How do I download my software purchase?

On completion of your purchase in the BFE Online Shop you will see a screen that confirms "YOUR ORDER HAS BEEN PROCESSED!" Click on "DOWNLOAD" to access your purchase and follow the instructions provided. (The download link is valid for one week.)

Next, you will need to locate the download on your computer. This varies depending on how your computer is set up. Most often, the downloaded material will go into a folder called "Downloads". Locate the downloaded file on your computer, and then click on the .exe file to install the software or recordings.

Once installed, you will see a "BFE Courses" folder on your desktop in which you can access the material(s). Navigate the folders to locate your purchase. (The content of this folder will vary depending on how many suites/recordings you have purchased from the BFE.)

If for some reason you were not able to complete the download of your order, you may log back into your account and try again. Return to the BFE Online Shop at http://www.bfe.org/buy/

Click on "LOG IN" on the menu across the top of the screen. Enter your email address and password. (Alternately, you can click on the link provided in your confirmation email from the shop.)

Next, click on "VIEW" to see your order. Click on "DOWNLOAD" to access your purchase and follow the instructions provided. (The download link is valid for one week.)

How do I become a member of the BFE?

The Biofeedback Federation of Europe is not a member organization. You can join our mailing list on our website at www.bfe.org. To receive information about upcoming events, products in our online shop and special discounts, we invite you to create an account in our online shop. The BFE shop can be accessed from our website at http://www.bfe.org, or by entering this link into your browser: http://www.bfe.org/buy. Click on the "Create an Account" tab and follow the online instructions.

I purchased a recording from your online shop, but cannot play the video. What am I doing wrong?

Some purchasers have difficulty playing certain course or webinar recordings. When they attempt to run the recording (by double-clicking on the recording icon, as one would normally do with any video), the computer's media player will pop-up but no video will appear. Certain media players will also display a small prompt that indicates some sort of error occurred or the media cannot be read.

The BFE uses a meeting/class/webinar recording service provided by the program called GoToMeeting. This recording system uses its own special recording format (or language), called the *GoToMeeting codec*. Some computers lack this codec or the know-how to interpret videos made using this coded, and therefore do not know how to read the media recordings.

This problem can be solved by downloading the GoToMeeting codec at the following website: https://www4.gotomeeting.com/codec?Portal=www.gotomeeting.com

The above link will bring you to the below web page.

Click on the "Install GoToMeeting Codec" button, in the center of the web page, to download the codec installation setup. A small prompt will appear. In the prompt window, click on the "Save File" button, then choose a directory to save to. *(Note: if using a Mac, click on a lower link in this same window)*

Once downloaded, run the codec installation setup to install the codec on your computer. Now re-attempt to play the recording with the original issue. The problem should now be solved.

How do I contact BFE technical support?

If you have any questions regarding a product you have purchased, please send an email message to shop@bfe.org. Your inquiry will be directed to the appropriate technical support contact and you will be answered via email. For in-depth tech support, a representative can arrange a time to call or meet online.