

Most support sessions are scheduled in one hour increments. We only decrement your account for the actual time used – i.e. if you purchase one hour of time and your support session only last 45 minutes then you still have 15 minutes available for the next session.

When you send us a support request we look at the service to be provided and if we feel the requested time is insufficient to cover the service, or if the account does not have enough time available to cover the session, we will notify you with a request to add support time to your account prior to the start of the session.

**Assumptions based on:**

1. Currently available operating systems and hardware.
2. High speed Internet connection
3. No Firewall, AntiVirus, Network security or other connectivity restrictions
4. A backup having been done
5. Older systems may require additional time.

These time estimates are based on experience and are not guarantees that the requested service can be provided in the estimated time.

Basic “how to” can be provided in 1 hour sessions.

Basic training can be provided in 1 to 2 hour sessions.

Admin training can be provided in 2 to 4 hour sessions.

Initial installation can be provided in: (using your downloaded setup files)

Server – 2 hour

Workstation – 30 minutes

Remote System (Laptop or PC ) – 2 hours (not including GoldSync configuration)

Upgrade installation can be provided in: (using your downloaded setup files)

Server – 30 minutes

Workstation – 15-20 minutes

Remote System (Laptop or PC ) – 15-20 Minutes

Configuration: User setup, security, screen and field customization, lookup lists, GoldSync Synchronization configuration on the server and remote systems, and more is to variable to estimate. Call to discuss your service needs **(405)720-3987**.