

Practice Director Support Services

Practice Director Support Included with Annual Software Support Payments:

1. Unlimited monthly phone and email support of Version 6.1.6 or 6.1.6R and higher 8:00am-5:00pm CST Mon-Fri
2. 24/7 Access to online training videos <http://training.practicedirector.com/>
3. 24/7 Access to client documentation site <https://www.practicedirector.com/client-documentation/>
4. One on one training when scheduled in advance with a Support Specialist
5. Eligible for Eye Cloud Pro conversion savings in the year 2021
6. Eligible for e-prescribe services through Dr First (annual per Provider fee required)

Discontinuing Support Services

If a client chooses to discontinue support payments, support will be billed at an hourly rate of \$150 per call/email, then an additional \$150 per hour. (If the issue is resolved within minutes the client will be charged \$150). The credit card or ACH will be collected before the client can receive service.

Services such as re-installing Practice Director on a new server or on the same server will be billed an additional \$180. The credit card or ACH will be collected before the client can receive service.

The client will not receive backups, and will not be eligible to receive savings when converting to Eye Cloud Pro

Clients cannot subscribe to e-prescribe if not on an annual support plan. If you discontinue support while still on an e-prescribe term, you can finish your term, and then the account will be cancelled.

Should a client wish to reinstate monthly/annual updates and support the client will pay 50% of the support and updated fee of the current support and update services rate to obtain the most recent generally available version of Practice Director. The client will then resume normal Support fees which include backups.

Practice Director IT Support Services

Definition of terms (See Page 3 for Definition of Terms)

Practice Director IT Services Must be able to connect to equipment in question:

1. Installation or support for any device that runs Practice Director must be remotely accessible. iPads and Android tablets are not able to be remotely accessed; therefore, we cannot assist in the setup of a remote desktop connection to Practice Director EHR.

Practice Director IT Services Included with Software Support:

1. Setting a static IP address on the Practice Director Server computer.
2. Troubleshooting Initial installation of Practice Director Server
3. Initial connection of workstations to Practice Director Server
4. When purchased, initial linking of ocular equipment connected to Practice Director.
5. Issues with E Prescribe service if purchased.
6. When purchased, setup of Practice Director Cloud backup service backing up the database, documents Practice Director error messages.
7. Setup of SpexUPC for an individual computer, SpexUPC is not included in software support.

Services Not Included in Contract Scope

1. Subsequent Installations of Practice Director Server after the first install, e.g. client purchases a new server and therefore needs Practice Director re-installed. This service will be billed at \$90 per hour, with a minimum \$180 charge
2. Installing Practice Director Server application on a temporary server as replacement for crashed computer. This service is billed at \$90 per hour, with a minimum \$180 charge.
3. Maintaining and supporting scripts and data extraction that are outside the system, such as TOS, 4Patient Care, client changes to database, and email extraction.
4. Spex UPC Network setup for multiple workstation access set and any related maintenance
5. Antivirus setup or any related computer maintenance work, including operating system updates to server or workstation computers
6. Workstation configuration related to domains and or workgroups to network equipment, Spex UPC or any other service that requires a fully networked system
7. Windows Server Active Directory configuration and management.
8. Troubleshooting network bandwidth, VPN, Terminal Services, and all other remote access systems.
9. Monitoring workstation network connections.
10. Setting up network security for servers and workstations.
11. Troubleshooting programs other than PD
12. Virus / malware removal.
13. Documenting network information such as other software and services being used on client computers and the IP addresses of computers
14. Support related to printers

PRACTICE DIRECTOR SUPPORT & IT SERVICES

15. Support related to scanners

We recommend hiring an IT person to assist with services that are not covered by our Support Team

Definition of Terms

Practice Director server – the physical computer on which the Practice Director Server application is installed. There is at most one Practice Director server per office, or one Practice Director server shared between multiple offices

Practice Director Server application – the program, which runs on the **Practice Director server** and allows other computers to input and retrieve data

Practice Director Workstation – the physical computer which is used to input and view data in Practice Director. Although the **Practice Director server** can be considered a workstation by this definition, we will always refer to that computer as the **Practice Director server** because its true function is to host the **Practice Director Server application**. There can be multiple **Practice Director workstations** in any office

Practice Director Client application – the program that users run on each client computer to log in and enter data into Practice Director