Secuenza

# The emails Secuenza sends you

Which ones they are, when they arrive and where from, so you can recognise the real ones.

They all come from info@secuenza.com, in your account's language, and you can reply to them: a person reads the reply.

## Welcome to Secuenza

When you register Secuenza with a new account. It tells you what the Free version includes and takes you to the quick start guide.

## Your Secuenza Pro code

When you upgrade to Pro. It contains your licence code: keep it, you'll need it to activate Secuenza on another PC.

## You have Secuenza Pro

If Tude gives you Pro without a purchase (for instance, as a partner). It contains the code and how long it lasts.

## Your Secuenza licence is on another PC

Every time your licence moves to another PC. If it wasn't you, reply to the email.

## Your Secuenza has switched to the free version

When your subscription ends and you go back to the Free version, without losing anything.

## Your link to sign in to My account

When you ask to sign in to My account. The link is valid for 15 minutes and works only once.

## Confirm you want to hear when Secuenza launches

If you join the waiting list on the website: it confirms the address is yours.

## Payments, from Stripe

Invoices, receipts and the notice of a payment that couldn't be taken are sent by Stripe, which handles payments, with your company details.

## The ones sent from your own mailbox

The daily summary (Pro) and the tests you send yourself with Send me a test aren't sent by Tude: they go out from your Secuenza, through your mailbox.

## What we'll never ask you for

No Secuenza email asks for your password, your card details or for you to install anything that doesn't come from secuenza.com. If you receive something like that in our name, it isn't ours: forward it to info@secuenza.com.