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Scope of This Manual

The purpose of this manual is to familiarize you with the controls and access you have to your license information, and continuing product downloads whenever you need them. The online tools available to you connect you directly with our server to provide you with everything you need to:

- Log in to your account
- Change your account data, such as your Email address, phone number, address, etc.
- Change your account/license password
- See a complete list of all the software for which you have a license.
- Determine the status of your license, such as number of activations left.
- Link to the most current installer for your software
- Track your payment/order history.

We have provided these controls for your convenience so that you do not have to contact us for file links, license information, etc.

Your Account Information

It is very important that you keep track of your basic login information. We will be glad to furnish you with this information should you lose it, however, it saves everyone a lot of time if you keep track on the following:

- Your customer number. Your Email address*, and other data listed below can also be used to login instead of your customer number.
- Your password.

That is really all you ever need to remember. The online data will provide you with the rest of the data you need, such as license ID numbers.

* Keep in mind that what we have in our database is the Email address you provided us when you last logged in or purchased software. So if you have changed your Email address, make sure to use your previous address to login. You can then update the system to your new Email address once you have logged into your account. It is important to keep the system up to date on your current address in case software patches or updates are published, so that you will receive an automatic notification.

The Login Screen

You will be presented with this screen:



[Customer Service Home](#) » [Log In](#)

 [Log In](#)

Existing Customers

If you are an existing customer, please enter your login information below and then click the Log In button.

Login Method:

Login Value:

Password:

[Forgot your password?](#)

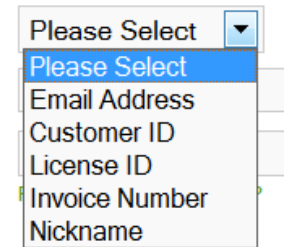
New Customers

If you are a new customer, please enter your email address below and click the Continue button.

Email Address:

First select the login method you wish to use. There are five different items of information that you can use to login. We do this to be as flexible as possible, since you may not have your customer ID number for example.

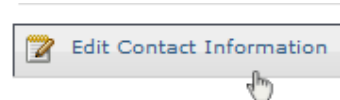
Place the login information in the field labeled **Login Value**. Then put your password into the field labeled **Password**. If you have forgotten your password there is a link that will send it to your email box. **Note that this must be the Email address that we have in our database.**



Please Select
Please Select
Email Address
Customer ID
License ID
Invoice Number
Nickname

Changing Your Account Details

To make a change in your account details, such as you address or Email address, simply press the **Edit Contact Information** button.



Your account data will be displayed. Simply change the information you want and press **Submit**.

[Customer Service Home](#) » **Customer Information**

[Company Selection](#) [Log Out](#)

(* indicates a required field)

*Email:	<input type="text" value="myemail@somemailbox.com"/>
*Company Name:	<input type="text"/>
*First Name:	<input type="text" value="My"/>
*Last Name:	<input type="text" value="NAME"/>
*Address Line 1:	<input type="text" value="123 ANY STREET"/>
Address Line 2:	<input type="text"/>
*City:	<input type="text" value="ANYWHERE"/>
*State/Province:	<input type="text" value="NY"/>
*Postal Code:	<input type="text" value="23456"/>
*Country:	<input type="text" value="UNITED STATES"/>
*Phone:	<input type="text" value="515-234-5678"/>
Fax:	<input type="text"/>
EU VAT Number:	<input type="text"/>

YES! I want to be notified of Product Updates.

YES! I want to receive special offers from trusted partners.

We will not use your name or email address for any purpose other than stated above.

Please note that we do not recommend the use of free Email services such as Yahoo, Hotmail, Gmail, etc. because they are notoriously unreliable, and also, tend to filter out mail that you really want to read. While the system will accept those addresses, we strongly recommend an establish POP3 Email account for important correspondence.



Changing Your Account Password

To change your account password simply press the **Change Password** button.




Simply enter the previous password, and then your new password in the required fields and press **Submit**.

[Customer Service Home](#) » **Change Password**

 [Company Selection](#)  [Log Out](#)

(* indicates a required field)

 **Important:** Changing your customer password will also change the password used to activate any and all licenses registered under this account.

*Old Password:

*New Password:

*Confirm Password:

 Submit

Access To Your License Information

Once you have logged into your account, select **Licenses and Activations** to obtain the information you want:



Customer Service Home

 [Company Selection](#)  [Log Out](#)

Welcome



Payment History

Review past payments and re-print receipts and invoices.



Licenses & Activations

Activate and manage your software installations.

Contact Information

Customer ID: 12345

Contact Name: YOUR NAME

Address: 111 Any Street
Anytown, HJ 12345
UNITED STATES

Phone Number: 515-123-4567

Email Address: youemail@email.com



[Edit Contact Information](#)



[Change Password](#)

Support Information

Email: supportdesk@fsd-international.com

Web: [Web Site](#)

Once you have selected [Licenses and Activations](#) you will see a list of all of the software you have purchased. Just mouse click on the license ID number for the software for which you want information or a download link:

[Customer Service Home](#) » **Licenses & Activations**

 [Company Selection](#)  [Log Out](#)

Click on a License ID listed below to view more details about the license.


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License ID	Product	▼ Date Issued	Status
60673043	Turbine Toucan Biplane Download	Jul 26 2010	OK
60609364	Beech Bonanza V35B Download	Mar 30 2010	OK
60562532	Cirrus Vision Download	Nov 15 2009	OK
60539788	Lockheed P38 Download	Aug 27 2009	OK
60501784	Northrop YF23 Download	May 27 2009	OK
60496908	Piper Navajo V3 Download	May 07 2009	OK

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The License Data Display

Once selecting the license ID number as illustrated above you will see the License Data Display for that individual software title.

[Customer Service Home](#) » [Licenses & Activations](#) » **License Details**

 [Company Selection](#)  [Log Out](#)

License Information		Order Information	
Status:	OK	Invoice:	56789
License ID:	123456	Date Ordered:	26 Jul 2010
Password:	6D0F47934E58	Quantity:	1 Each
Activations Left:	0		
Deactivations Left:	0		
Instructions:	Download Here		

All of the detail that you need to reactivate your license can be found here. Note the number of activations left. If this says 0 it does not mean that you will not be able to reinstall the product. If you are installing on the same computer you will most likely not have to reactivate the software. If you need to have additional activations just return to our Support page and select the link [Request Additional License Activations](#). We will be glad to assist you.



Online Customer Service
Illustrated Instructions

Installer Downloads

Once selecting the license ID number as illustrated above you will see the License Data Display for that individual software title.

Detail If you need a new installer, there is no limit to the number of times you can download it. Just select the link "Download Here" for the latest file set.

Activations Left:	0
Deactivations Left:	0
Instructions:	Download Here