

The Hi-Tech Hi-Five: *HTS Phone Support*

March 2009

Your monthly Application Support fees provide *unlimited* phone support at no extra charge per call. Our Phone Support Staff attempts to respond to your call within 60 minutes, and almost always within two hours. We respond to calls in the order they are received. During busier times of the year, we devote additional staff to phone support as needed.



Phone support hours are 8 am to 5 pm (EST) Monday through Friday.

We close for six holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas. We might close early on Christmas Eve and New Year's Eve.

NOTE: Phone Support and Training are *not* the same.

Training is covered under the *Hi-Q Education and Training Plan*. Learn more at: www.hi-techsoftware.com > [Hi-Tech Clients](#) > [Hi-Q Education and Training](#).

Hi-One Phone Support Will Answer your Questions

Our Phone Support team will answer your questions and resolve your issues to keep you operating efficiently.

We will occasionally determine that your staff needs training for which we can schedule an additional phone appointment or training at your facility.

Hi-Two Phone, Email or Fax your Support Issues

Call (207) 474-7122 when you have a support issue. Your call will be entered into the "call queue" and someone will call you back as soon as possible.

You can **email** a support issue to support@hi-techsoftware.com where it will be received by several support team members. Please do *not* email a *new* support issue to an individual at HTS. If that person is not in the office, the Support team will not know about your message.

If you **fax** a new issue to Hi-Tech at (207) 474-7124, follow up with a phone call to let us know.

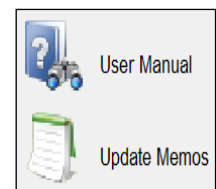
We enter emails and faxes into our "Call Queue" system in the order that they are received.

Hi-Three Connect with Hi-Tech through GoToAssist

Hi-Tech uses **GoToAssist** to make a direct connection to your computer so that we see exactly what you see. We can then guide you through selections, data entry and reporting to show you how something is done. Satisfaction Surveys that our clients complete at the end of a support session indicate consistently positive experiences with this method of assistance.

Hi-Four Support Can Refer You to Online Instructions

Support can refer you to Frequently Asked Questions (FAQs) in the Users' Instructions Manuals and Update Memos that you can access from the HTS Menu. We can also email and fax written instructions for on-going reference.



Hi-Five HTS Works with your IT and Hardware Technicians

We will also work with your IT department and hardware vendor to keep your system up and running. When you schedule a visit from your IT or hardware technician, please call Hi-Tech at least one day before the technician arrives so we can have HTS Support available to provide assistance.

Help Us Help You

If we call you back and you are not available, we will leave voice mail or a message with your receptionist. If we do not hear from you within two days, we'll try to reach you again. If we leave another message and do not hear back within two days, we will assume you have resolved the issue and we will close the call.