

How do I find my purchased content?

Ref:

<https://manual.reallusion.com/content-manager/2.0/04-downloading-co>

Ensure your program has the latest version since our program does not have backward compatibility. If not, kindly update your software in [Reallusion Hub](#) and then reopen the program:

<https://www.reallusion.com/iclone/update.html>

<https://www.reallusion.com/character-creator/update.html>

<https://www.reallusion.com/cartoon-animator/update.html>

Once done, click the "**Refresh**" button at the top right of the Smart Content Manager to refresh your content state.

You can use the "**Sync Installed Asset...**" option in the Smart Content Manager's right-top menu to sync your content. Try also select "**Activate Purchased Items**" from the "**Help**" program main menu to activate your purchased items.

After this, try to search for your content under the Template's "**Pack**" tab for **all** packs, and also the "**Item**" tab for **all** items. For newly purchased content, may check the "**New Purchase**" section.

Important Note: Make sure the search filter is switched to "**All**", and the "**Online**" option is selected in the Smart Content Manager menu.

This is the iClone 8 sample, all the functionality is almost the same across the product line.



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For Cartoon Animator 5 interface, check this:

<https://kb.reallusion.com/Product/53124/How-do-I-find-the-purchased-content-pa>

Whereas for more information on searching method, please refer to:

<https://manual.reallusion.com/content-manager/2.0/01-user-interface/search-fiel>

Reallusion FAQ

<https://kb.reallusion.com/Product/53130/How-do-I-find-my-purchased-content>