

# **IMPORTANT SUBSCRIBER INFORMATION**

The logo for TT Media is displayed within a red speech bubble shape. The letters 'TT' are in a white, italicized, sans-serif font, followed by the word 'Media' in a white, bold, sans-serif font.

***TT* Media**

## **HELP GUIDE**

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- RESTORE PURCHASES**
- SIGNING IN**
- FORGOTTEN PASSWORDS**
- CUSTOMER SERVICES**

# iTunes Customers - RESTORE PURCHASES

Restoring your purchases will grant you access to all entitled issues you have previously downloaded.

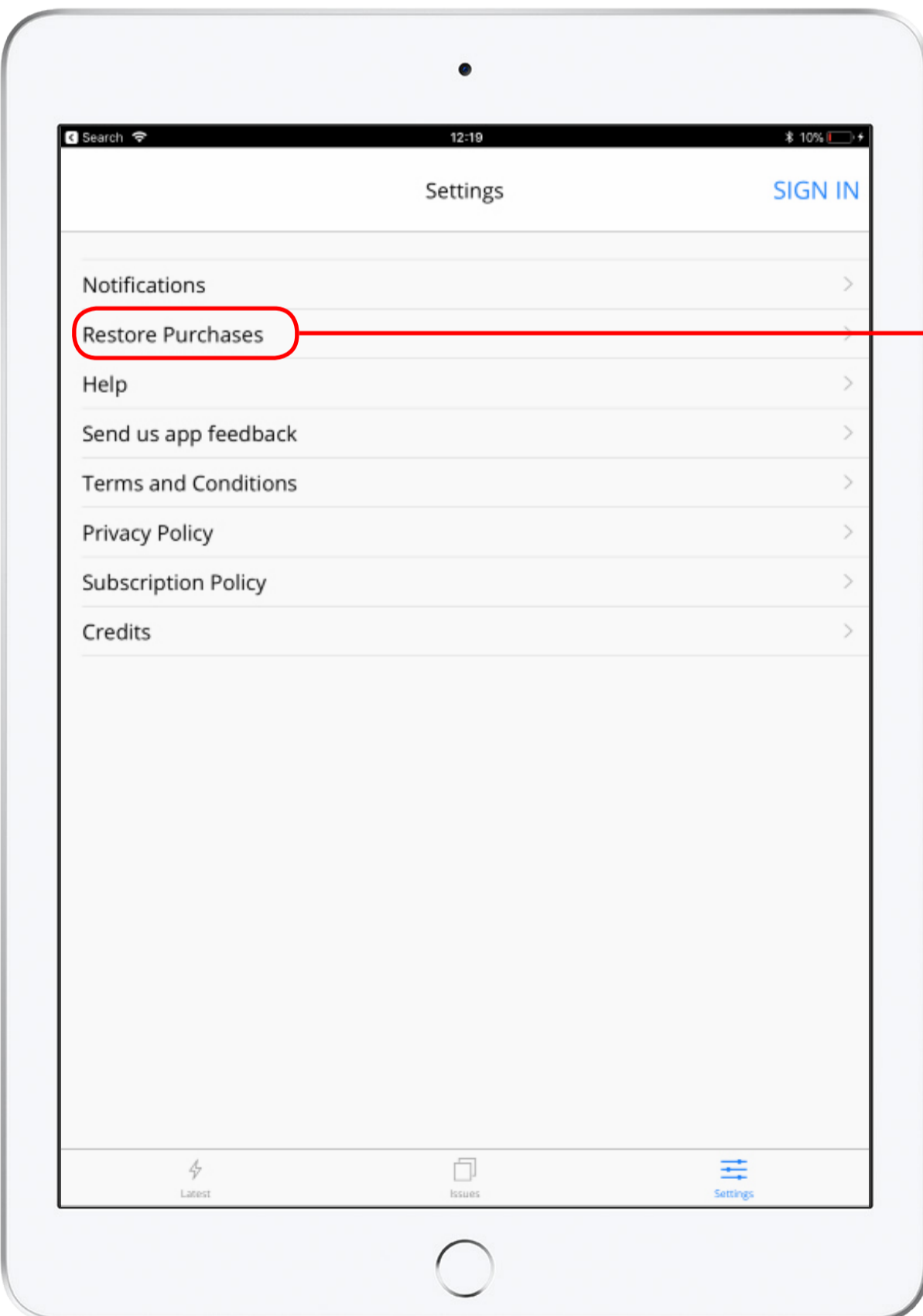


1. Please ensure your device is logged in with the same Apple ID you used to purchase the subscription or a single issue purchase via iTunes.

2. In the app go to the 'Settings' tab located at the bottom right hand corner and tap on 'Restore Purchases'.

3. You will be requested to enter your Apple ID password.

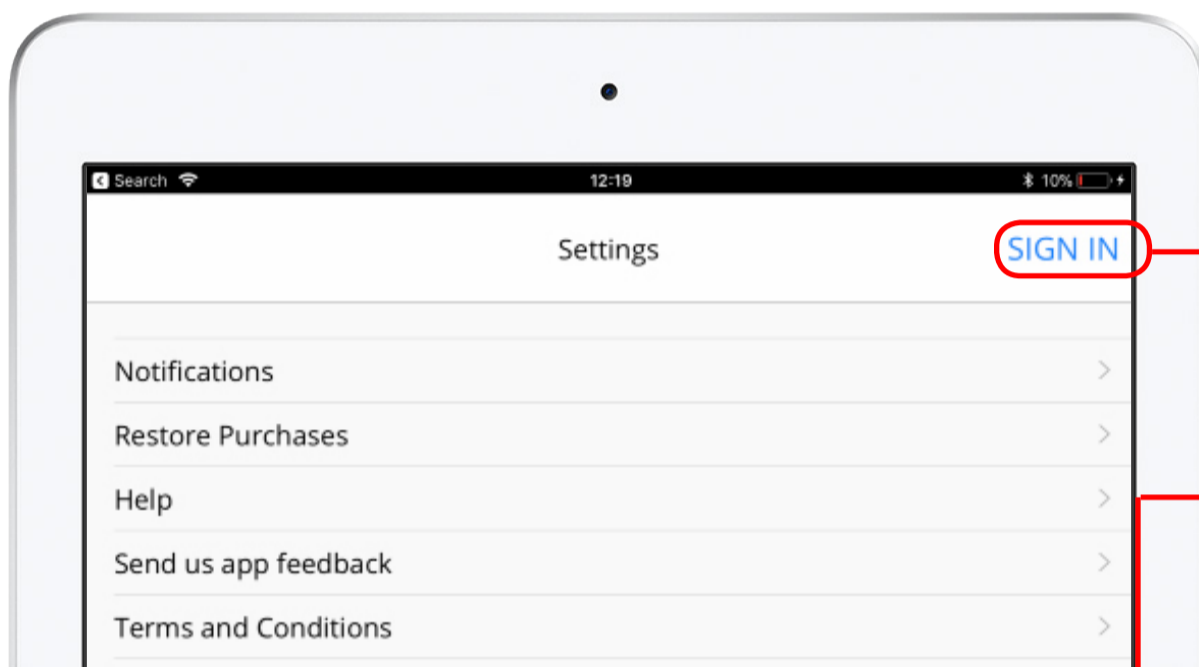
Restoring can take a few seconds to process, please do not navigate away from the app.



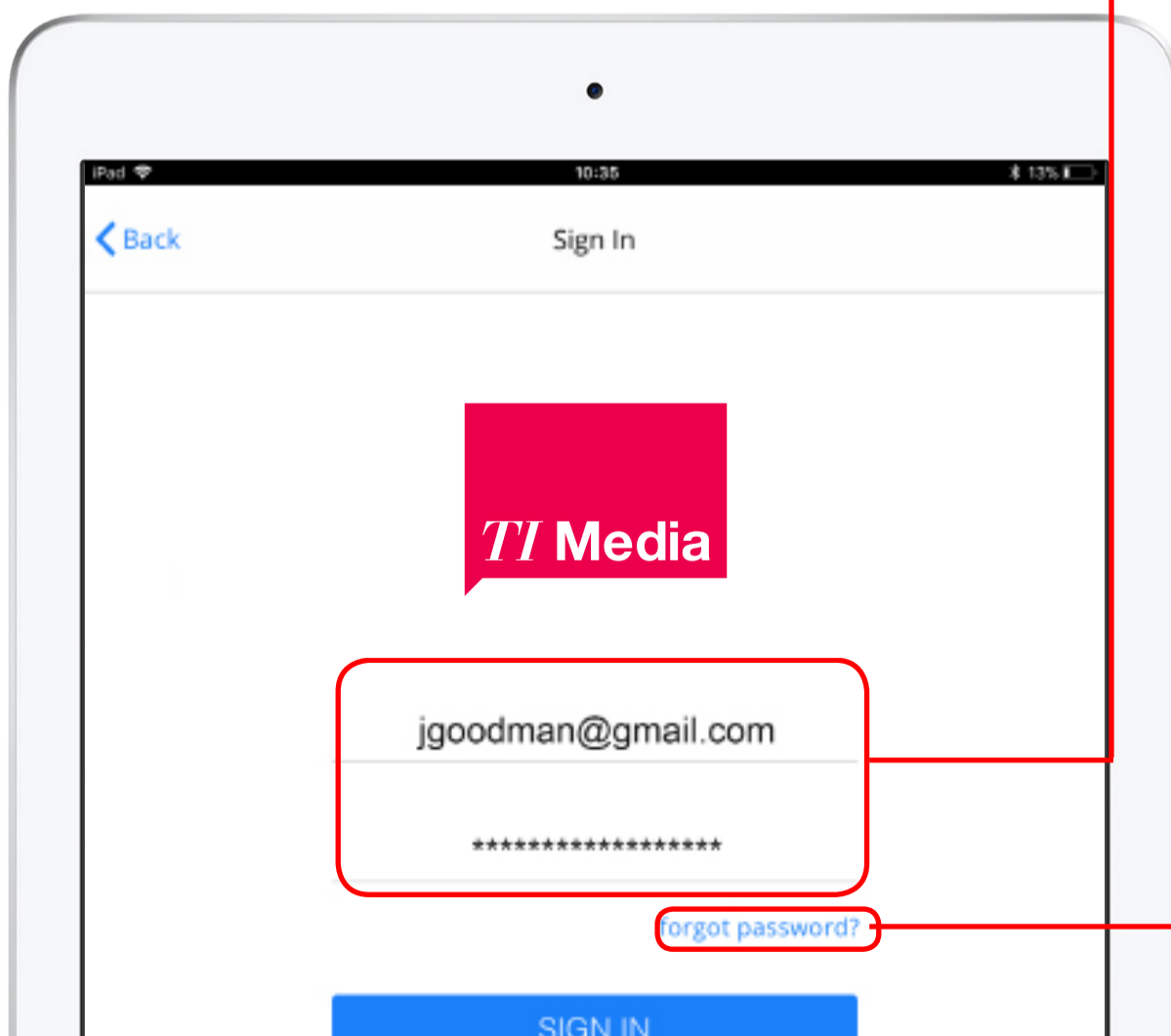
# Magazine Direct Customer -SIGN IN / FORGOTTEN PASSWORD

If you have bought a subscription directly from Time Inc UK via Magazines Direct, please login with your credentials.

**magazines**  
direct.com



1. Tap 'Sign In' located in the top right hand corner of the app.

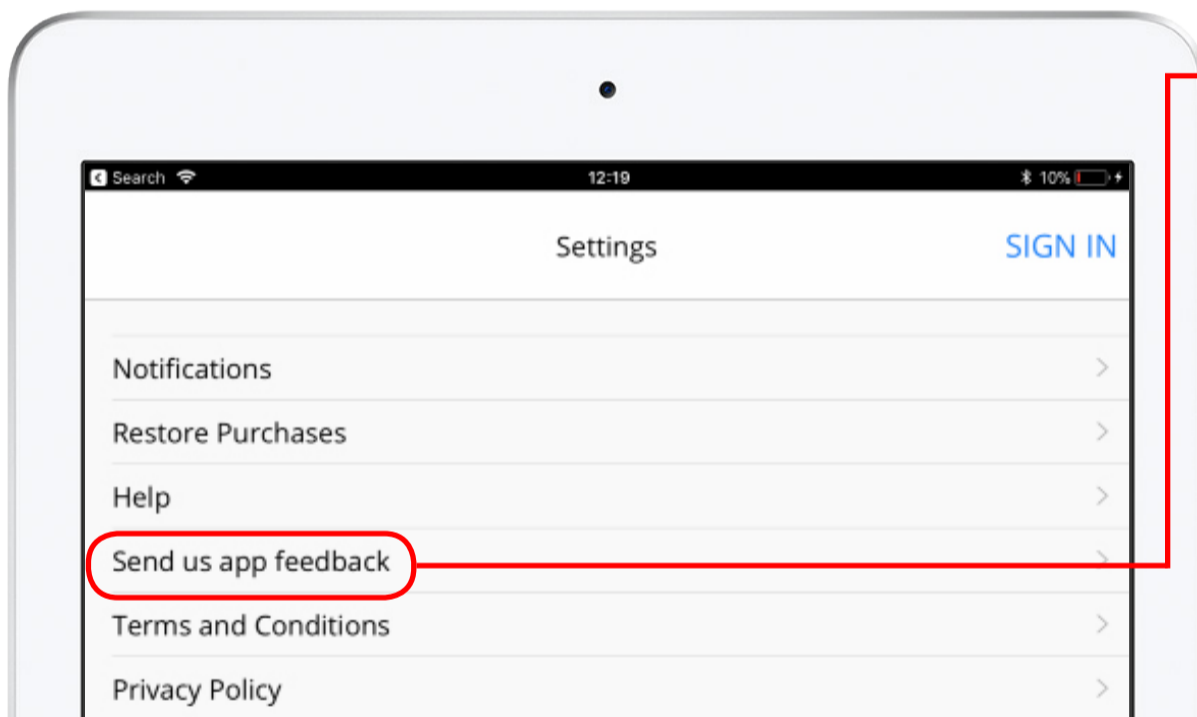


2. Input your email address and password associated to your magazines direct account.

3. If you have forgotten your password you can reset this via the 'Forgot Password' option.

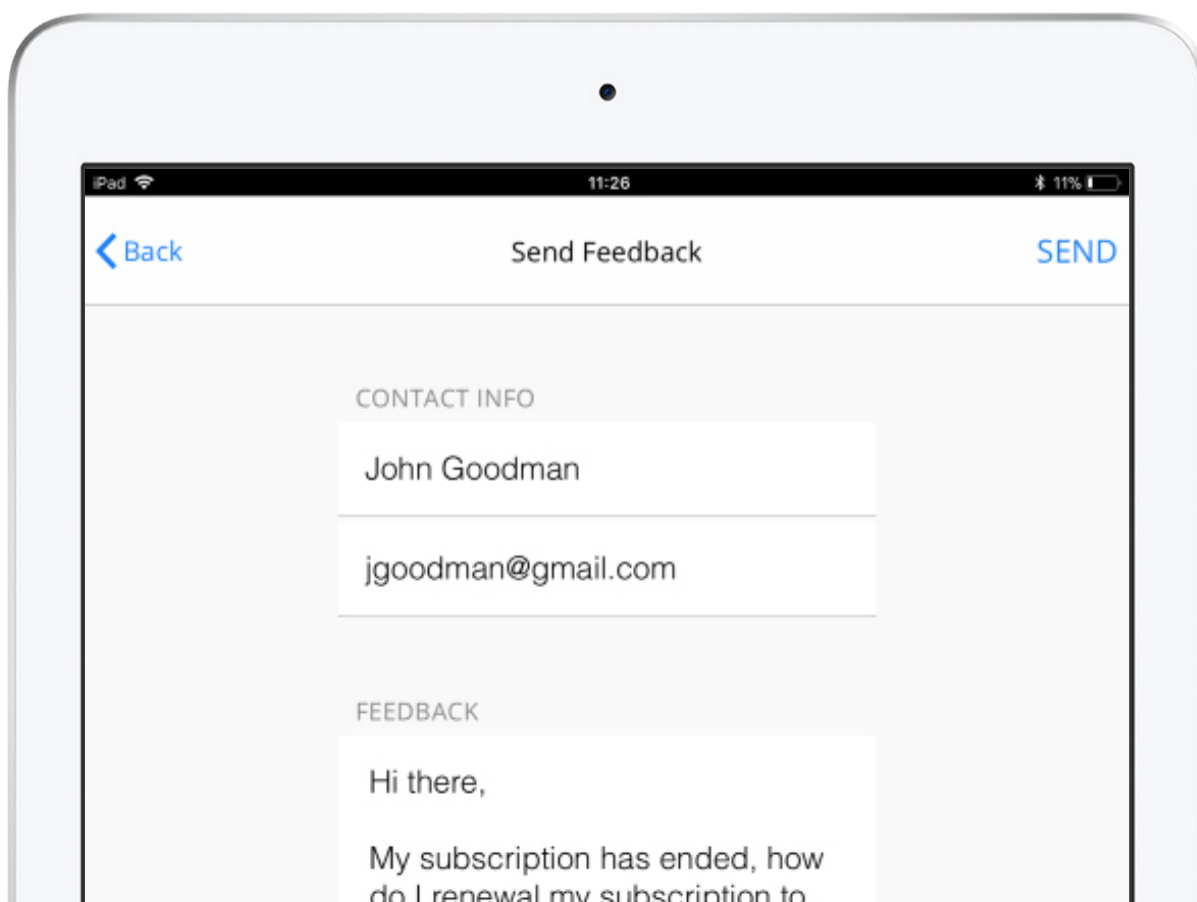
# CUSTOMER SERVICES

If the above steps did not resolve your problem or you'd like to ask a question about anything else.



Tap 'Send us app feedback' to launch the below form.

Please provide your full name, preferred email address to contact you on. Followed by a brief description of the problem you are facing or the comment you would like to make us aware of.



Our customer care team will review your feedback and respond