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This document describes Third Sector Systems' Customer Support Policies, Procedures and Terms of Service and explains your role as a customer in helping us answer your questions and resolve issues.

In order to quickly resolve your issues, we have developed several ways for you to get help. We want to make sure that you know how to utilize all of these options.

Once you have completed Mission Maestro™ Staff Training or Component Training, you are eligible to access all of our Customer Support Services.

## Customer Support Center

### User Documentation

To help you look up the answers to common questions, we have put together a library of documents for you in the Customer Support Center of our website. Documents in the Customer Support Center are available 24 hours a day. The information included in these documents are:

- Product Updates
- Installation Documents
- Release Notes
- Software Alerts
- Mission Maestro™ Task Library
- Mission Maestro™ Tips

We encourage you to regularly visit the [Customer Support Center](#). We frequently make additions to the library based on your feedback and new functionality in our latest releases.

### Live Help

During our business hours, customers who need more information or assistance can access a Customer Service representative using our Live Help web chat service. Live Help is very similar to instant two-way e-mail. You don't have to call and wait on hold for a support person, you just logon to the Live Help page and a Customer Service representative will greet you.

Live Help is available Monday through Friday:

- Monday - Friday: 8:30 - 5:30 p.m. EST

Use Live Help when:

- You need immediate assistance.

### Case Submission Form

If you feel that your issue doesn't require immediate attention, you can submit your issue using the Case Submission Form found in the Customer Support Center of our website. We have developed the form to help you easily and thoroughly explain your request.

Use the Case Submission Form when:

- You have an enhancement request.
- Your issue does not require immediate assistance.

## Product Support Forum

If you have a question that isn't urgent, or that you think other users might have had, post a message at our Product Support Forum.

Use the Product Support Forum when:

- Your question isn't urgent.
- You think other users would benefit from the answer.

## E-mail

We do not provide support via E-mail because E-mail does not enable us to solve your problem immediately. If you want to communicate with us about something that isn't urgent, you can either submit a Case Submission Form, or post a message in our Product Support Forum.

If you send us an E-mail at: [support@thirdsectorsystems.com](mailto:support@thirdsectorsystems.com) we will provide you with our Live Help hours and direct you to our Product Support Forum.

## Customer Support Basics

### Case Numbers

Each time you contact us, one of our Customer Service Representatives will assign a unique Case number to the issue you submit. That Case number is used as a reference when discussing, reviewing and resolving that specific issue.

We want to emphasize the importance of keeping your own record of open Case numbers. We can quickly look up the status of an individual issue if you give us the specific Case number. If you can't find a Case number, we can send you a Case Status Report that contains a complete listing of all issues. To request a Case Status Report, please contact [support@thirdsectorsystems.com](mailto:support@thirdsectorsystems.com).

### Case Information

Before you contact us with an issue or a question, it is very helpful to **record each step you took before the problem occurred**. Your detailed information will help our Customer Service Representatives quickly recreate your issue for resolution.

## Customer Support Response and Resolution

### Response

We respond to your inquiries in the order in which it we receive them, typically using the same method that you used to contact us. If your issue is complex, we will call to discuss it with you. When we respond, we give you a Case Number and other information about your case.

Method	Response Time
Live Help	Immediate
Case Submission Form	Within the Business Day - For Case Submission Only
E-Mail	Within Two Business Days - Not for Case Submission

### Resolution

If your issue is a question that can't immediately be answered, it will be escalated to more senior members of our

team until it is answered. If your issue is caused by a problem in the software, we'll submit the issue to our development team for resolution in an upcoming patch or release.

## **Important Legal Information**

### **Terms of Service**

Third Sector Systems, Inc. agrees to provide you with customer support services subject to these Terms of Service. You agree to use our service in accordance with these Terms. As our services evolve we may need to modify these Terms of Service. If we do, we will notify all our customers and post the revised Terms of Service on our website. By using the Service after we post changes, you accept the modified Terms of Service.

### **Termination**

Third Sector Systems, Inc. may terminate your right to use our Customer Support Service if your Organization's account is not current. In the event of termination, you are no longer authorized to access our Customer Support Service.

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