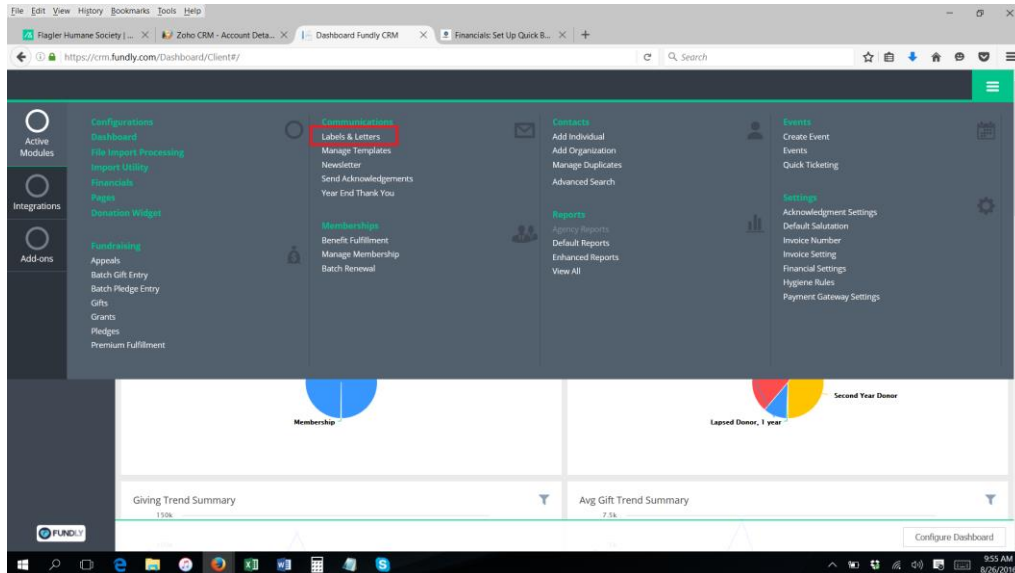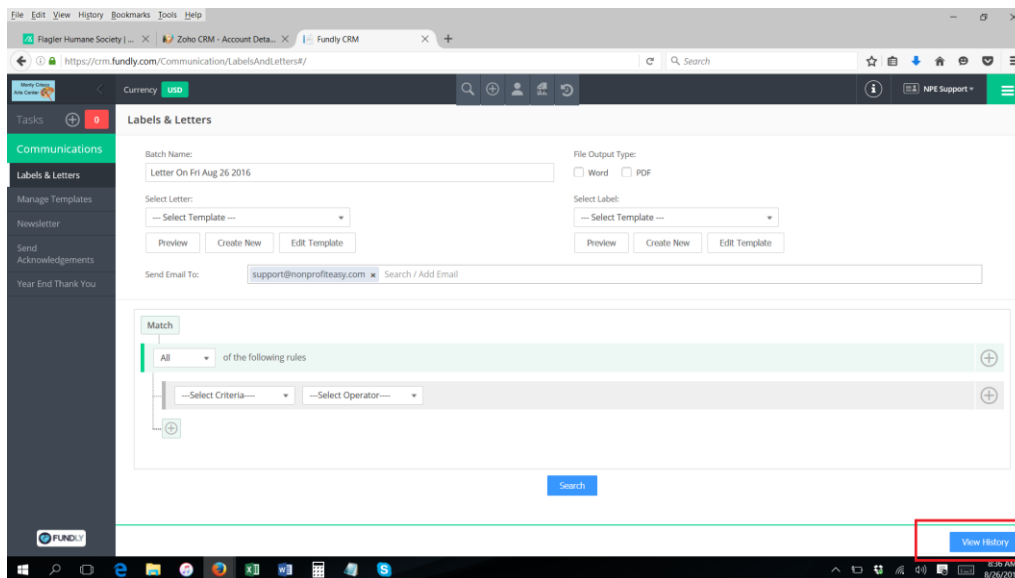**FAQ: I Didn't Receive the Email to Download My Labels or Letters**
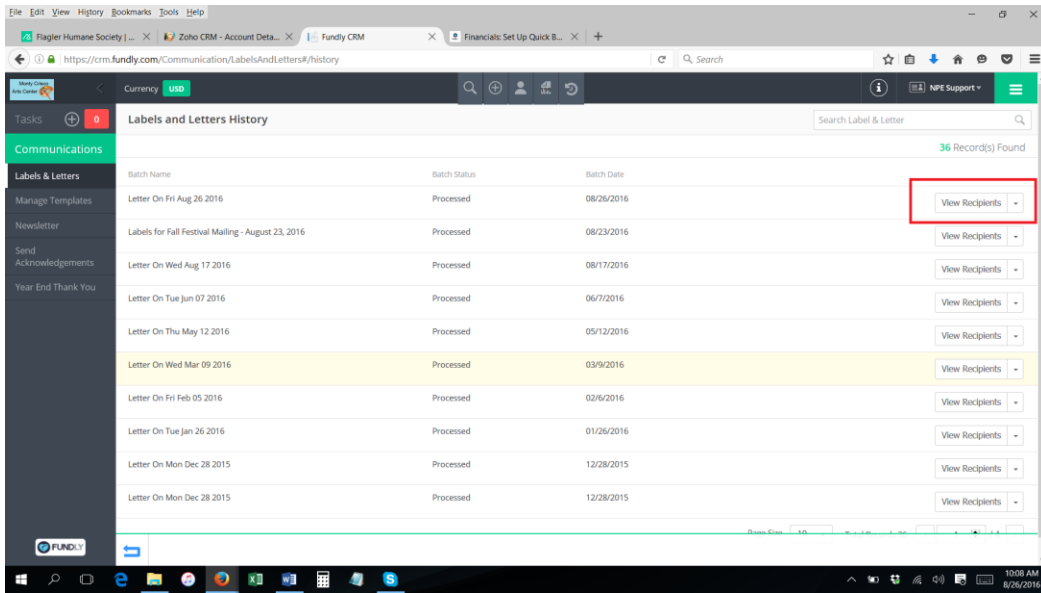
1) Once the labels/letters requested are processed, the file can be downloaded without having the email linking you to the file.

2) Go to Labels & Letters (Main Menu: Communications)

3) Click the "View History" button in the lower right hand corner of the screen

4) Click on the "View Recipients" action menu drop down button to the right of the batch/file you want to download

5) Select download