CorelDRAW® ESSENTIALS 2021

Frequently Asked Questions

Support & Resources

How do I contact customer support?
If you need assistance, please reach out to the Corel Customer Support team using the contact information provided below.
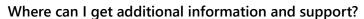

Corel Support

corelhelp@corel.com

1-877-582-6735

Where can I get additional information and support?
The answers to common questions about the product may be found in this FAQ document. If you're looking for even more information, check out the following resources to learn more.

◆ CorelDRAW User Guide | Corel PHOTO-PAINT User Guide | Access step-by-step instructions on installation and product authentication, as well as common FAQs, and workflows.

◆ Knowledge Base | Find answers to all frequently asked questions.

◆ Quick Start Guide | Get up to speed with the UI layout, tools and menu options, with easy to follow visuals.

◆ Online Help Files | CorelDRAW Help | Corel PHOTO-PAINT Help | Find help with your projects by browsing the categorized contents in the pane or use the search bar.

◆ Online Communities | Connect with other users, share content, ask questions, get help, as well as find tips, tricks and video how-to's.

◆ EULA | Understand the End User Licensing Agreement

NOTE: Learning resources are based on the full version of CorelDRAW Graphics Suite and may demonstrate tools and features not available in CorelDRAW Essentials.

Installation prep checklist

☑ Make sure that your system's date and time are set correctly.

☑ Make sure that your system has the latest updates installed.

☑ Close all applications, including all virus detection programs and applications that are open in the system tray or on the Windows taskbar. Not doing so may increase the installation time and interfere with the installation.

☑ Log in as a user with administrative privileges.

☑ Make sure that you have enough free disk space available on the drive where you want to install the application.

☑ Delete the contents of the system's TEMP folders to avoid file and memory conflicts. To navigate to the Temp folders, type **%temp%** in the **Search** box on the Windows 10 Start menu.

☑ Make sure that your system is connected to the Internet.

☑ Install CorelDRAW Essentials 2021 in its own directory to avoid conflicts with previous versions.

How do I check if my system is 64-bit?

1. Select the **Start** button, then select **Settings** > **System** > **About**.
2. At the right, under **Device specifications**, see **System type**.

What are the System Requirements?

◆ Windows 10**, 64-bit, with latest Updates

◆ Intel Core i3/5/7/9 or AMD Ryzen 3/5/7/9/Threadripper, EPYC

◆ 4 GB RAM (8 GB or more recommended)

◆ 2.5 GB available hard disk space for application and installation files

◆ Multi-touch screen, mouse or tablet

◆ 1280 x 720 screen resolution at 100% (96 dpi)

◆ DVD drive optional (for box installation);

◆ Installation from DVD requires a download of up to 400 MB

◆ Internet connection is required to install and authenticate CorelDRAW Essentials 2021 and access some of the included software components, online features and content.

**CorelDRAW Essentials 2021 supports Windows 10, version 2004, 20H2 and later versions which may be released during the lifecycle of CorelDRAW Essentials 2021.

Do I need a serial key?

Yes, a serial key is required for installation of CorelDRAW Essentials 2021. If you purchased the box version, your serial key will be inside the box. If you purchased a digital download from Amazon, your serial key will be in Your Software Library within your Amazon account.

How do I install CorelDRAW Essentials 2021?

1. Close all applications, including all virus detection programs. For smooth installation, we recommend that you restart your system. This action will ensure that no restart is required by the latest system updates, and there are no memory issues.
2. Insert the DVD into your drive, or if you purchased the digital version, download the product from your Amazon Software Library.
3. Once in the installation wizard, follow the instructions for installing the software.

Note: In order to authenticate this product you must register your serial key. Please see instructions below.

How do I register my product with Corel?

Signing in gives you access to important online services and content. You will need your serial key to complete your registration.

◆ You can register from within your program. Upon installing the program, you should be prompted to register online. You will need to create a Corel account (if you don't already have one). Enter your serial key to complete the registration process.

◆ You can also register your product at a later date. Go to https://www.corel.com/corel/account/registerProduct.jsp and log in or create your Corel account. Enter your serial key to complete the registration process.

Can I install CorelDRAW Essentials 2021 on more than one system?

You have permission to install and use one (1) copy of this software on one (1) computer or electronic device at any given time as set out in the End User License Agreement.

Please visit the Corel EULA to learn more about a "Second Computing Device."

Troubleshooting

I don't always have an Internet connection available. How do I use product features, and can I access online content?

As long as you have activated your product by signing in with your Corel.com account, you have access to all main product features even if you are offline. In order to access some of the included software components, online features and content, you must be online and authenticated. For best results, it's recommended that you access an Internet connection once a month for system updates.

How do I turn off popup ads in CorelDRAW Essentials?

To turn off the popup ads, go to **Help** > **Message Settings**. Uncheck one or both of the first two options for product related messages and updates, as you prefer. In the tray notifications drop-down list, select **Do not show me tray messages for this application**.

How do I change the language of the user interface and Help?

1. Click **Tools** > **Options** > **Global**.
2. Click **General**.
3. Choose a language from the **User interface language** list box. If you want to change the language of the user interface and Help when you start the application, enable the **Ask me the next time the application starts** check box.
4. Restart the application.

If there is only one language available in the User interface language list box, you must first install the additional languages that you want. For more information, see **"How do I modify or repair a CorelDRAW Essentials installation?"** below.

How do I modify or repair a CorelDRAW Essentials installation?

1. Close all applications.
2. On the Windows Control Panel, click **Uninstall a program**.
3. Double-click the suite's name on the **Uninstall or change a program page**.
4. Enable the **Modify** option or the **Repair** option in the wizard that appears and follow the instructions.

Program features and utilities that are already installed may not appear in the wizard, or their check boxes may appear disabled. Product languages can be selected on the last page of the wizard.

Certain features, such as **Copy installation files**, cannot be added by modifying your installation.

Additional Questions

Still can't find the answer you're looking for? Our product experts would be happy to assist you. Please reach out to the Corel Customer Support team using the contact information provided below.

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NOTE: Please be advised not all components are available in all versions of the software.