

# Time-Minder HELPDESK

**Hours of operation:** Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm

There is a slim chance that the Helpdesk person will be on the phone (or otherwise occupied) when you call, and you may therefore get the message service. Rest assured that we will return your call as soon as possible.

**Contact Details:** **1300 555 763** Australia wide  
Email: [helpdesk@timeminder.com.au](mailto:helpdesk@timeminder.com.au)

**Online Help** <http://www.timeminder.com.au/help>

**Items covered:** All Time-Minder related problems or queries. Where the problem cannot be solved over the phone, a service call can be arranged through the helpdesk.

Software updates will be free of charge within the same version.

**Exclusions:** Training of new operators.

Setting up new sites.

Significant changes to the software or shift configuration.

Installation of software on new PCs. – ie. *Assistance with reinstallation can only be provided for legitimate licences.*

Modifications to the software code

## Terms and Conditions

- Support will only be provided where the Annual Support Fee has been paid in full.
- Only the Registered Helpdesk user will be supported. If that person is no longer with your company, please email or fax us to let us know. Include the name, contact number & email address of the new Helpdesk user.
- Identification of Problem - We require as much information as possible as to the nature of the problem. To this end, please contact your own IT Department first to verify that the problem is not due to the pc, network etc. Problems that are not due to Time-Minder are not covered by the Support Agreement.
- If an immediate resolution to a problem can not be found, AMS will request further information as to the nature of the problem. Either a resolution or estimate of when a resolution can be expected, will be provided in the same day the problem is logged.
- Limits of Support Medium – Problem solving is limited by the medium used to provide that support. For eg. If a customer has only taken out Phone Support, and the nature of the problem requires an onsite technician, the cost of a service call is not covered by the Support Agreement. In cases such as this, the customer will be informed of the situation and given the option of taking out increased support coverage.
- Reasonable Use Policy – The number of support calls needs to be within AMS Reasonable Use Policy. If the number of support calls is outside this range, the customer will be advised of the situation and your support fee may increase when renewing.