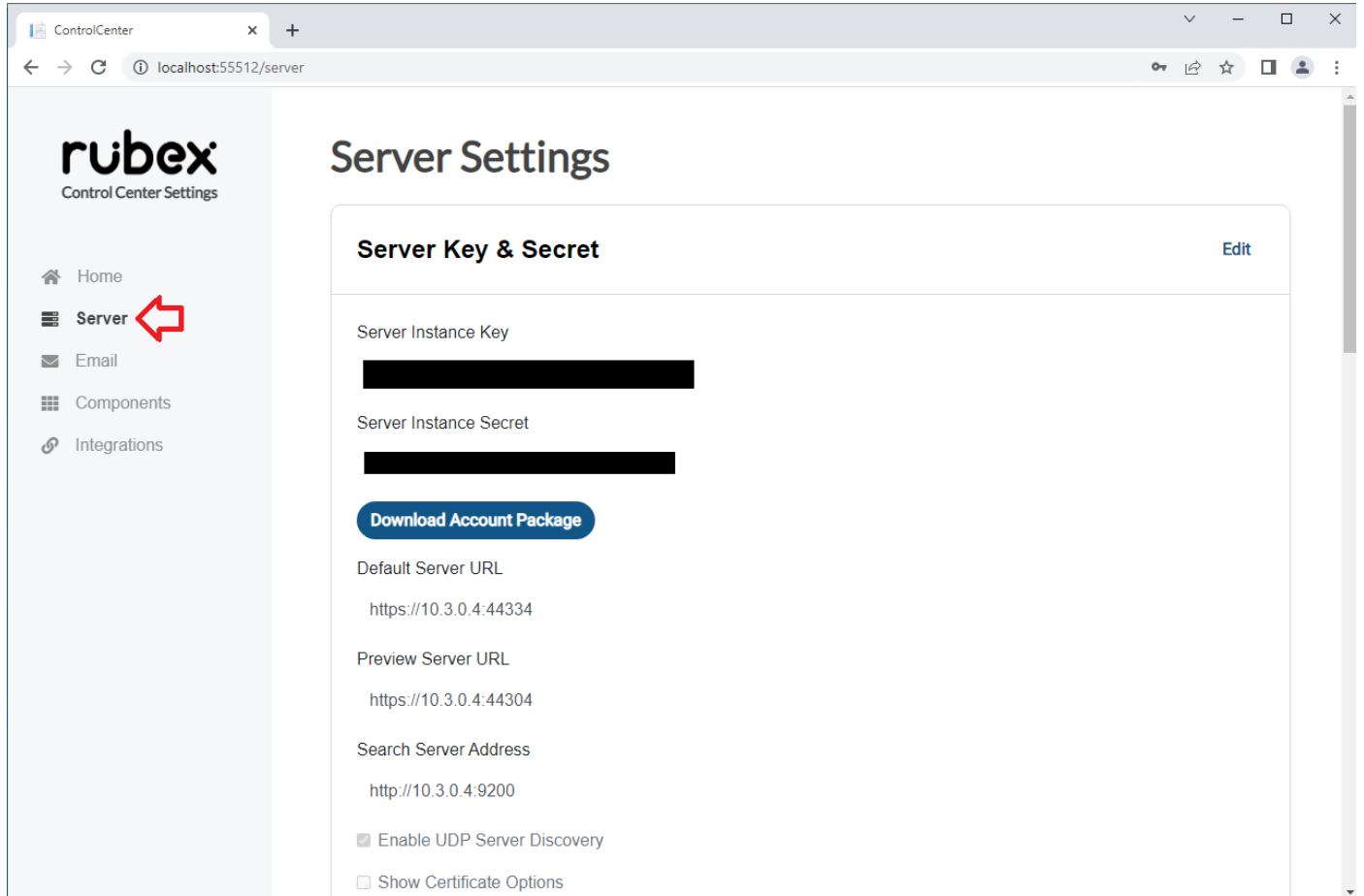


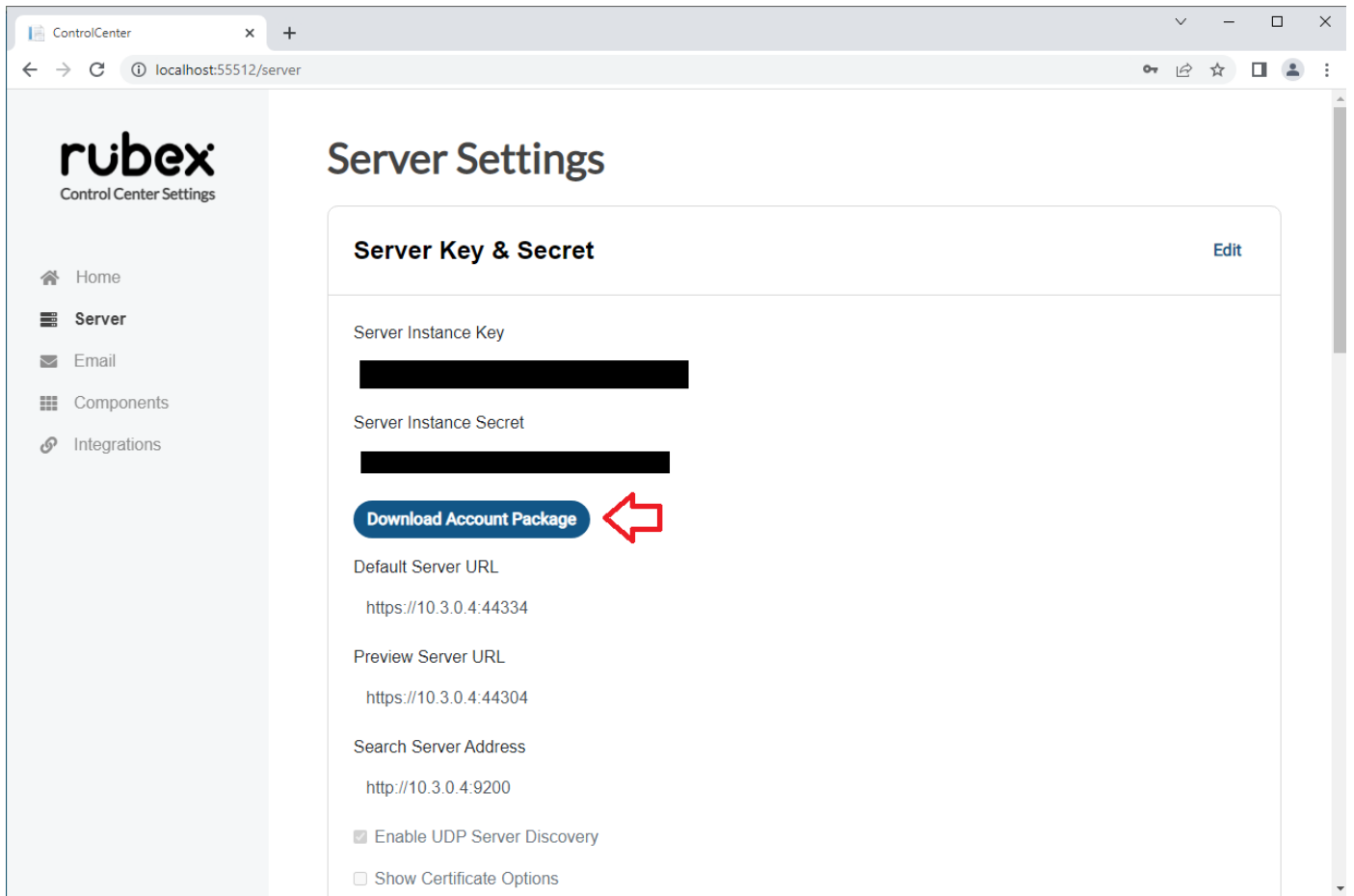
Downloading Your Account Package

If you have recently renewed or had changes made to your licensing you will need to download those account changes to your account.

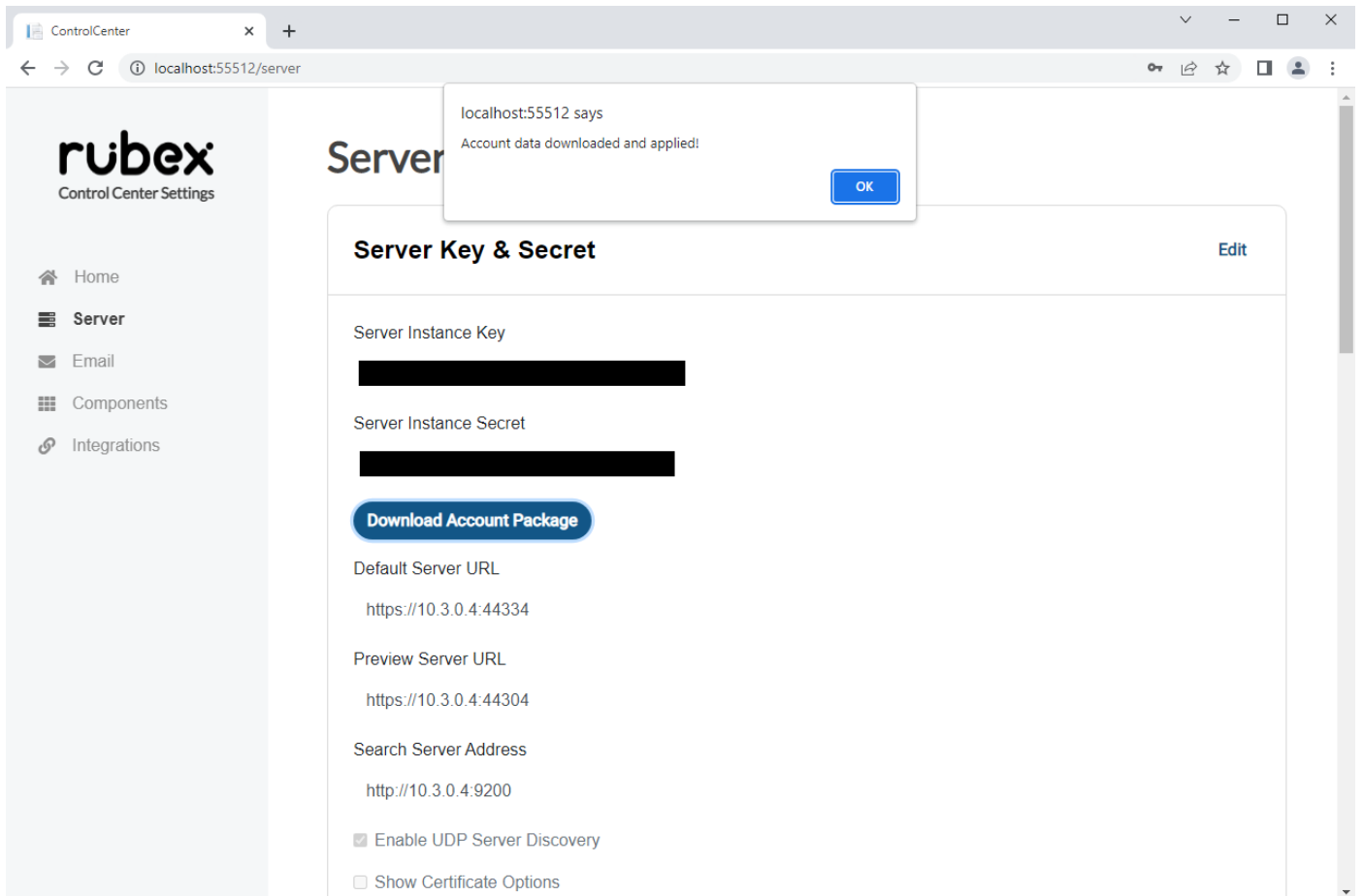
To do this you will first need to open the control center and select the server tab on the left:



This will bring you to the server settings section. From here you will want to select download account package:



You should receive the message "Account data downloaded and applied" at the top of the screen:



Once you receive this message you have successfully downloaded your account changes. You may need to log out and back in for the changes to take effect.

If you do not receive this message or are encountering another issue please reach out to us at (877)-574-5505 and select Option 3 to speak with Technical Services