

# Handling Support Issues

Customers with an active support plan are entitled to application and technical support.

1. Application Support (Help Desk) – relates to the use of the system. This is for the quick questions on how to run a process or to request enhancements.
  - A. Help desk is not intended to replace formal training; customers are encouraged to ensure their staff are up to date with the current release of PowerForce.
  - B. Setting up the PowerForce system is covered in formal training or provided as a part of business consulting with the customer.
2. Technical Support – relates to program fixes and remote dial in support of customer systems. Customers are at all times entitled to programming patches. Customers may apply the patches themselves or engage PowerForce Software to apply the patches (the work will attract a charge).
  - A. Customers may call helpdesk to report application issues or forward the issue via email. The issue will be managed through our helpdesk and attended to in the order received. Urgent issues will be attended to promptly if they are known to affect payroll or billing. PowerForce Software at all times reserves the right to decide the impact of customer issues on business processing.

Where there has been a programming problem, it will be corrected in all circumstances at no cost to our customers.

In order to ensure future updates are handled in our standard approach, customers are required to follow these procedures:

Item	Description
Testing Server	<p>Ideally a separate computer is to be set up to serve as the customer-testing server. If one is not available, a “test” environment is to be set-up for our access.</p> <p>PowerForce Software will access this environment to deliver software patches. Charter Resources will test the patches to their satisfaction in the test environment. When Charter Resources are satisfied that the patch or software updates are working satisfactorily on your data, then the patch or software update will be applied to the production system.</p> <p>PowerForce Software will under no circumstances update your production system with patches which are un-approved by your own staff as working correctly under your environment.</p>
Access to Customer Server	<p>If PowerForce Software is requested to perform any work on behalf of the customer, we require formal and documented logon procedures to the customer site. Certain processes may require access to the PowerForce Application Server, and such access must be provided for when required.</p> <p>PowerForce Software will only access customers systems through written instructions from customer staff.</p>

## Remote Support

Remote Support is only available for ADSL and dial up connections. Remote support will always attract a charge, irrespective of the purpose and / or cause of the call.

Dial-up connections must be set up as “dial-back” enabled. We will instigate the connection to the customer site, the customer remote access program will then hang up the incoming call, and dial back to PowerForce Software support.

ADSL is Internet and non-usage based, and therefore has no caveats at present.