How do I access my downloadable PDF, eBook, or MP3 files once I've received my confirmation letter?

We're so happy that you've decided to access some of our many digital Dharma materials to support your practice. Also, we know how difficult using today's technology can be!

Our small staff is not specifically trained to help you with your computer or smartphone. **If you are having a problem accessing your files, depending on your device, we will always strongly encourage you to go a Microsoft store or Apple store; your local library; or your family, friends and neighbors to ask for technical support.**

However, the instructions below are suitable for anyone who would like to attempt to trouble-shoot the problem themselves:

Windows devices:

Use your preferred web browser to download the compressed file(s) from the Foundation Store.

Decompress or unzip the file(s) using Windows or any appropriate third-party app.

Android devices:

Open the confirmation email received from the Foundation Store and click the link to download the file(s). If the file is an MP3 or a PDF, it should open automatically.

However, for compressed (ZIP) files, go to Google Play and install the RAR application. Then, go to the "Downloads" folder, where you can find the previously downloaded ZIP file, and open the compressed file. Android will ask you to select an application to open it. Select RAR from the list. From RAR, select the compressed files and decompress them into a folder of your preference.

iPhones & iPads

For ZIP files:

- Install **Dolphin** web browser (free) from the Apps Store.
- Install **iZip** (free) from the Apps Store.

- Go to the confirmation email from the Foundation Store and click: "Click here to download". This will open the download page at the Foundation Store in your Safari web browser.
- From the Foundation Store download web page, please touch for a few seconds the text saying: "Click here to download" and select "Copy".
- Open your Dolphin browser and paste the URL (download link) in the address bar by touching the address bar for a few seconds and selecting "Paste". Then, select "Go" on your keyboard.
- Once the link is opened, it will ask you to confirm the download of the desired ZIP file. Please select "Download".
- The download process will start at the bottom left side of your screen and it will stop blinking when the file is completely downloaded onto your device.
- When the download is complete, select the name of the file at the bottom left side of the screen (close to the green arrow) and select "Open In...".
- Select "Open in iZip"
- iZip will automatically open and show the files to be unzipped. It will ask you to pick the encoding. Please select one of the lines that doesn't have the small text in blue. (The list is long so you can move down if needed.)
- Then, it will ask to confirm if you want to extract all files. Please select "Ok".
- Now the folder is created with all the files inside of it.
- From iZip, select each file and select "Open In". You will be asked to select an app in your device that will play each of your files. Use this app to access your files in the future.

Mac (Apple) devices:

Use Finder to access and use the Archive Utility app. Follow the in-program instructions to decompress your file.

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