Corel® PaintShop® Pro 2022

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 can be found in this FAQ document. If you can't find the answers you are looking for, check out these additional resources to learn more:

- **User Guide**
  Access step-by-step instructions to install the software and complete the most popular workflows.

- **PaintShop Pro Learning Center**
  Turn your vision into reality with help from a resourceful library loaded with learning resources. Explore the Discovery Center, how-to guides, tutorials, keyboard shortcuts, and more!

- **User Forum**
  Connect with other users online to ask questions and get tips and tricks.

- **Photo Editing Webinars**
  This collection of webinars is built to guide you through the various tools and features within the software so you can do more with PaintShop Pro, PhotoMirage, and AfterShot.

- **Online Help**
  There is an abundance of information available to you while using the product. To get help for the activity you are currently working on, press F1. Use the **Help** menu to access a variety of Help resources.

Installation

What are the System Requirements?

- Windows 10 (recommended version 1903 or later with the latest service pack (64-bit editions)
  - For virtualization: Microsoft Windows Server 2012 R2, Windows Server 2016, Windows Server 2019.
- Intel Celeron G series or AMD Phenom II and above
  (Intel i5 or AMD Ryzen series and above recommended for Artificial Intelligence feature support)
- 4 GB of RAM (8 GB recommended for Artificial Intelligence feature support)
- 3 GB of available hard-disk space required (4 GB recommended)
- 1366 x 768 display resolution (1920 x 1080 display resolution @100 DPI recommended).
  Up to 250 DPI supported with appropriate resolution display.
- DirectX 10 or higher compatible video adapter with the latest driver
  (DirectX 12 compatible discrete VGA card recommended for GPU acceleration)
- Internet Explorer version 11 or higher, with the latest updates
- Internet connection required for online features and tutorial videos

Do I need a serial key?

Yes, a serial key is required for installation of PaintShop Pro 2022.

- If you purchased the box version, your serial key will be on your software disc 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 PaintShop Pro 2022?

1. If you purchased the digital version, download the product from your Amazon Software Library. If you purchased the box version, insert the software disc into your DVD drive, and the installation wizard should launch automatically.

2. Double-click the *Corel PaintShop Pro 2022* file to begin installation.

3. Follow the instructions on your screen.

4. In order to register your product, you will be prompted to log in or create a Corel account. Enter your serial key to complete the registration process.

5. If you purchased the Ultimate version, you will need to select, install, and enter the serial keys for the other applications one at a time. Please note that a serial key is not required for Highlight Reel, MultiCam Capture Lite, and Sea-to-Sky workspace. Your purchase also includes the Amazon Exclusive ParticleShop 5-Brush Starter Pack*. Please see the installation instructions in the **Amazon Exclusive** section below.

Note: An internet connection is required for product installation and updates. Your system may ask for your permission during various steps of the installation process. Please grant permissions when requested so that the installation can be completed.

*Available only with PaintShop Pro 2022 Ultimate

How many devices can this program be installed on?

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. It may be installed on a second stand-alone computer or laptop for non-concurrent use. Please visit the Corel EULA for more information.

Is PaintShop Pro 2022 available for Mac?

PaintShop Pro 2022 is native to Windows and is currently unsupported for installation on Mac operating systems.

How do I register my product?

Registering your product provides you with timely access to product updates, free downloads, tutorials and tips, special offers, and more. You will need to log in or create a Corel account. Enter your serial key to complete the registration process.

- Upon installing the program, you should be prompted to register online
- Visit www.corel.com/support/register on the web
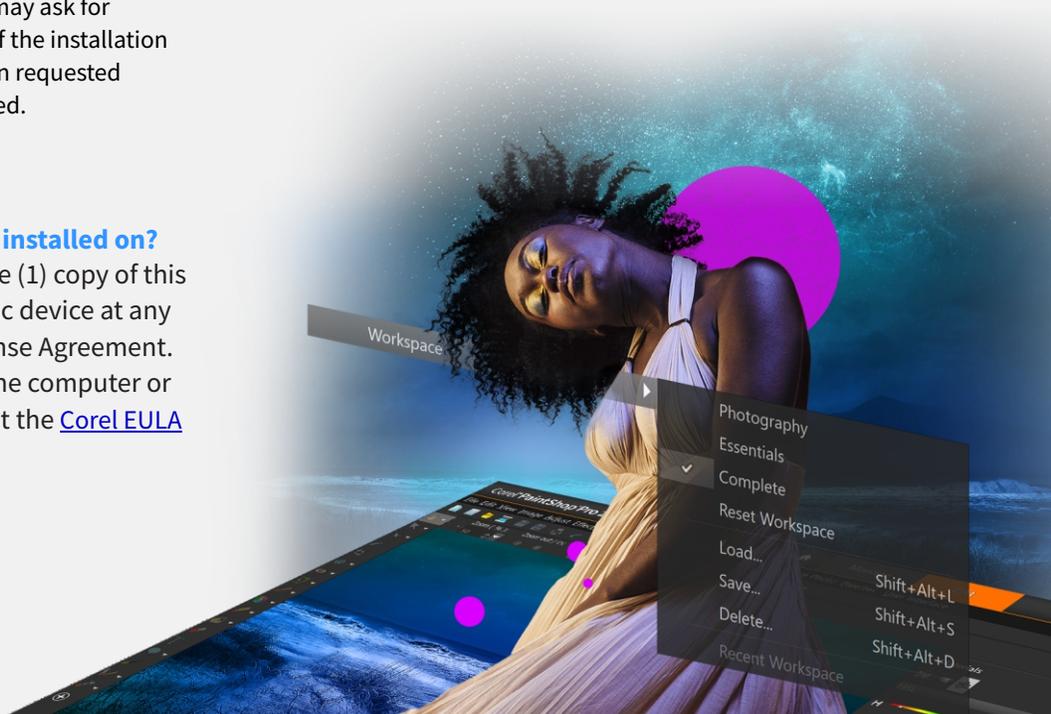
How do I check if my system is 64-bit?

Right-click **My Computer** and select **Properties**. It will be listed in **System Type**.

Does PaintShop Pro 2022 support 32-bit?

The native 32-bit version of Windows is no longer supported. For support with 32-bit drivers, you can use earlier versions of PaintShop Pro.

Is an active internet connection required to use the product?

An internet connection is required for product installation, registration, product updates, and some features. It is not required to run the software.

Amazon Exclusive*

What is the Amazon Exclusive offering?

Create stunning image enhancements with this Amazon Exclusive ParticleShop 5-Brush Starter Pack (valued at $39.99). Includes 5 brushes: Art Brush, Billowing, Blendy, Heat Trail, and Natural.

- Experience the fluid strokes of living grab-and-go Particle brushes
- Artistically enhance photos, illustrations, and paintings with realistic awe-inspiring results
- Use with a pressure sensitive tablet, touchscreen, or mouse

How do I install the ParticleShop 5-Brush Starter Pack?

Once PaintShop Pro 2022 Ultimate has been installed, follow the instructions below to install the ParticleShop 5-Brush Starter Pack included with your software.

1. If you purchased the box version, the software will be included on the installation disc. If you purchased a digital download, navigate to where you downloaded the zipped file.
2. Double-click the *ParticleShop Brush Pack* file to begin installation.
3. Follow the instructions on your screen. Enter your serial key when prompted.

How do I access the ParticleShop brushes?

From the top menu, select **Effects** > **ParticleShop** to launch the software. Once you have enhanced your image with the brushes, press **Save** to return to PaintShop Pro.

Where can I get additional information on ParticleShop?

Visit the ParticleShop Help Center to find answers to commonly asked questions and access video tutorials.

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

Pre-Launch Checklist

Best practices before you begin:

☑ Verify that your computer meets the minimum recommended system requirements for optimal performance.

☑ Ensure a good Internet connection and register the software.

☑ Check that your drivers are up to date.

☑ Ensure the latest software updates are installed.

Common Questions

What is the difference between the Pro and Ultimate version?

The main software is the same in both versions. However, the Ultimate version comes with a bonus pack of premium software, valued at approximately $260 USD. It includes Painter Essentials 8, AfterShot 3, PhotoMirage Express, Highlight Reel, MultiCam Capture Lite, Sea-to-Sky Workspace, and an exclusive Corel Creative Collection.

What file formats are compatible?

Import Formats Supported

- AI, BMP, CAL, CALS, CGM, CLP, CUR, CUT, DCX, DIB, EMF, EPS, GIF, HDP, IFF, IMG, J2C, J2K, JIF, JP2, JPC, JPE, JPEG, JPG, JPS, JPX, MAC, MPO, MRW, MSP, PBM, PCD*, PCT, PCX, PDF, PGM, PIC, PICT, PNG, PNS, PPM, PS, PSD, PSP (PSP image files), RAS, RAW, RIF, RLE, SCT, SVG, SVGZ, TGA, TIF, UFO, WBM, WBMP, WDP, WEBP, WMF, WPG**

- RAW file support for over 800 camera models, including the following file extensions: 3FR, ARW, CR2, CRW, DCR, DNG, K25, KDC, NEF, NRW, ORF, PEF, RAF, RW2, SR2, SRF, X3F

Export Formats Supported

- BMP, CAL, CALS, CLP, CUT, DCX, DIB, EMF, EPS, AI, PS, GIF, GIF, HDP, WDP, IFF, IMG, JP2, J2C, J2K, JPC, JPX, JPG, JIF, JPE, JPEG, MAC, MSP, PBM, PCX, PGM, PIC, PPM, PNG, PSD, PSP (PSPIMAGE FILES), RAS, RAW, RIF, RIFF, RLE, SCT, CT, JPS, PNS, TGA, TGA, TIF, TIFF, WBMP, WBM, WEBP, WMF

*Supported on 32-bit version of PSP installations only.

**WPG (WordPerfect Vector only) is not supported on 64-bit version. WordPerfect Bitmap is supported on 64-bit version.

Brush Formats

- PaintShop Pro Brush (.pspbrush)

- Adobe Photoshop Brush (.abr)

- Jasc Brush (.jbr)

Can I produce color separations for screen printing?

Yes, you can produce color separations that can be printed on CMYK printers by printing color separation pages. When you print CMYK separations, PaintShop Pro prints a separate grayscale page for each primary color. You can then use these pages as "color plates" when working with a printing service. For printing CMYK color separations, follow these steps.

- Choose **File** > **Print**. The Print dialog box appears.

- Click the **Options** tab.

- In the Print Output group box, choose **CMYK Separations**.

- Click **Print**.

Troubleshooting

How do I change the default language?

When installing the PaintShop Pro 2022, you can select additional languages you want to install the application with. It is very important you select the additional languages you prefer, otherwise the product will be installed in English only. PaintShop Pro 2022 also supports French, Spanish, Italian, German, Dutch, Russian, Traditional Chinese, and Japanese.

You can change the language that is displayed in PaintShop Pro 2022. This option can be helpful for international or multilingual users or for users sharing workstation in an international corporate environment.

To switch the application language:

1. Select **File** > **Preferences** > **Switch Language**.

2. Then select the preferred language > Click **OK**.

3. There will be a message box that notifies to restart the application, click **OK**. The selected language is displayed after the application is restarted.

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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How do I turn off popup ads in PaintShop Pro?

To turn off the popup ads, launch the software and navigate to **Help** > **Message Preferences**. 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 modify or repair a PaintShop Pro installation?

Repairing an installation is helpful when you encounter problems in using the application, or when you suspect that the installation is corrupt. Modify the current installation if you would like to add or delete components.

1. Close all applications.

2. On the Windows Control Panel, click **Uninstall a program**.

3. Double-click **PaintShop Pro 2022** 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.