

# General

## I didn't receive my download and registration information

When you purchase Fade In Professional Screenwriting Software through the Fade In website, your download and registration information will be emailed to you immediately.

If you do not receive that email right away there are a couple of possibilities. (Hotmail and Outlook, Microsoft's email services, are particularly known for vanishing emails.)

1. Make sure you entered the right email address (it happens to everyone)
2. Check your Junk or Spam folder in case your email is filtering it

If neither of those is the case, try adding `confirmation@fadeinpro.com` and `confirmation+noreply@fadeinpro.com` to your email allowed senders list, sometimes called your "whitelist".

(Please note that those email addresses are **not** monitored, and emails sent **to** them will not be seen.)

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