

## What you get with dynaMACS

dynaMACS is dedicated to providing the assistance you need to begin using dynaMACS software successfully. With your initial license of the standard system you receive:

- Implementation kit
- On-line help
- A sample database for self-training
- Other instructional materials
- 60 days free enrollment in dynaCARE. Once this period ends, you can renew your enrollment or you can choose to use Pay-As-You-Go support service.
- Guaranteed satisfaction: If you are not completely satisfied with dynaMACS, return it for a refund, less a 15% restocking fee, within 30 days of shipment.

## Protect your investment

To ensure the best return on your *dynaMACS* software investment and to maximize its performance, we recommend that you follow the guidelines below.

- Work with your *dynaMACS* Client Care Coordinator to formulate an implementation plan, identify your training requirements and a training schedule if applicable. Discuss running parallel systems, and its impact on your operation.
- Incorporate a backup procedure in your plan and follow it without fail. A reliable backup system provides the best, and often the *only* insurance against system, operator and utility failures.
- Assign one person, at your agency, to be your *dynaMACS* and *dynaMACS Mobile* designated contact person. This is the best way to reduce duplication of services and to avoid miscommunication.
- Review the minimum software and hardware requirements as published on our website, [www.dynamacs.com](http://www.dynamacs.com).

## dynaCARE Software Support

Our support staff offers a full range of services designed to give you a quick start and make you as productive as possible. As part of our commitment to your success, we offer the following support services:

- On-line Help is one button away, and is available when you are, to step beginners through Getting Started procedures or to guide experienced users through advanced topics. **On-line Help:** Press **F1** from any *dynaMACS* screen.
- Fax your question or a description of your issue. We will respond as quickly as possible via Fax or phone. **Fax: 1.239.566.2560**
- E-mail directly to our technical support staff. We continuously monitor our e-mail for customer messages. **e-mail:** [support@dynamacs.com](mailto:support@dynamacs.com)
- Visit our website for the latest information about *dynaMACS* products. *dynaCARE* members can access a special area for technical memos and software updates: [www.dynamacs.com/support](http://www.dynamacs.com/support).
- If Online Help does not answer your question, call dynaCARE phone support. **Phone: 1.866.633.6227, Monday–Friday from 8am–6pm ET**

**Note: dynaMACS Software Support is only available to clients running the current or the most recent prior version of dynaMACS Software.**

## Software Upgrades

dynaMACS periodically issues upgrades to enhance the software and to improve system performance. We will notify you by e-mail when these upgrades are ready for download. Release notes, describing current changes, are included with every revision. Most new features and enhancements are the result of suggestions and requests from our users. Upgrades are available at no cost to clients enrolled in dynaCARE.

## Fee-Based Training

Connect a dynaMACS trainer directly to your computer via the internet and receive personalized instruction using your data. Alternatively, schedule a dynaMACS training specialist to provide face-to-face training, tailored to your agency's specific needs, at your office or at our Florida facility.

## Non-dynaMACS Assistance

A successful dynaMACS installation relies on proper installation and operation of your entire computer system. While standard dynaMACS Software Support covers the functions and features of our products, we also offer assistance with non-dynaMACS issues such as:

- data conversion and data repair
- hardware installation and set up
- non-*dynaMACS* troubleshooting
- network configuration
- file transfer and transmission
- Windows instruction

Services are charged according to our current fee schedule. Charges are prepaid and non-refundable.

## dynaCARE Fees

dynaCARE is renewable annually or quarterly, at a price of 5% of the total current list price of your software package (including dynaMACS Mobile and other optional modules) per quarter.

Services offered	Description	dynaCARE Plan	Pay-As-You-Go Plan
<b>dynaMACS Software Support</b>	Software support is provided for the current version of dynaMACS or one version prior.	High Priority No Charge	\$90.00 per 30 minute increment
<b>Software Updates*</b>	Multiply the percentage shown by the total list price of your software package, including all optional modules: Updating from most recent prior version Updating from previous to prior version Updating from any other version	N/A N/A N/A	15% 25% 30%
<b>Fee-Based Training</b>	Billed in 60-minute increments.  Per day at our Naples facility  Per day, on-site at your office  **Plus travel & per diem expenses	\$ 120.00  \$ 800.00  \$ 1,000.00**	\$ 180.00  \$ 1,000.00  \$ 1,200.00**
<b>Non-dynaMACS assistance</b>	Billed in 30-minute increments.	\$ 60.00	\$ 90.00
<b>Support prerequisites</b>	If you have a procedural or how-to question, check on-line help before calling. Also, make sure you are running the most current version of dynaMACS. You will need internet and email capability and a 56K or higher connection.  For current system (hardware) requirements, check <a href="http://www.dynamacs.com/support/system_req.shtml">www.dynamacs.com/support/system_req.shtml</a>		

\*Software Upgrades include 60 days of dynaCARE that starts when upgrade is shipped.