

## What you get with dynaMACS

dynaMACS is dedicated to providing the assistance you need to begin using dynaMACS software successfully. With your purchase you receive:

- Implementation Kit
- Help included in software
- A sample database for self-training
- Other instructional materials

## 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. For more information, go to the backup tab in the Implementation Kit.
- Assign one person, at your agency, to be your *dynaMACS* 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).

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:

- Help is included in the software program – and is only one button away, to walk 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. **Website: [www.dynamacs.com](http://www.dynamacs.com)**
- If on-line help does not answer your question, call *dynaCARE* phone support. **Phone: 1.866.633.6227**, Monday–Friday from 8am–6pm ET.

### 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.

### 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. (Instructions for downloading NetMeeting are provided in the back of this section).

### 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.

## dynaMACS Subscription Monthly Fees

As a subscription licensee, you pay no additional charge for dynaCARE software support or software upgrades – it’s all included in the price of your subscription. Additional training and assistance with non-dynaMACS issues are also available, for an additional fee.

| <b>Services offered</b>          | <b>Description</b>   | <b>dynaCARE Plan</b>                           |
|----------------------------------|--|--|
| <b>dynaMACS Software Support</b> | Software support is provided for the current version of dynaMACS or one version prior.   | High Priority<br>No Charge                     |
| <b>Software Updates</b>          | To constantly improve dynaMACS, we release software upgrades, which contain new features and enhancements. Clients are notified via email or fax when new versions are available for download. | No charge                                      |
| <b>Fee-Based Training</b>        | Billed in 60-minute increments.<br><br>Per day at our Naples facility<br><br>Per day, on-site at your office<br><br><small>*Plus travel &amp; per diem expenses</small>                        | \$ 120.00<br><br>\$ 800.00<br><br>\$ 1,000.00* |
| <b>Non-dynaMACS assistance</b>   | Billed in 30-minute increments.  | \$ 60.00                                       |