Download and installation guide

For individuals, businesses and Center teams. Set up the first computer, then connect others.

Start at TQHBrain.com

Open the Customer Portal from the official website. The account and download instructions begin on page 2. No credit card is required for the free 30-day Elite trial.

Choose the correct computer role

First or only computer: Server. It stores your Center records and runs the application, database and background services. For a single-computer setup, install Server only; you do not also need Workstation on the same computer.

Additional computers: Workstation. Finish the Server first, then use page 7 to connect each additional computer to it. All Workstations use the existing Center; they do not create another database or trial.

Have these ready

• A TQH-approved Windows x64 computer and Windows administrator permission. The handbook reports testing on Windows 10/11 Home and Pro, but your release and operating-system maintenance must also be suitable. Review handbook pages 9-13 with TQH or authorized IT.

• A reliable private network, internet access and stable power. Keep the Server available. Do not expose database or app ports directly to the public internet.

• Access to the owner email account and secure storage for separate portal, local app administrator and database passwords.

• A verified Server name, sufficient drive space and approved document and backup locations. Hardware figures in the handbook are planning baselines.

Existing installation, update or replacement Server? Preserve verified backups and recovery material and follow handbook page 27. This guide covers a new installation.

Based on handbook edition 1.9, 18 October 2026. Installer illustrations retain the earlier baseline; use the current approved release. Open the full handbook.

Create the account and download

Complete these steps in the Customer Portal, then install the same software for either account type.

1. **Open the Customer Portal.** Use the link at TQHBrain.com. Select **Create Account** and enter your owner email and a unique password. Already registered? Use **Sign In** or **Reset Password**.

2. **Verify the email and each sign-in.** Confirm your email address. Under **Account security**, choose **Send Email Code** (default) and enter the six-digit code, or select **Set Up Authenticator** and verify its code. Email codes expire in 10 minutes and can be used once.

3. **Choose Individual or Business.** For **Individual**, enter your first and last name, home address, phone and email; no legal business name or business address is required. For **Business**, provide the legal business name, business address and required contact details.

4. **Enter a Center name and save your profile.** For **Individual**, this field is still required, even without a business. For example, **Alex Smith** can use **Alex's Center** or **Alex** as the **Center name**. Enter **Alex** as **First name** and **Smith** as **Last name** in the separate fields. This setup label is not a legal business name. Review directory consent, public contact details and applicable terms, then save your profile. Server setup imports this identity.

5. **Review the free 30-day Elite trial.** No credit card is required for registration, download or activation. The trial starts at successful eligible activation, not signup. No paid subscription or charge starts automatically. After the trial, choose Core, Pro or Elite when live billing is available.

6. **Create your activation code.** Under **Download & activate**, create the code when the portal says the account is eligible. Keep the complete code private and follow its displayed expiry. A Workstation does not need another Center activation code.

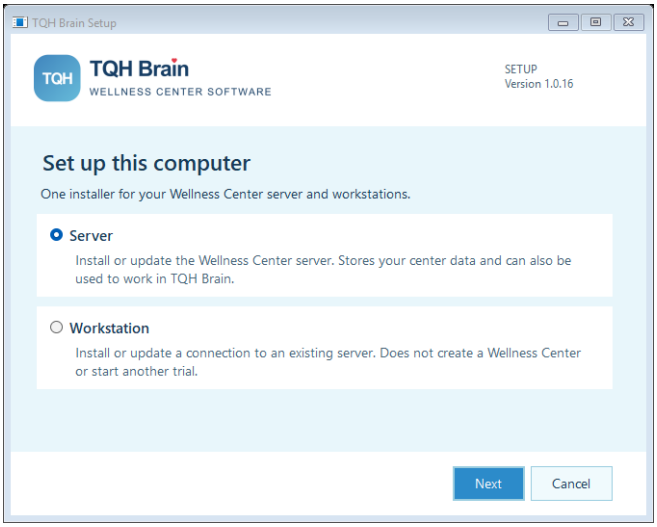
7. **Download the approved full installer.** Save **TQHBrain-Setup.exe** using the offered download or TQH-approved release link. Verify the expected version and wait for the complete download. One installer includes both Server and Workstation roles.

The owner portal login and local app administrator are separate accounts. Follow current portal release notices; if a step is unavailable or blocked, resolve that message with TQH support instead of creating a duplicate Center.

Run the installer

Install the files first, then open the configuration wizard.

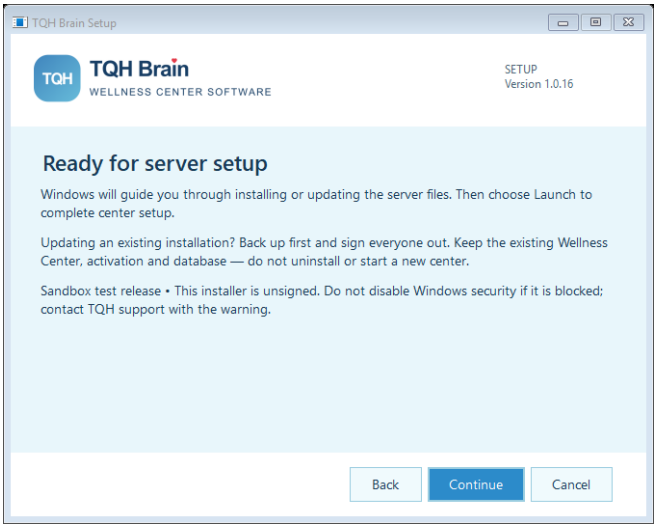
Choose Server for the first computer



Role selection screen

1. Open the completed **TQHBrain-Setup.exe** in File Explorer.
2. At **Set up this computer**, select **Server** on the first or only computer.
3. Select **Next**. For an additional computer, use **Workstation** and follow page 7 after the Server is working.

Install and launch setup



Review the selected role before continuing

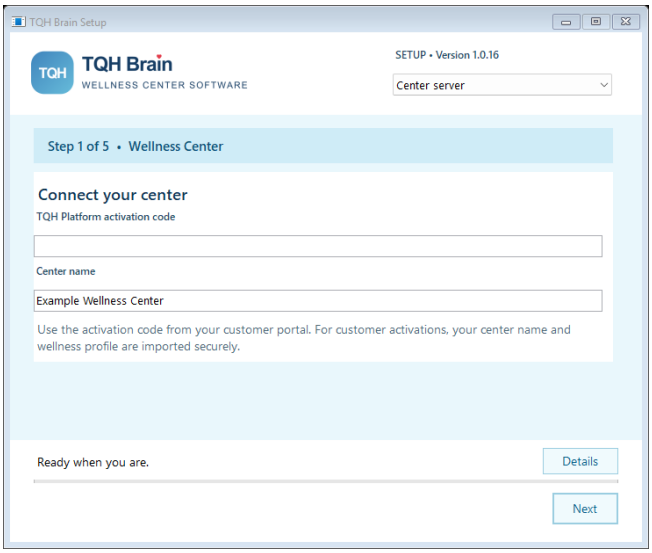
4. Confirm **Ready for server setup**. Use **Back** to correct the role or **Continue** to proceed.
5. Follow the separate installation window. Approve Windows elevation only for the expected TQH installer. Keep the original window open.
6. After successful completion, select **Launch**. If a restart is required, restart and open **TQH Brain Setup** from the Start menu.

If Launch was missed, open TQH Brain Setup from Start; do not install a second Server. If Windows or organizational policy blocks the installer, stop and give the exact warning to TQH support or authorized IT. Do not disable protection.

Connect the Center and administrator

Server configuration uses five steps. Complete each screen before selecting Next.

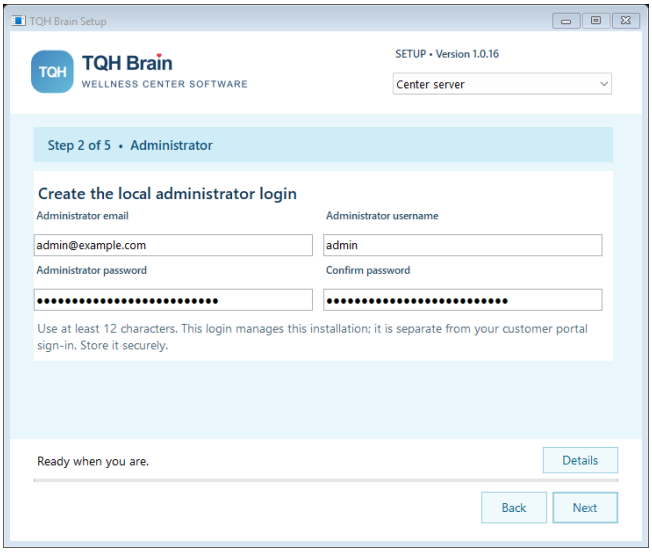
Server step 1 Wellness Center



Your Center identity comes from the portal

1. Confirm the mode is **Center server** and the screen says **1 of 5 - Wellness Center**.
2. Paste the complete code into **TQH Platform activation code**. Avoid missing characters or extra spaces.
3. Check the imported Center identity. If it is wrong, stop and correct the owner profile or contact support.
4. Select **Next**. If validation fails, check the code and its portal expiry.

Server step 2 Administrator



Use your own details and a unique password

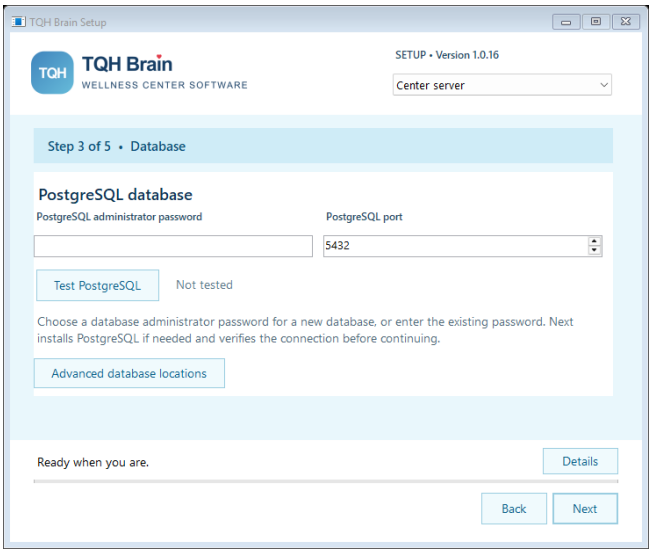
1. Enter the authorized **Administrator email** and review the suggested username, **admin**.
2. Create an **Administrator password** of at least **12 characters** and repeat it in **Confirm password**. Use a different password from the portal and database.
3. Store the credentials securely and select **Next**. This first Primary Administrator account is for administration; create separate working users later.

Entering the activation code is not completion. The final Configure Center Server step performs the remaining setup and applicable online activation. Never put real codes or passwords in this handout.

Prepare the database and storage

Continue in the Center server configuration wizard.

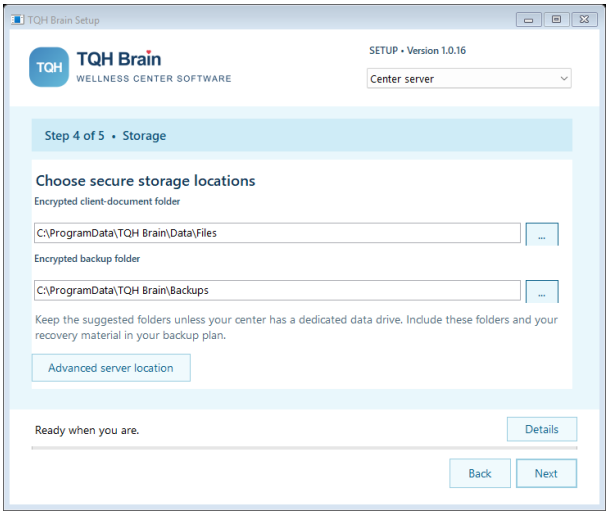
Server step 3 Database



5432 is the database port, not the app address

1. For a new database, choose a strong **PostgreSQL administrator password**. For an existing PostgreSQL instance, use its existing administrator password.
2. Leave **PostgreSQL port** at **5432** unless authorized IT has deliberately chosen another.
3. On a new computer, select **Next** so setup can install and verify bundled PostgreSQL. **Test PostgreSQL** checks an existing connection.
4. Keep setup open. If the status says **Not ready**, open **Details** and resolve the stated issue.

Server step 4 Storage



Review both folder destinations

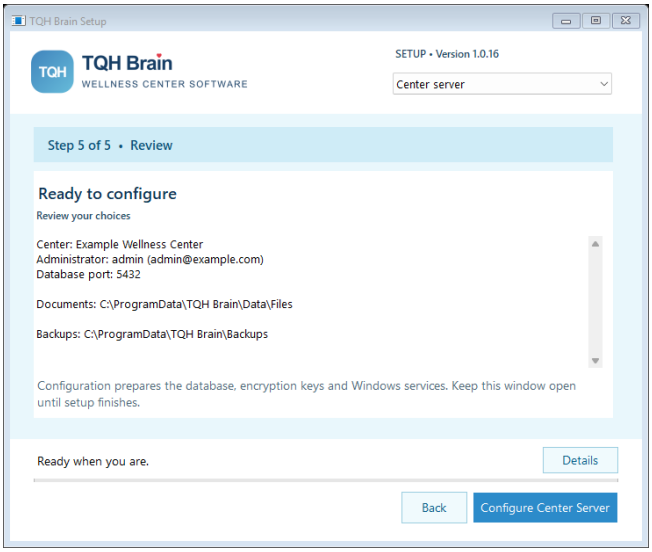
1. Review the **Encrypted client-document folder** and **Encrypted backup folder**.
2. Keep the suggested folders unless the Center has an approved storage plan. Use Browse only for an authorized alternative and confirm the drive is available.
3. Select **Next**. Use advanced database or server locations only with approved instructions; do not run another database installer at the same time.

The default backup folder is on the Server itself. Before daily use, arrange protected backup copies off that device and verify the recovery procedure. Do not casually move these folders after setup.

Finish setup and sign in

Wait for the real success result before opening the app.

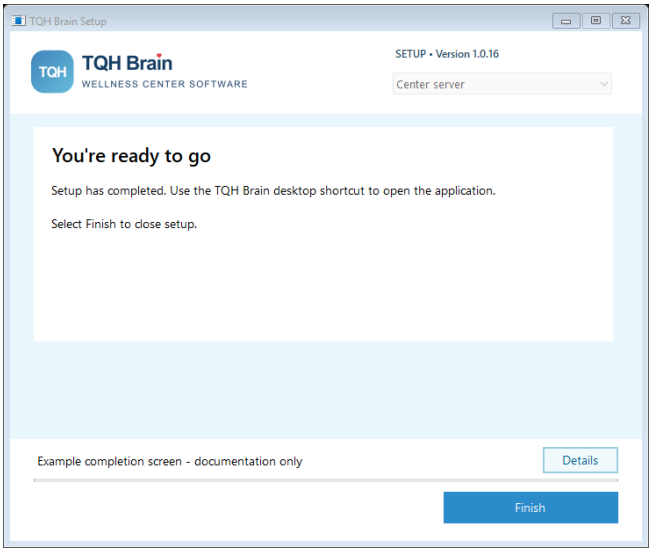
Server step 5 Review and configure



Review the Center and settings before configuring

1. Read **Review your choices**. Confirm the Center, administrator email, database port and document/backup paths.
2. Use **Back** to correct anything, then return and recheck.
3. Select **Configure Center Server** once. Keep the computer powered and setup open; use **Details** for progress or errors.
4. Wait for successful completion. Do not start another configuration window while it runs.

Open the app and complete first sign-in



Illustrated completion screen; verify your own result

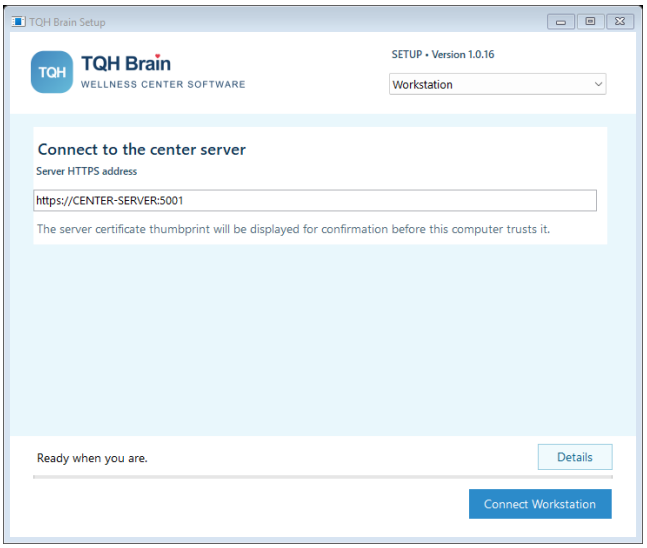
1. After success, select **Finish** and open the blue **TQH Brain** desktop shortcut.
2. Sign in with the local administrator email and password created in Server step 2.
3. Complete any required password change and the verification method offered by your approved release, such as email code or authenticator.
4. Confirm **Center Administration** opens. Complete required Center profile fields, create permitted individual working accounts, then sign out and use a working account for client work.

Normal Server login address: https://localhost:5001/login.html. The portal and local app have separate credentials and verification enrollment. Continue with page 8 before entering real client records.

Connect additional Workstations

Skip this page if your Center uses only one computer.

Install and enter the Server address



Replace CENTER-SERVER with your real Server name

1. Finish the Server first. Keep it powered and reachable; obtain its verified HTTPS address from the Center administrator.
2. Run the same installer, choose **Workstation**, select **Next**, review and continue. Select **Launch** at completion or open **TQH Brain Setup** from Start.
3. Confirm **Workstation** mode. Enter the real **Server HTTPS address** and select **Connect Workstation**.

Address format: https://YOUR-SERVER-NAME:5001
Replace YOUR-SERVER-NAME with the real Windows Server name. Do not use localhost or database port 5432 on a Workstation.

Verify the certificate before choosing Yes

4. Check that **Trust Center Server** names the intended Server. Obtain its expected certificate thumbprint through a trusted route from the authorized Server administrator.
5. Compare the **complete thumbprint** using the same thumbprint type, and check the Server identity and expiry. If they differ, are expired or cannot be verified, choose **No** and ask for help.
6. Choose **Yes** only after verification. Wait for the encrypted connection check and success, then select **Finish**. Close existing browser windows, reopen the blue shortcut and sign in with a Center-issued app account. Stop if a certificate warning appears.

Administrator reference: the public certificate is normally C:\ProgramData\TQH Brain\Public\TQHBrainServer.cer. Open Details > Thumbprint and review validity dates. Never share private keys or certificate passwords.

Check setup before daily use

Complete these checks on the Server and each Workstation.

- ☐ The blue shortcut opens the correct Center over HTTPS with no unresolved certificate warning.
- ☐ The initial administrator opens Center Administration. Each authorized working user opens the permitted Dashboard and modules.
- ☐ Center Connection identifies the real Server. Verify Server/App versions against the release instructions; the two version numbers can differ.
- ☐ Workstations see the same Center and permitted shared records. No second Center or trial was created.
- ☐ The administrator verifies TQH Brain Server and TQH Brain Backup Service in Windows Services, including their recovery after a planned reboot.
- ☐ Check Network, billing and email readiness separately. A local Connected indicator does not prove every online feature is ready.
- ☐ Confirm the backup destination, schedule, protected off-device copies and recovery-key procedure. Verify a usable recovery method.
- ☐ After saving work and arranging a suitable time, restart the Server and a Workstation and repeat the connection checks. Keep the Server available for reminders and backups.

If something does not work

Read the exact error and use **Details**. Recheck power, services, the address, network and certificate with your administrator. Have authorized IT review firewall rules when needed; do not disable the firewall.

Give TQH support the installer version, computer role, Windows version, action, time and exact message. Redact secrets from logs or screenshots. Do not send passwords, activation codes, verification keys or client records.

Existing installation? Follow the approved update or recovery instructions. Do not uninstall, erase records or create another Center to clear an error.