

## How to Download Files FROM PHOTO STORAGE SITES & APPS

### Amazon Photos

To download a **single file** or **multiple files**:

1. On your computer go to [Amazon.com/photos](https://www.amazon.com/photos) and sign in.
2. Hover over and select the files that you would like to download. You can select up to 1,000 files or up to 5GB at once. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to download. To select several files that are not in sequence, hold down your CONTROL key (PC) or COMMAND key (Mac) and select your files.)
3. Click **Download** from the top of your screen. (When selecting multiple files or folders, the items will be downloaded as a ZIP file.)

To download an **entire album**:

1. On your computer go to [Amazon.com/photos](https://www.amazon.com/photos) and sign in.
2. Click on **Albums**.
3. Click on the album you wish to download.
4. Click **⋮** from the top right of your screen, then **Download** from the drop-down menu. (The items will be downloaded as a ZIP file.)

### Dropbox

To download a **single file**, **folder**, or **multiple items**:

1. On your computer go to [Dropbox.com](https://www.dropbox.com) and sign in.
2. Hover over and select the files or folders you'd like to download. You can select up to 10,000 files or up to 20GB at once.
3. Click **Download** from the top of your screen. (When selecting multiple files or folders, the items will be downloaded as a ZIP file.)

### Facebook

To download a **single photo**:

1. On your computer go to [Facebook.com](https://www.facebook.com) and log in.
2. Open the photo you would like to download.
3. Click **...** in the upper right corner next to the profile name.
4. Select **Download** from the drop-down menu.

To download **all your photos at once**:

1. On your computer go to [Facebook.com](https://www.facebook.com), log in, and click on your **profile picture** in the upper right.
2. Click **Settings & Privacy**.
3. Click **Settings**.
4. Click **Download your information** and click **Continue**.
5. Click **Request a download**, select your accounts and profiles you wish to download from, then click **Next**.

6. Click **Specific types of information, Posts**, then **Next**.
7. Select file options, including:
  - A date range or from all time.
  - The format of your download request.
  - The quality of photos, videos, and other media.
8. Click **Submit request** to confirm the download request.

After you've made a download request, it will appear under the **Pending download** section of the **Download your information** tool. If downloading a lot of content, it may take several days for Facebook to finish preparing your download request.


Once Facebook has finished preparing your download request, they'll send a notification letting you know it's ready.

To download the data you requested:


1. On your computer, click on your Facebook **notification** or go to the **Available downloads** section of the **Download your information** tool.
2. Click **Download** and enter your password to confirm the download. (The items will be downloaded as a ZIP file. Photos will be found under **your\_activity\_across\_facebook > posts > media > Timelinephotos**.)

## Google Drive/Google Photos




To download a **single file** or **multiple files**:

1. On your computer go to [drive.google.com](https://drive.google.com) or [photos.google.com](https://photos.google.com) and sign in.
2. Select the files that you would like to download. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to download. To select several files that are not in sequence, hold down your CONTROL key (PC) or COMMAND key (Mac) and select your files.)
3. Select  in the top right corner.
4. Click **Download** from the drop-down menu. (When selecting multiple files or folders, the items will be downloaded as a ZIP file.)

To download an **entire album**:

1. On your computer go to [photos.google.com](https://photos.google.com) and sign in.
2. Select your **album** on the left hand side, under **Library**.
3. Select  in the top right corner.
4. Click **Download all** from the drop-down menu. (The items will be downloaded as a ZIP file.)

## iCloud.com

1. On your computer go to [iCloud.com](https://icloud.com) and sign in.
2. Click **Photos**.
3. Select a photo or video. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to download. To select several files that are not in sequence, hold down your CONTROL key (PC) or COMMAND key (Mac) and select your files.)
4. Click  in the upper corner of the window if you want to download your content as **Most Compatible** with edits (photos are downloaded at the highest quality available for your device — HEIC if available — and videos are MP4/H.264). Click  and select **More Download Options**, then select **Unmodified Original** if you want to download your content as it was originally captured or imported without edits. Click .

Note: If you need to convert HEIC formatted photos to JPG, many HEIC to JPG converters can be found online for free.

## Photos App (Apple)

On your Mac with OS Big Sur 11.0 or later:

5. Open the **Photos** app.
6. Select the photo or video you want to export. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to export. To select several files that are not in sequence, hold down your COMMAND key and select your files.)
7. Choose **File > Export > Export [number] Photos** if you want to download your content as **Most Compatible** with edits (photos are downloaded at the highest quality available for your device — HEIC if available; videos are MP4/H.264). Choose **Export Unmodified Originals** if you want to download your content as it was originally captured or imported without edits.

Note: If you need to convert HEIC formatted photos to JPG, many HEIC to JPG converters can be found online for free.

On your iPhone, iPad, or iPod touch with iOS 10.3 or later:

1. Tap **Settings > [your name] > iCloud > Photos**.
2. Select **Download and Keep Originals**.


## iPhoto App (Apple)

On your older Mac:

1. Open the **iPhoto** app.
2. Select a photo or video. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to download. To select several files that are not in sequence, hold down your COMMAND key and select your files.)
3. Click on **File** from the top Menu Bar and click **Export** from the list.
4. Select the **File Export** tab from the top of this new window and choose **JPEG, Maximum quality, Title and keywords & Location** (*if you want to keep your metadata*), **Full Size**, and **Use title** as your selections. Next, click **Export**.
5. Choose where you would like to save the file(s) — such as your desktop — and then click **OK**.

## Shutterstock

To download a **single file** or **multiple files** from **Shutterstock**:

1. On your computer go to [Shutterstock.com](https://www.shutterstock.com) and sign in.
2. Go to the **Photos** tab.
3. Select a photo or video. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to download. To select several files that are not in sequence, hold down your CONTROL key (PC) or COMMAND key (Mac) and select your files.)
4. At the top, a black navigation bar will appear. Click .
5. If downloading one image, your download should begin immediately. If downloading multiple images, Shutterstock will send you a notification on your screen and an email with a link to the ZIP file to download.


To download an **entire album** from **Shutterstock**:

1. On your computer go to [Shutterstock.com](https://www.shutterstock.com) and sign in.
2. Go to the **Photos** tab.
3. Click on **Albums**.
4. Select the album you wish to download.
5. Click **Download**. Shutterstock will send you a notification on your screen and an email with a link to the ZIP file to download.


**Note:** If you receive a message to download **Originals** or **High Resolution**, the high resolution option compresses the images to a smaller size from the files you originally uploaded to the site.

## SmugMug


To download a **single file** or **multiple files**:

1. On your computer go to [SmugMug.com](https://SmugMug.com) and log in.
2. Select the file you would like to download. (To select multiple files, hold down your SHIFT key and select the first and last file that you would like to download. To select several files that are not in sequence, hold down your CONTROL key (PC) or COMMAND key (Mac) and select your files.)
3. Click .

To download an **entire gallery of photos**:

1. On your computer go to [SmugMug.com](https://SmugMug.com) and log in.
2. Click **Organize** from the navigation bar.
3. Select the gallery you'd like to download.
4. Click **Select All**, then .
5. When your gallery is ready to be downloaded, you'll receive a notification on your screen or SmugMug will send you an email with a link to the ZIP file.

## YouTube

1. On your computer go to [studio.youtube.com](https://studio.youtube.com) and sign in.
2. From the panel on the left, select **Content**.
3. Hover over the video you wish to download.
4. Select , then **Download**.