activate Pro.
5. Wait for the confirmation message, then refresh the page if requested.
6. Confirm that the licence status shows as active and that the Pro controls are available.

Website activation limits

Plan	Permitted websites
Pro Single	1 website
Pro Business	5 websites
Pro Agency	25 websites

Each separate WordPress installation uses one activation. A staging or test site may also use an activation if it is registered as a separate website.

5. Move or release an activation

Deactivate Pro on an old website before using that licence slot on another website.

1. Open CertWright > Pro Licence on the old website.
2. Select the licence deactivation control.
3. Confirm that the website is no longer active under the licence.
4. Install Core and Pro on the replacement website.
5. Enter the same activation key and select Activate Pro.

Removing Pro does not invalidate certificates that have already been issued. Keep Core active so certificate records and public verification continue to operate.

Keep the account email current

The protected download and licence are connected to the email address used for the CertWright account and Stripe checkout. Use the same address when requesting licence assistance.

6. Confirm the installation

Run a short check before using Pro on a live certificate programme.

1. Open the CertWright Dashboard and confirm that no system-health warning has appeared.
2. Open CertWright > Pro Licence and confirm that the licence is active.
3. Open the Pro settings or controls you intend to use and confirm that they are available.
4. Submit one test entry through the mapped form.
5. Confirm that the certificate record and PDF are created.
6. Process the email queue and confirm that the message and PDF attachment arrive.
7. Verify the test certificate through the public search page or QR code.

Pro extends the working Core system. If the basic form, mapping, PDF or email workflow fails, test Core first before diagnosing the Pro licence.

7. Updates and subscription status

- Keep CertWright Core and CertWright Pro updated together.
- Back up WordPress before installing a major update.
- Do not delete Core while Pro is active.
- Keep the annual subscription current to retain Pro access, updates, support and authorised activations.
- A failed or cancelled subscription may prevent new licence activity or access to protected downloads, but certificates already issued remain valid.

Replacing the Pro ZIP

1. Download the current protected Pro ZIP from your CertWright account.
2. Create a website backup.
3. Open Plugins > Add New Plugin > Upload Plugin and upload the new ZIP.
4. If WordPress offers Replace current with uploaded, check that the plugin is CertWright Pro, then continue.
5. Confirm that Core and Pro are active and the licence still shows as active.

8. Troubleshooting

Problem	What to check
Pro Licence menu is missing	Confirm that both Core and Pro are installed and activated. Refresh the administration page.
Activation key is rejected	Copy the complete key again, remove spaces, confirm the subscription is active and check that the plan still has a free website slot.
Activation limit reached	Deactivate an unused website or upgrade to a plan with more activations.
Protected download expired	Sign in to My CertWright Account and download the current package, or contact support.
ZIP will not install	Confirm it is the original Pro ZIP, not an extracted folder. Check the WordPress upload-size limit and available disk space.
Pro features are unavailable	Confirm the licence is active, then check that the Core and Pro versions are compatible.
Certificates stopped working	Test the Core form mapping, PDF creation and email queue. Review CertWright logs for the exact error.

Support

Email support@certwright.app. Include your WordPress version, CertWright Core version, CertWright Pro version, exact error message and a screenshot. For licence help, write from the email address connected to the purchase.

Never send passwords, Stripe details or the full activation key in an ordinary support message.