Dear oil painter,

thank you so much for downloading the *Practical guide to oil painting techniques and materials*.

We share a common passion for oil painting, but when it comes to computers, there might still be some questions you need answers for. So in case you need help accessing the course, here's everything there is to know.

<table>
<tr><td>Information about the files :</td></tr>
</table>

This program is only available as a downloadable mp4 file.

•Format (container) : mp4
•Codec : H.264

The mp4 format is compatible with all media players on modern computers, tablets and cell phones. The codec used, H.264, is a standard for modern HD videos. If you can't read the videos on your computer, you can download the VLC media player by following this link : Download VLC media player

For practical reasons, this 5 hours program is divided into six videos :

•Video 1/6 – duration 18:27 (HD 1080p) – 301 Mo
•Video 2/6 – duration 41:57 (HD 1080p) – 803 Mo
•Video 3/6 – duration 34:53 (HD 1080p) – 526 Mo
•Video 4/6 – duration 39:01 (HD 1080p) – 452 Mo
•Video 5/6 – duration 36:30 (HD 1080p) – 648 Mo
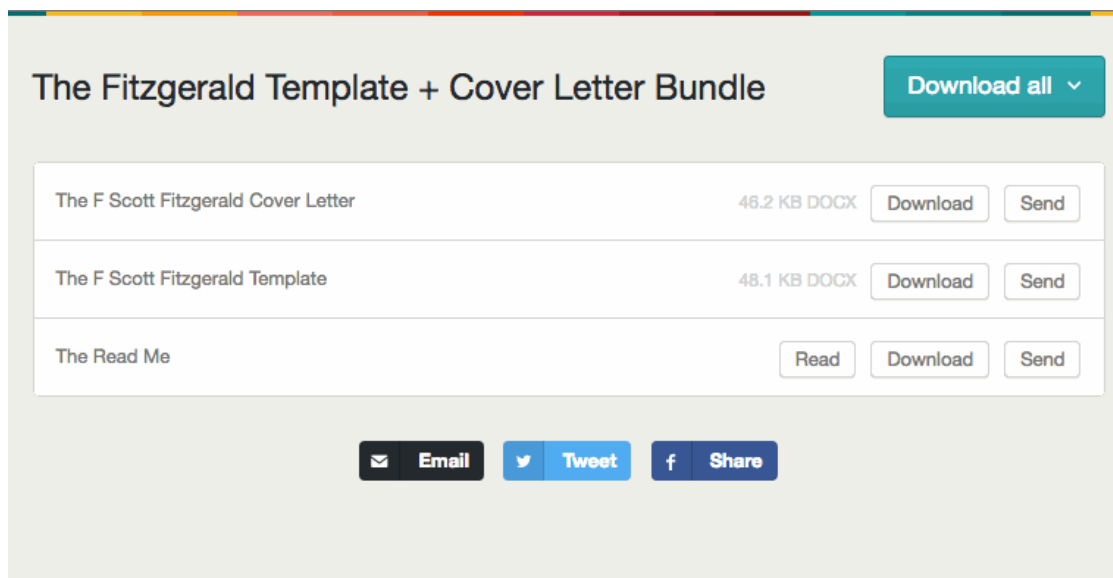•Video 6/6 – duration 02:10:53 (HD 720p) – 1 Go

Space required for the main program : 3.37 Go

•Bonus Video -duration 02:06:23 (HD 720p) – 1 Go

Total space required : 4.37 Go

How to access the course from gumroad :

Since I'm not in control of the website hosting and handling payments for my products, I'll just copy what they say about that (appears in grey) :

Most products on Gumroad can be downloaded immediately after your purchase has completed onto a desktop or laptop. In these cases, you would simply click **Download** or **View/Listen/Read/Watch** on your receipt to enjoy your product. If your product is not immediately accessible, you will have to for your **Email Receipt**.

Here's our Guide to Gumroad Receipts. Every Gumroad receipt has a button or link that, when clicked, will send you to a download page for your product. You should go to this link on your desktop or laptop, as mobile browsers are not built for large downloads.
If you don't see a receipt your email inbox, check your spam box as it may have been filtered incorrectly. If you are interested in saving hard drive space:

Learn more about sending files to Kindle
Learn more about sending files to Dropbox
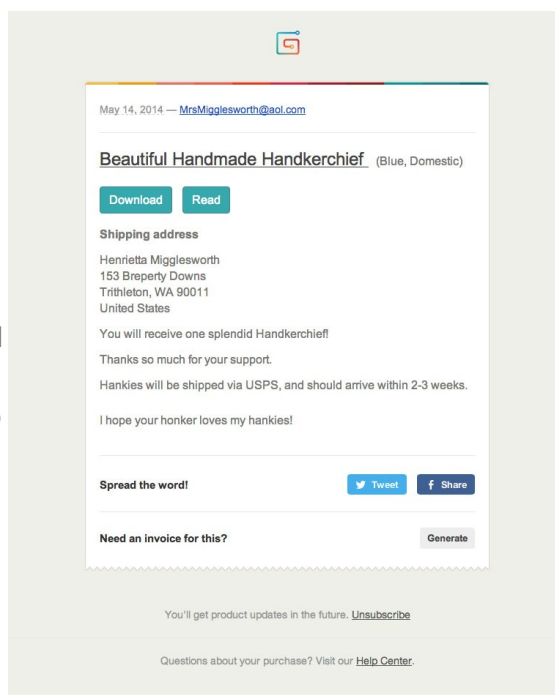
If you do not have a Gumroad account, as long as you keep your Gumroad receipt, with its download link, you will be able to access your file at any time.

One last time for good measure -We recommend not trying to download directly to a mobile device. Mobile browsers are not built for downloads yet. Download to a laptop or desktop and sync to your device accordingly.

Trouble downloading the course :

I don't handle the downloads, so here's what gumroad has to say about it :

Support Home → Buyer FAQ → Why isn't my purchase downloading?

There are a few reasons why a download may not be working from Gumroad. Here are the most common:

Downloading on Mobile Devices
Are you trying to download a file through the browser of your mobile device (phone or tablet)? Stop! Mobile browsers are not built for large downloads.

Instead, please use our mobile app to download files directly to your device, or:
1.Download the files to your laptop or desktop computer
2.Sync the files to your device. You can do this through **iTunes**, or **My Computer**, or whatever set-up your device requires

Speed
It may be the case that your internet connection doesn't support downloading large files (when downloading big files, sometimes your ISP has a time out limit) such as the one you have purchased. You can call your provider to know more, or click here to check if it is a general speed issue. You may find that sending the file to your Dropbox will be faster. Click hereto learn more.
Worst case scenario - we recommend finding a faster internet connection (for example, at a nearby university, library, or coffee shop).
You can also try checking Gumroad's delivery servers here to see if there are outages in your area:

Browser Issues
Gumroad supports all modern, updated browsers. Click here to find out if your browser is up to date. Older browsers are not only more prone to errors, but they are less safe to use (i.e. they are more easily hacked).

Extensions
If you have extensions or add-ons running - such as Adblock, Ghostery, etc. - your ability to download larger files might be impaired. If you temporarily disable those features, then refresh the download page, the download may work better.
By going to the **Settings** menu of your browser, you will be able to disable your extensions.
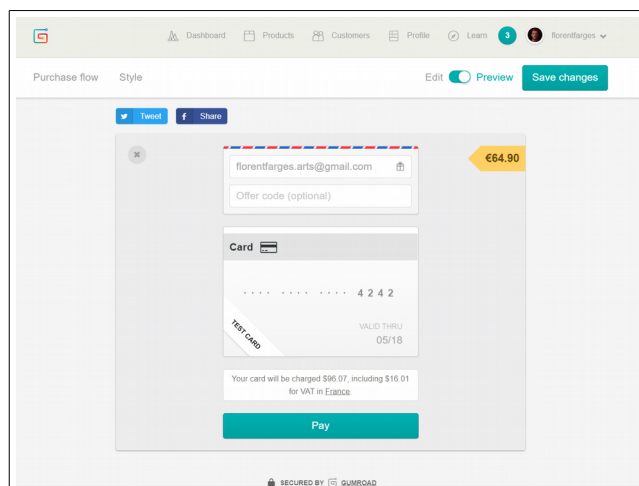In **Chrome**, click **Chrome** > **Preferences**, and then **Extensions** to get to this page:
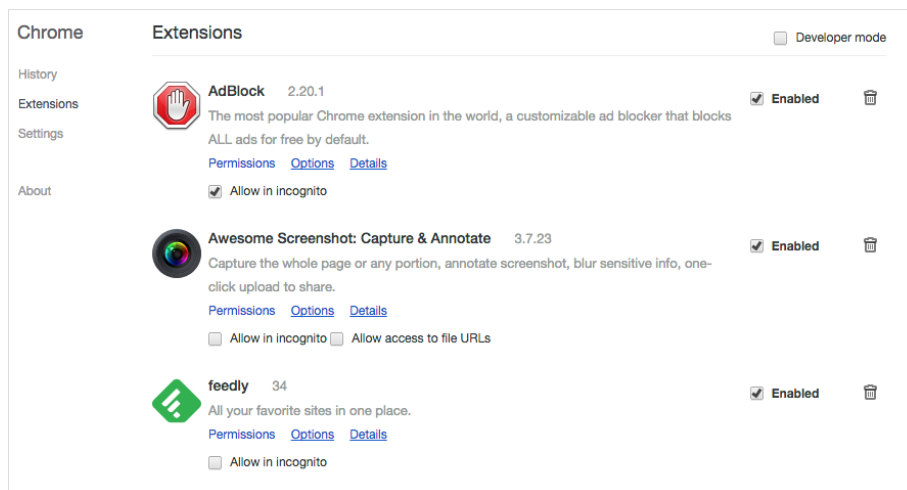
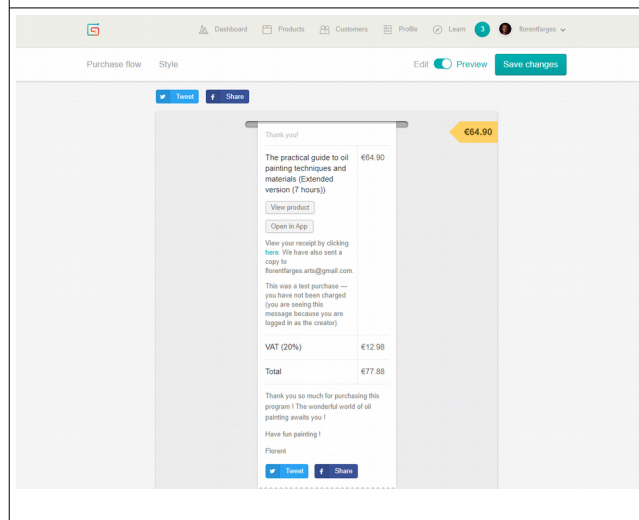For **Firefox**, click **Firefox** > **Preferences** > **Extensions**
For **Safari**, click **Safari** > **Preferences** > **Extensions**
For **Internet Explorer**, click **Tools** > **Manage Add-Ons > Show** and select the add-ons you want to turn off.
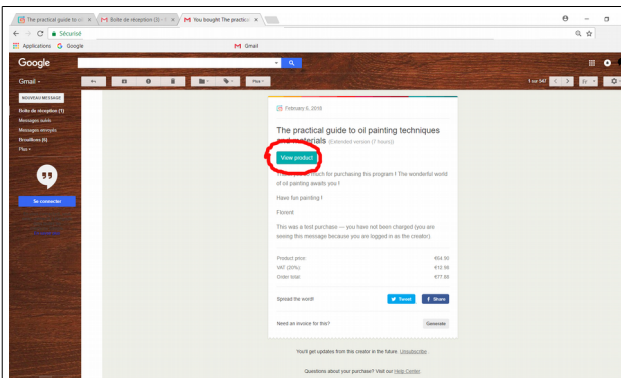
Step by step recap :
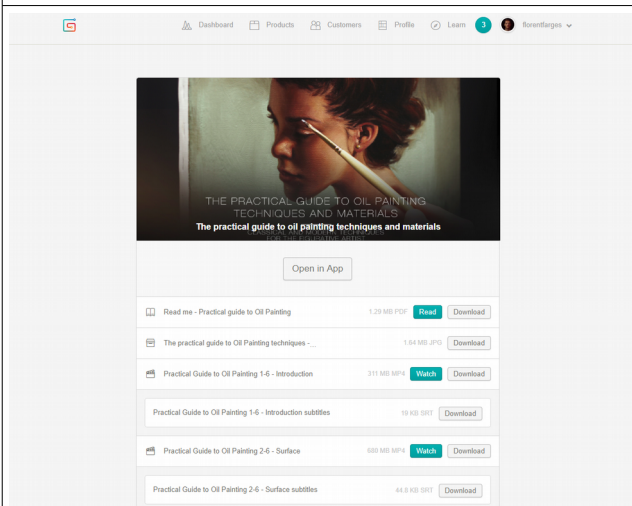
	Step 1 : payment
	Etape 2 : receipt After purchasing, you'll receive a receipt with a « View product » button that will let you access the videos of the painting course.

Email receipt :

If you close the window with receipt, don't worry, an email receipt will be sent to your email address. Make sure you check your spam box if this email doesn't appear in your reception box.

Step 3 : Product screen on Gumroad

Clicking the « view product » button will take you here, you can now download the videos. There is « Watch » option to open the videos on your web browser, but this option doesn't have HD and requires an internet connection.

Gumroad also offers an app to let you watch the videos on your smartphone or tablet easily.

It is recommended <u>to download all the videos onto your computer</u>, this way, you'll be able to keep the videos and access the course at all times, witout any internet connection.
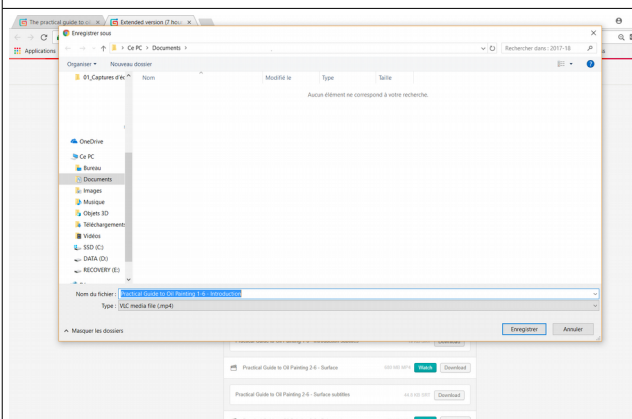
Step 4 : Download all the videos

Click « download » and select the destination folder of your choice.
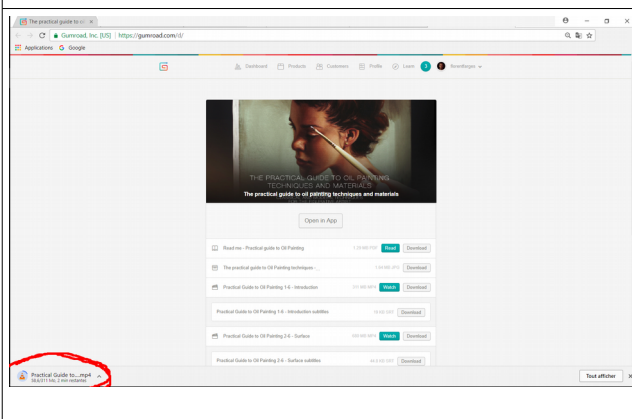
Step 5 : Wait for the entire download time

Depending on your internet speed, this step might take some time. Don't close the tab or window of your web browser before the end or the downloading process.
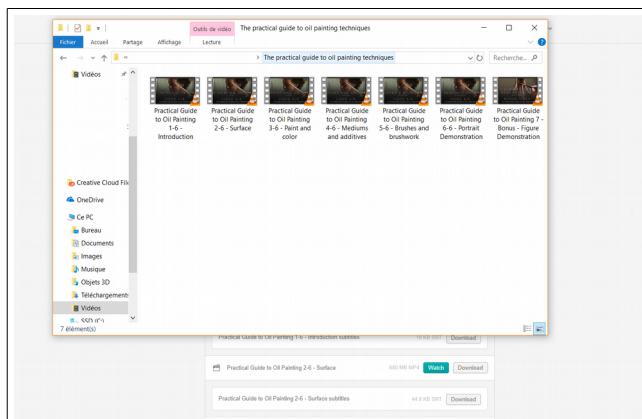
	Step 6 : Access your files If you don't know where you web browser saves dowloaded files, check the downloading settings.
	Step 7 : Enjoy and paint ! You can now access the videos of the course from anywhere, without any internet connection. The wonderful world of oil painting is upon you.
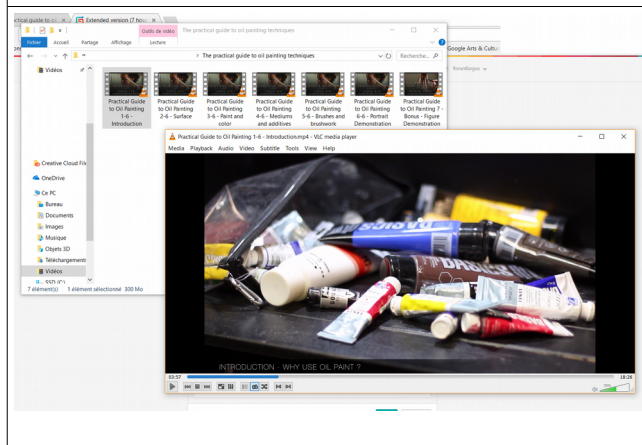
Using chapters :

Chapters let you navigate the program so that you can access a specific topic whenever you feel the need for it. To access the chapters, if you're using VLC, go to > Playback > Chapters.

Using subtitles :

English subtitles : All the videos have subtitles, except for the two demonstrations. Here's how to use them.
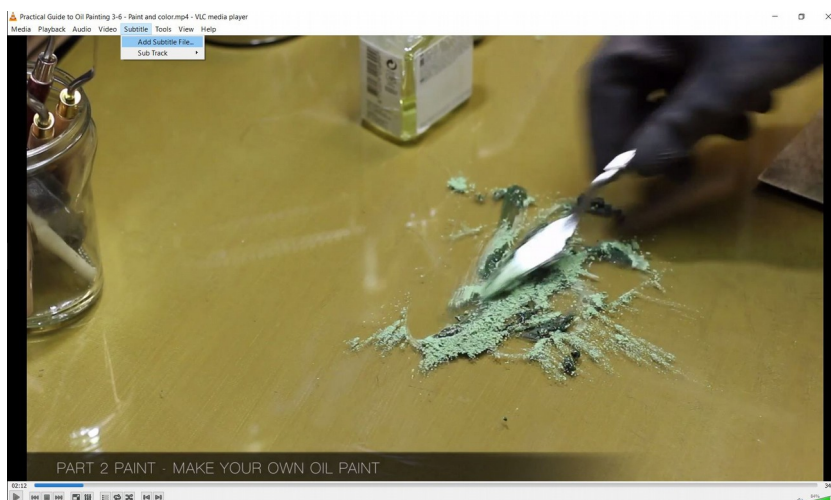
Open the video with your prefered media player and go to > Subtitles > Track... and select the corresponding file.

More questions ?

Try the gumroad help center if your question is about payment or download. Or use the contact for on www.florentfarges.com to ask me your question.