# 6-0026-EN-I've ordered a template - how do I find it?

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If you have ordered a template from our website, you will receive the download instructions to the email address entered when ordering.   If you are not receiving it, you need to check your junk mail and spam filters like any other product.
Once you receive the download instructions, you need to click on the link and download the installer. **Make sure ShopFactory is closed***   To find the template in your ShopFactory, please do the following:

» Double click on the installer and run it.
» Open ShopFactory
» Go into the 'Designer' menu and 'select website theme' at the top of your Shopfactory and the template should be there to select
» If it is not there, you need to hit the 'refresh' button in the 'select website theme' window.

If you still can not locate the website theme, you will need to contact Technical Support at
http://support.shopfactory.com