

# DIGITAL IMAGE DOWNLOAD



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

You have completed the order for your Digital Image, all you need to do now is 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).

*We have tested this functionality on multiple platforms and are happy that if done correctly, you can get your image downloaded within just a couple of minutes, in extreme circumstances as a last resort contact us by email explaining your issue and we can arrange to send the file directly by email to you the next working day (Normal office hours during term times.)*

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 <a href="#">Download Image here</a>	£16.99	1	£16.99

REF: [redacted]

(above example from order confirmation email)

A table displays which includes details 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 elsewhere may show you the product option to purchase again, if so click **BACK** on the browser to see the options again.

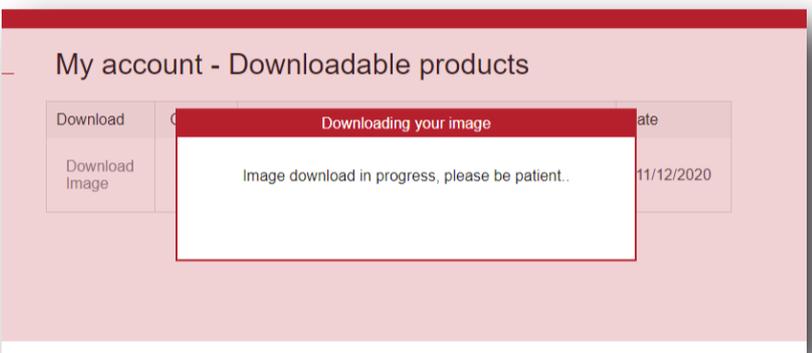
Download	Order #	Product	Date
<a href="#">Download Image</a>	380	Digital Image Download	11/12/2020

Normally the screen will change colour (depending on the browser it may not), you have now started the upload/download process, currently it is locating your image on our server, and will be 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, however it will only allow one image at a time to be processed.

You will be presented with another confirmation when the upload has completed transferring the image from the server and you may see the downloading icon on your device advising you the download is now taking place, while this is happening you may be asked where to save it.

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 may need to save this image to your device by tapping the screen once and holding your finger on the screen to invoke the save file option box.

In our experience 90% of images will save in the **DOWNLOADS** folder or the **FILES** folder on an Android smartphone or iPhone.

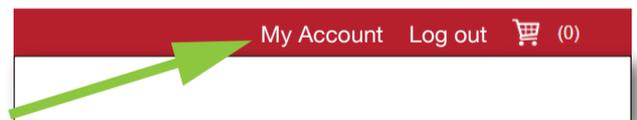


(above example from My Account/Downloadable products section)

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

Due to browser and device security settings it may be difficult to use the email shortcut 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'**.



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 in the green box.

Now complete the other steps as shown above (from the purple line/arrow..)



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](mailto:help@yepschoolsdirect.com)

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Telephone us Monday-Friday between 10 am and 2 pm on: 01206 323601