

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. There are a number of ways to get that help 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.

The support office is located near Philadelphia, Pennsylvania, and is open from 9:00 a.m. until 5:30 p.m., Eastern Time, Monday through Friday. After hours, you can call the support office and leave a message. We will call you back the next business day to help you resolve your problem. All support calls are toll free to our number 1-800-562-6080. You also have the option of emailing your questions either to a staff member you have been working with, or to our general support email address: support@museumsoftware.com.

BASIC PROGRAM SUPPORT

When you purchase the PastPerfect program, you receive free support for 30 days. During that period, you may contact our support staff via telephone or email as often as needed. We will answer questions about how to install and begin using the software.

After your free 30-day warranty period expires, users who do not elect to purchase an annual support contract will be billed on a per incident basis for calls or emails to the support office.

ANNUAL SUPPORT CONTRACTS

An annual support contract is like having a PastPerfect support professional on your staff. You may not always need it, but it is a comfort to know that it is there if problems or questions occur. Our support contracts cover both technical support, such as installation questions and error messages, and operational support, such as questions on how to use the software.

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 support for answers to their questions than to have your most experienced employees and volunteers constantly training rookies. The cost of yearly support is on a graduated scale depending on the number of workstations on your network. And for those users in small institutions who are not on a network and may not have an IT staff, calling the support office may be your best lifeline for help.

An annual support contract 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 entering catalog records is one of your museum's greatest expenditures of personnel hours.

To find out about annual support contract pricing, please call the PastPerfect support office at 1-800-562-6080, or visit our website at www.museumsoftware.com. Support contracts are offered on a yearly basis and provide unlimited calls and emails to our highly trained support staff. Our staff includes computer and network experts as well as museum registration and collection management professionals. Your annual support contract allows you to call any time you need help, as often as you like.

Annual support contracts are optional. If you feel that a support contract is not necessary for your institution, you may still call or email our expert staff for help. You will be billed on a per incident basis, which is currently priced at \$85. 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 details about the software and optional upgrades. These are available by clicking on **Products**. 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, search our Knowledge Base, read answers to FAQs, and download chapters of the user's guide and data entry forms.

Download an update. We post free updates to the current software for all of our users on our website. These updates contain enhancements to the software and 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. The current update is available to download by clicking the **Software Updates** link on our website. You may also view the New Features of the update before you download.

Search the Knowledge Base. Our Knowledge Base is the place to get the most up-to-date answers for common error messages and how-to questions. Articles are added regularly and cover all aspects of PastPerfect, including the optional upgrades.

Read FAQs. A quick and easy way to get answers to common questions is to read our Frequently Asked Questions, found by clicking on **FAQ** under the Support menu. You may download the PDF versions to keep as reference.

Sign up for the Newsletter. You may sign up for our free email newsletter, which always includes a tech tip or report highlight to help you use the software. The newsletter will also keep you up-to-date with our training class and conference schedules and the latest update for PastPerfect. Sign up for the newsletter or view past newsletters by clicking **Newsletter** under the Resources menu.

CONTACT INFORMATION

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Email: support@museumsoftware.com

www.museumsoftware.com

If you are an AASLH Institutional member, you will receive a 20 percent discount on the cost of your annual support contract and other products.

For information about becoming a member of AASLH, contact:

American Association for State and Local History

1717 Church Street

Nashville, TN 37203-2991

Phone 615-320-3203 Fax 615-327-9013

www.aaslh.org

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

Prices are also subject to change. For the latest information, consult the Pricing page on our website.