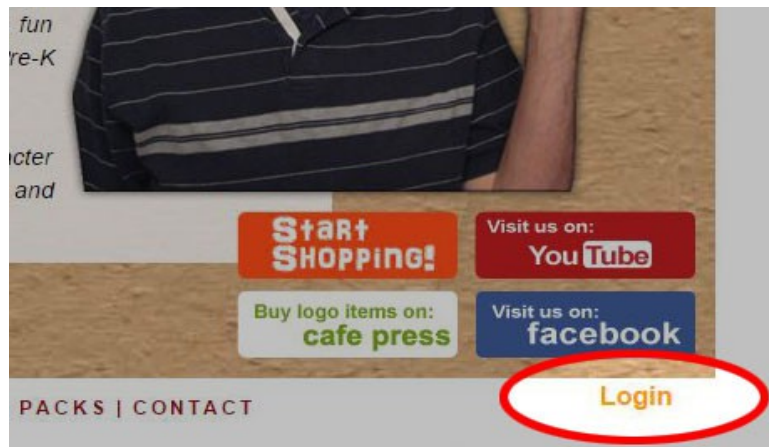


HARRY KINDERGARTEN

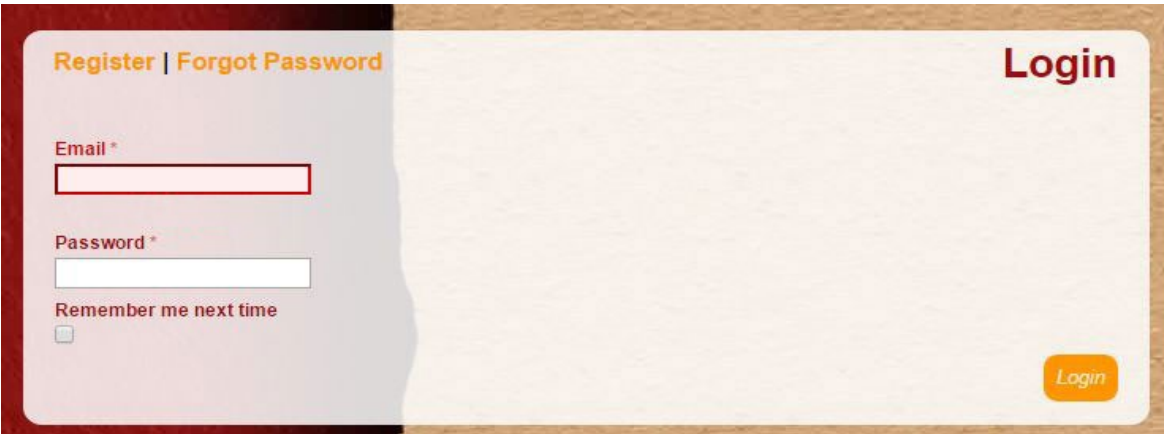
Having trouble downloading your music and videos? Many customers have found the following tips to be helpful. If you still continue to have problems, please feel free to contact us directly at pete@harrykindergartenmusic.com.

1. Make sure that you have created a user name/login and are "logged in."

Sometimes users forget to log in or have had their session time out. The location to log in or to create an account is in the bottom right corner of the web site.

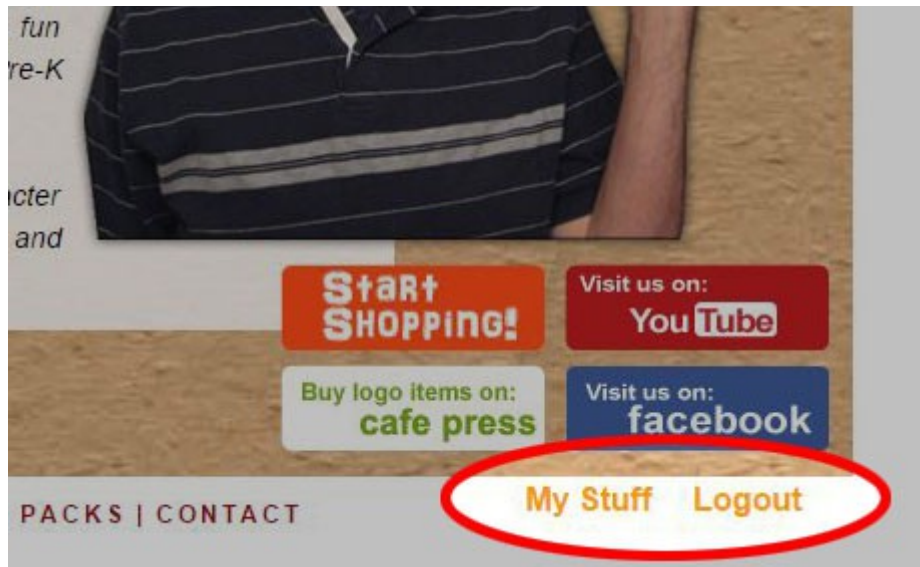


If you have not already created a login, you can do so by clicking "register", after you have clicked "login." You can also retrieve any lost passwords by clicking "forgot password."

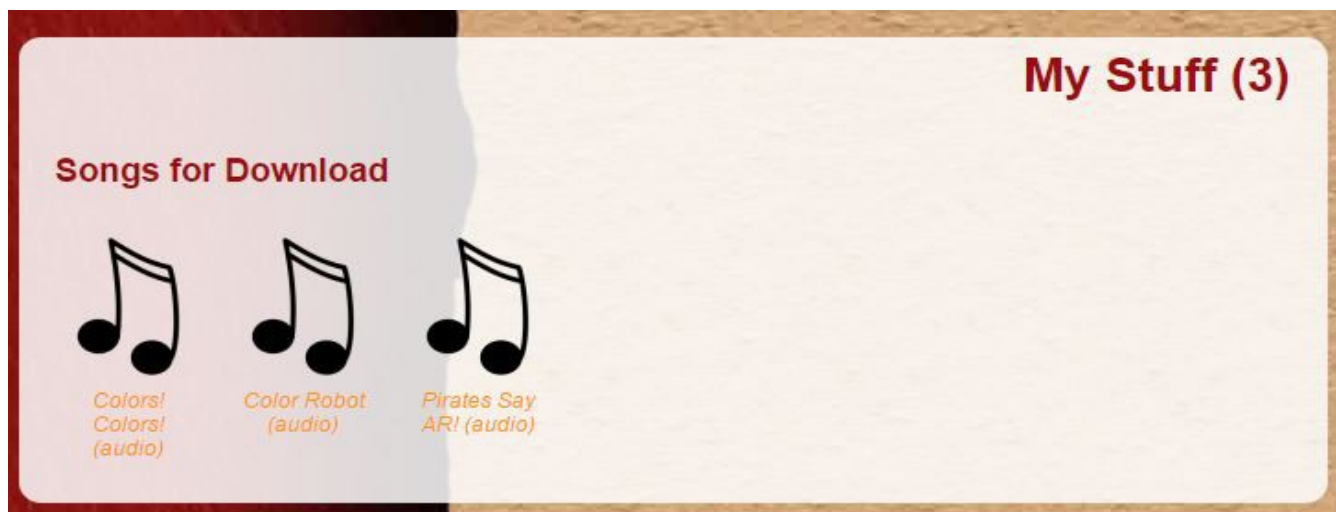
A screenshot of the Harry Kindergarten login and registration form. The form is set against a background of a corkboard. On the left, there is a grey sidebar with the text 'Register | Forgot Password' in orange. Below this are three input fields: 'Email *' with a red border, 'Password *' with a white border, and a 'Remember me next time' checkbox. On the right side of the form, the word 'Login' is written in large red font. At the bottom right of the form is a yellow 'Login' button.

2. Click on the “my stuff” link to see your downloadable music.

After you have logged in, you will notice that “login” has been replaced by “my stuff” and “logout.”



After you click “my stuff,” you will prominently see the items you have purchased available for download.



3. Click on the song or song pack to download your music.

You can also download purchased items directly from the song or song pack. Once you have navigated to a song, look in the top left corner for the save icon.

