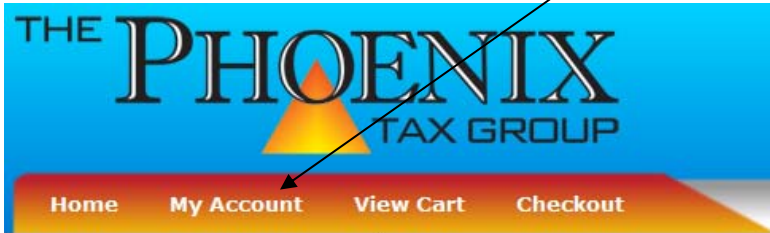


Lost Download Password

You can always login to your account and access your software purchases using the Order History Page.

1. Go to www.phoenixtax.com Click on the **MY ACCOUNT** Link



2. Enter the email address and password you used when you made your original purchase. Then click **LOG-IN**. If you don't remember your password, go to step 3. Otherwise, skip to Step 4.

The image shows a login form titled 'Log in to your Customer Account Area'. It contains two input fields for 'Email:' and 'Password:', a blue 'LOG-IN' button, and a link below that reads 'If you have lost your Customer Account password, click here to retrieve it.'

3. Enter the email address you used when you originally purchased the product. Click **SUBMIT**. Your password will be emailed to the email address you entered. Once you have your password, Click on the **MY ACCOUNT** link and enter your email address and password.

The image shows a form titled 'Fetch Your Customer Account Information'. It contains one input field for 'Email:' and a blue 'SUBMIT' button.

4. Find your order on the Order History page. Click the Download Password Link next to your Order Number.

The image shows a screenshot of the 'Order History' page. At the top, there is a table with columns for 'Order Number' and 'Download Password'. The first row shows '10085' and a blue link '10085B6R6R1236141942'. Below this is a summary of order details including dates, payment method, shipping method, and total. At the bottom is a table listing the products purchased.

Order Number	Download Password
10085	10085B6R6R1236141942

Order Date	3/3/2009	Pay Method	Check
Bill Date	3/9/2009	Ship Method	Shipping Included
Order Total	\$89.99	Tracking ID(s)	None available.

Product	SKU	QTY	Status	Ship Date
SEE Cram 2009	SEE09	1	Shipped	3/3/2009

5. Click the Download button or the Access Webpage button.

Download your digital products...		Log-Out
File		Download!
SEE Cram 2009 File Size: 10.0 MB Expiration Date: April 26, 2014 12:37pm		<input type="button" value="Download"/>
SEE Cram 2009 has been released!		

6. You can always login to your account and access your software purchases using the Order History Page.