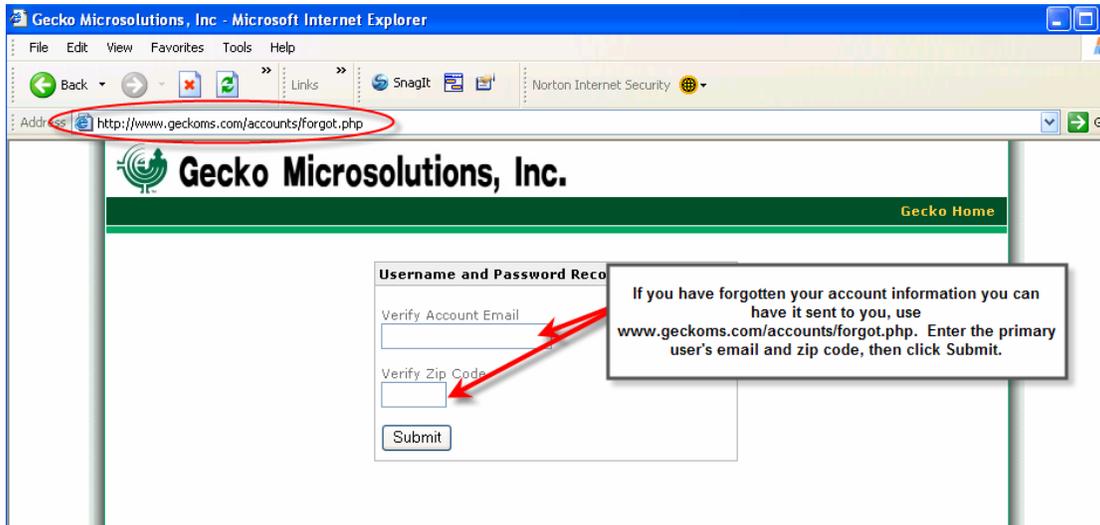


Welcome to the customer's only section of the Gecko Microsolutions website (www.geckoms.com)! The website features a Knowledgebase, an FTP File Manager, Announcements, individual product pages for each of your T.O.M. Software products.

First go to www.geckoms.com and log in to the customer's only section of the website. If you do not know your username and password, please contact Gecko's Technical Support (1-800-390-7520) or go to <http://www.geckoms.com/accounts/forgot.php> and follow the instructions to have your account information automatically emailed to you.



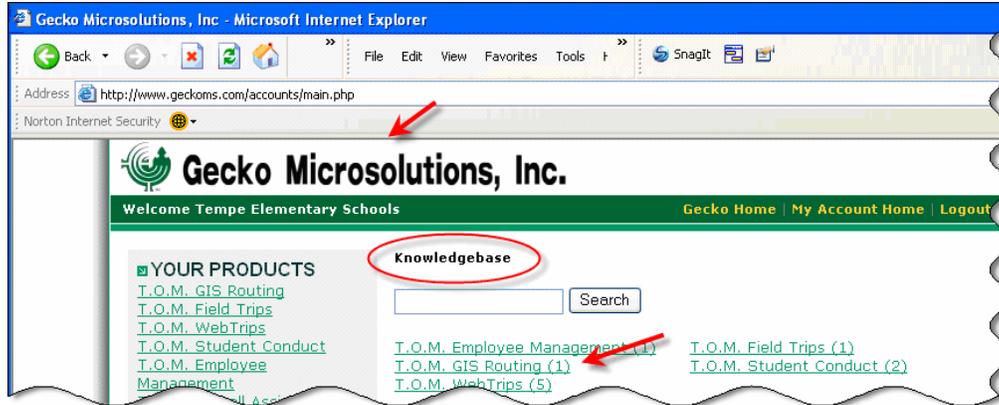
Login to the customer's only section of the Geckoms website.

Go to www.geckoms.com and enter your username and password in the 'Client Login' section on the right hand side of the home page.



The Knowledgebase

We offer a Knowledgebase, where our users can find solutions to frequently asked questions, both technical and functional. Simply click on the topic heading to review a short description of each article, then click on the article for a full review.



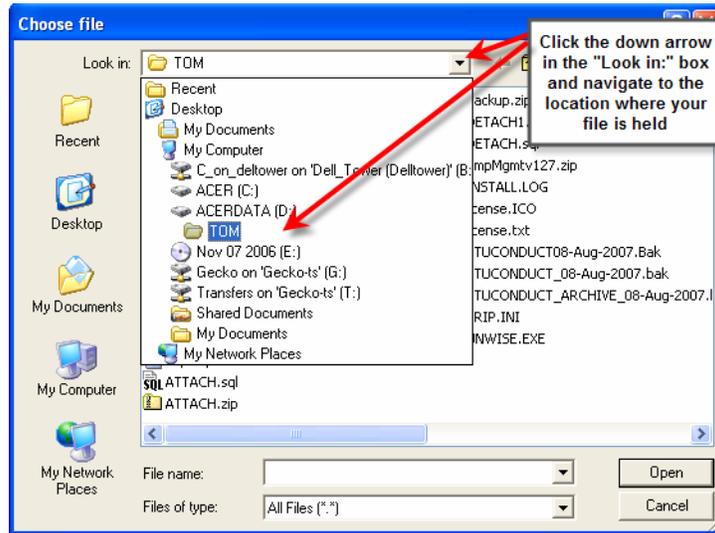
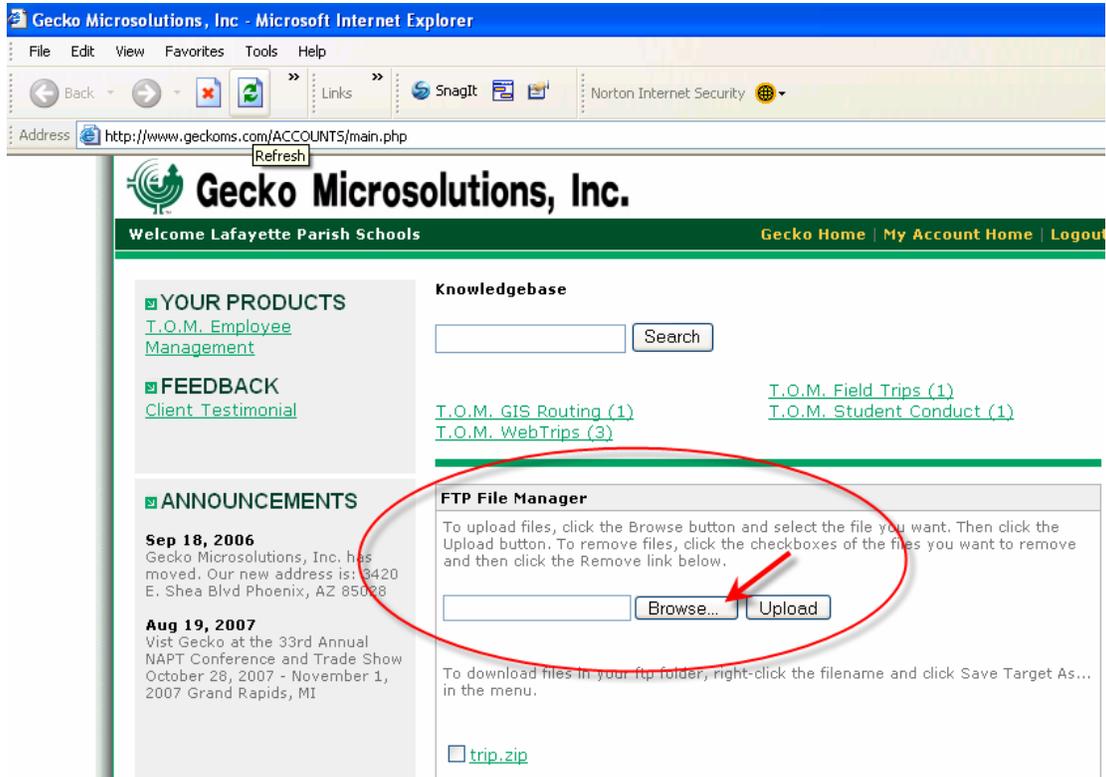
The FTP File Manager

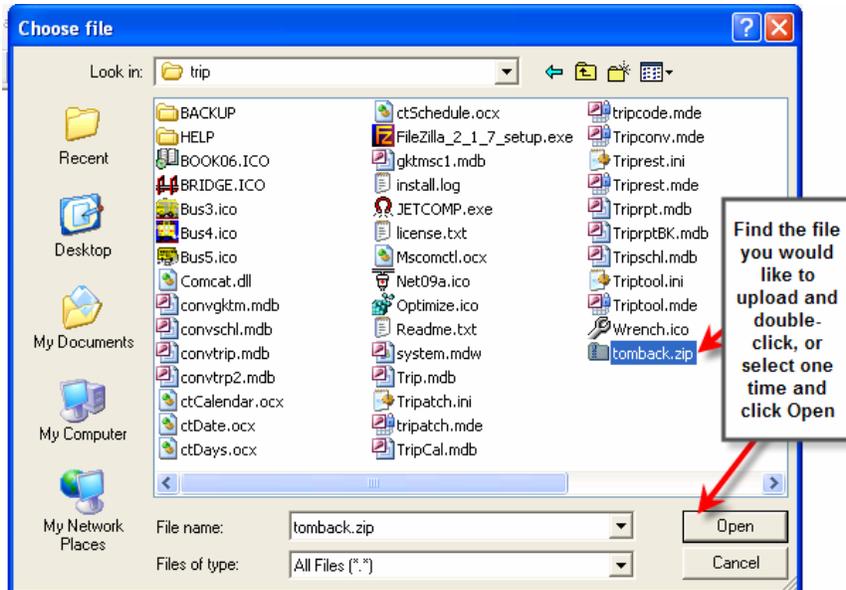
Gecko Microsolutions offers its customers the ability to upload and download files to share with Gecko's technical support through the Customer's Only Section of the www.geckoms.com website.

Once in the customer's only section of the website, look at the 'FTP File Manager' section in the middle of the new page. This is where you can upload files for Gecko's review, or download files they made available to you.

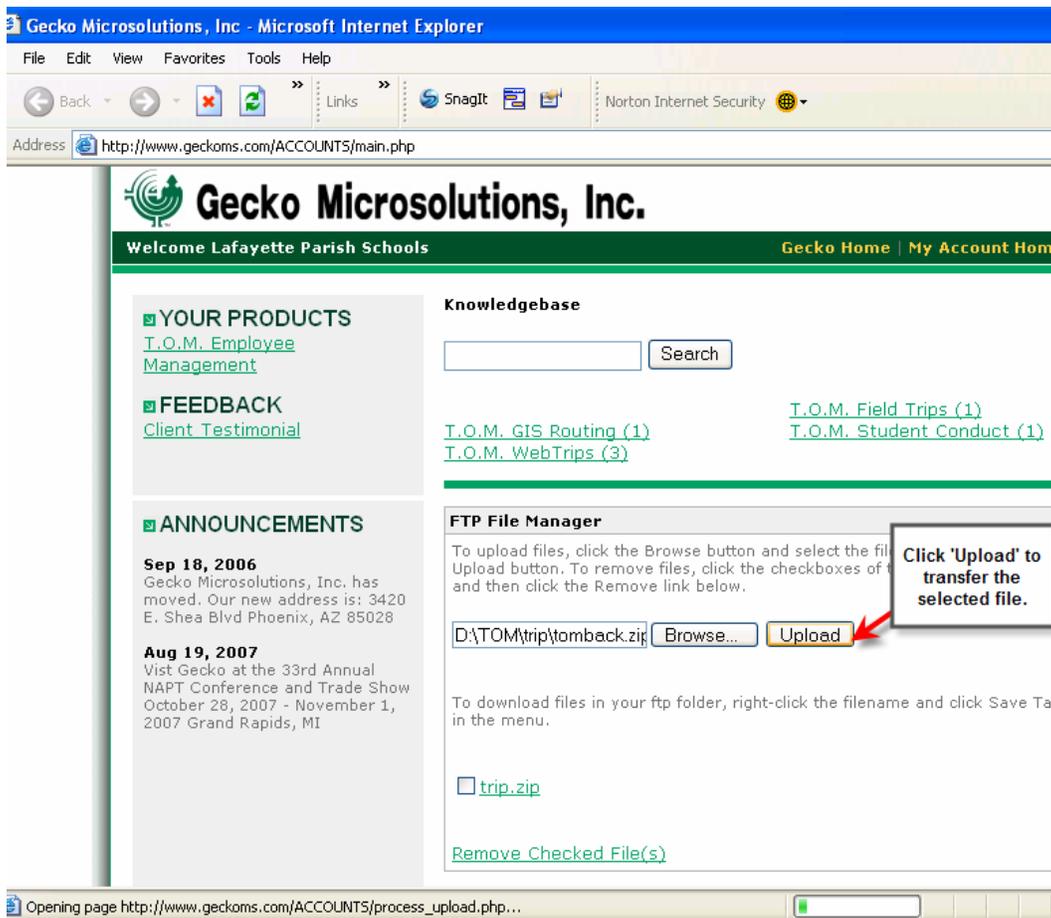
Upload a file for Gecko's review

Click 'Browse...' to pop up a new window used to navigate to the file that you would like to upload.

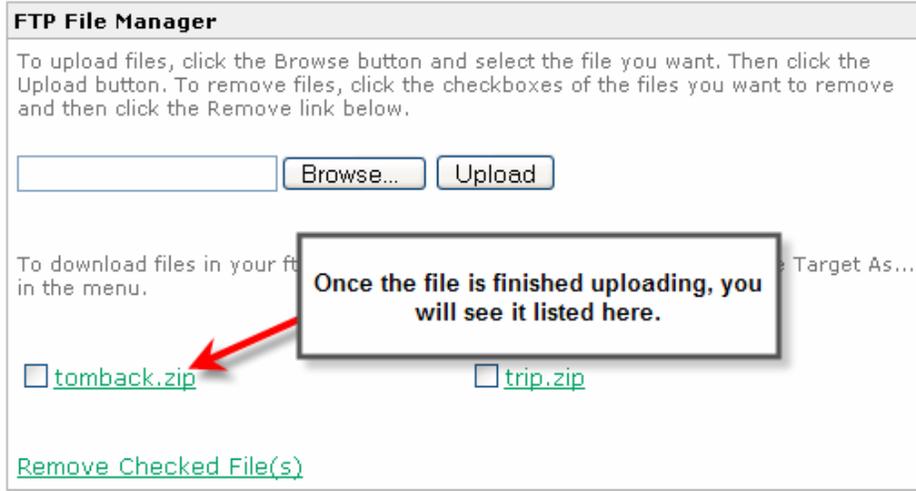




You will be brought back to the Customer's Only section where the selected file is filled into the box in the FTP File Manager section. Click "Upload" to transfer the file to Gecko.



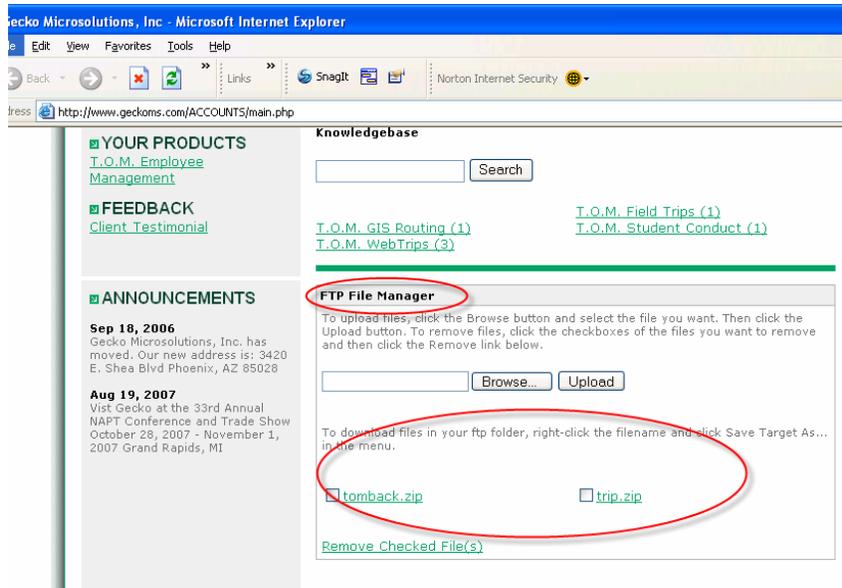
Once the file has been transferred to Gecko, the new file will be listed in the FTP File Manager section.



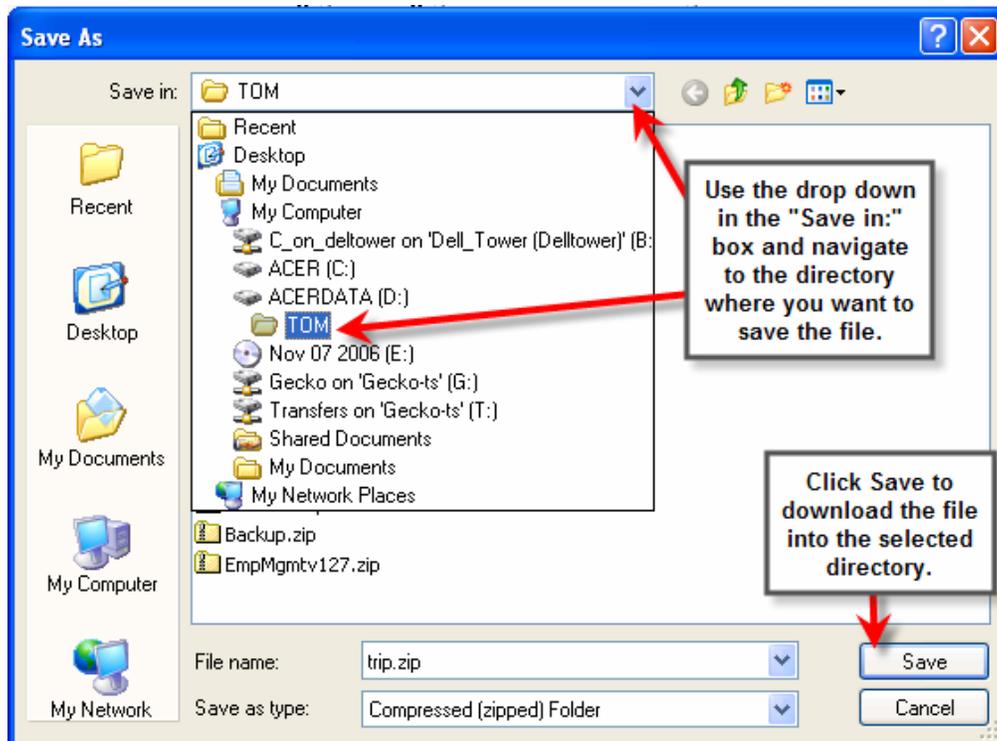
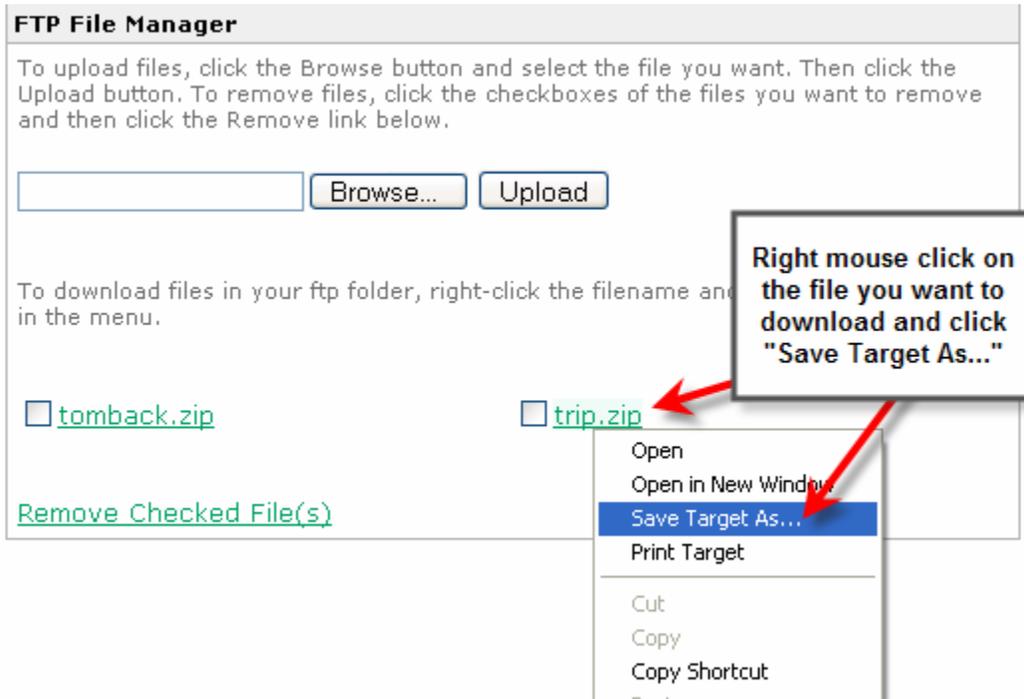
The transfer is complete, contact Gecko technical support to let them know the file has been transferred, 1-800-390-7520 or support@geckoms.com.

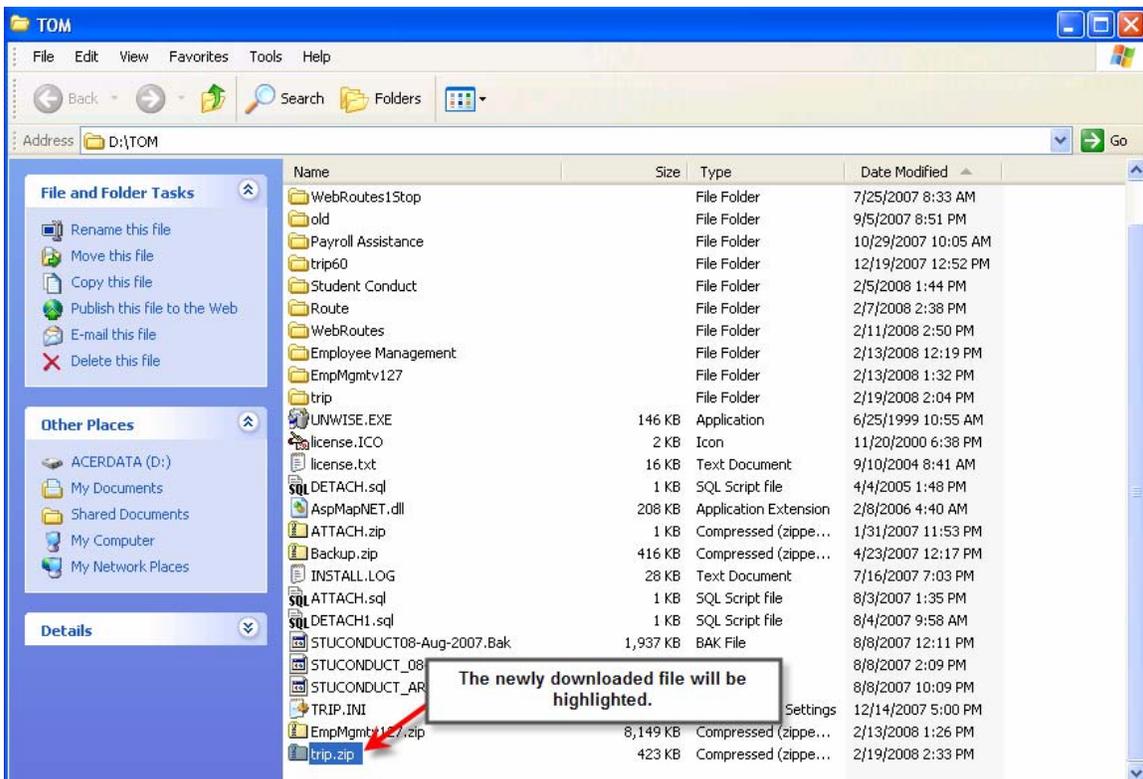
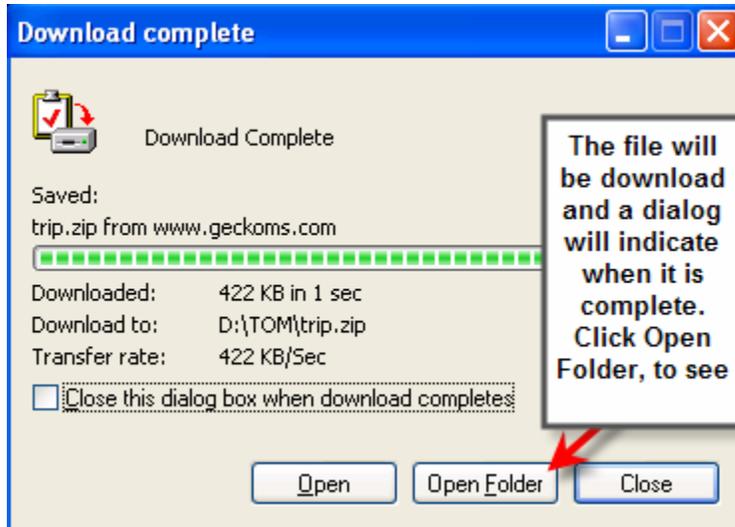
Download a file from Gecko

To download a file Gecko has made available to you. Look at the FTP File Manager section and you should see the file available for download listed with a checkbox in front of them.



Click on the file you would like to download and right-mouse click and select "Save Target As..." from the popup menu. In the new "Save As" dialog navigate to the directory on your local machine or server where you want to save the file and click Save.

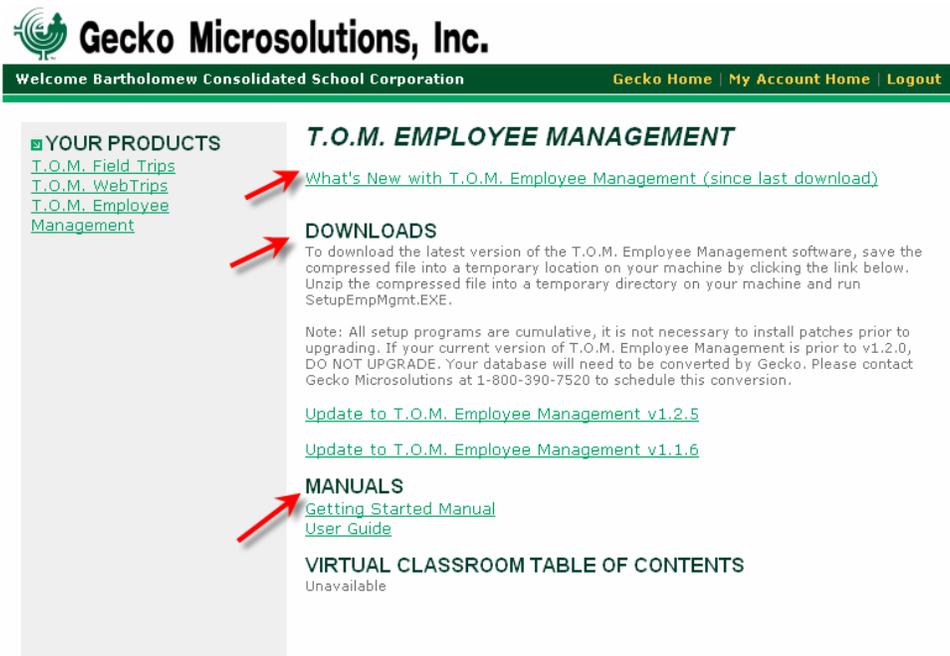
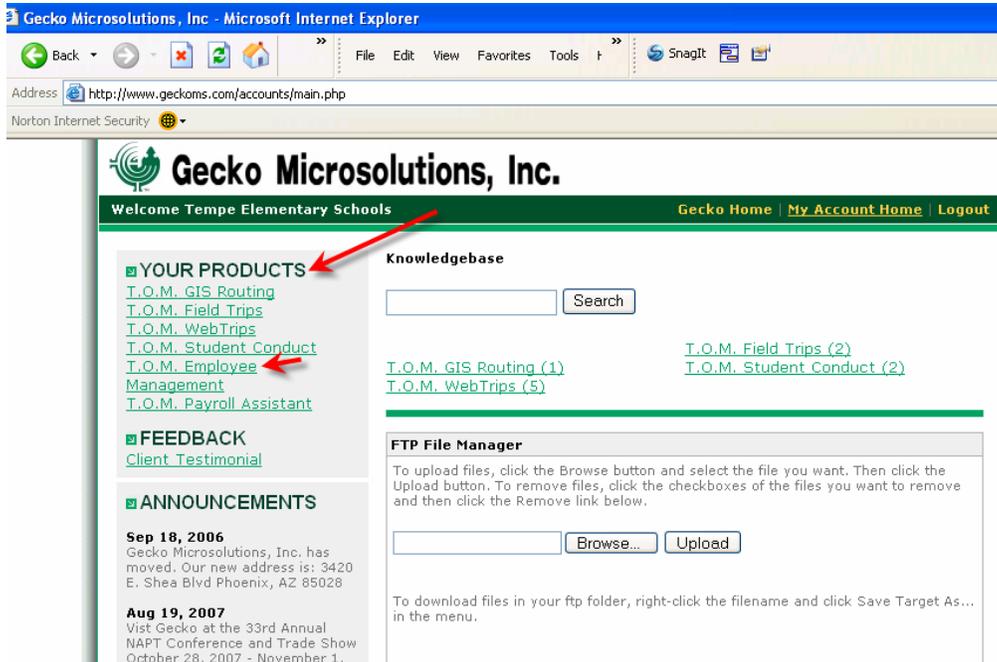




Often files made available to you for download will be compressed or zipped, you will need to unzip the files and place them in the appropriate directory (i.e. the database directory if it is a copy of the database or the application directory if it is a piece of new code).

The Product Pages

Gecko offers downloads to the latest releases, release notes, online manuals, and a Virtual Campus with training videos for the individual T.O.M. Products. To access the individual Product's page, click on the product from the left hand side list of "Your Products".



To download the latest software release, click on the version you would like to download and save the zip file to a location on your workstation, or server. Unzip the setup and run the installation following that product's installation instructions.