

Procare Software®

Technical Support Policy



Answers to Specific Questions

Toll free Technical Support is available to answer specific trouble shooting, installation and product related questions for all current versions of Procure. Procure makes a distinction between technical support and training. Questions of a broad nature (e.g. step-by-step walkthroughs, general use of the software, set up specific to your unique situation, etc.) are considered training calls. See Custom Training below.

Maintain a Current Version

Software changes over time to adapt to continuous advancements in technology. Therefore Procure supports only current product versions; those released within the last twelve months. In order to receive free support you must maintain a current version of Procure. This means purchasing an annual update of your software which includes a twelve month subscription to the online update service (allowing you to download the latest features and enhancements) as well as access to toll free technical support.

Visit www.procureonline.com/store to order your update.

Custom Training

Live online training is available, for a modest fee, for those situations when you would like more in-depth help in the set up and use of Procure. Just share your computer desktop with an experienced Procure instructor for a true hands-on learning experience.

Visit training.procaresoftware.com for details.

Free Learning Tools

Procure offers a number of free learning tools to help you get the most from your child care management software.

Visit procaresupport.com for the following free resources:

- Introductory Webinar
- Step-by-Step Videos
- Getting Started Guide
- Online Knowledge Base
- Frequently Asked Questions
- Community Forum
- Procure Blog Articles