DIGITAL IMAGE DOWNLOAD

How to download your image to your pc, mac, smartphone or tablet.

The Yep Digital Image Download product is a totally new option from Yep, now you have paid for the photograph, here's how to get your image downloaded to your device.

Please note, in most cases you should not encounter any issues, however with the constantly changing updates to internet browsers and hardware, some updates may create problems. If you do encounter any issues it would be worth trying to use a different browser if possible or a completely different device (for example you may be using a smartphone so you could try a pc or tablet instead).

As a last resort contact us by email explaining your issue as we can arrange to send the file directly by email the next working day.

Please go to the order confirmation email sent to you after purchasing your image/order. Look for the *Download Image here* text next to the icon, this is a hyperlink to your account page on the device you used to place the order. This link will take you directly to the *Downloadable Products* page.

Name		Price	Quantity	Total
Digital Image Download Download Image here	DIGITAL IMAGE DOWNLOAD	£15.49	1	£15.49

Extract from order confirmation email

My account - Downloadable products

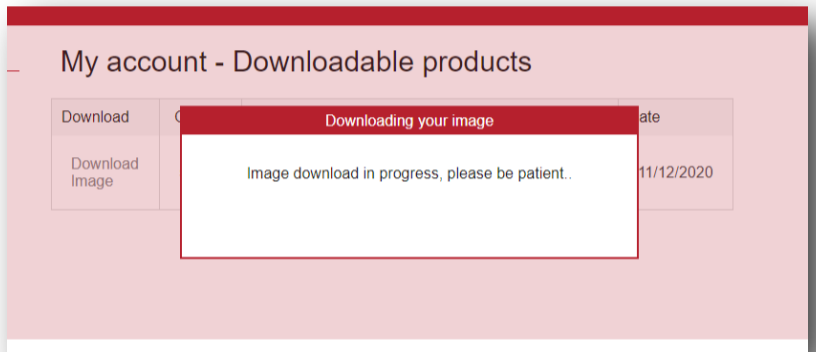| Download	Order #	Product	Date
Download Image	380	Digital Image Download	11/12/2020

A table displays which includes links for each Order#.
(If using a phone or tablet you may need to rotate the screen from portrait to landscape to see all the information clearly)

Only click the *Download Image* link, this will initiate the download to your device, clicking elswhere may show you the product option to purchase again, if so click back on browser to see the page again.

Normally the screen will change colour however on some devices there is no change, you have now started the download process, it is locating your image on our server, and uploading it directly to your device, please be patient, this can take from 15 seconds to a few minutes, depending on the network traffic and size of your image, it will only allow one image at a time to download.

You will be presented with another confirmation when the download has completed.

My account - Downloadable products

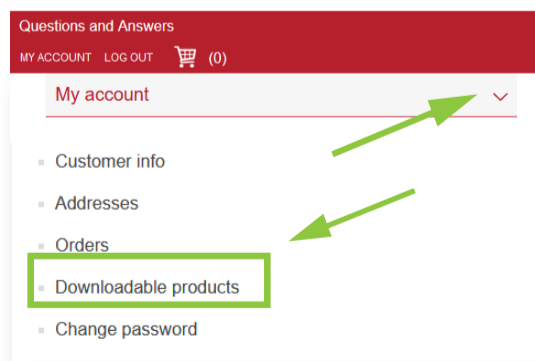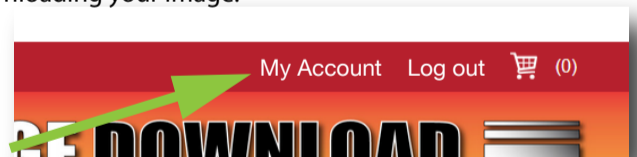| Download		Date
Download Image	Downloading your image Image download in progress, please be patient..	11/12/2020

Extract from My Account/Downloadable products section

All you need to do now is locate the file on your device, in most cases they will be located in the browser download folder, on some devices they may download directly to the screen, in which case you would need to save this image to your device by tapping the screen once and holding your finger on the screen to invoke the save option box.
In our experience 90% of images will save in the **DOWNLOADS** folder or the **FILES** folder on an Android smartphone or iPhone.

Still unable to download your image?   Try using another browser or device and try the following.

Due to your browser and device security settings it may be difficult to use the email link, if so follow the stages below to *Log In* and get to the *Downloadable products* screen then proceed to complete downloading your image.

Start by visiting the ordering website again, this time you will need to login with the email address & password you entered during the registration process. If you entered the details correctly you will be logged in, confirm this by looking at the red title bar near the shopping cart icon, it should look like this, now click on 'My Account'.

My Account   Log out   🛒 (0)

Questions and Answers

MY ACCOUNT   LOG OUT   🛒 (0)

My account

- Customer info
- Addresses
- Orders
- Downloadable products
- Change password

Depending on your browser/device you may only see the drop down tab for 'My account', if you do expand it to show all the options by clicking the drop down arrow or red My account text, then click on *Downloadable products* as highlighted here.

Now complete the other steps as shown from the purple line..

We hope this guide will make it easier for you to use the website for downloading your images, if you are experiencing problems with downloading the images or the site in general please let us know on help@yepschoolsdirect.com

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