

--Print these instructions--

## **Knowles Publishing – Product Download Instructions**

All product downloads are now done through FTP.

Instructions follow:

1. Copy and paste this link in your browser: <ftp://cust-access.knowlespublishing.com>
2. If prompted, sign in with User: *bookuser* Password: *qX7my+3*
3. To download a book, SINGLE-CLICK the installation file.
4. For **Social Security**, click **1614.exe**.
5. Once it has downloaded, go to your Downloads folder and move it to your DeskTop. Then, find it on your DeskTop and double-click it to install the book.
6. Allow the install program through any security warnings. Once the installation starts, just follow the prompts and take the defaults.
7. Once you have your Unlock Code, open the book. On any page, click File-Print. The program will prompt you to enter your Code and, when successful, it will be fully functional. If you do NOT have your Unlock Code and your product is paid for, please email [knowlespubinc@gmail.com](mailto:knowlespubinc@gmail.com) to get one.
8. If you have any questions, please send an email to the address above. Thanks.