

# Getting Support

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## We're Here for You

We understand that you don't **want** support, you **need** it—and we are happy to provide friendly assistance to answer your questions and resolve issues. We strive to deliver user-friendly software that simply works, but we know that can't always be the case—especially in the world of complex, enterprise software. We want you to know that we are here for you and want to help!

## Getting Support

One key to an effective support experience is the appointment of staff liaisons who serve as gatekeepers for issue-reporting and escalation between your company and Tropics Software. So, when you determine that you need support, the first place to reach out is always to your company's assigned liaisons. However, if you can't find them or an urgent matter arises, please do not hesitate to contact us directly and we'll get you moving in the right direction.

## Tips for Efficiency

To ensure a quick resolution to your issues, consider the following:

- Verify that the issue is with Tropics software and not a third-party software or hardware issue.
- Verify that the system is using a currently supported version of Tropics software.
- Attempt to reproduce the issue and determine whether it occurs consistently.
- Minimize the complexity of the system to isolate the cause.
- Determine whether the issue occurs on a local machine or on multiple machines.

## Contact Methods

Support is available through our website or by phone or email. The customer support desk is available Monday through Friday, 8:30 AM – 5:30 PM Eastern, with the exception of company holidays or client-specific service level agreements (SLAs). Weekend and after-hour support may be arranged for updates, upgrades, or other special circumstances.