1. Go to [www.skyscape.com/natstd/sullivan](http://www.skyscape.com/natstd/sullivan) and enter the information as requested (see below):

   ![Form](image1.png)

   **Request Serial Numbers**

2. Once a REQUEST has been made you will be directed to a webpage that says an email with instructions has been sent – here you can confirm you entered the correct email.
   - I recommend that you check the SPAM filter, “Trash” and “Junk” folders if they have not received an email.

3. You will receive an email with a link, and you should click that link to confirm your request.

   **Email Request Confirmation Example:**

   ![Email](image2.png)

4. Upon clicking the confirmation request link you will be redirected to a “Thank
You!” page and a separate email will be sent with a copy of your serial numbers and the steps to download.

- The “Thank you!” page advises you to create a Skyscape account (if you do not have an account already).
- The “Thank you!” page also instructs you to DOWNLOAD the Skyscape app (if you haven’t already) and perform a Skyscape UPDATE on the device.

“Thank You!” Page Example

Serial Number Email Example