Site Basics

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Screens shown in this guide are for illustration purposes only.

Printed in the United States of America.
May 05

Site Basics

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National Financial Services LLC
Member NYSE, SIPC

Introducing Streetscape®

Streetscape® is a browser-based brokerage technology platform that offers the features brokerage professionals need to do their jobs. Here is a sample Streetscape startup window.

Streetscape provides customized functionality that allows users to access the particular features needed to complete work requirements.

Streetscape Entitlements and User Options

By design, Streetscape can be customized for each firm and for user roles at the firm. A system of firm-wide and individual entitlements ensures that the firm has access to the Streetscape features needed for the firm's business and individual users have access to the features needed to do their jobs.

What you see on your Streetscape window depends on the combination of three factors:

- Firm-wide entitlements
- Individual entitlements
- User options

Firm-wide entitlements

Firm-wide entitlements correspond to the Streetscape features that your firm contracted for in its version of Streetscape. For example, if your firm contracted for Market Research features, then menu items related to those features display in your firm's version of Streetscape.

Individual entitlements (packages, user groups, roles)

Individual entitlements correspond to the bundling of entitlements to access Streetscape features according to the needs of different user groups in their job roles.

Individual entitlements control what you see in your version of Streetscape. Your login ID has the entitlements you need. For example, you may have the right to see market research and place trades, but not have the right to set up and administer accounts.

This document does not attempt to describe technically how the entitlement process works. If you need more information on this, contact your Streetscape administrator.

User options

User options correspond to preferences that you can set for your Streetscape environment. For example, you can specify alert and quote preferences and change your startup page. For more information, see "Streetscape User Options" later in this guide.

Basic Streetscape Features

Streetscape offers these basic features, which are described in this guide:

- Intuitive navigation
- Persistent account search by account number or short name
- Display of account information throughout the work process
- User-customizable start page
- Accessibility from virtually anywhere, at any time

To find out about other features, you'll use the appropriate guide. For example, the Trading guide describes how to fill out order tickets for trading. The Accounts guide describes how to set up an account.

Logging In and Out of Streetscape

Streetscape is a web-based application. You access Streetscape using your browser. Before attempting to log in, be sure to get your User ID and PIN from your Streetscape administrator.

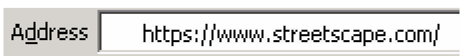
This section covers:

- Logging in to Streetscape
- Having your PIN reset (required after three unsuccessful login attempts)
- Changing your PIN
- Logging out
- Timing out

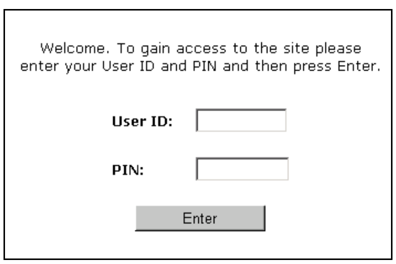
Logging In

► **To log in to Streetscape:**

1. Start your browser and type the following URL in the Address box of your browser:



2. Press **Enter**. The login form displays.



3. Type your User ID and PIN in the spaces provided and then press **Enter**.

   The Streetscape window displays showing the default startup page.

   You can change your startup page
   For information on changing your startup page, see "Changing the Default Startup Page" later in this guide.

Having Your PIN Reset

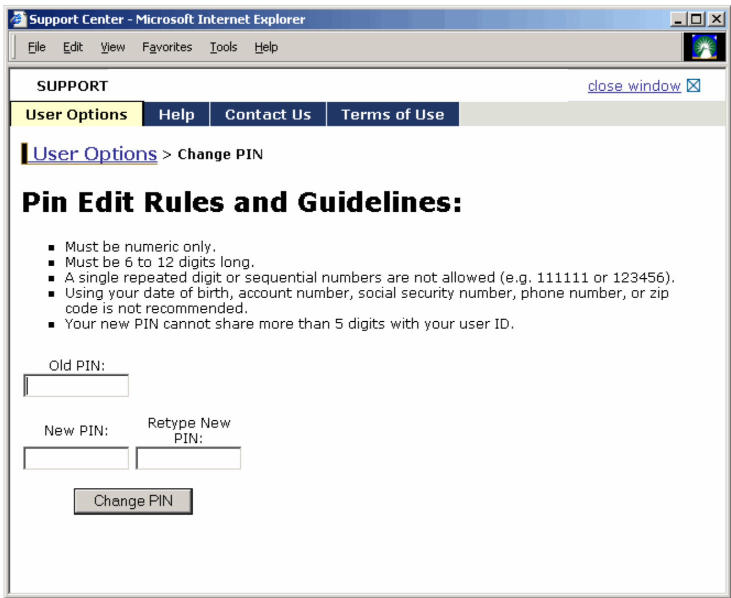
You are allowed up to *three* attempts to log in to Streetscape. If after three attempts, you have not entered the correct PIN, the system deactivates your PIN. Contact your Home Office to have your PIN reset. You will receive a new randomly generated PIN in response to a PIN reset request.

Changing Your PIN

If your user access entitles you to, you can change your personal identification number (PIN), which ensures secure access to your authorized brokerage accounts.

► **To change your PIN:**

1. Click the **User Options** link on the navigation bar to display the User Options window.
2. Click the **Change PIN** link to display the Change PIN window, which includes rules and guidelines for choosing a new PIN.

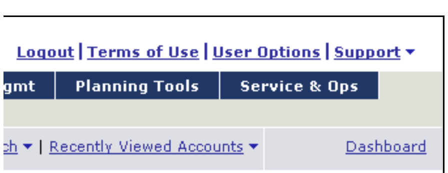


3. Complete the fields.
4. Click the **Change PIN** button to save your changes.
5. Click the **close window** link to close the window.

Logging Out

► **To log out of Streetscape:**

1. Select **Logout** from the navigation bar at the top of the Streetscape window. You can log out from any location within Streetscape.



A confirmation message displays.

2. Click the **Logout** button to confirm.

   Streetscape closes and redisplays the login form.

3. Close the browser to complete the logout process.

   Closing the browser is recommended
   For security reasons, you should close the browser you have been using for Streetscape when you log out.

Timing Out

When the application remains inactive for four hours, your online session is discontinued and a Session Time Out message displays.

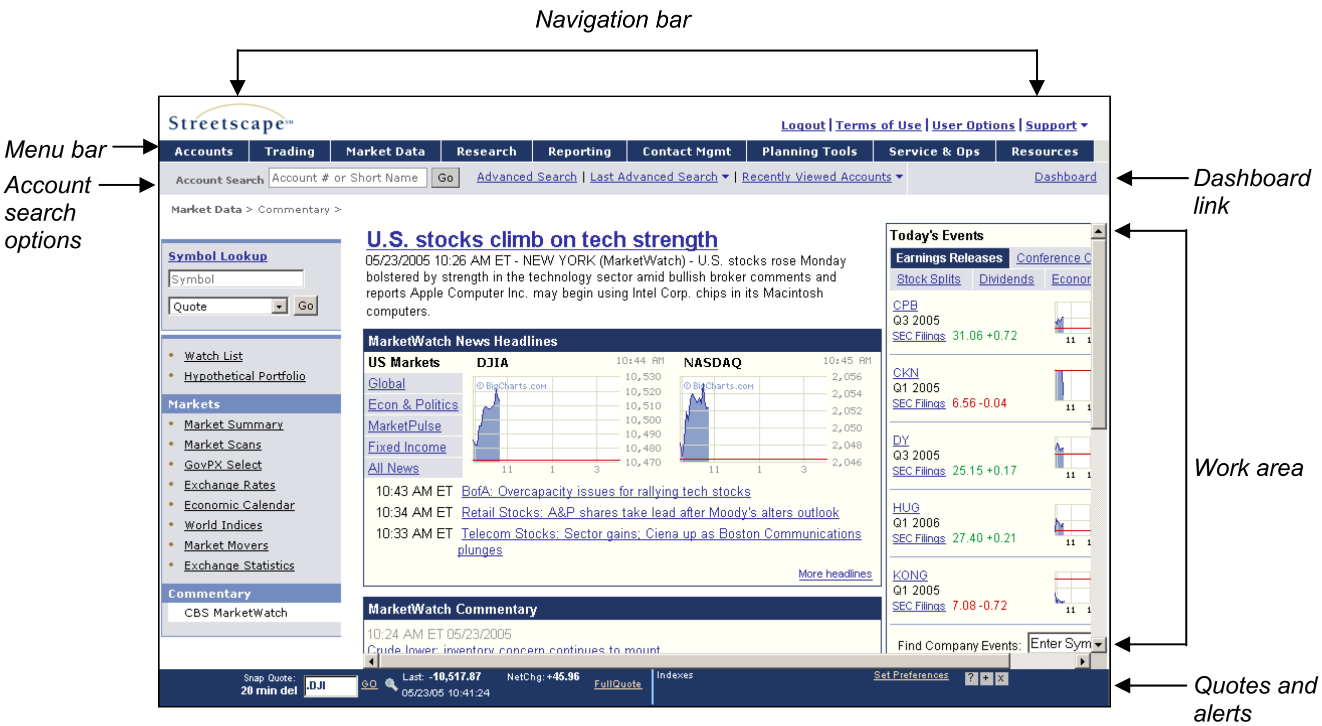
You can either:

- Log back in by clicking the **Log Back In** button.
- Log out using the procedure described above.

Working in Streetscape

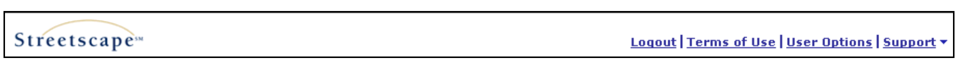
The Streetscape window has features that help you work in Streetscape, including a navigation bar, menu bar, account search options, work area, and quotes & alerts bar.

Your Streetscape is customized
As you become acquainted with the Streetscape environment, remember that your version is customized and may not match samples shown in Streetscape guides.



Navigation Bar

The navigation bar includes an icon for re-launching Streetscape and links for accessing global features such as online Help, user options, and the site map.



Link	What it does
Streetscape	Re-launches your default start page without logging you out. Clears search history and recent account lists. Also clears orders in the order list if you are using multi-order entry.
Logout	Logs you out of Streetscape.
Terms of Use	Displays important legal information and agreements.
User Options	Displays a list of user option links, which you use to view and change personal preferences such as Streetscape default start page.

Link	What it does
Support 	Accesses the Support menu, which includes links to user options, online Help, home office contact address, terms of use, and the Site map.

Menu Bar

The Streetscape menu bar includes up to nine menus (depending on entitlements), each of which has a list of choices that display when you click the name of the menu.

For example, if you click Trading, the choices available to you on the Trading menu display.

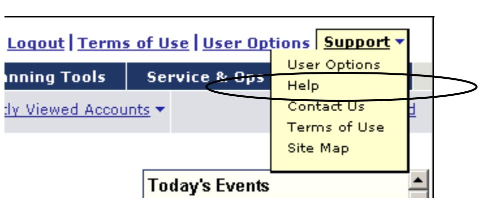
Your menu bar is customized based on your entitlements
What you see on your menu bar may not match what you see in examples.

Accessing Streetscape Online Help

Streetscape Online Help has the most up-to-date technical information on using Streetscape. Frequent updates keep information current and accurate. Because the information comes through the Streetscape application, you do not have to do anything to get current Online Help.

► To access online Help:

1. Select **Support** and then **Help** from the navigation menu.

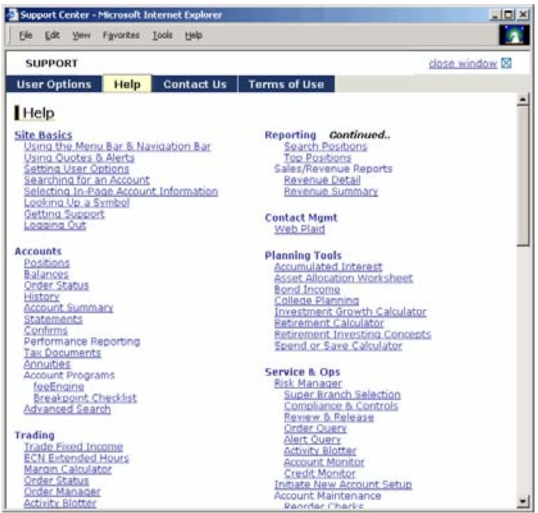


The Support window displays with one of the following:

- **Help topic for your context**
  If you have already selected a function, the Help information for that function displays. To return to the main help window, click the **Help** tab on the menu bar.
- **Main help window**
  If you have not selected a function, the main Help window displays. Click the topic you want to go to.

The following examples show the two possibilities:

Main help window

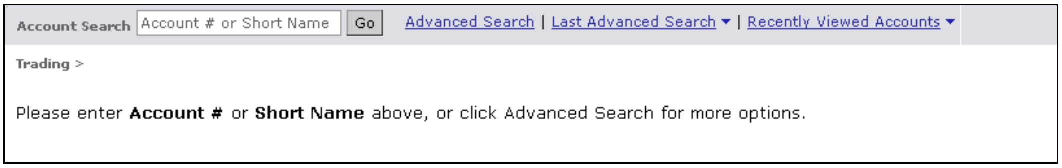


Help topic

2. Click the **close window** link to exit Help.

Specifying Accounts

Before you can begin entering orders or performing other account-based functions, you must first enter, or search for and select, an account. To do this, you use the Account Search options.



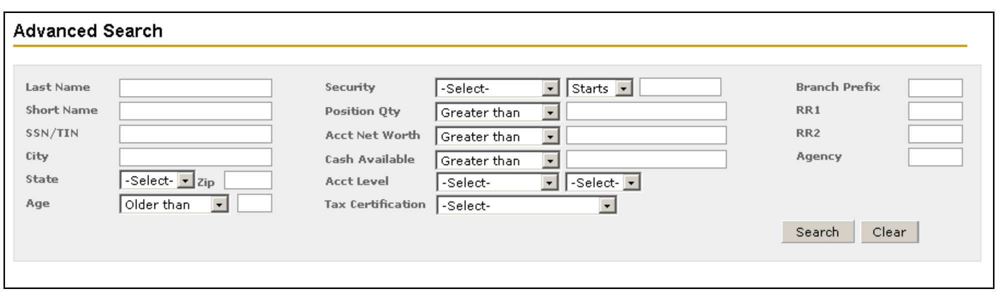
The following table describes the four Account Search options.

Option	How to use
Account Search [Account # or Short Name] [Go]	Enter a nine-character account number or up to 10 characters of the account's short name, then click **Go**. This specifies an account.
Advanced Search	Click the link. This displays the Advanced Search fields. In these fields, you can specify a wide variety of search criteria to find accounts. Select from the list of accounts found.
Last Advanced Search ▾	Click the link. This displays the results of your most recent advanced search and the criteria you specified for the search. Select from the list.
Recently Viewed Accounts ▾	Click the link. This displays a list of the accounts you have recently accessed (the last twenty accounts). Select from the list.

Using Advanced Search

► **To search for an account using Advanced Search:**

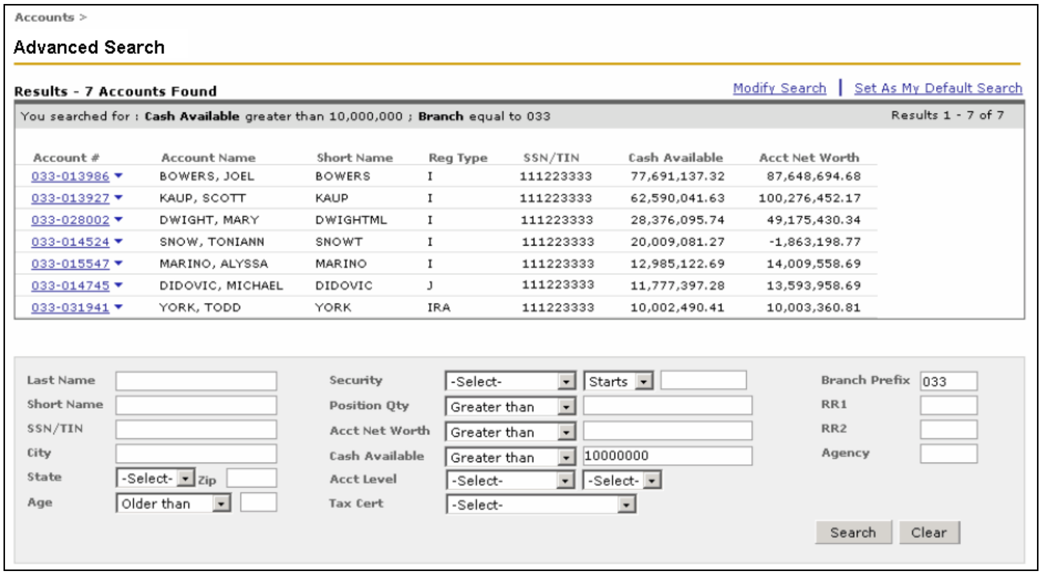
1. Click the **Advanced Search** link:



2. Enter or select criteria in one or more fields to limit the list of accounts displayed and then click **Search**. For details on what you can enter, see Online Help.

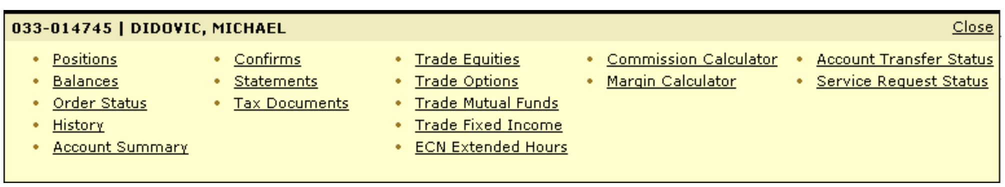
   If the search is successful, the Account Search Results window lists the accounts that meet the criteria.

The following example shows the results of searching for accounts in Branch 033 with available cash greater than $10000000.



3. Once you find the account you want, you can click the account number link to display a window listing the functions that you can perform.

This feature is entitlement driven
You may see different functions than the ones displayed in this example.



Working with Saved Default Search Criteria

If you have search criteria that you almost always use, you may want to set default search criteria. Then whenever you request searching, the fields display with whatever criteria you have saved in the default search. You can always add more criteria or clear all the fields entirely.

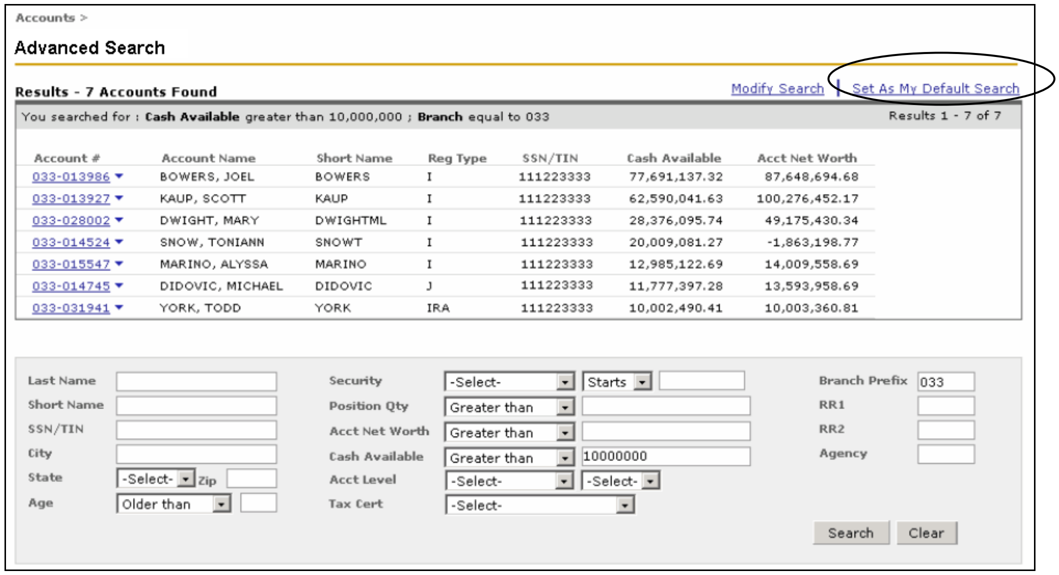
Working with default search criteria involves two activities:

- Establishing a set of criteria as your default
- You do this as often as you want. The most recent saved set is used.
- Turning on the user option Enable/Disable Default Search
- You do this once.

► To establish a set of criteria as your default search criteria:

1. Search for an account as described above.

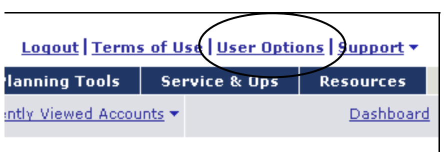
2. When the list of accounts displays, click the **Set As My Default Search** link.



If you have set a default search, you must enable the use of default search in the Enable/Disable Default Search user option. By default, the Default Search user option is disabled.

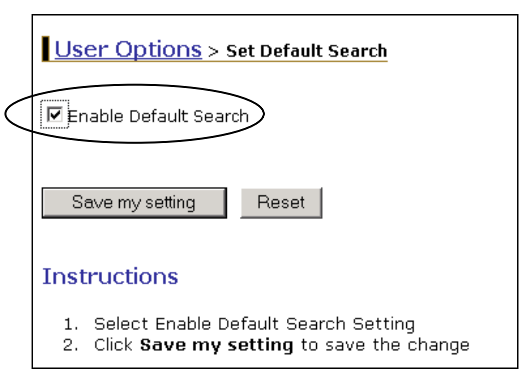
► **To enable the use of default search:**

1. Select **User Options** from the navigation menu.



   The Support window displays showing user options.

2. Click the **Enable/Disable Default Search** link.
3. Select the **Enable Default Search** check box and click the **Save my setting** button.



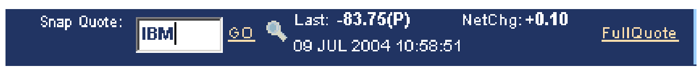
Quotes & Alerts

Quotes & Alerts display in a frame across the bottom of the Streetscape window with quotes on the left and alerts on the right.

Quotes

The quotes part of the frame provides snap and full quotes for the following security types: bond, equity, index, money market, mutual fund, and option. Once a snap quote displays, you can access the security's full quote. You can also view a dollars-to-shares estimate based on the security's last price.

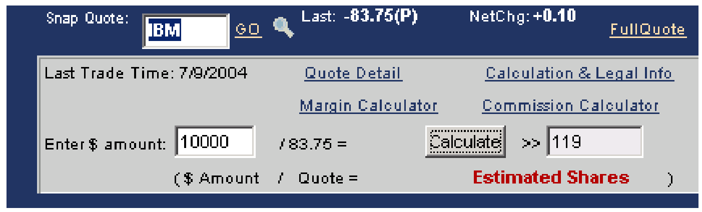
The following example shows the quotes part of the frame:

<table>
<tr><th>What you can do</th><th>How to do it</th></tr>
<tr><td>Get a snap quote</td><td>Enter a symbol (upper case, an index name must begin with a period). Click the GO link.

</td></tr>
<tr><td>Get a full quote</td><td>After a snap quote displays, click the FullQuote link. Information displays in a separate window. Use the Link menu to access other information.

</td></tr>
<tr><td>Access Symbol lookup</td><td>Click 
For information on using Symbol Lookup, see "Looking Up Symbols" later in this guide.</td></tr>
</table>

<table>
<tr><th>What you can do</th><th>How to do it</th></tr>
<tr><td>View a dollars-to-shares estimate based on the security's last price</td><td>First display a quote for the security you are calculating for.

Then click the **Dollars to Shares Estimator** link.



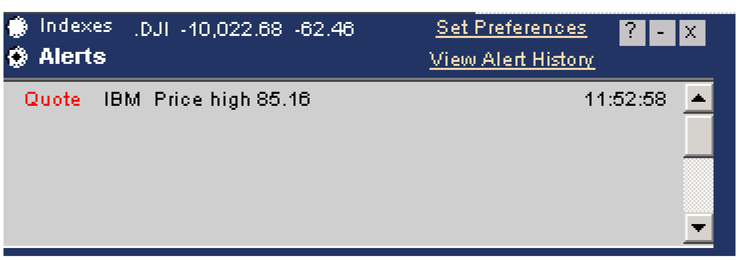
Important
Estimated Shares is an estimated quantity calculated from a quote as of the last trade time and does not account for commissions, fees, or other expenses. The share price can be different at the actual time of execution.</td></tr>
</table>

Alerts

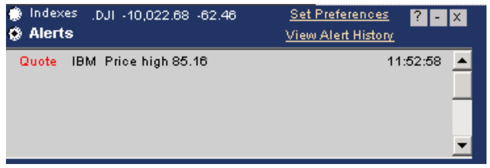
You can monitor specific trading activity by setting conditions for individual securities. When these conditions occur, alerts display in the Quotes & Alerts frame.

The alerts part of the Quotes & Alerts frame displays alerts and indexes according to the preferences you have set. It also provides a link to setting preferences.

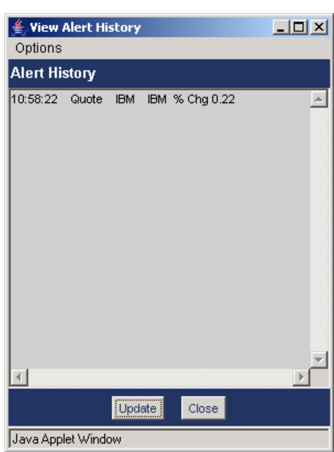
The following example shows the alerts part of the frame minimized and maximized:



Note
*If minimized, the bar shows the latest activity on your primary index and your latest alert to be triggered. To view more indexes and alerts, click the plus sign (**+**) button to restore Quotes & Alerts to its maximum size.*

<table>
<tr><th>What you can do</th><th>How to do it</th></tr>
<tr><td>Monitor trading activity based on conditions you set</td><td>Set indexes and alerts. Click the Indexes radio button to see up to five indexes and the Alerts radio button to see Alerts for the current session only.

</td></tr>
<tr><td>Access Online Help and maximize/minimize/close the Quotes and Alerts frame</td><td>

? accesses online Help
- or + maximizes/minimizes the Quotes and Alerts frame
x closes the Quotes and Alerts frame</td></tr>
<tr><td>Set preferences related to Quotes and Alerts</td><td>Click the Set Preferences link and select the activity you want to do.

</td></tr>
<tr><td>View Alert History</td><td>Click the View Alert History link. The alerts history for your current online session displays. (When the session ends, any history is discarded.) Click Update to update the contents of the window since you opened it.

</td></tr>
</table>

Setting Alerts

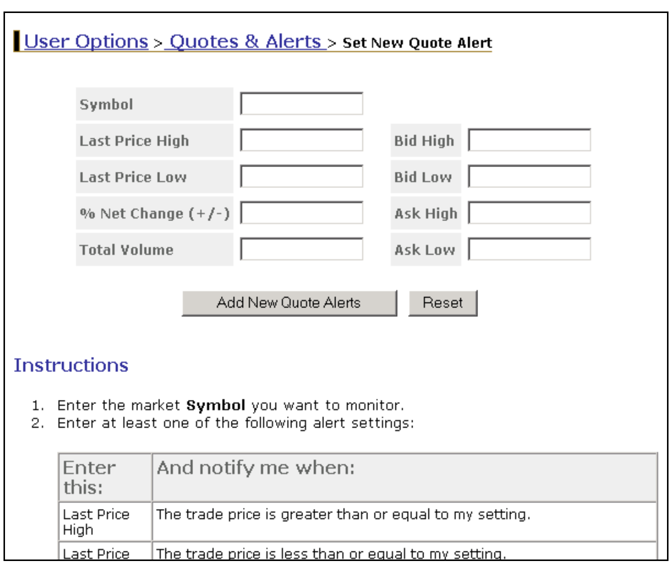
You can monitor specific trading activity by setting conditions for individual securities. When these conditions occur, alerts display in the Quotes & Alerts frame.

You can view up to 10 alerts at a time and set up to 100 alerts total. For any alert you set for a security, you can also indicate whether you want to be alerted about its latest news headlines.

► To set alerts:

1. Click the **Set Preferences** link.

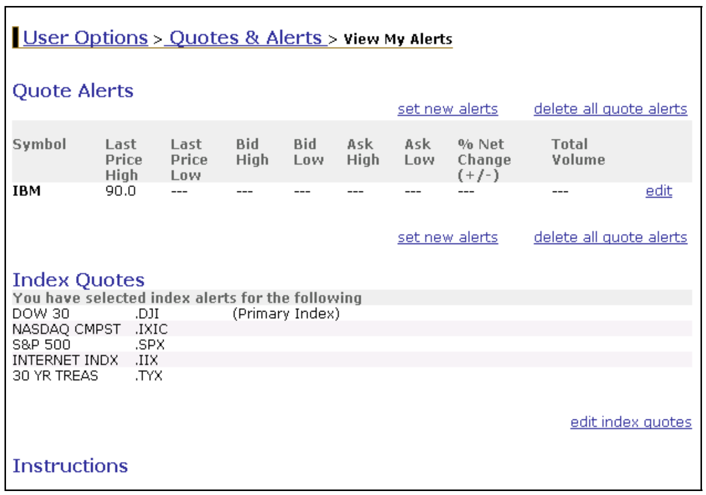
2. Click the **Set new quote alert** link.



3. Enter a market Symbol you want to monitor and then enter at least one value. Follow the directions on the screen to enter values.
4. Click the **Add New Quote Alerts** button to save your alert.
5. To add an alert for another symbol, start again with step 3.

► **To edit or delete an alert:**

1. Click the **Set Preferences** link and then the **View my alerts** link to display your current alerts:

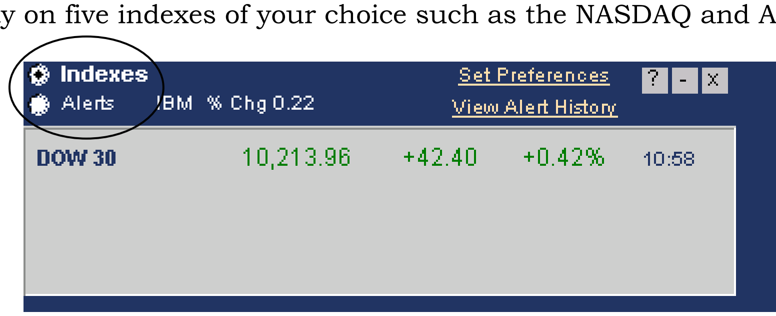


2. In the Quote Alerts area, click the **edit**, **delete**, or **delete all quote alerts** links as needed.

Setting Indexes

At any time you can toggle between Indexes and Alerts to show the latest market activity on five indexes of your choice such as the NASDAQ and AMEX.

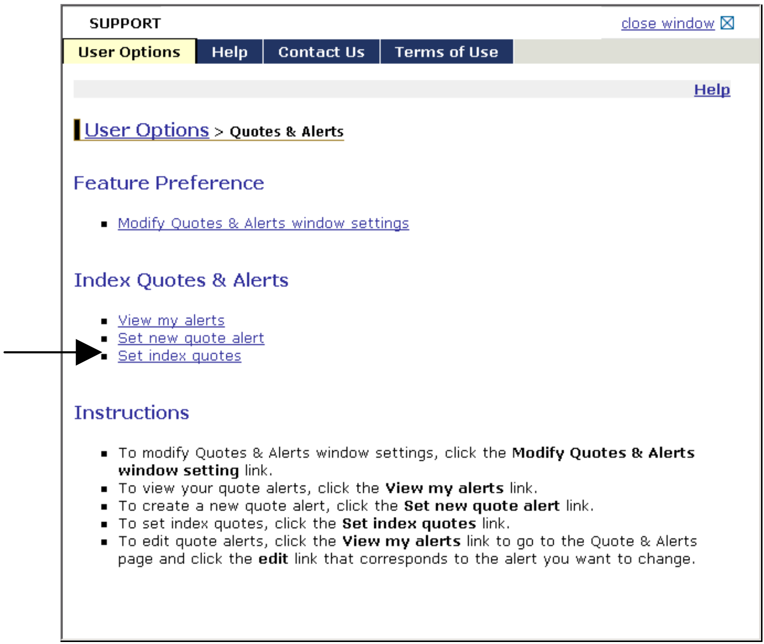
Toggle here



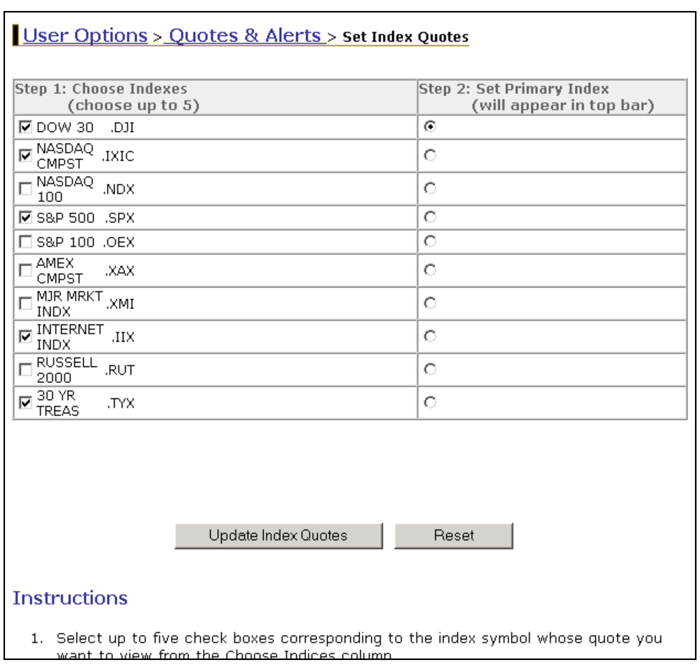
The information displayed includes each index's last value, its change in value between the last tick and the previous close, and its percent change. The primary index you select displays when the frame is minimized.

► To set indexes:

1. Click the **Set Preferences** link and then the **Set index quotes** link.



2. Select up to five check boxes from the **Choose Indexes** column that correspond to the index symbols you want to watch.
3. Select one index symbol to show when Quotes & Alerts is minimized from the **Set Primary Index** column.



4. Click the **Update Index Quotes** button to save your changes.

Modifying Quotes & Alerts Settings

The first time you begin an online session, the frame containing Quotes & Alerts appears minimized. You decide how you want this frame to appear in the window by setting a default view: maximized, minimized, or closed.

When minimized, the Quotes & Alerts bar shows (depending on your settings) the latest market activity of your primary index symbol or your latest alert to be triggered.

► **To modify Quotes & Alerts settings:**

1. Click the **Set Preferences** link.
2. Select the **Modify Quotes & Alerts window settings** link.

3. Follow the directions in the screen to set your preferences.

4. Click the **Save my setting** button to save your changes.

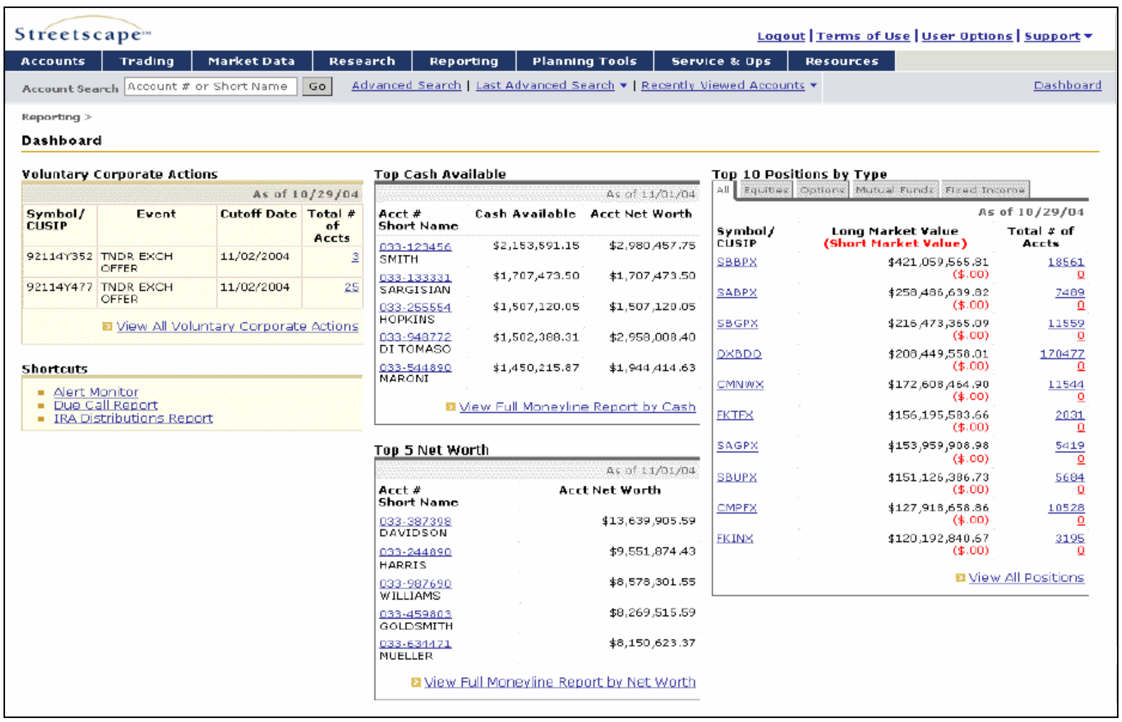
Dashboard

The dashboard provides a one-stop collection of information to help you manage your current book of business. At a glance, you can view specific totals across your authorized accounts and then run a related report without having to enter additional report criteria.

Information in the dashboard is grouped into bricklets. Each bricklet contains a link to its related Report Manager report. If your user access entitles you to run one of the dashboard reports, its bricklet displays. Otherwise, contact your Home Office for assistance.

Each bricklet also contains an *As of* date to indicate the freshness of its data. This date displays in boldface text when the date is older than the previous business day (for example, **As of 06/11/04**).

The following example shows a dashboard:



Note
To display Dashboard in the Streetscape window immediately upon login, select Dashboard as your default startup page.

► To view your dashboard:

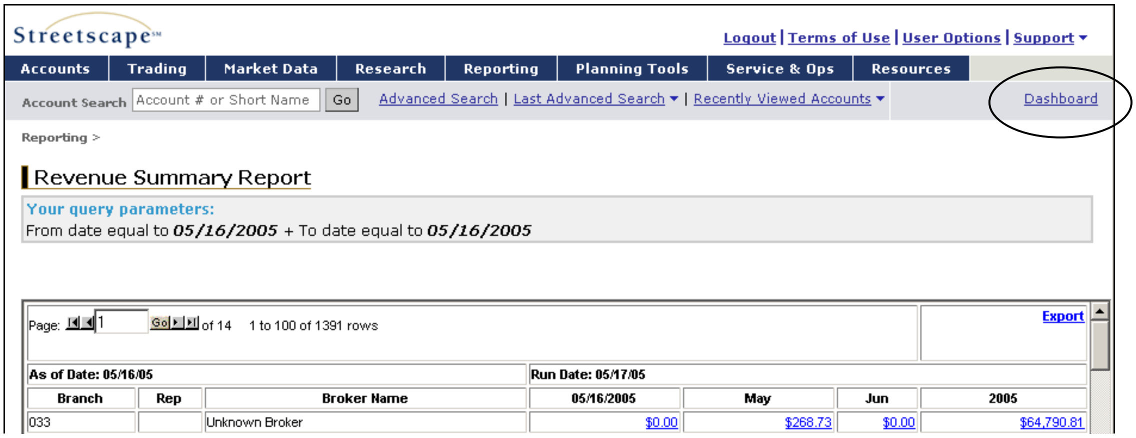
1. Click the **Dashboard** link in the right side of the menu bar.

   The following message displays: "Please wait, your Dashboard request is in process."

   Note
   The amount of time it takes to load Dashboard is based on the number of accounts to which you are authorized.

2. To run a report from the dashboard, click its report link. Verification of your report request displays. Once completed, the report opens in the window.

3. To return to the dashboard from a report, click the **Dashboard** link (right side of menu bar) — *not* your browser's Back button.



Streetscape User Options

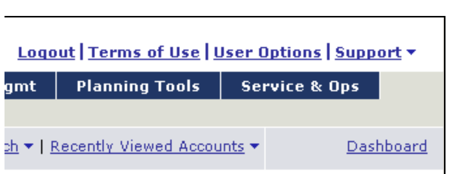
Streetscape user options enable Streetscape users to control some aspects of the Streetscape environment.

In the following table, an asterisk (*) indicates those features only available if the user is entitled.

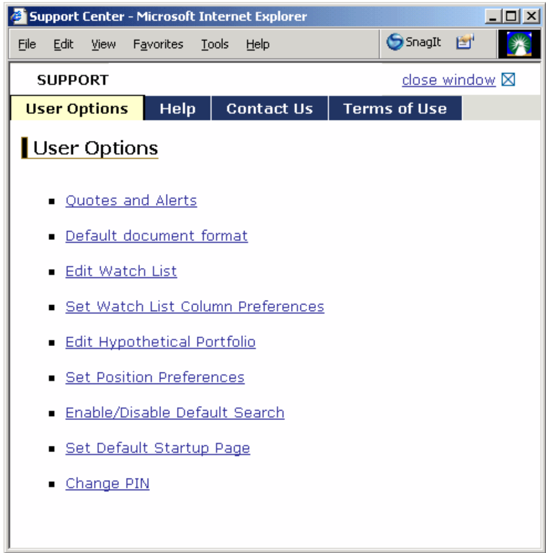
Streetscape User option	What it lets you do	For more information
Quotes & Alerts*	Control the contents and display of the Quotes and Alerts bar at the bottom of the Streetscape window.	See "Quotes & Alerts" in this guide.
Edit Watch List*	Create and edit watch lists.	See *Streetscape Market Data and Research* guide.
Set Watch List Column Preferences*	Customize the display of watch lists. You can set the fields to display, order of fields, and use of gridlines	See *Streetscape Market Data and Research* guide.
Edit Hypothetical Portfolio*	Control the contents and settings of hypothetical portfolios.	See *Streetscape Market Data and Research* guide.
Set Position Preferences	Select, add, remove, and arrange columns in the positions work area. Include or exclude the Core Position from the total cost basis calculation.	See *Accounts* guide.
Enable/Disable Default Search	Enable or disable the default search feature.	See "Working with Saved Default Search Criteria" earlier in this guide.
Set Default Startup Page	Select the Streetscape startup page.	See "Changing the Default Startup Page" next.
Change PIN	Change your PIN.	See "Changing Your PIN" earlier in this guide.

► **To set user options:**

1. Select **User Options** from the navigation menu.



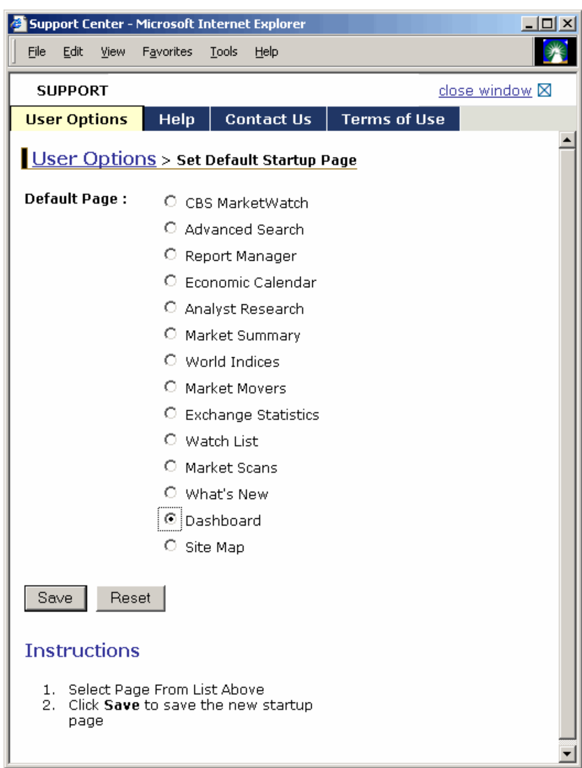
The Support window displays showing user options.



2. Select the option you want to view or change. Other windows display to provide information and access to other links related to options.
3. Click the **close window** link to exit the User Options window.

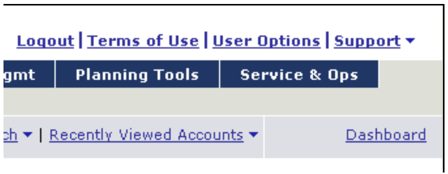
Changing the Default Startup Page

When you first log on to Streetscape, the startup page is CBS MarketWatch. You can change this to another other choice. In this example, Dashboard is selected.



► **To change the default startup page:**

1. Select **User Options** from the navigation menu.



The Support window displays showing user options.

2. Click the **Set Default Startup Page** link.
3. Select the page you want and click the **Save** button.

Looking Up Symbols

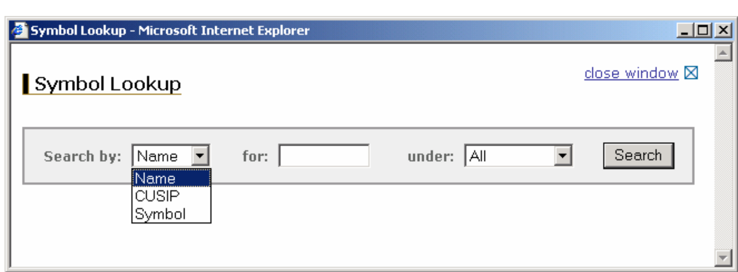
The Symbol Lookup feature of Streetscape lets you find symbols and CUSIP numbers. Symbol Lookup is available in several work areas within Streetscape including market data and trading order tickets.

You can search for the following security types:

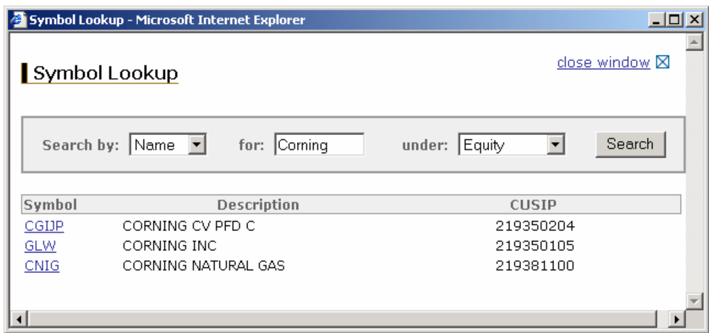
- Bond
- Equity
- Government
- Index
- Mutual Fund
- UIT (Unit Investment Trust)

► To use Symbol Lookup:

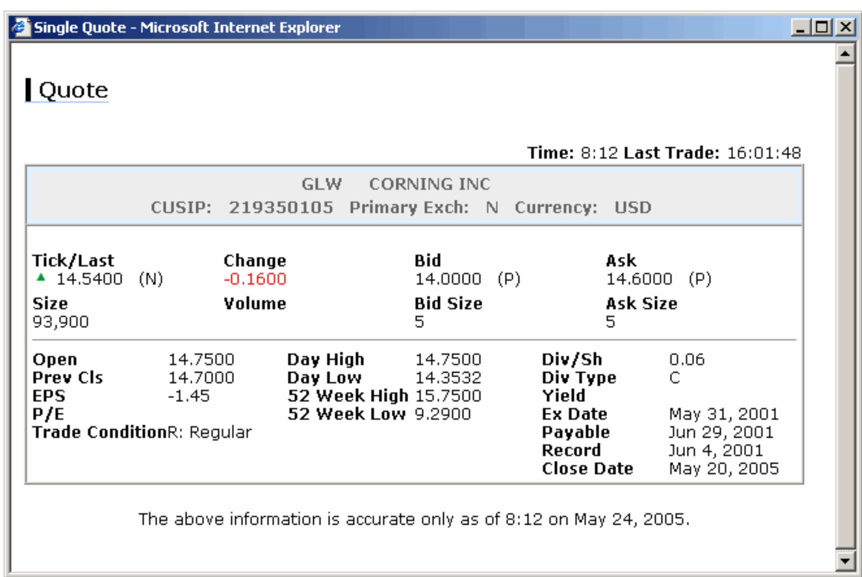
1. Click the **Symbol Lookup** link.



2. Select a search method from the Search by drop-down list:
   - Name
   - CUSIP
   - Symbol
3. In the *for* field, enter the information corresponding to the selected search method. For example, if you selected Name, enter the name of the company for which you want symbols.
4. Select a security type from the *under* drop-down list. For example, if you are searching for a mutual fund, select Mutual Fund.
5. Click the **Search** button to retrieve matches to the criteria you entered. The following example shows the results of a search by Name for Corning under Equity.



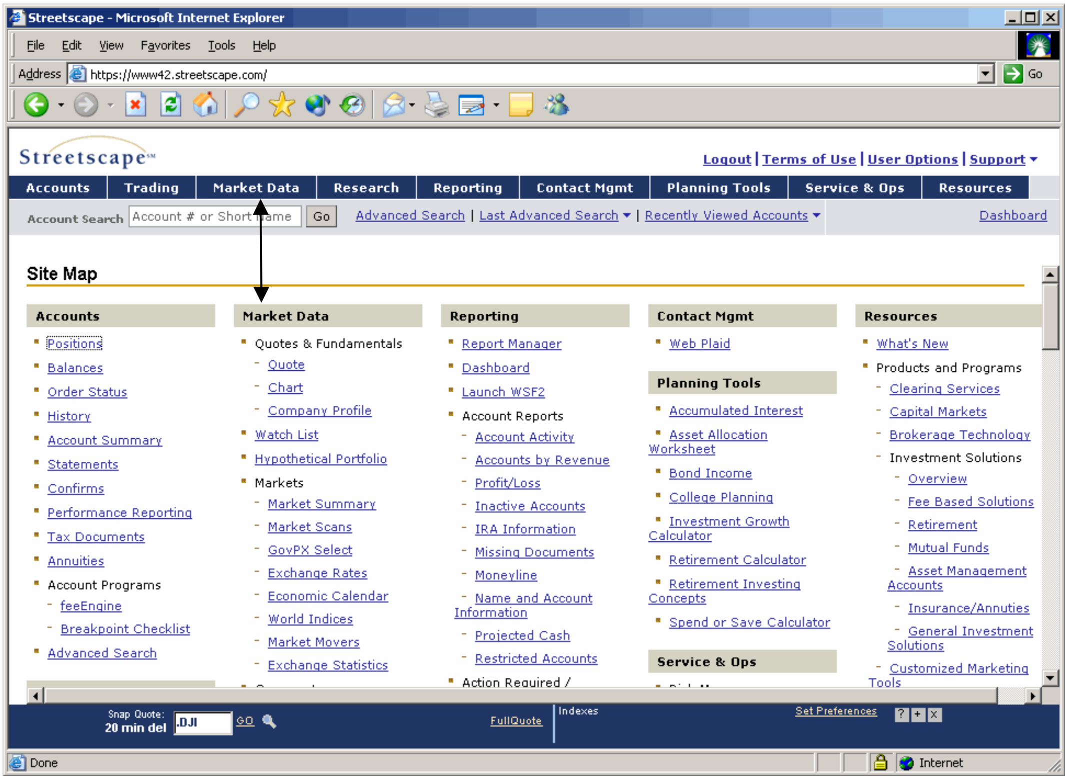
6. You can click the Symbol link to open the Quote window to view the full quote. For example, if you click the GLW link shown in the preceding window, the following window displays:



Streetscape Site Map

The Streetscape site map provides another way to access functions in Streetscape. Some users may find it easier to navigate using the site map.

The following screen shows a sample site map. Notice that the links are organized in groups that match the tabs on the menu bar.



Your site map is customized based on your entitlements
What you see on your site map may not match what you see in examples.

► **To navigate using the Streetscape site map:**

1. Select **Support** and then **Site Map** from the navigation menu.

2. Browse the site map or use your browser's keyword search facility to find the link you want.
3. Select the link.

   You go to the area in Streetscape where you perform the task you selected.

For example, if you select the link Trade Equities, Streetscape treats your request just as if you selected the Trading menu and then Trade Equities from the menu bar. Both ways of navigating get you to the same place.

Streetscape System Requirements

This table identifies the recommended and minimum system requirements for running Streetscape.

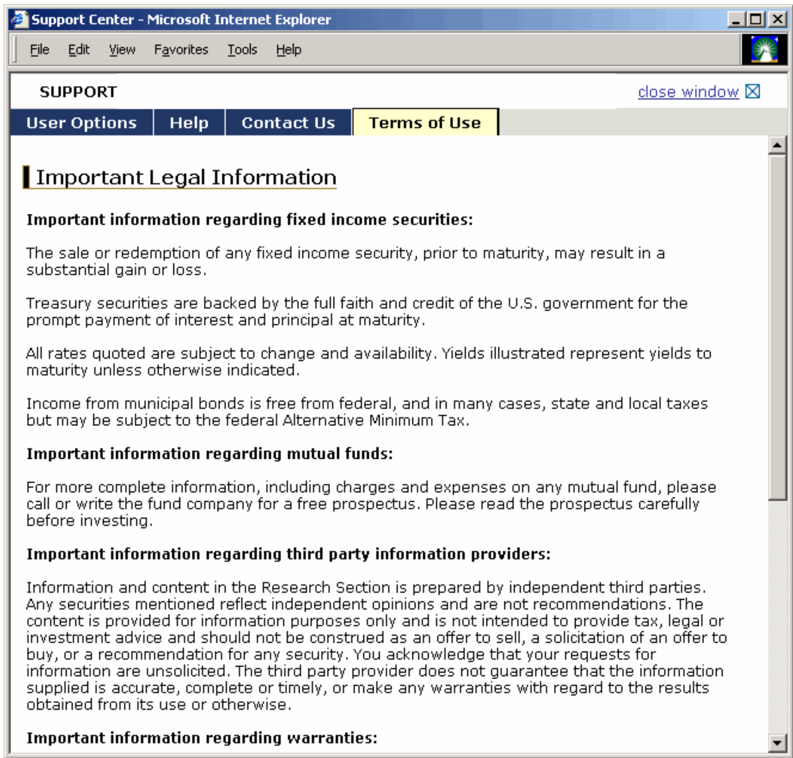
Component	Recommended	Minimum
Processor	Pentium® 4	Pentium® III
Operating System	Win®XP	Win®NT 4.0, Win® 2000
Memory	512 MB of RAM or Higher	128 MB of RAM
Internet Connection	T1, DSL; cable modem, or LAN-based Internet	56K modem or higher
Monitor	1024 x 768 resolution with a 17" monitor	1024 x 768 resolution with a 17" monitor
Browser	Microsoft® Internet Explorer 6.0 with 128-bit encryption	Microsoft® Internet Explorer 5.5 up to Microsoft® Internet Explorer 6.0 with 128-bit encryption
Plug-ins	Adobe Acrobat® 6.0	Adobe Acrobat® 4.0

Legal Information

The Terms of Use tab in the Support window contains the legal information about securities, funds, warranties, and so forth as well as a link to access the Privacy Policy information.

► **To access the Terms of Use information:**

1. Click the **Terms of Use** link on the navigation bar. The Terms of Use information displays in the Support window:



2. Click the **close window** link to close the window.