



INSTRUCTIONS FOR DOWNLOADING YOUR VIDEO FROM COLLEEN'S BOX.COM SITE

To download the entire folder which contains all your videos:

1. Click on the link in the email I sent to you for downloading your videos; a window will pop up taking you to a personal folder I created for you on my Box.com site which contains the videos you purchased.
2. Click on the "Download" button located near the upper right-hand corner of the page (and below the Box.com banner at the top of the page). This will download the entire folder which contains all the individual video files you purchased.
3. The folder should start downloading automatically. In some cases (for example, if you're using older software programs and depending on the browser you are using), you may see a message pop up that says "Are you sure you want to download this folder? This process may take several moments." Select "Okay." If you don't see that message, your download has started downloading.
4. The download process will take some time. And depending on the speed of your internet service provider and the size of the video files (if one or more of your searches were 3 minutes or more, it'll be a very large file), it may take 5 to 10 minutes to download. So please be patient. While the files are downloading, you may see a little bar at the bottom of the screen showing the progress of your download (again, this depends on the browser program you're using and how current it is).
5. Once finished downloading, the files will be downloaded to a folder that is titled with your first name and last name followed by the location and year of the trial. So, for example if Jane Doe was downloading her videos from the Chambersburg PA 2017 trial the folder title would be "Jane Doe Chambersburg PA 2017" - you can search for that folder name on your hard drive or in the typical spot where your computer automatically deposits downloaded files, which in most cases, will be the "Downloads" folder. In some cases (again, depending on the browser program you use) the files will be downloaded as a .zip file and if that's the case, just double click on it and it will expand and then you should be able to see and play the videos contained in that folder.

If you'd like to download individual files, instead of the entire folder:

- Double click on the individual file name and once that window pops up, click on the "Download" button located near the upper right-hand corner of the page.

- Follow the same instructions as listed above for downloading the entire folder, including where to find the individual files that were downloaded.
- The individual files will be downloaded having the same filename as you see on my Box.com website.

Additional Important notes:

- If you try to click on the individual files to watch them without downloading them first, you may be asked to sign in to Box. You do NOT need to sign in to Box to download your files.
- Anyone with the link to the folder I email to you can download the files contained in that folder. So, please do not share that link or forward that email to anyone. No one can navigate to the files contained in that folder without the link, so you do not have to worry about anyone seeing your videos if you do not personally share the link in any way. And I won't be sharing the link with anyone other than you (of course).

Troubleshooting: if you're having trouble downloading the videos, try the following:

- Try downloading using a different browser program. Safari often causes problems with many websites, so if you're having trouble downloading using Safari, for example, try downloading using Google Chrome instead.
- Try using a different computer to download.
- Try shutting down your computer and restarting and then try downloading again.
- If you're still having trouble, try rebooting your internet service (shut down and restart your router) and then reboot your computer.
- As I stated on my website, I don't know if the videos can be downloaded from my Box.com site using an iPhone or iPad. I don't have either one of these devices, and so can't verify if it's possible to download using them and I can't provide instruction on how to download using them. I have been able to download the videos from Box.com using my Samsung Galaxy S7 phone, but I can't provide instructions on how to download using phones since they're all so different. So, if you're having trouble trying to download using an iPad, iPhone, or Android phone, try using a laptop or a desktop computer to download instead (downloading works equally well with a PC or Mac computer).
- If you're having trouble downloading the entire folder, try downloading each separate video file individually. Because I provide HD video, some of the files can be quite large and if you have a somewhat slow internet connection, or older computer, or if you don't have much free space on your hard drive, trying to download the entire folder can be problematic because of the combined size (which is why I recommend downloading each file individually in that case).

- If you're downloading each video individually, and it only seems to be downloading partially or half-way, ensure your hard-drive isn't "going to sleep" during the long download process.
- If all else fails, there is an option to have the videos mailed to you on a thumbdrive (there is a shipping and handling cost to cover the cost of the thumbdrive, postage, and the extra time involved for this). If you'd like to utilize that option click [here](http://www.mcssl.com/store/colleenmgriffithproductions/flash-drive-delivery-of-video-order) and Colleen will mail them to you via US Post Office:
<http://www.mcssl.com/store/colleenmgriffithproductions/flash-drive-delivery-of-video-order>