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PASTPERFECT SOFTWARE SUPPORT

In this user's guide we have attempted to be as comprehensive as possible in presenting the many functions and features of PastPerfect Museum Software. However, sometimes you just need more help and there are a number of ways to get that when you need it. It is our goal to answer all requests for help within 24 hours. Usually, we can help you the same day. Great support means great customers.

The support office is located near Philadelphia, Pennsylvania, and is open from 9:00 a.m. until 6:00 p.m., Eastern Standard Time. However, after hours, you can call the tech support office and leave a message. We will call you back the next day to help you resolve your problem. All support calls are toll free to our number 800-562-6080. You also have the option of e-mailing your questions either to a staff member you have been working with, or to our support e-mail address: support@museumsoftware.com.

BASIC SUPPORT

Starting from the date of purchase, free support is available for 30 days. During that period you may contact our support staff as often as needed. They will answer questions about how to install and begin using the software.

After your free warranty period expires, users who do not elect to buy the annual support contract will be billed on a per incident basis.

EXTENDED SUPPORT

Extended technical support is like health insurance for your software system. You may not always need it, but it's a comfort to know that it's there in case of an emergency. If you are on a network and have a number of users at differing levels of expertise, it will be more cost-effective to have them call tech support for answers to their questions than to have your most valuable employees constantly training rookies. The cost of yearly technical support is a graduated scale depending on the number of workstations on your network.

Yearly technical support is also important to have in case of catastrophic computer failure. Having our expert staff help you through the data-recovery process will get you up and running quickly, with minimal data loss. Your data is one of your museum's most valuable assets. The time spent inputting catalog records is usually one of your museum's greatest expenditures of personnel hours.

To find out about extended support pricing, call the PastPerfect support office at 800-562-6080, or visit our website (www.museumsoftware.com). Extended support is offered on a yearly basis, starting with your payment date, and provides unlimited calls to our highly trained support staff. Our staff includes computer and network experts as well as museum registration and collection management professionals. Your extended support contract allows you to call any time you need help, as often as you like.

If you feel that extended support is not necessary for your institution, you can still call our expert staff for help. You will be billed on a per incident basis, which is currently billed at $75. An incident is considered to be one problem or question. The incident is closed when the problem is solved or the question is answered.

SUPPORT THROUGH THE WEBSITE

If you have access to the Internet, you can get help through the PastPerfect website, at www.museumsoftware.com. The website provides several ways to get help. You may want to read some of the product information pages that provide information about the software. If you select Support on the Home page you can get up-to date information on contacting the support office, view information about the latest software updates, view tech tips, and submit suggestions.

Figure 24-1
PastPerfect
Website
Support Page

Visit our discussion group. This is a forum for PastPerfect users to post and answer questions for each other. The discussion forum receives a wide range of questions, from museum procedure and policy to specific questions about applying PastPerfect to various situations in the real world.

Download an update. About once a month, we post a free update to the software for all our users. These updates may have enhancements to the software or may provide a patch for a known bug or problem. It is a good idea to check the website periodically to see if a new update has been posted.

New features. For a list of new features provided in the latest update, go to the Software Updates Page, select the product and click on New Features.

Check out the Bug Report. Select this link on the New Features page to view a list of known problems and errors that have been reported and subsequently fixed in an update. Consulting the Bug Report allows you to check to see if the problem you are experiencing has been solved by the latest update. If so, go to the Download Page and download the latest update.

CONTACT INFORMATION

Pastime Software Company, Inc.
300 North Pottstown Pike
Suite 200
Exton, PA. 19341
800-562-6080   Fax 610-363-7845
E-mail: support@museumsoftware.com
www.museumsoftware.com

If you are an AASLH institutional member, you will receive a 20 percent discount on the cost of technical support.

For membership information on the AASLH contact:
American Association for State and Local History
1717 Church Street
Nashville, TN 37203-2991
615-320-3203 or fax 615-327-9013
www.aaslh.org

Note: All addresses and phone numbers are subject to change. For the latest information on technical support addresses and phone numbers, visit our website at www.museumsoftware.com.

Prices are also subject to change. For the latest information, consult the website at the Pricing Page.