

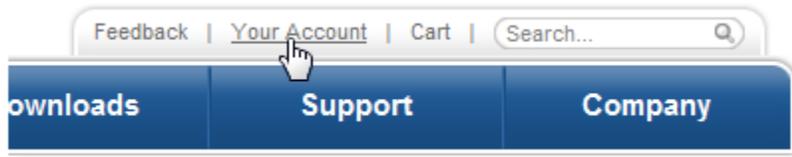
Downloading extensions and files

WebAssist products are downloaded directly from the WebAssist.com website. This document will review the process of obtaining these products and their files by from your Download Center

How do I get my software or files?

All extensions including any sample files are downloaded directly from WebAssist.com. Follow these steps to download them.

1. Go to <http://www.webassist.com> and click on the Your Account link.

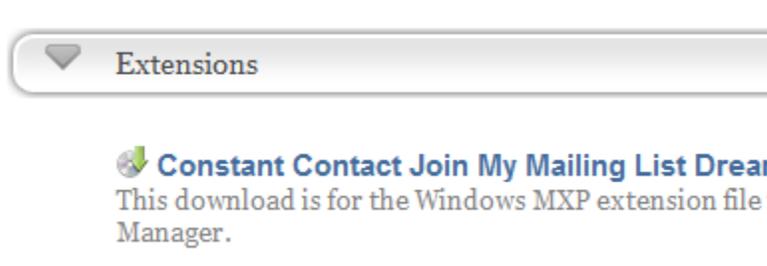


2. When the Login page appears enter your Email Address and Password. *For help with your password click on the **Password assistance** link.*
3. On the Your Account page, click the **Download Your Products** button.



Download Your Products

4. Once your Download Center loads, click **View Product Downloads** beside the product you wish to download.
5. Expand the Extensions option.



6. Click once on the link to initiate the download process.
7. Once the download has completed, you can proceed to installing the extension.

For assistance installing extensions, see the [Installing WebAssist extensions](#) document.

Why are my purchases not showing up in my Download Center?

If you are not seeing your purchase listed in the Download Center, check to ensure that you are logged in with the same email address that you used to make the purchase. It is not uncommon for users to forget which email address they used to purchase extensions and end up with multiple WebAssist accounts.

If you find that you do indeed have multiple accounts, contact [sales\[at\]webassist\[dot\]com](mailto:sales@webassist.com) via email to have your accounts merged.