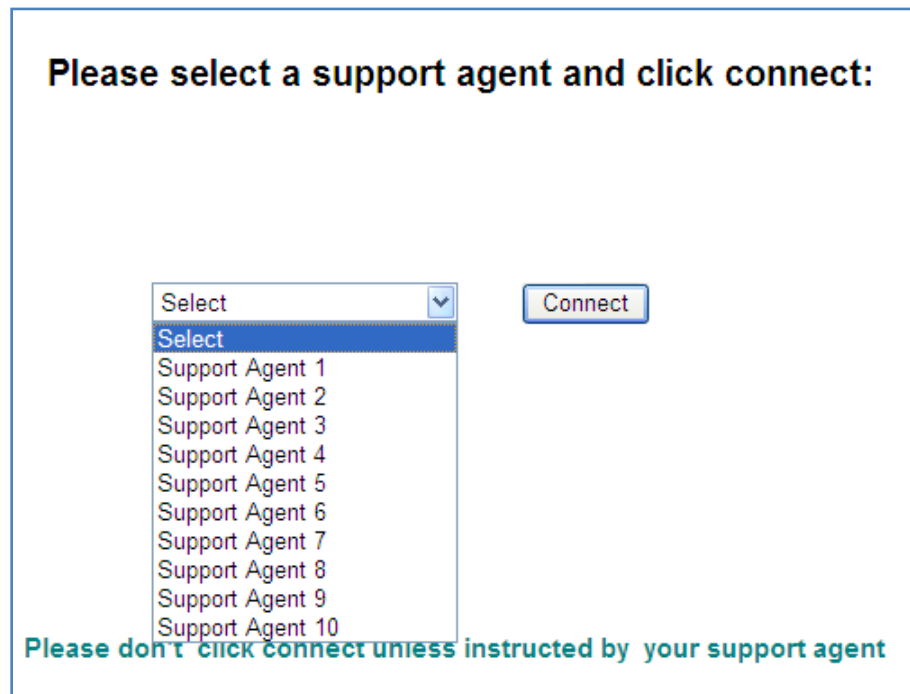
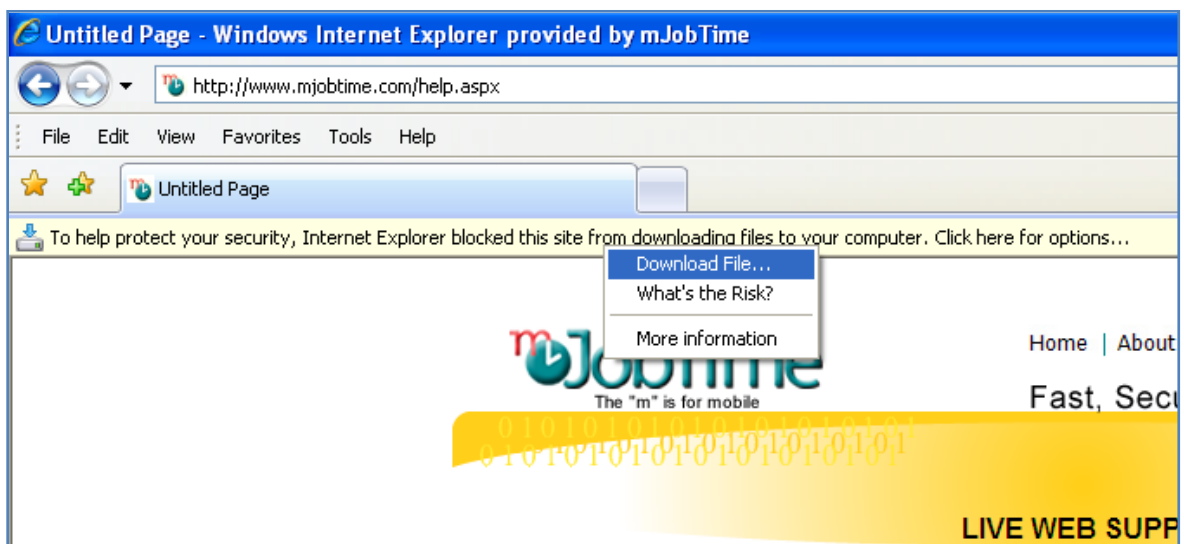


Connecting to a live support Agent

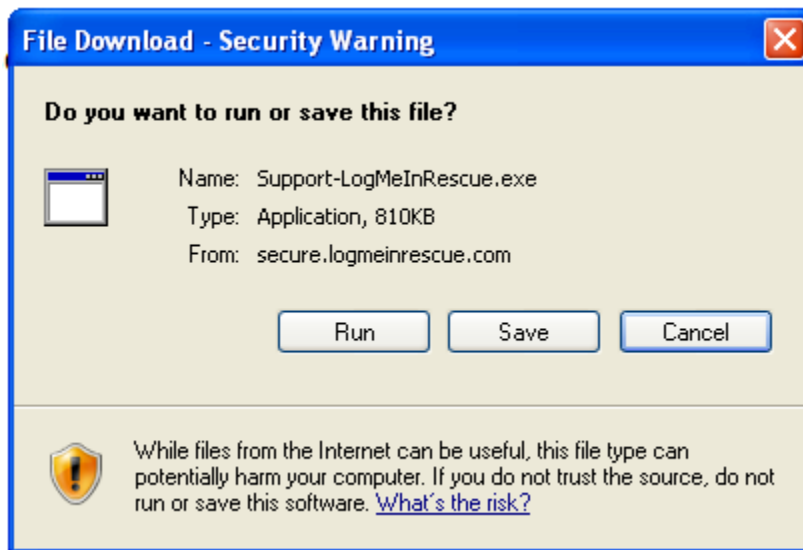
1. Please select the support agent from the drop down list and click connect:



2. Please right click on the information bar and click download:



3. Click Run:



4. If you see a windows security alert dialog box, please click Unblock:



4. You should see a window similar to the one below. A support agent will connect to you shortly:

