



Support Contract for careLINK

Overview

The intention of the Support Contract is:

1. To provide access to free upgrades (which will include improvements and new features requested by any of the participating Caring organisations involved)
2. To help Users become more confident and efficient in their use of careLINK. In our experience, users are often reluctant to ask for support or help and certainly to contact us directly. More so if there's an hourly rate involved. Knowing that your organisation has paid a one-off fee for this, encourages them to use us.

So any trained user can call us:

- If anything goes wrong with careLINK itself. Then we'll get you up and running as soon as possible.
- When you need something (e.g. a report) and you aren't sure of the best way to do it.
- When you can't remember how to do something.
- If you get frustrated while trying to do a particular task.
Even if you manage it in the end, it's incredibly useful for us to know that it wasn't easy – rest assured there'll be others who have had or will have the same experience – and we may be able to make it easier for the future

Terms and Conditions

1. The Support Contract is renewable annually.
2. The Support Contract is compulsory for the first year and optional for subsequent years.
3. The rate depends upon the version purchased and is published on our web site ([click here](#))
4. ITsorted will notify Users of any change in the rate payable at least two months prior to renewal date

The Support Contract INCLUDES:

5. Priority over non-support contract clients
6. Free one-to-one phone, email or remote access support from 9am to 5pm Monday to Friday ^a
7. 24/7 access to web-based support such as help, tutorials, FAQs etc available from our web site
8. Free upgrades as they are released (new features, improved functionality, new reports etc.)
9. Free support for problems with careLINK ^b
10. Free advice on how to use careLINK most effectively in your organisation ^c

IMPORTANT: The Support Contract does NOT INCLUDE:

11. Free support for your actual equipment, any of the other software on it, any remote access software or for problems caused by faulty equipment, or if your computer does not match the required specifications, or problems caused by upgrading your copy of Access without prior notice/agreement with us (see our FAQs page for details of hardware/software required).

However, we won't just put the phone down on you! We'll either quote you and sort it out ourselves, or help you to find someone who can.

12. We reserve the right to limit free advice/training to any users not previously trained by us (e.g. replacement staff since last training) and to request that any further training be charged for.

^a In the event you require support outside of these days/hours please contact us to discuss this.

^b This does not include problems caused by the hardware (equipment) or MS Windows or MS Office or MS Access or if your system does not match the required specifications or if the system fails after upgrading your copy of Access without prior agreement with us.

^c We'll listen to what you currently do and then point you in the direction of which careLINK features would best serve you and, if careLINK needs to be customised, tips on how to do this.
This is not training. Training is step by step instructions on how to use careLINK features