Note: For Reallusion's latest products, use Reallusion Hub to download and install them.

Whereas for legacy program,

1) You can log into your member account to re-download your installer under the "Registration" page.

https://www.reallusion.com/member/#/en/registration

a) "Resend" Serial Number is to have the product's serial number displayed on the screen.

If the "Email notification enabled" condition is checked, it will also send directly to your email account. However, you need to re-enter your member password for verification before your serial number can be resent.

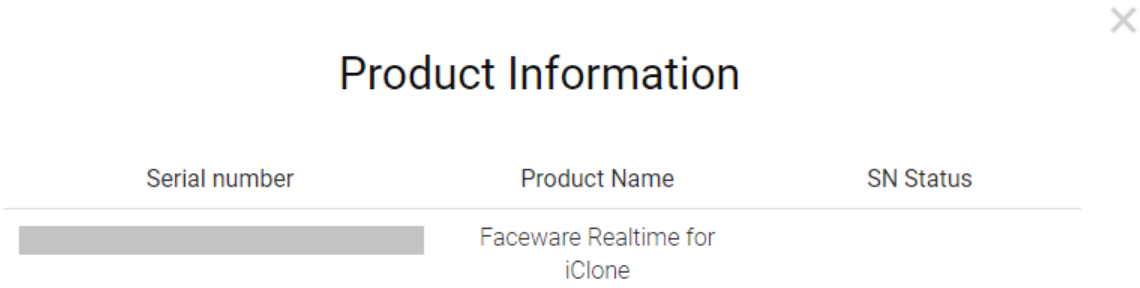
b) "Download" link is to display the Product Information page with the program installation file and Resource Pack/Bonus content available for download.

Type	Category	Product	Platform	Registered Date(UTC)	Serial Number	Download	Activated Number	Additional License
Product	iClone	iClone 6 PRO	Windows	01/21/2015	Resend	Download	0	0 , Buy

2) If you are looking for your content pack download, then please go to your member account - Content Inventory page or Order History page.

https://marketplace.reallusion.com/inventory-list?

https://www.reallusion.com/member/#/en/order-history



4) If you do not see a "Download" link, it means that the re-download period for your purchase has expired. Please bear in mind that we only provide the latest three versions re-download service on our website.

The reason is, we cannot guarantee that the program can still support the latest OS. This is also because we do not invest further resources to maintain the program when another 3 generations have been launched.

This is ONLY applicable to our main programs like iClone, Character Creator, and Cartoon Animator product lines. For the content pack, there is NO expiration date.