

# Purchasing with PayPal & Installation

## I purchased Name Dropper with PayPal but have not received my username and password yet.

When ordering through PayPal, the username & password is typically received within 1 minute, but can sometimes take as long as 15 minutes, depending on the load on PayPal's site. Though rare, it is also possible that the registration email that was sent to you got blocked by a spam blocker. If spam blocking is provided by your ISP, then you can usually read your blocked emails by logging into their site and checking your spam or bulk mailbox. How do you know if your registration email was blocked? Here is a way to find out: [Click here](#) for the Registered Users page.

On that page, you will find a Lost Password Retrieval form. Enter the email address you used when making the purchase and click Submit. If your account has not been created yet, you will get a message stating that the email address entered was not found in the database. If this is the case, then your account has not been created yet. If enough time has passed and you feel it should have been created by now, please [contact us](#) and let us know and we will look into it.

If your account has been created, you will receive a message that your username & password have been sent to the e-mail address entered. If you do not receive THAT email, then it is very likely that your registration email (and the password reminder e-mail) have been blocked by a spam blocker. If you cannot retrieve the lost emails, [contact us](#) with your name and payment details and we will send you your username and password manually.

The registration e-mail is generated by a script on this site, and sometimes that is enough to trigger a "spam" flag. Most registration e-mails go through just fine, but Verizon.net and Earthlink.net have caused problems in the past, particularly Verizon. Attempts to resolve this problem with them have failed, and we apologize for any inconvenience. Be assured that you will get your username and password!

Unique solution ID: #1051

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