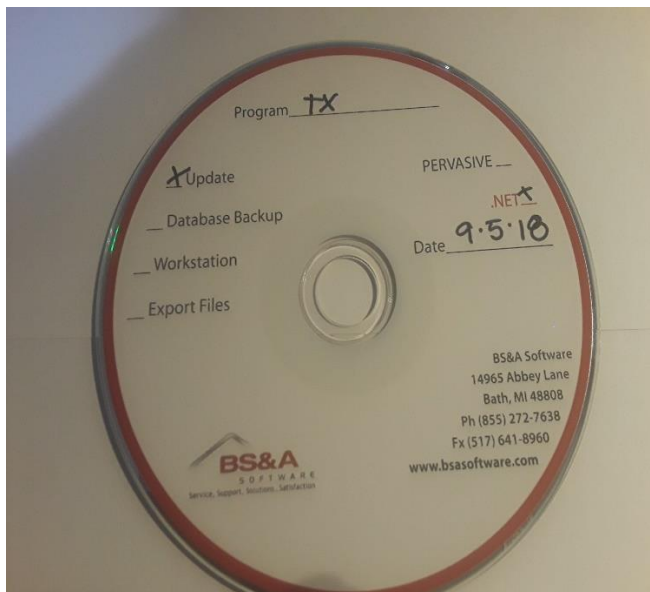


Installing a BS&A Application Update From a CD

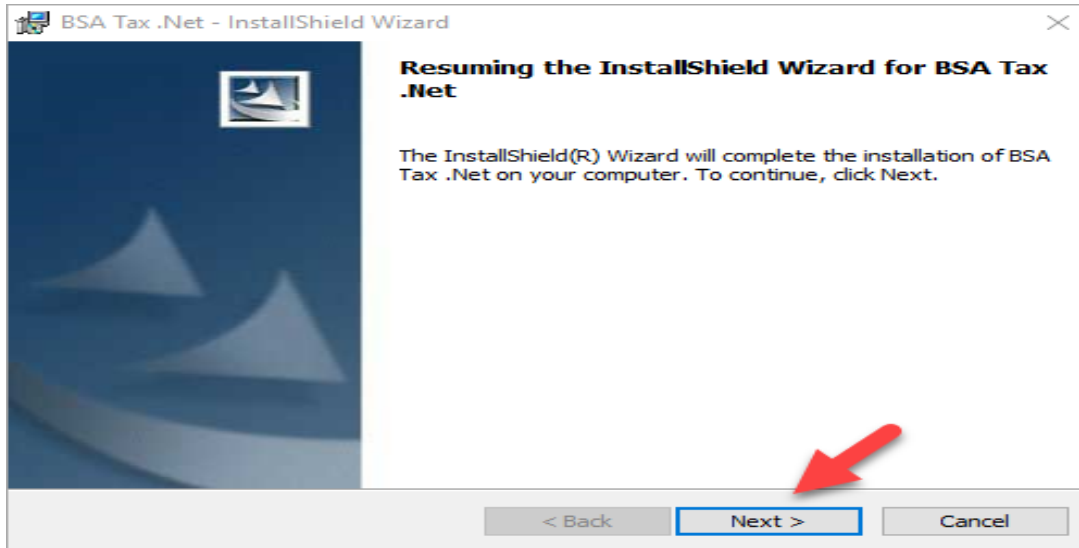
Questions? From within BS&A, go to **Help>Contact Customer Support** and select **Request Support Phone Call** or **Email Support**. Or, you may call us at (855) 272-7638 and ask for the appropriate support team. Questions for our I.T. team may be submitted by phone (same number), or by emailing itsupport@bsasoftware.com.

Pictures in this document use our Tax application as the example, but all update installations behave in the same manner.

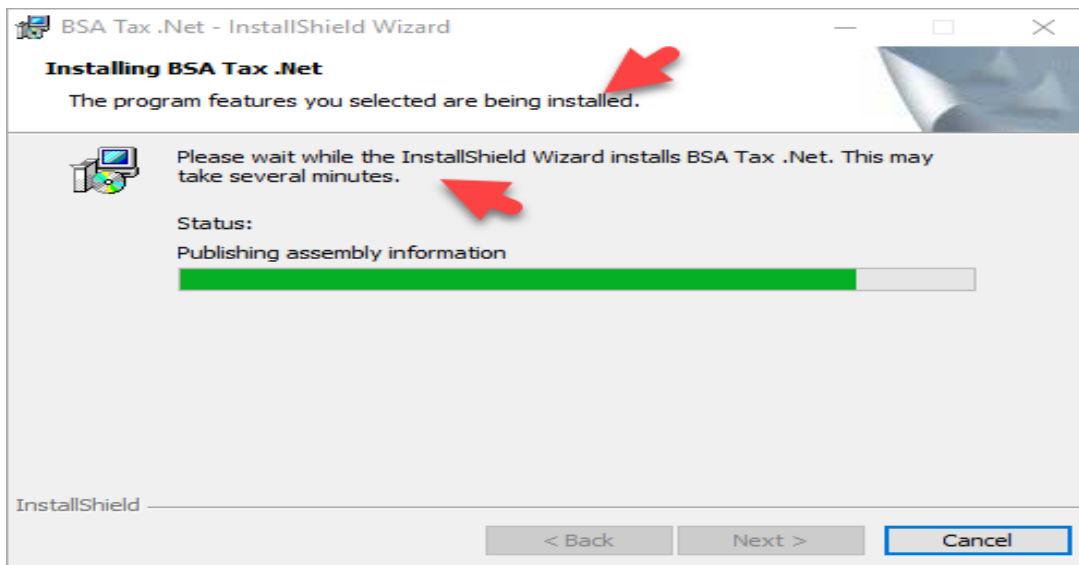
1. Insert the CD (**Picture A**).
2. Go to File Explorer and select DVD RW: BSA Installation CD.
3. Double-click on the application folder (Tax, Utility Billing, etc.).
4. Double-click on the [appname]setup.exe file (eqtaxsetup.exe, ub_setup.exe, etc.).
5. The InstallShield Wizard appears (**Picture B**).
6. Click Next to begin the update installation (**Picture C**).
7. Once the update has been completed, you will see a screen entitled InstallShield Wizard Completed. Toggle the Launch BSA [application name] box, then click Finish (**Picture D**).
8. If the BS&A application does not immediately open, please go to your Equalizer .Net Applications folder to open it.
9. Remove the CD.



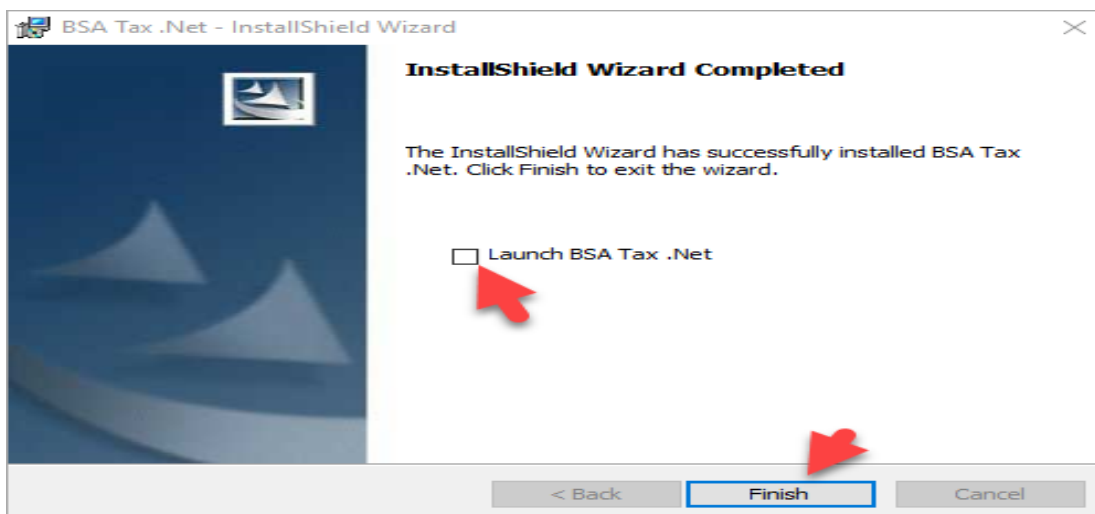
Picture A



Picture B



Picture C



Picture D