

HMNAO NavPac

Software Installation Unlocking on New HMNAO Website

Customers User Guide



General Guidance

- Users will require Administration Rights to install software on their PC/Laptop
- Users can only install 1 NavPac version (i.e. NavPac v4.3) per PC/Laptop. It is possible to have both NavPac v4.2 and v4.3 onto 1 PC/Laptop only (until v4.2 expires) **but not to have** v4.3 on multiple PC/Laptops as the NavPac unlocking will not be successful
- If there is no previous NavPac v4.2 already installed, users only need to follow the instructions on this User Guide to install NavPac v4.3 as a first install. Go to the “**Installation**” section

- If there is a previous NavPac v4.2 already installed, users then need to:

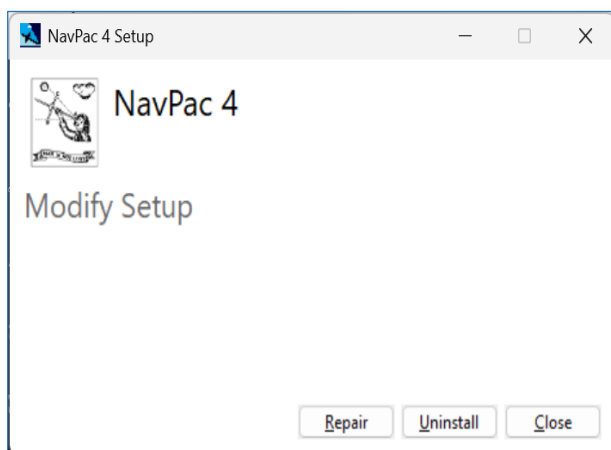
- 1) **Uninstall** the current NavPac v4.2
- 2) **Carry out a Full Machine Reset** (*this Machine Reset must be carried out on each Machine to be able to install the new NavPac v4.3 and activate with the new Product Key on each Machine*)
- 3) **Install the new Product Key** (*sent by ADMIRALTY Distributors when purchasing NavPac v4.3*)

- **If the Uninstall, Machine Reset are not carried out and the new Product Key is not installed, users will not be able to use the new NavPac v4.3 and view its data beyond the current expiry date of NavPac v4.2**

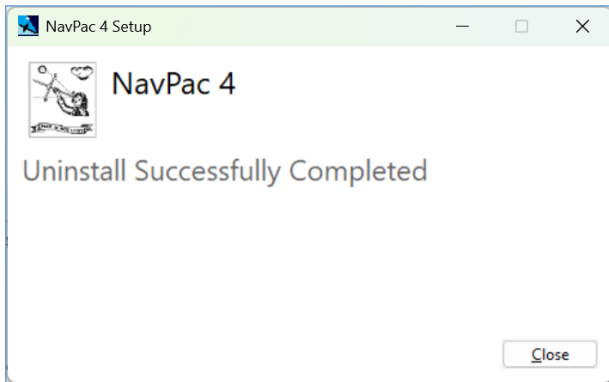
- If a Machine Reset is carried out without first uninstalling the current NavPac v4.2, an “Invalid Product Key” message will appear on the screen
- **You do not always need to contact the UKHO Customer Services Team as you can first make sure NavPac v4.2 is uninstalled first, followed by a Full Machine Reset. If the issue then persists, contact our Customer Services Team at CustomerServices@ukho.gov.uk**

Uninstalling

- To uninstall NavPac v4.2, go to the NavPac Icon on your Desktop or go to the Installed Apps on your PC/Laptop. **Right click** on the NavPac Icon or App and click “**Uninstall**”
- You may get a screen verifying the publisher as UK Hydrographic Office asking “**Do you want to allow this app to make changes to your device?**” If so, click “**Yes**” to proceed
- The window “**Modify Setup**” then appears. Click “**Uninstall**”:



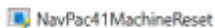
- Once the Uninstall is completed, the “**Uninstall Successful completed**” window appears. Click “**Close**”



Machine Reset

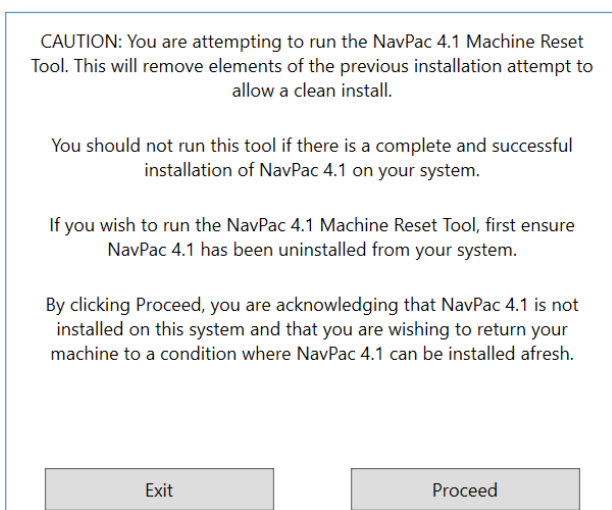
- As a new Product Key was provided, users now **must also** now carry out a **full Machine Reset** to remove this Product Key from their PC/Laptop
- **Note:** This Machine Reset must be carried out on each machine to be able to install the new NavPac v4.3 and activate it with the new Product Key

- For this reset, click on the sent **NavPacMachine41Reset .exe file:**



- Once users click on the Machine Reset, you may get a screen verifying the publisher as UK Hydrographic Office asking “**Do you want to allow this app to make changes to your device?**” If so, click “**Yes**” to proceed

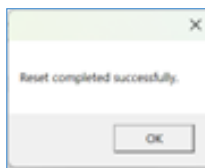
- The next window then appears. Click “**Proceed**”:



- On the next window, click **“Yes”** to confirm:



- The following window then appears to confirm the Reset has been successful, Click **“OK”**:



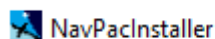
- **Following the PC/Laptop Machine Reset, users sometimes need to contact the UKHO Customer Services Team to then have their Product Key reset. In this case, there should not be any need to contact the UKHO to have the Product Key reset, as only installing a new NavPac version with a new Product Key on top of a previous NavPac version, unless users want to move the activation from one machine to another (as NavPac can only be installed on one PC/Laptop at any one time)**

- However, if you need to contact the UKHO for this Product Key Reset, contact our Customer Services Team at CustomerServices@ukho.gov.uk

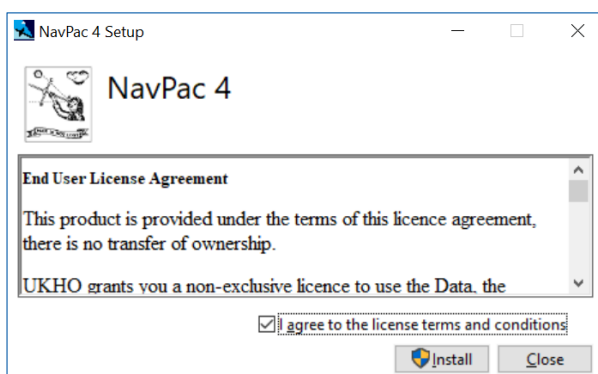
- Once the full Machine Reset has been completed, users now only need to **install** the new NavPac v4.3 following the instructions in this User Guide, using the new Product Key and Machine Signature (*which will automatically be found from your existing Product Key and Machine Signature, if using the same PC/Laptop, and entered on the installation screen*)

Installation

- To install NavPac v4.3, click on the **“NavPacInstaller.exe”** file (*already sent to you with the Installer .iso file*):



- Once clicking on the Installer, the first screen is the End User Licence Agreement (EULA) for users to agree to its Terms by ticking the **“I agree to the license terms and conditions”**, then Click **“Install”**:



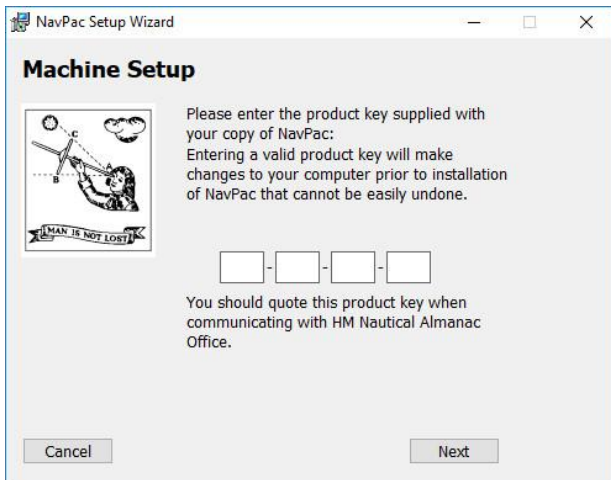
- If users are not currently running as Administrator, an Install Shield icon will appear next to the word “Install”
- Users may then get a screen verifying the publisher as UK Hydrographic Office and asking “**Do you want to allow this app to make changes to your device?**” If so, click “**Yes**” to proceed
- The Installer will then silently install the necessary .Net framework, if it is not already present, before launching the NavPac Setup Wizard
- On the next “**NavPac Installation**” window, click “**Next**” to proceed



- On the next “**NavPac End User Licence Agreement**” window, read the Terms of the End User License Agreement and tick the box “**I have read and agree to the terms of the End User Licence Agreement**” to agree to the Terms. Click “**Next**” to proceed:



- On the next **“Machine Setup”** window, enter your 16-digit NavPac v4.3 Product Key (**Note:** All characters are numbers) and then click **“Next”**. (*This Product Key can be found on the label of the NavPac v4.3 Box you purchased from your ADMIRALTY Distributor*):



- If you receive an error message, re-enter your Product Key making sure the numbers are the same as those issued to you
- If the Error messages persist, contact our Customer Services Team at CustomerServices@ukho.gov.uk
- If your registration has been successful, the new **“Validation Successful”** window will appear with the “Machine Signature” and the “Product Key” already entered. Click **“Continue”**:



- Following your successful installation of NavPac v4.3, you now need to **unlock** your NavPac to be able to use it
- This can now be done directly on the new UKHO HMNAO Website, with the instructions in the **“Unlocking NavPac v4.3 on the new HMNAO Website”** section

Note: This new UKHO HMNAO Website is part of the UKHO Single Sign-in process
 → before you can access the **“NavPac Unlocking”** pages (*accessed within the “NavPac unlocking” Tile*), **you will first need to be signed in on the new UKHO HMNAO Website**

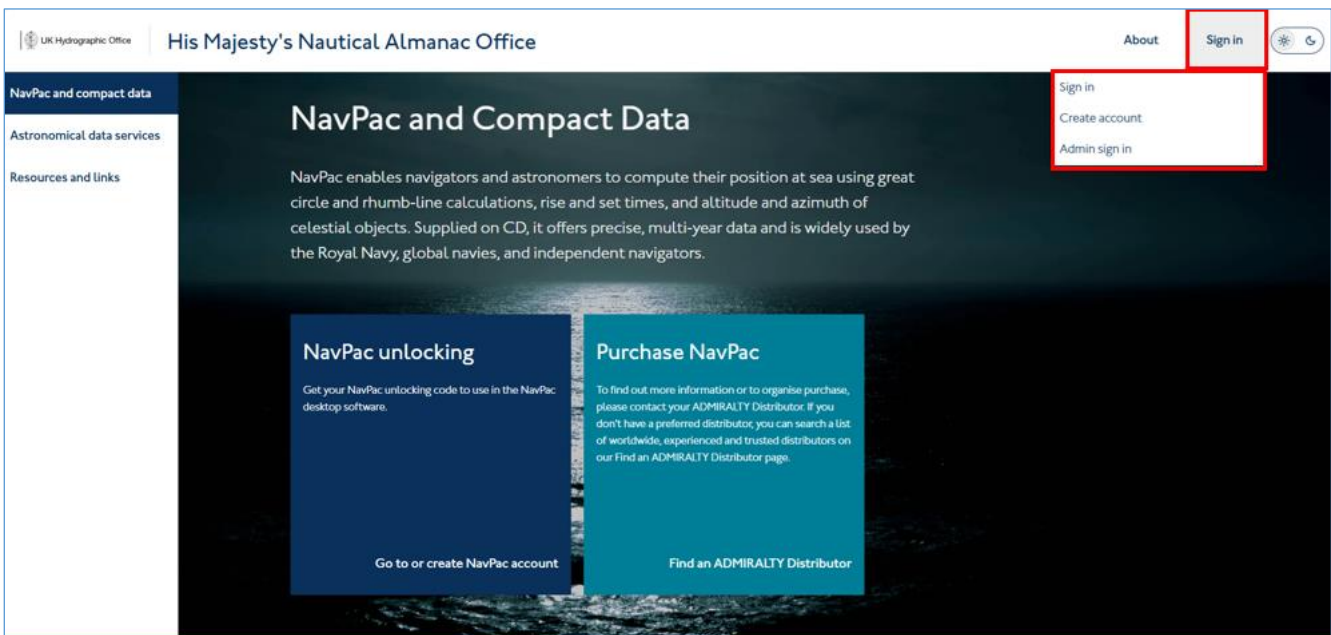


Signing In on the new UKHO HMNAO Website

1) Open the new HMNAO Website at [Home - HMNAO](#)

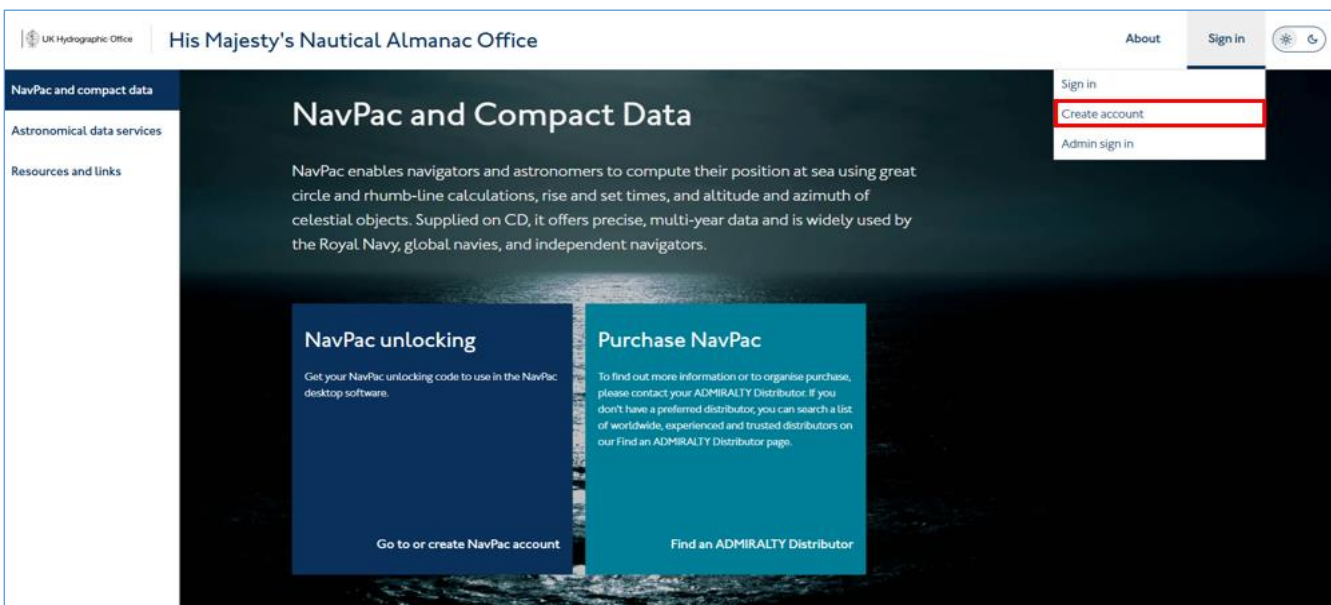
Once on this Website, all selected options will be highlighted in Yellow when selected

2) When on the “**NavPac and compact data**” page, select “**Sign in**” on the top right-hand side of the page - a dropdown list gives you three new options to select: “**Sign in**”, “**Create account**” and “**Admin sign in**”, as follows:



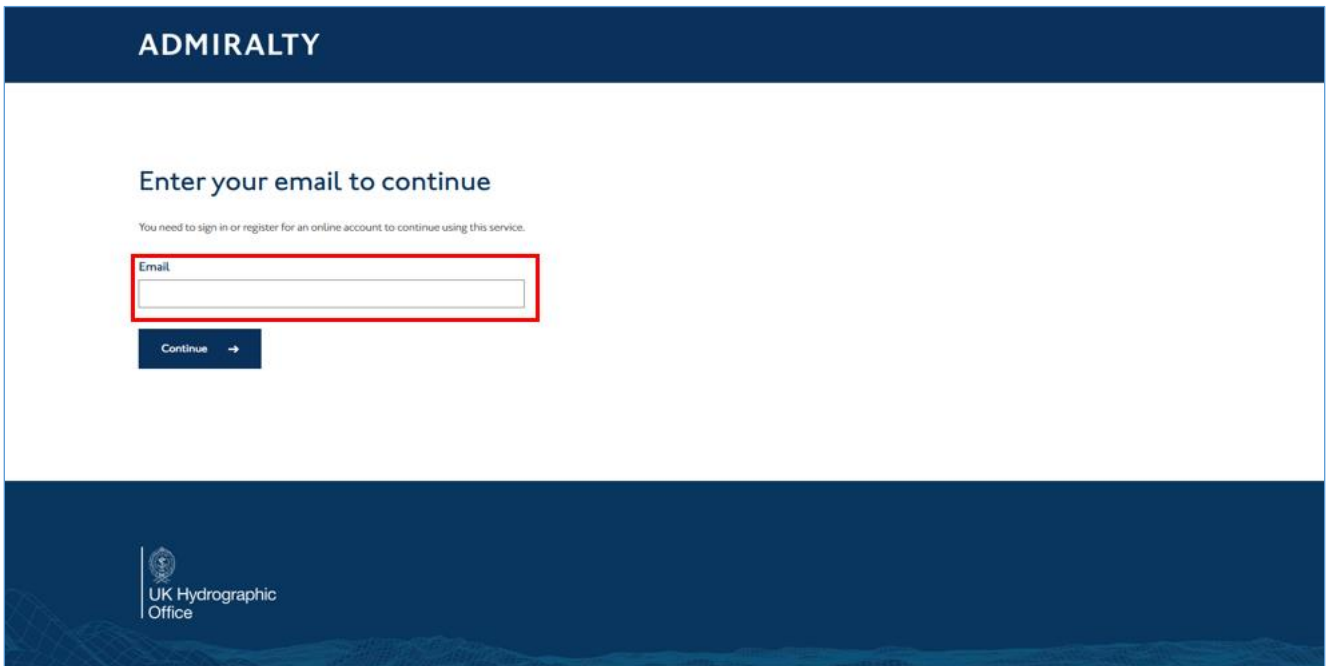
Create Account

- If you are **not already** signed in as a Customer to the UKHO Single Sign in process, you first need to create a new Account to access the NavPac unlocking pages. Select “**Create account**” from the dropdown List as follows:



- On the next screen, enter your email address as highlighted below:

Note: ONLY enter a personal email address as any UKHO email addresses (i.e. John.smith@yahoo.co.uk) are not accepted as only reserved for UKHO Admin Accounts



ADMIRALTY

Enter your email to continue

You need to sign in or register for an online account to continue using this service.

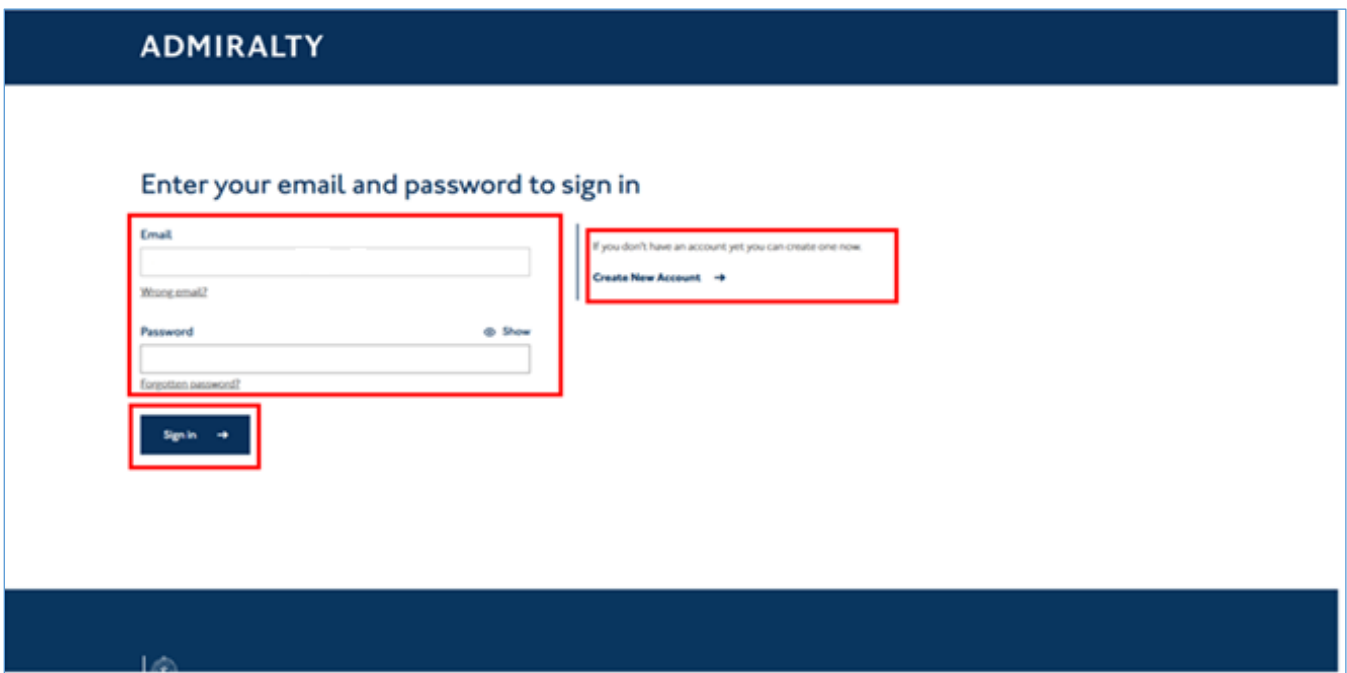
Email

Continue →

UK Hydrographic
Office

→ Then on the next below screen:

- If you already have an Account, enter your email address and your Password and then click on **“Sign in”** or
- If you do not already have an Account, click on **“Create New Account”** and follow the given instructions



ADMIRALTY

Enter your email and password to sign in

Email

Wrong email?

Password Show

Forgotten password?

Sign in →

If you don't have an account yet you can create one now.

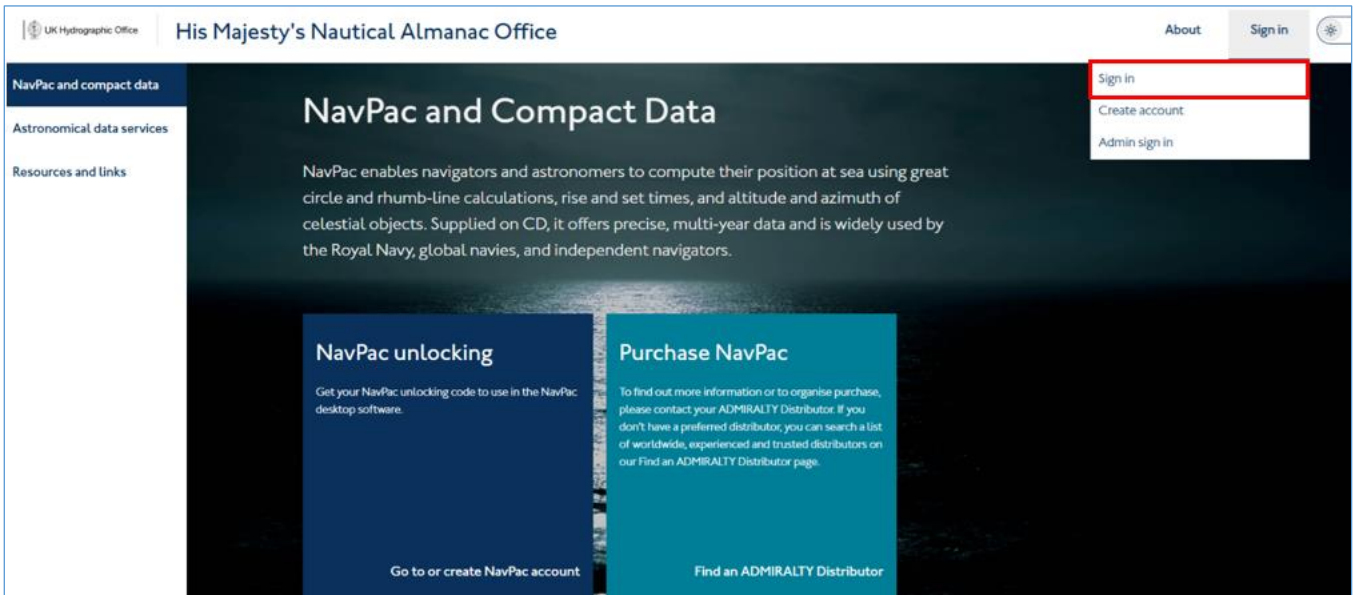
Create New Account →



- Once all the next instructions have been followed (*i.e. create a new Password, etc.*) your new Account will be created. You can now sign in as normal

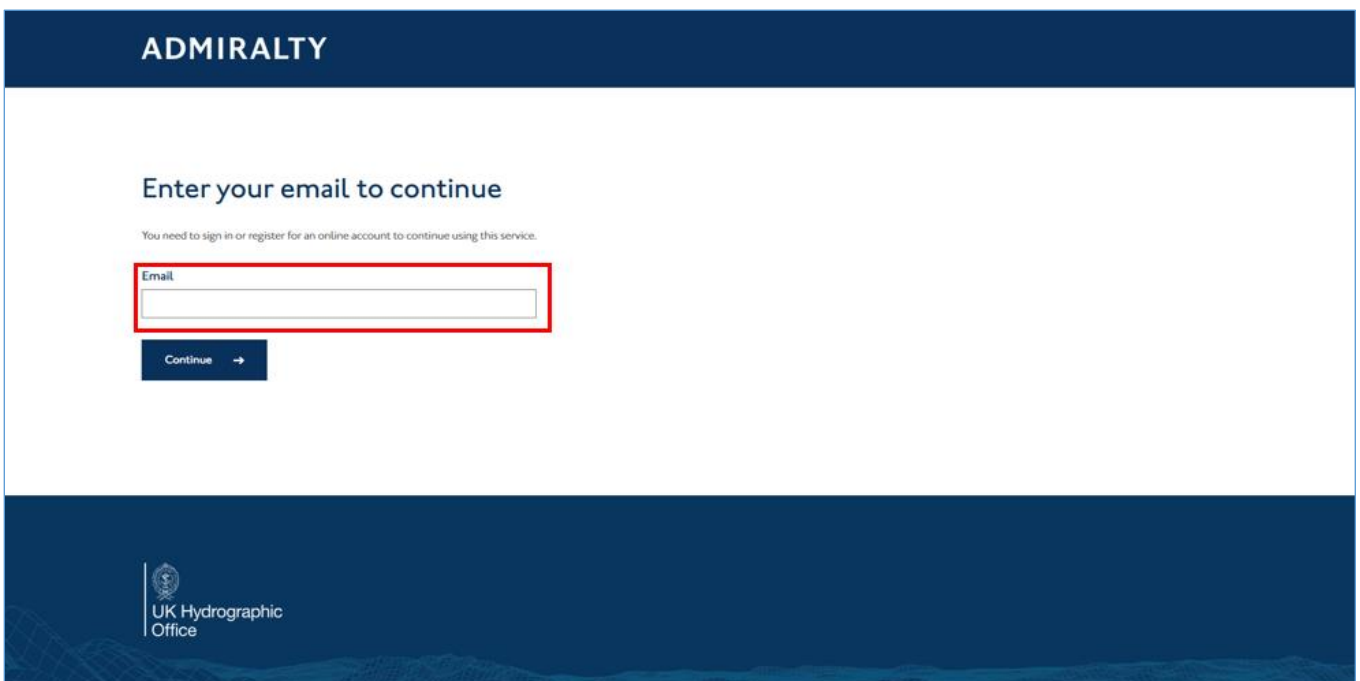
Sign in

- If you are **already** signed in as a Customer to the UKHO Single Sign in process, select **“Sign in”** from the dropdown List as follows:



The screenshot shows the Admiralty website interface. At the top, there is a navigation bar with 'UK Hydrographic Office' and 'His Majesty's Nautical Almanac Office'. On the right, there are links for 'About' and 'Sign in'. A dropdown menu is open under the 'Sign in' link, showing three options: 'Sign in', 'Create account', and 'Admin sign in'. The 'Sign in' option is highlighted with a red box. The main content area is titled 'NavPac and Compact Data' and includes a description of the service, a 'NavPac unlocking' section, and a 'Purchase NavPac' section.

- On the next **“Sign in”** page, enter your email address in the highlighted box below and press **“Continue”**:



The screenshot shows the 'Enter your email to continue' page. The page has a dark blue header with the 'ADMIRALTY' logo. Below the header, the text 'Enter your email to continue' is displayed, followed by a sub-header 'You need to sign in or register for an online account to continue using this service.' Below this, there is an 'Email' input field with a red border, and a 'Continue →' button. At the bottom of the page, there is a footer with the 'UK Hydrographic Office' logo and contact information.



Admin Sign in

- This option is only available for internal UKHO users

Unlocking NavPac v4.3 on the new HMNAO Website

- Once NavPac is successfully installed on a PC/Laptop and you are signed in, you can then now unlock NavPac v4.3
- A new Unlock Code can now be obtained directly on the new HMNAO Website at [NavPac Unlock Code - HMNAO](#)

If you experience any issues or are unsure, contact our Customer Services Team at CustomerServices@ukho.gov.uk to unlock NavPac v4.3

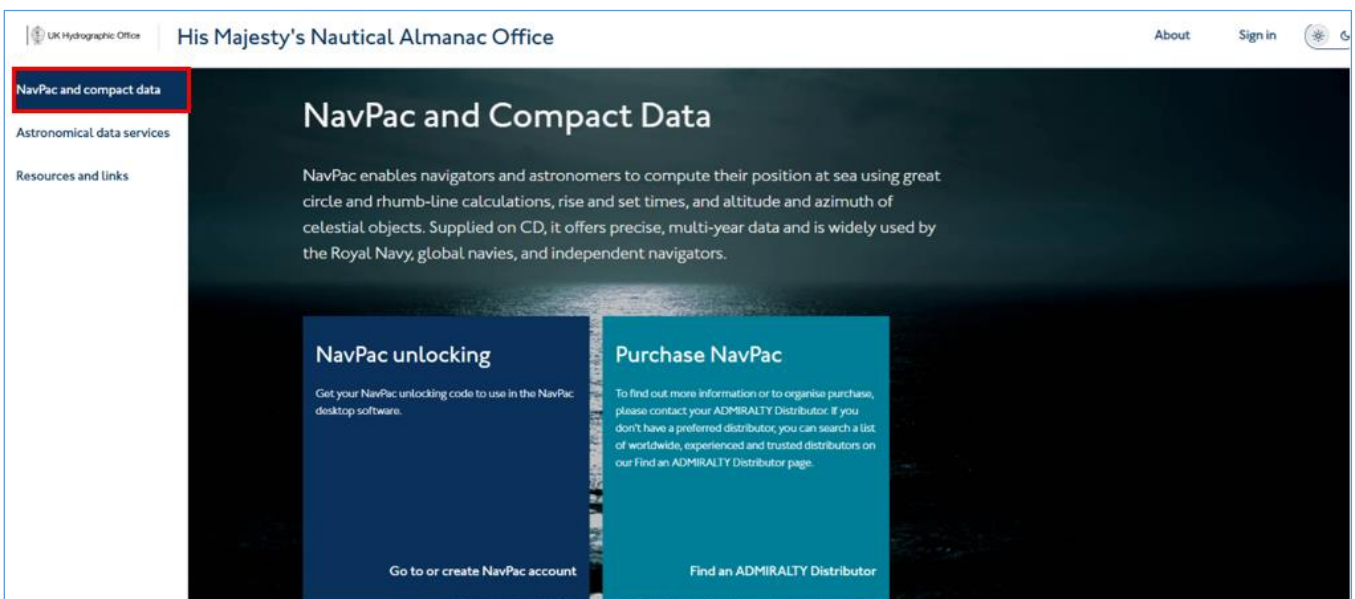
- You will need the below information to successfully unlock your NavPac v4.3 (*whether you do it yourself on the new Website or contact our UKHO Customer Services team if issues arise*):
 - **Email address** (*Note: your e-mail address will be used to contact you in the event of an update or to advise of any issues affecting NavPac*)
 - **NavPac Product Key** (*found on the label of the NavPac v4.3 Box you purchased from your ADMIRALTY Distributor*)
 - **Machine Signature/ID**
 - **Vessel and/or Company name** (Optional)

- These are the steps to obtain your new NavPac v4.3 Unlock Code:

1) Open the new HMNAO Website at [NavPac Unlock Code - HMNAO](#)

Once on this Website, all selected options will be highlighted in Yellow when selected

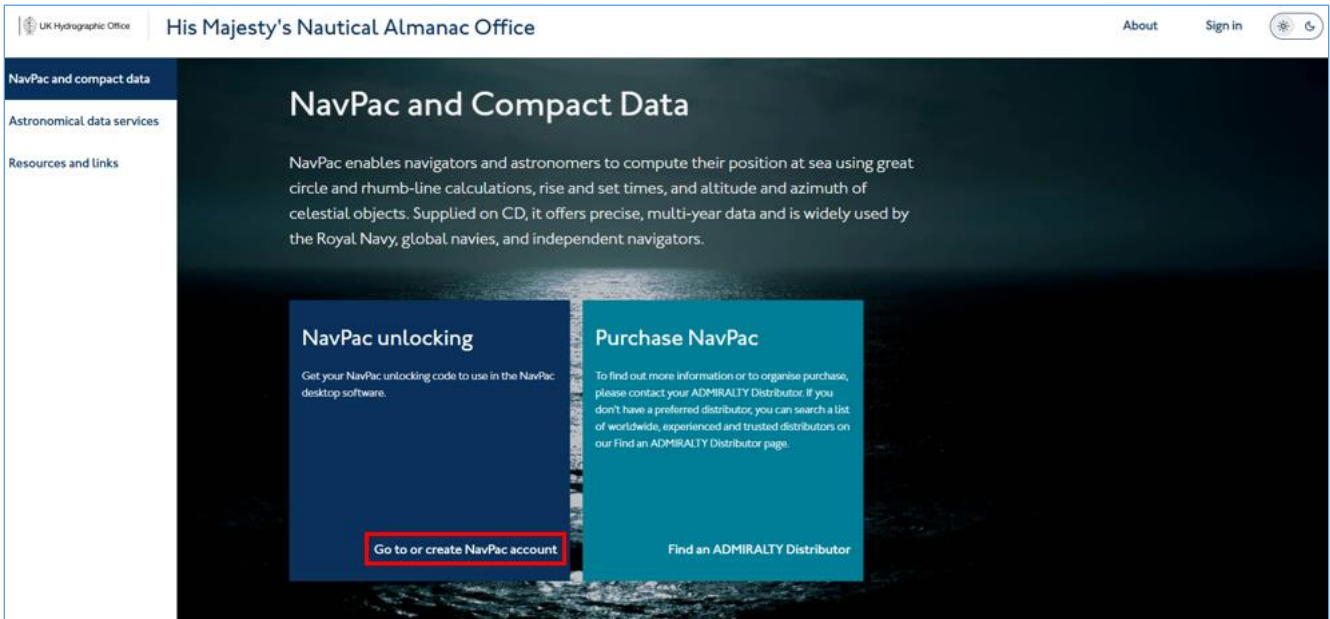
2) On the front page, click on “**NavPac and compact data**” on the left-hand side as highlighted below:



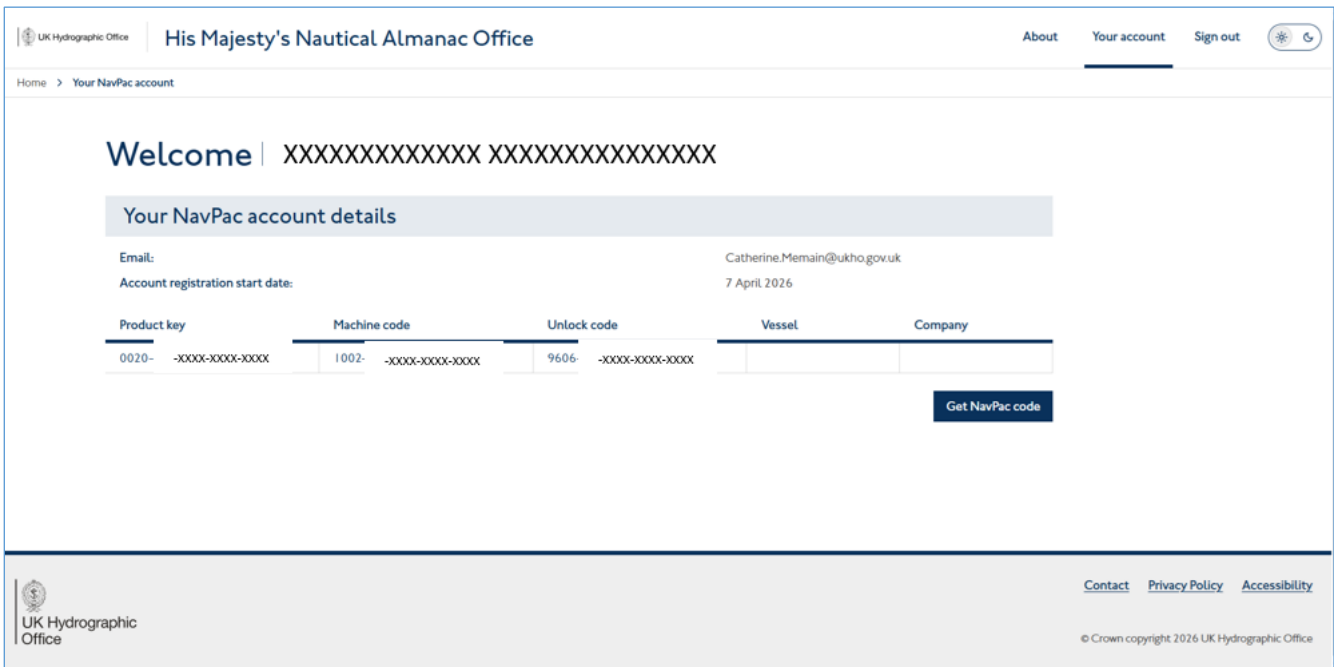
The screenshot shows the website interface for His Majesty's Nautical Almanac Office. The top navigation bar includes 'UK Hydrographic Office', 'His Majesty's Nautical Almanac Office', 'About', and 'Sign in'. A left-hand navigation menu is visible, with 'NavPac and compact data' highlighted in red. Below this menu, the main content area features a large heading 'NavPac and Compact Data' and a descriptive paragraph: 'NavPac enables navigators and astronomers to compute their position at sea using great circle and rhumb-line calculations, rise and set times, and altitude and azimuth of celestial objects. Supplied on CD, it offers precise, multi-year data and is widely used by the Royal Navy, global navies, and independent navigators.' Two prominent buttons are displayed: 'NavPac unlocking' with the text 'Get your NavPac unlocking code to use in the NavPac desktop software.' and 'Purchase NavPac' with the text 'To find out more information or to organise purchase, please contact your ADMIRALTY Distributor. If you don't have a preferred distributor, you can search a list of worldwide, experienced and trusted distributors on our Find an ADMIRALTY Distributor page.' At the bottom of these buttons are links: 'Go to or create NavPac account' and 'Find an ADMIRALTY Distributor'.



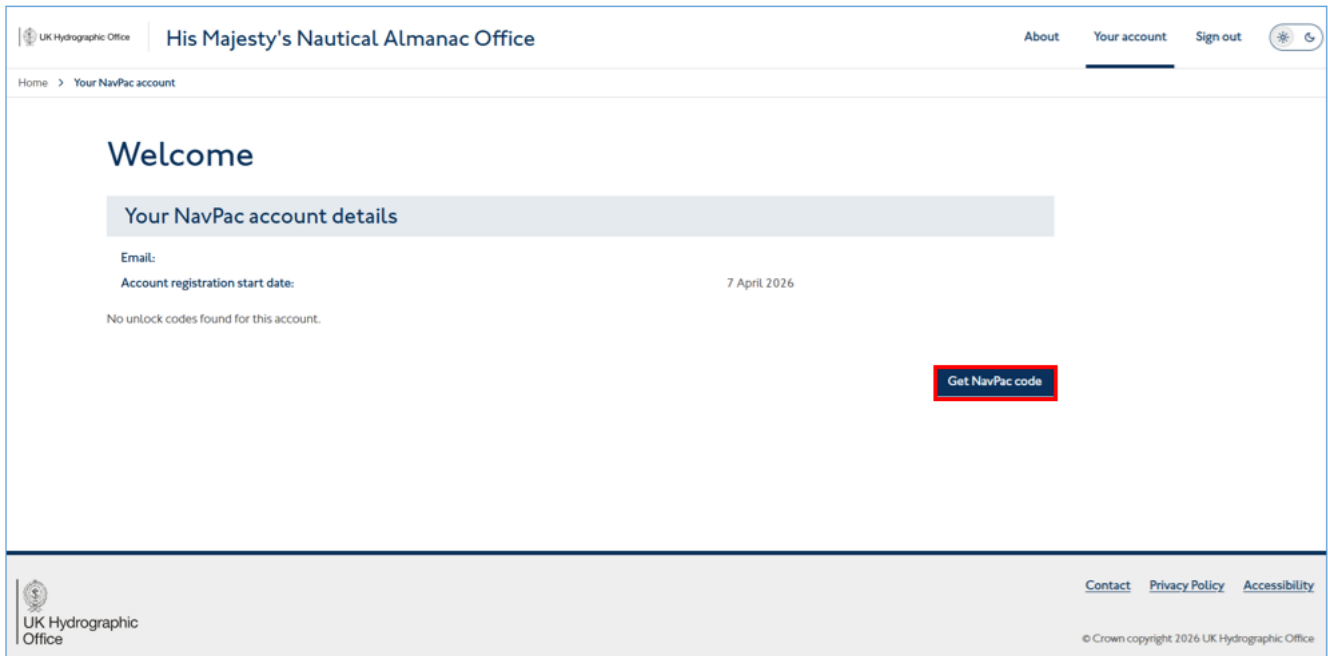
3) On the “NavPac Unlocking” Tile, click on “Go to or create NavPac account” as follows:



- **If you already have a NavPac Code**, the next “Your Account” screen will display this NavPac Code with the Product Key and Machine Code linked to your NavPac software usage - you then do not need to get a new NavPac Code unless you need to install NavPac onto a different PC/Laptop:



- **If you are already signed in, do not have a NavPac Unlock Code on Your Account yet or wish to install NavPac onto a different PC/Laptop**, the next screen will display - you will then need to request a NavPac Code, clicking on “**Get NavPac code**” as highlighted below:



UK Hydrographic Office | His Majesty's Nautical Almanac Office

About | Your account | Sign out

Home > Your NavPac account

Welcome

Your NavPac account details

Email:

Account registration start date: 7 April 2026

No unlock codes found for this account.

Get NavPac code

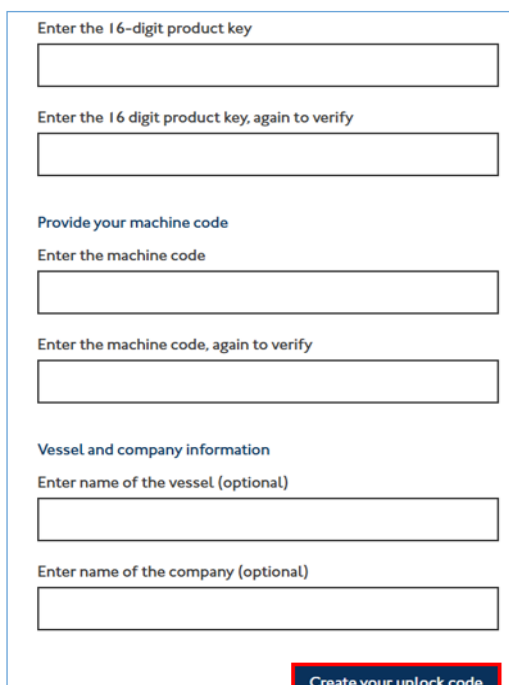
UK Hydrographic Office

Contact | Privacy Policy | Accessibility

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- On the next “**Your Account**” screen, you can now get your new NavPac Code

You will be asked to enter your NavPac Product Key, Machine Code and Vessel Name/Company Name (*optional*) on the below page and then click on “**Create your unlock code**” as highlighted below - **Provide the Product and Machine Code as they are provided to you, using the full 16-Digit Codes. All hyphens in between each 4 groups of 4 Digits will be automatically added when typing the Digits:**



Enter the 16-digit product key

Enter the 16 digit product key, again to verify

Provide your machine code

Enter the machine code

Enter the machine code, again to verify

Vessel and company information

Enter name of the vessel (optional)

Enter name of the company (optional)

Create your unlock code



- If both the Product Key and Machine Code are correct, you will then receive this successful message on the next screen confirming your new NavPac Unlock Code - **make a note of/copy this new Unlock Code and keep it safe and secure for future usage**:

Your NavPac code

✓ Your NavPac unlock code XXXX-XXXX-XXXX-XXXX

Success your NavPac code has been created, copy this code and paste into the NavPac desktop app.

Product key: XXXX-XXXX-XXXX-XXXX

Machine code: XXXX-XXXX-XXXX-XXXX

Return to account
Copy code

- If you then lose/forget this NavPac Unlock Code, you can still retrieve it going back to **“Your account”**, which will display the Code on the screen, or click on **“Archived data”** if you are looking for a record of an older NavPac Unlock Code, as follows:

UK Hydrographic Office
His Majesty's Nautical Almanac Office
About
Your account
Sign out

Home > NavPac account management

Welcome

Manage and view user accounts

Active user data
Audit data
Archived data

Search for an account

Q

Filter by: Unlock dates Status

Error Messages

- If you already have an Unlock Code (*maybe forgotten or missed on your Account page*) or if the Product Key you have entered is already in use, you will receive the below error message on the next screen:

! There's a problem

The product key that has been entered is already in use. Please provide a valid unused product key

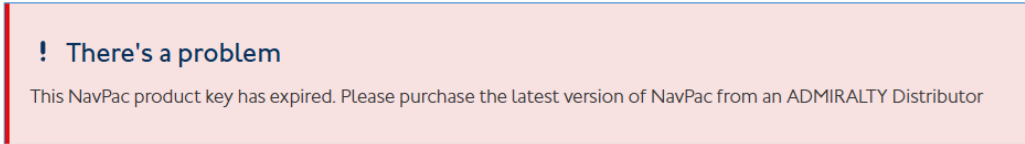
- If you have entered an incorrect Product Key or Machine Code, you will receive the below error message on the next screen:

! There's a problem

We could not verify product key or machine code you entered. Check the code and try again. If the code is correct and you still see this message, contact support



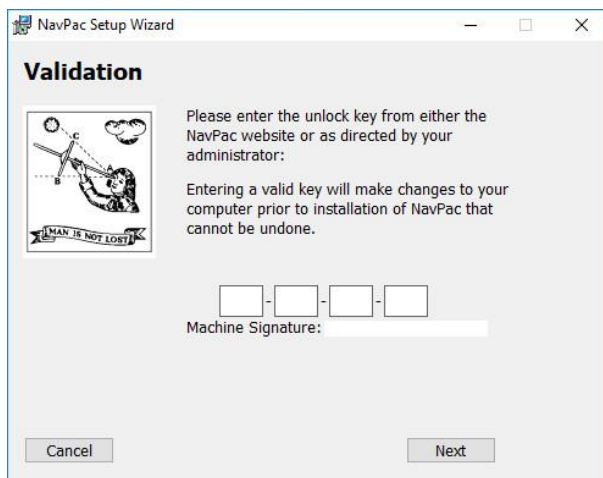
- If you have entered an expired Product Key (*i.e. v4.2 Product Key instead of the latest v4.3*), you will receive the error message below:



- Go back to the **“Your Account”** page to check if there is a Product Key on your Account, it is valid or if you have entered the correct Digits when requesting a new Unlock Code

Entering the new NavPac Unlock Code onto NavPac v4.3

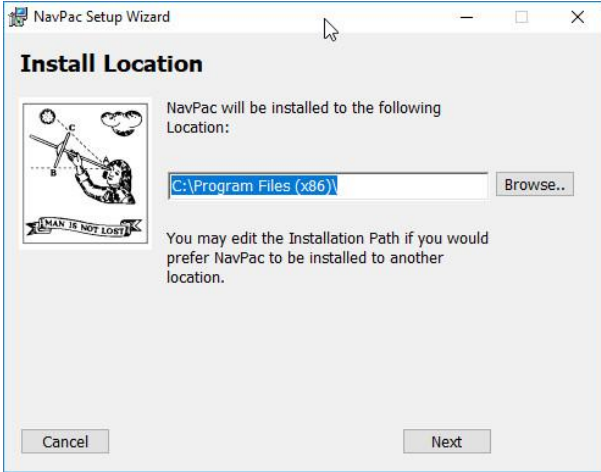
- If you have successfully received your new NavPac Product Code via the new UKHO HMNAO Website or our UKHO Customer Services Team, **make a note of/copy this new Unlock Code and keep it safe and secure for future usage**
- Once you have received this Code, now go back to your NavPac Software
- On the next **“Validation”** window, enter the NavPac Unlock code (*exactly as it was sent to you*) and click **“Next”**:



- If you receive an error message, re-enter your Unlock Code making sure the numbers are the same as those issued to you
- If the Error messages persist, contact our Customer Services Team at CustomerServices@ukho.gov.uk



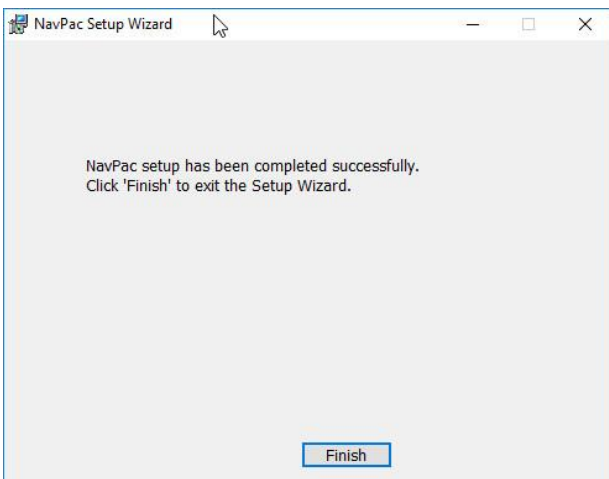
- If you wish to then install NavPac v4.3 in another location, enter a different Installation Directory or browse to the appropriate Directory on the next **“Install Location”** window, then click **“Next”**:



- The next **“Validation Successful”** window appears. Click **“Install”** to start the installation:



- Several progress bars will appear. When the installation is complete you will encounter the following screen, click **“Finish”**:



- If you encounter an error screen, contact your local IT support in the first instance and if the problem persists, contact CustomerServices@ukho.gov.uk for further support. Click “**Close**”:

