

# Technical Support Guidelines

For quick reference, please keep this document near your main workstation.

## Introduction

This document defines the coverage included with your Follett Software Company (FSC) Technical Support Agreement and describes guidelines that FSC uses when providing technical support. These services are provided to customers who have a current and continuous Technical Support Agreement with FSC. Customers with expired Technical Support Agreements will be directed to the Customer Service Department and will be asked to renew their Technical Support Agreement before technical assistance is provided.

## Benefits of Technical Support

One year of technical support is included with most purchased products. Support is renewable thereafter for an annual fee. Technical support assistance is provided by product and technical specialists trained to use and operate FSC software products. In addition to personal assistance with technical questions, your Technical Support Agreement includes:

### 24/7 Online Support

A wealth of information is readily available on our website to help you get fast answers to your questions. Within the Customer Area, you'll have access to:

- Searchable Support to search by product category or keyword to find fast answers to your questions.
- eLearning Modules to help you turn your school or district into an information powerhouse. Our self-paced modules are available for a wide range of our products to help you maximize the value of your investments.
- Training Documents
- Online User Guides

### Software Updates

- FSC software updates are provided via web download. DVDs/CDs are available upon request.
- To receive the updates, customers must maintain current Technical Support Agreements on all of their *installed* FSC products.
- On-site installation services for product updates incur an additional charge and are not covered by the Technical Support Agreement.

### Website Updates

Many items are available for download from the FSC website to FSC customers with current Technical Support Agreements, including: utilities, service packs and technical updates or account information.

### Software DVD or CD-ROM replacement

Customers with current Technical Support Agreements may receive replacement DVDs and CDs free of charge for defective or lost DVDs/CDs, and DVDs/CDs damaged in shipment.

## Your Follett Software Customer Number:

*Note: Your Customer Number is required when you call Technical Support or to log on to some sections of Follett Software Company's Searchable Support area.*

## How to Access Support

### On the Web at [www.FollettSoftware.com](http://www.FollettSoftware.com)

You may be able to find fast answers to your technical questions using our knowledgebase on our website. To get started, visit [www.FollettSoftware.com](http://www.FollettSoftware.com) and click on the Customer Area tab. Click on Create a New Account, then enter your Follett Software Customer Number and zip code to create your own Individual Sign-on account. Within the Customer Area, you can search by product category or keyword; access eLearning Modules, Training Documents, User Guides, Update Downloads and more.

### Via Email

Easy access to email support is available by visiting [www.FollettSoftware.com](http://www.FollettSoftware.com), then choosing "Contact Us" at the bottom of the page. Click on the "Technical Support Contact Form" and provide the information requested in the online form. Questions can also be emailed directly to [TechSupport@FollettSoftware.com](mailto:TechSupport@FollettSoftware.com).

### By Phone

Toll-free telephone support for US and Canadian customers: 800.323.3397 or 815.344.8700. Telephone consultation is available from 7:00 am – 6:00 pm, Central Time, Monday – Friday.

## What's not included

- **Data Services** - FSC offers data conversion, enhancements and adjustment services for an additional charge. Please call for a quote.
- **Support for hardware or software systems on which Follett Software applications reside at the customer site.** Although troubleshooting an FSC application in some cases requires us to ask questions regarding your operating environment, FSC support analysts cannot provide assistance for issues relating to your local computers, operating system or network. Our analysts **will** provide support for your FSC barcode scanners and receipt printers.
- **Product training** - Self-paced eLearning Modules and User's Guides are available on the FSC website. We also offer formal training programs. Please contact us via email for a quote.
- **Backing up your local system and data, or ensuring you have the latest anti-virus software releases.** Please be sure to keep your local system up to date.
- Additionally, if your Technical Support Agreement has lapsed, please call us to discuss details and pricing to reinstate your support services.

Visit [www.FollettSoftware.com](http://www.FollettSoftware.com) to learn more about all Follett Software Company has to offer

- Access searchable technical support documentation.
- Sign up for our eNewsletter full of industry news, helpful technical/cataloging tips, and useful websites and reference materials. Our eNewsletter also highlights the experiences of other educators. Log on to our website and select eNewsletters under the Community tab.
- Learn about additional fee-based services designed to help you maximize the value of your FSC products.
  - Online Content Subscription Services.
  - Data Services – conversions, enhancements, adjustments.
  - Product Training options: on site instructor led, online instructor led, webinars and more.