

SOFTWARE INSTALLATION

Every computer you use (including home computers) needs special software from Quest to connect to the Traynor Group server properly. The software installation process is fairly straightforward, but does require paying attention to several dialog boxes. The whole process should take 15 minutes or less.

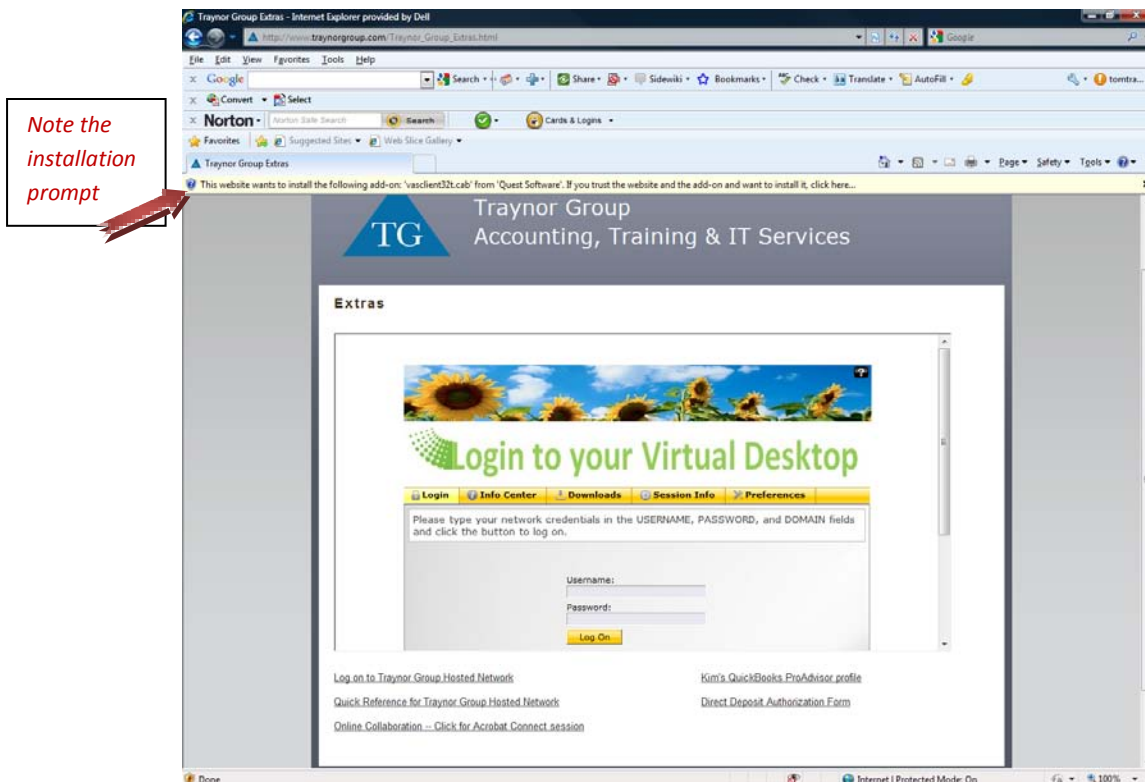
Please follow these 4 steps to get started. Please note that dialog boxes and message prompts may look slightly different with different computers, browsers or operating systems.

1. **Navigate to the Traynor Group website (Extras page):**
http://www.traynorgroup.com/Traynor_Group_Extras.html

You should see a yellow banner across the top of the page that says:

This website wants to install the following add-on: 'vasclient32t.cab' from 'Quest Software'. If you trust the website and the add-on and want to install it, click here...

2. **Click this notice, and install the add-on for all users of the computer**



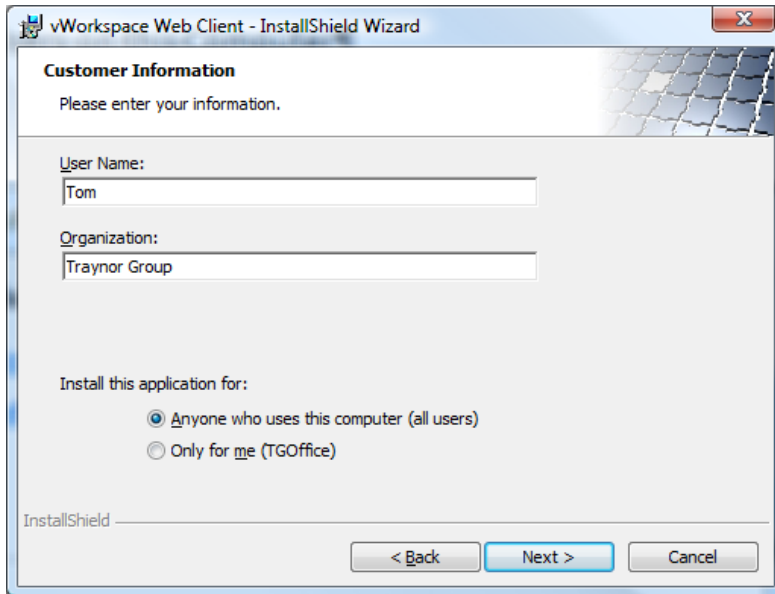
The new logon page at the Traynor Group website

Note: if you do not see the software installation prompt, you may click Downloads, then Download the vWorkspace client. You will also see options to install software for Mac here.

The installation will take you through several logical dialog boxes that require you to make choices, then click Next. Below are some important examples to note.

3. At the Customer Information screen, accept the default

Install this application for: Anyone who uses this computer (all users)

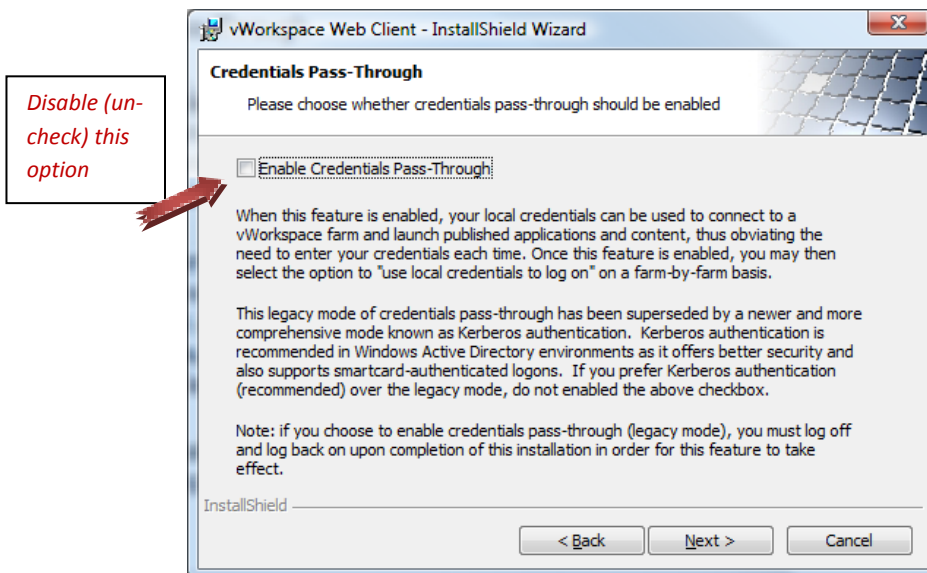


Entering Customer Information

Your user name should be whatever name you use to logon to your computer when you turn it on.

4. At the Credentials Pass-Through screen, do NOT select

Enable Credentials Pass-Through



The Credentials Pass-Through screen

Once everything has installed, please plan to restart your computer.

Log on to our environment using the Extras page on the Traynor Group website.