



## ◆ Technical Support Options

The CommonGoals Software team prides itself in providing unsurpassed support for The Exceptional Assistant. The following is a list of ways that our outstanding TEA Support Team can assist you. Our support team consists of highly trained and knowledgeable individuals who have many years of experience using the product and solving customer problems.

<b>TEA Website</b>	Allows complete access to the <i>TEA</i> website, including Frequently Asked Questions (FAQs), technical documents, news and more.	Included
<b>Online Support via Remote Access</b>	We use GoToAssist™ for a safe and secure method of remote support. This tool enables real time support getting you up and running as quickly as possible.	Included
<b>Email/Fax Support (Core program)</b>	Access to our <i>TEA</i> Support Team via email or fax for the core components of <i>The Exceptional Assistant</i> . Core components include Client, Loan, Project and Administration Modules.	Included
<b>Email/Fax Support (Advanced Tools)</b>	Access to our <i>TEA</i> Support Team via email or fax for <i>TEA</i> 's advanced tools, such as the Custom Report Builder.	Included
<b>Toll-Free Telephone Support</b>	You'll get to speak directly with a member of our <i>TEA</i> Support Team using our toll-free telephone number. Provides the quickest method of support.	Included
<b>Online User Forums</b>	Access to our online user forums where you can communicate with other <i>TEA</i> users and members of the <i>TEA</i> Support Team.	Included
<b>Program Updates</b>	Includes minor updates to <i>The Exceptional Assistant</i> program, including bug fixes, minor updates and enhancements to the program.	Included
<b><i>The Power of Nine</i> eNewsletter</b>	Keep up-to-date with <i>The Power of Nine</i> e-Newsletter. This newsletter is delivered quarterly via email and contains tips and tricks, how-to's, feature articles and much more. Designed to help you get the most out of <i>The Exceptional Assistant</i> .	Included
<b>Program Upgrades</b>	Purchase program upgrades at a discount. A program upgrade typically includes major developments and enhancements to the program.	\$ call to learn more
<b>Data Correction / Manipulation</b>	Database correction or manipulation required to fix corruptions caused by user error, hardware failure, network error etc.	\$ call to learn more
<b>Custom Report Design</b>	Need a report that isn't included? CommonGoals Software will design custom reports for use with <i>TEA</i> 's Custom Report Builder.	\$ call to learn more

Please note that we reserve the right to modify or discontinue any of these services at our discretion.

**Contact us at 800-354-5152 or go to [www.commongoals.com](http://www.commongoals.com) for more information.**