# W2 Mate Download Instructions

After completing the purchase of W2 Mate a live download link will be sent via email to the email address provided at checkout to allow users to instantly download W2 Mate

For download issues please refer to "Troubleshooting Download Issues" section at the end of this document

Note: At purchase you can order a CD to be shipped for the W2 Mate software (shipping charges will apply)
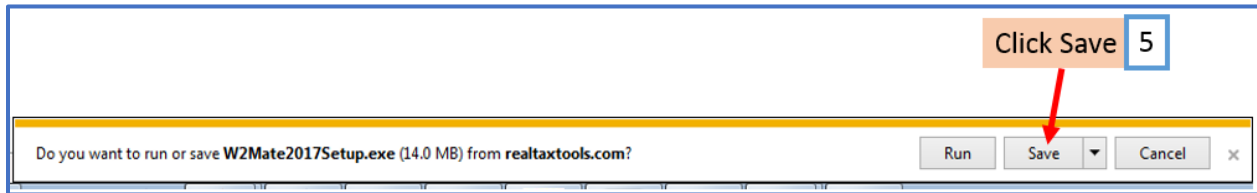
Link Download

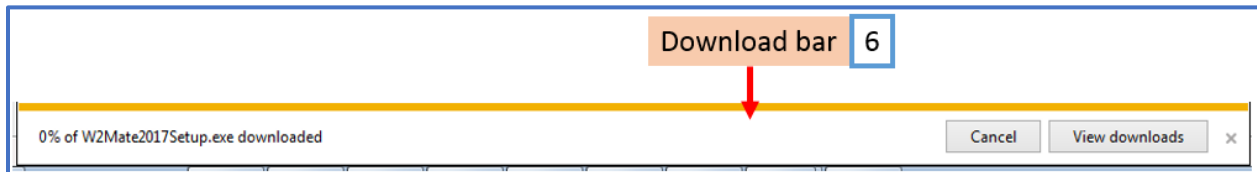1. Click the live download link from the email you receive
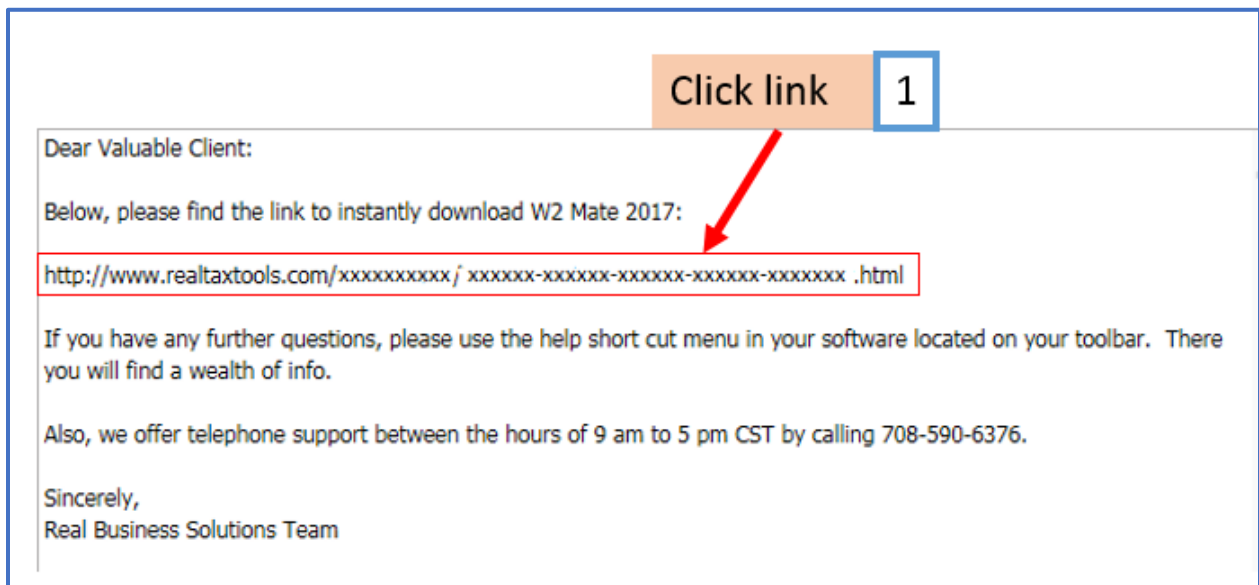
2. Enter email address used during purchase of software

3. Enter name used during purchase of software

4. Click Download Now

W2 Mate 2017 Download Instructions

Please enter your email address and name, then click the DOWNLOAD NOW Button
Make sure to enter accurate information in order to receive updates and technical support.

Email Address: **Enter Email Address** 2

Name: **Enter Name** 3

Download NOW ⬇   **Click Download NOW** 4

5. When prompted select "Save" to save the file to your hard disk

Click Save 5

Do you want to run or save **W2Mate2017Setup.exe** (14.0 MB) from **realtaxtools.com**?   Run   Save ▼   Cancel   ✕

6. Download will begin

Download bar 6

0% of W2Mate2017Setup.exe downloaded   Cancel   View downloads   ✕

7. Once download completes, Click Open Folder

Click Open Folder 7

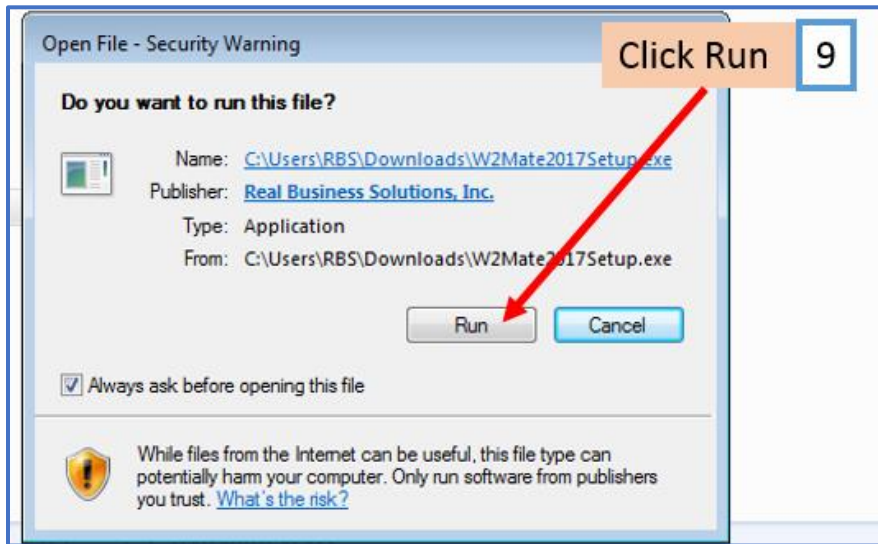The W2Mate2017Setup.exe download has completed.   Run   Open folder   View downloads   ×

8. Double-click the W2MateXXXXSetup.exe program file on your hard drive to start the setup program. (XXXX is the software year downloaded)

Select W2MateXXXXSetup.exe 8

Name	Date modified	Type	Size
W2Mate2017Setup.exe	3/29/2018 9:39 AM	Application	14,421 KB

W2Mate2017Setup.exe   Date modified: 3/29/2018 9:39 AM   Date created: 3/29/2018 9:39 AM
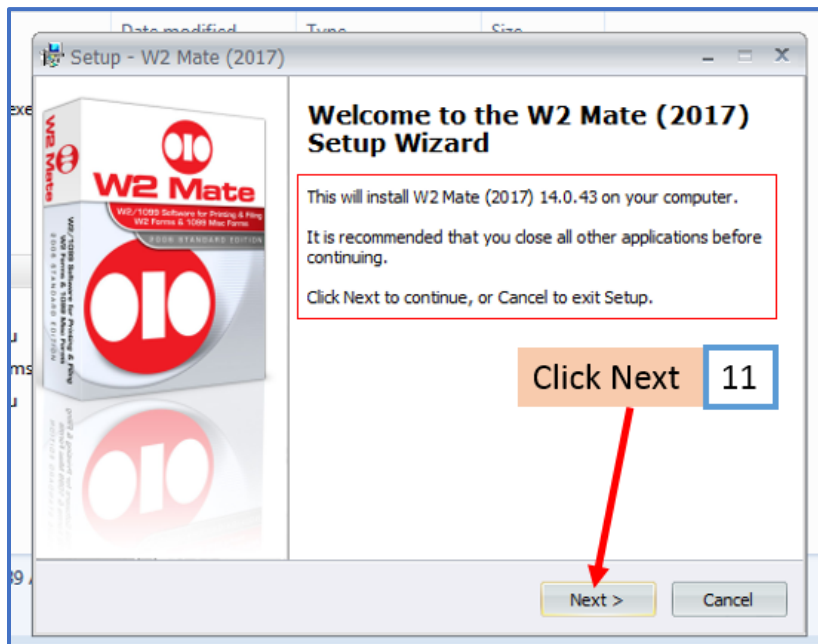Application   Size: 14.0 MB
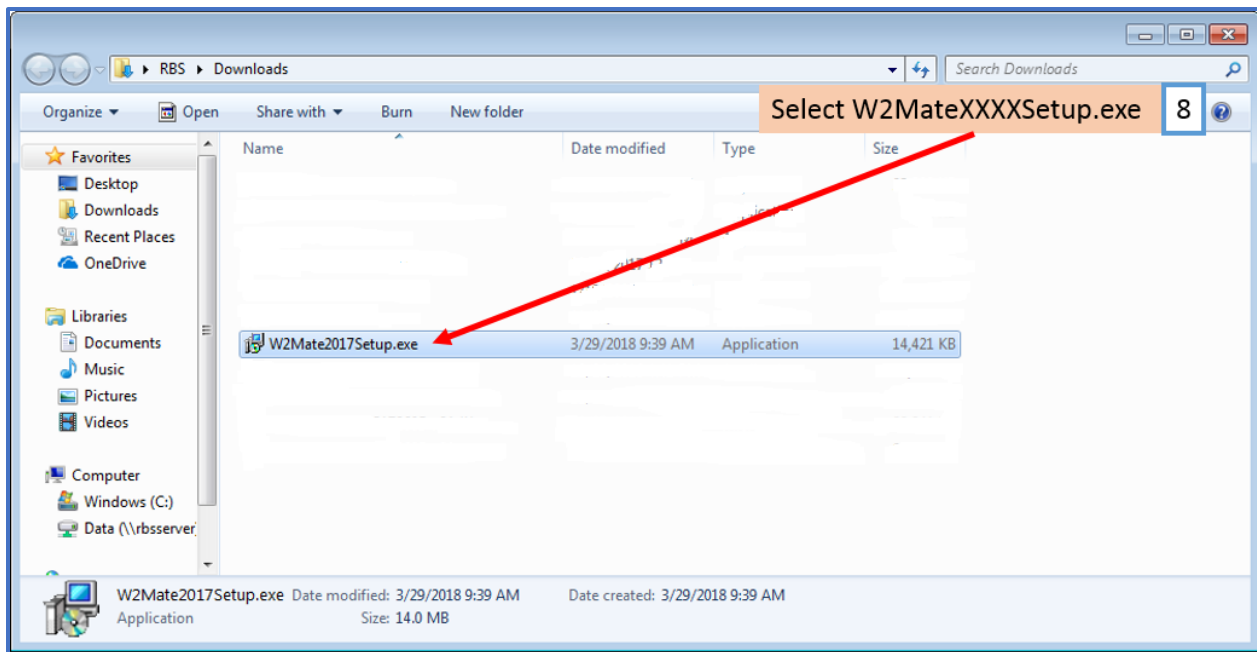
9. Click Run

10. If asked if you want to allow this software to make changes to your computer, Click Yes
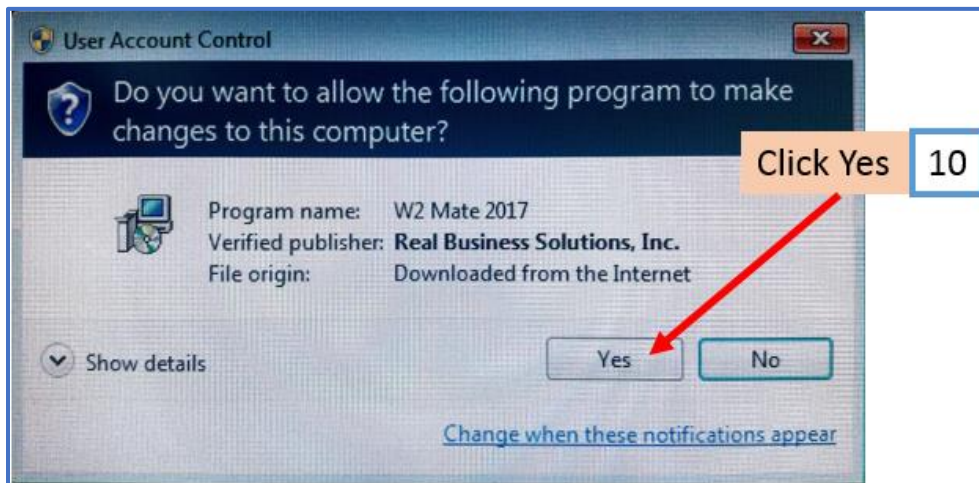
This will open the W2 Mate Installation Setup Wizard

Note: Read the information on this screen. Close all other applications you have open before continuing with installation of software.
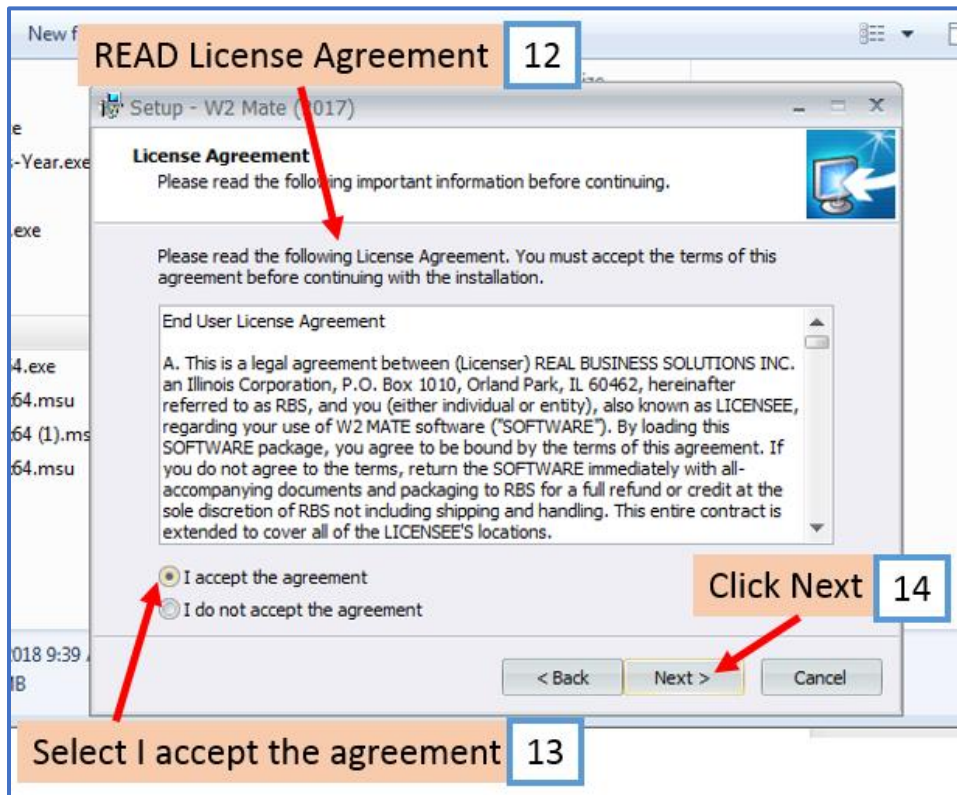
11. Click Next to continue

12. Read the License Agreement
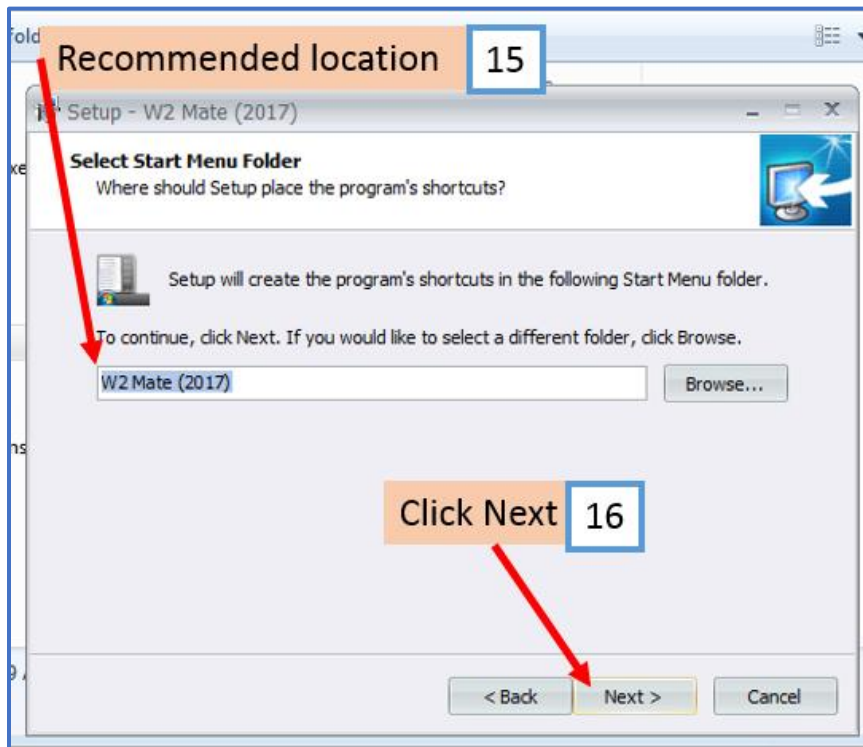
13. Select I accept the agreement to install

Note: If you select I do not accept the agreement you will not be able to continue the installation
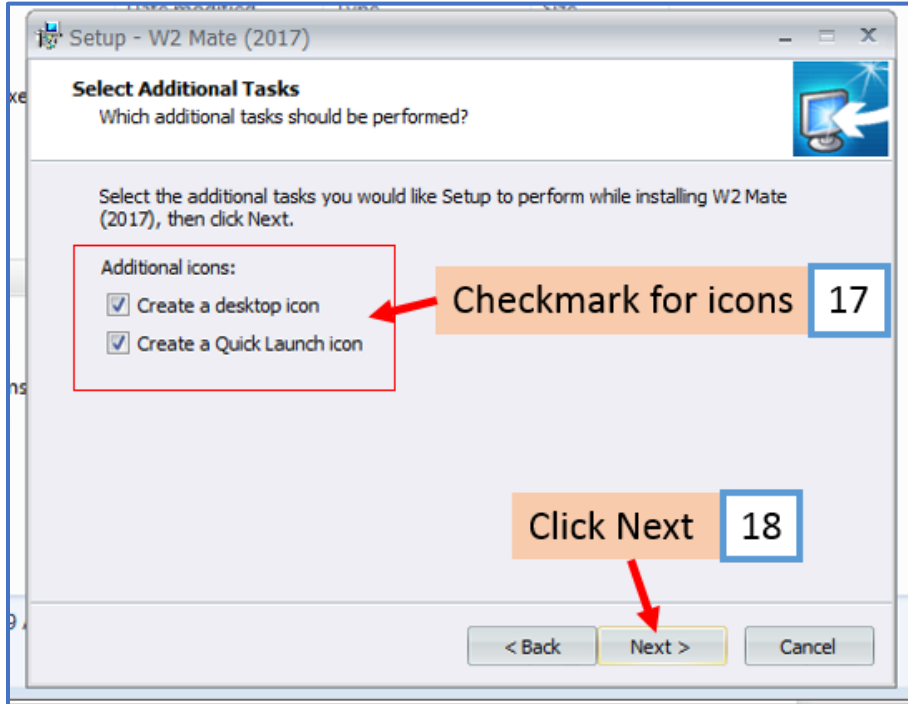
14. Click Next

15. Recommended default location to create the program's shortcuts
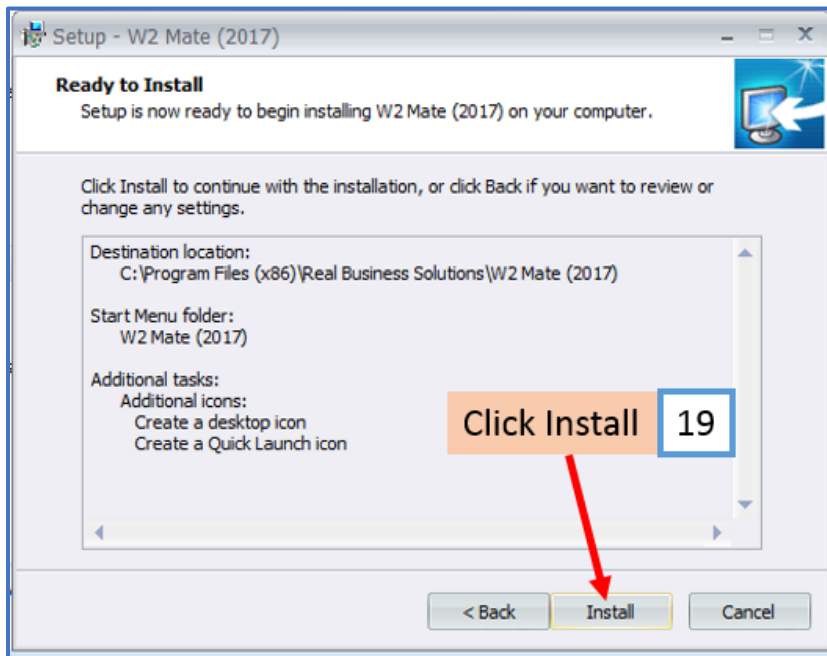
16. Click Next

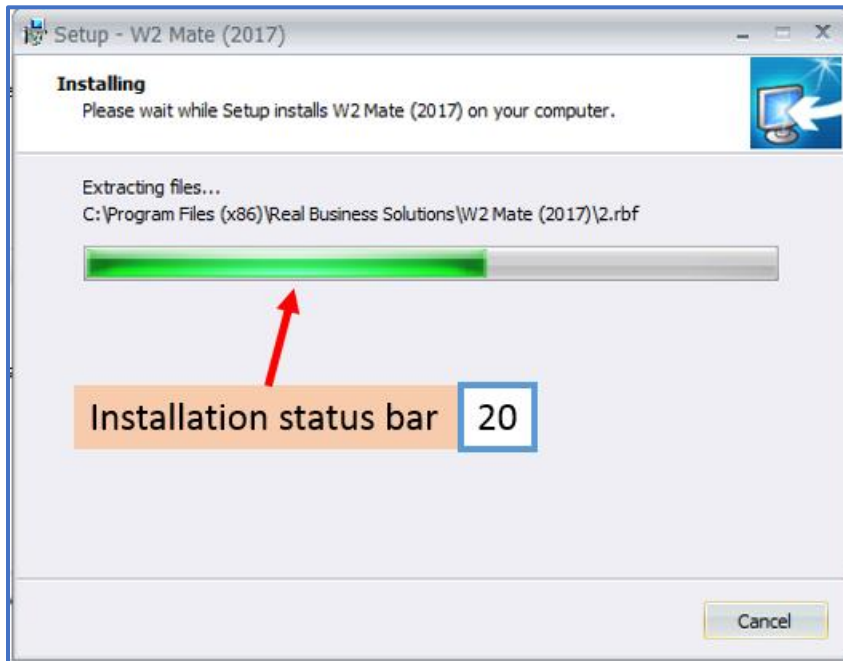17. Icons will be added to the Desktop and Quick Launch (recommended)

18. Click Next
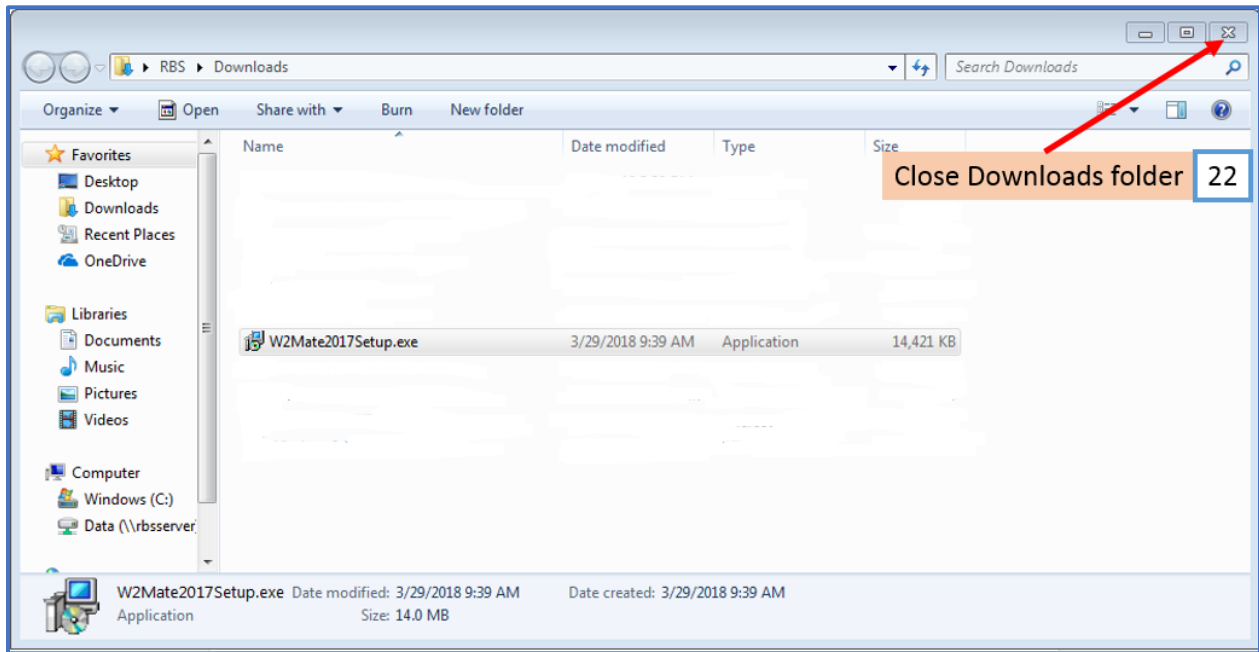

19. Click Install

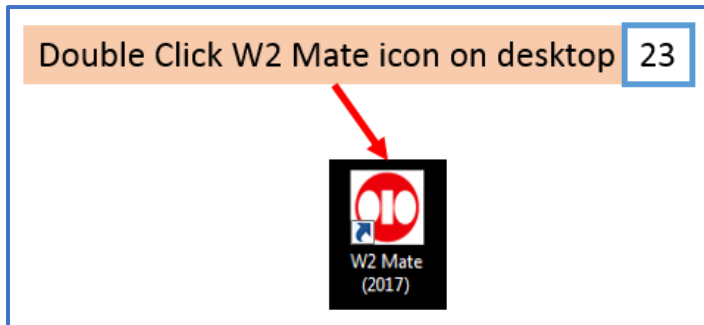20. W2 Mate will now be installed on your computer

21. Click Finish

22. Close the downloads folder by clicking X in top right corner

23. Once the installation is complete, open W2 Mate by double clicking on the icon on the desktop

Troubleshooting Download Issues

Some email programs and services along with virus protection add-ons block download links sent through email. Please follow these instructions if the email link is disabled or blocked:

Open the email that we sent you which contains the download link

1. Highlight the download link and select the full download link text
Make sure that the highlighted text starts with "http" and ends with ".html"

2. Right-click with the mouse to highlight and selected the download link and select Copy
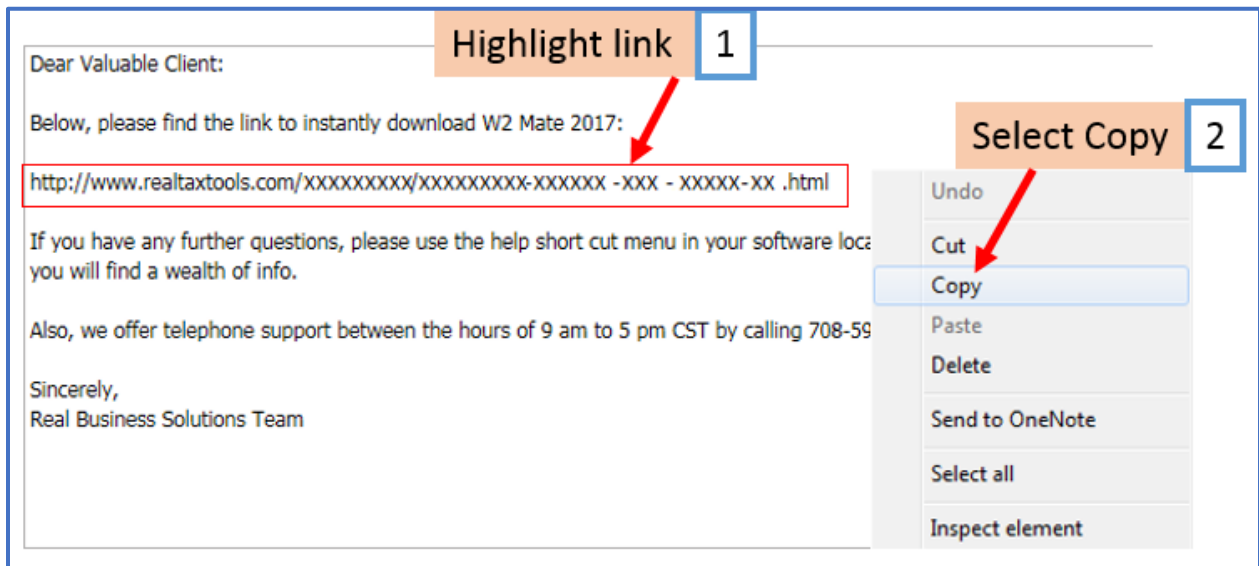
Open your web browser window such as Internet Explorer, Google Chrome or Mozilla Fire Fox

Clear the contents of the address bar which appears at the top of the web browser window
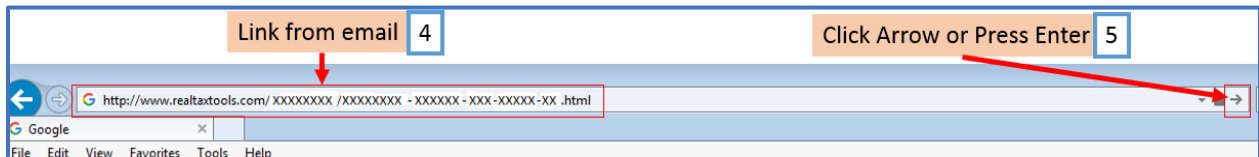
3. Right-click with the mouse pointer inside the web browser Address Bar and select Paste
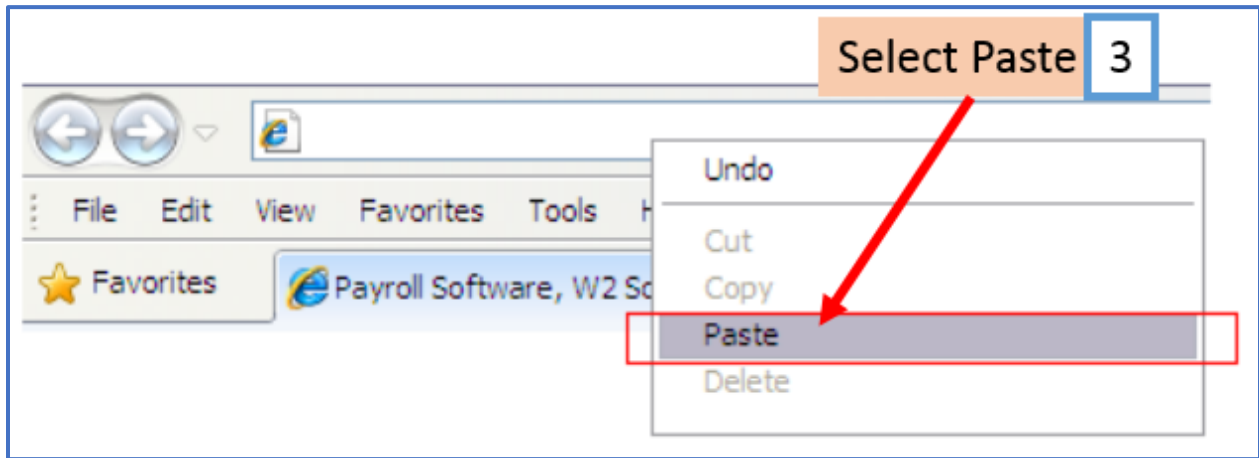
4. The program download link should now appear in the address bar

Note: Do NOT paste the link in a search engine bar

5. Click arrow to open the link or press Enter on keyboard

If you have a virus protection software blocking the download

Try one of the following:

1. Adjust settings inside virus protection / firewall and try download again

2. Use a different internet browser to download and try download again (Internet Explorer, Google Chrome, Mozilla Fire Fox)

3. Make sure to turn off the Pop-Up Blocker in your internet browser and try download again

4. Save the download to your desktop - Right click the Download Now button, select Save As or Save Target As and save the file to your desktop; once the file is saved to your desktop, double click this icon to run download

5. Delete temporary files and cookies and try download again

6. Use a different computer to download