



How to re-download Roxio software

- Corel Other

North American Customers

- Digital River handles orders from the Roxio eStore.
- Order numbers will be 9 or 10 digits in length
- To re-download:
 1. Go to www.findmyorder.com/roxio and use your *Order Number* and *Password* -OR- use your email address used at the time of purchase and last 5 digits of your credit card.
- Scroll to the product that you wish to re-download—click the **download** button.
- If no download button appears please contact Digital River at 952-646-5132 or [e-mail them](#).
- You can also purchase a backup CD from this location.
- Premium **Roxio Online** and **PhotoShow** customers can re-download their desktop software by reading the article [How to re-download PhotoShow Desktop Software](#).

European Customers with Purchases after December 1st, 2005

- Digital River handles orders from the Roxio eStore.
- Order numbers will be 9 or 10 digits in length
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 - ◆ Scroll to the product that you wish to re-download and click the **download** button.
 - ◆ If no download button appears please contact Digital River [directly](#).
 - ◆ You can also purchase a back up cd from this location.

European Customers with Purchases before December 1st, 2005

- Element 5 handled orders from the eStore until December 1st, 2005.
- Order numbers were 8 digits in length
- To re-download:
 1. Go to <http://esales.element5.com/ccc/getinfo.html> and use the email address used at the time of purchase and the last four digits of your credit card to log in -OR- Click on **my account** at the top of the page and log in with your *User ID* and *Password*.
 2. Click **Start Search** (If nothing happens, click the **Start Search** button again.)
 3. You will then see a list of items purchased with that credit card. Click on the item that you wish to re-download.
 4. If there is no button to click on, your download may have expired and needs to be re-activated
 5. If you have any other problems, or your download link has expired you can contact Element 5 at 1 800 406 4966.