Act! Getting Started Service Coverage

Getting Started Support Services

Introduction

Services included in Getting Started Support provide assistance with product installation, database creation, conversion, and sharing for the first 30 days following initial product activation. Your desktop, laptop, and network must meet minimum system requirements to be eligible for support. For information regarding the latest system requirements for Act!, click here.

In addition to Getting Started Support services, we provide 24x7 access to our Act! Knowledgebase and Act! Community. Our collective e-service solutions provide additional resources, answers to many frequently asked questions, Act! Getting Started Welcome Kits, and strong support from our community of passionate Act! customers, eager to share best practices based on many years of experience.

Our team of support specialists can be reached Monday through Friday, 8:30 A.M. to 8:30 P.M. ET by submitting a Web Support Incident, live Chat, or by dialing 1-800-927-3989.

There are some topics that are not covered by Getting Started Support and require a Business Care plan. Click here for more information regarding additional services available with Business Care plans.

Installation & Upgrades

Act! Getting Started Service Coverage	Outside of Act! Getting Started Service Coverage	Additional Resources
• General Questions about how to prepare for an upgrade or installation • Basic installation assistance with Act! for 1-2 workstations • Microsoft® SQL Server® installation and issues limited to Act! default instance of Microsoft® SQL Server® • Simple installation issues with Act! media or download • Registration and activation inquiries or errors • Assistance with Act! Premium Hosted download of Act!. • Clarification of any installation or upgrade steps you might find confusing • Troubleshooting problems encountered during installation	• Help with installation of Act! on more than two workstations • Silent installation in a large work-group deployment • Altering or changing Microsoft® SQL Server® outside of standardized troubleshooting and setup • Troubleshooting of Microsoft® .net framework errors • Step-by-step installation assistance • Local (on-site) or remote (through Terminal Services, GoToAssist®, and so on) installation services • Consulting services to install or resolve non-Act! installation issues specific to your organization's technical environment.	Act! Getting Started Welcome Kit Deployment

Database Setup, Configuration, and Data Conversion

Act! Getting Started Service Coverage	Outside of Act! Getting Started Service Coverage	Additional Resources
- How-to assistance for conversion or setup of Act! database - Basic how-to assistance and suggestions for importing data - Basic assistance for lookup and database search - Orientation to functionality of standard reports - Troubleshooting of failed integration between Act! and Microsoft® Office to determine issue cause - Password reset – Single user, single database	- Setup or troubleshooting of remote synchronization - Assistance with network hardware including routers and WAN - Assistance with IIS issues for Act! Premium (access via Web) - Assistance with customizing Act! Premium (access via Web) deployment for existing websites - Assistance or troubleshooting of user-defined customized reports and templates - Setup and troubleshooting of Act! integration with Internet Mail - Database repair services - Password retrieval for databases with multiple users - Troubleshooting of user-defined .CSV files	Act! Getting Started Welcome Kit Database Setup

Sharing Database with Other Users

Act! Getting Started Service Coverage	Outside of Act! Getting Started Service Coverage	Additional Resources
• Guidance for best practices installing Act! in a network environment • Clarification of system recommendations • Guidance on any specific configuration settings required by your Act! product	• Network and Internet connectivity issues • Setting permissions • Configuring routers • Configuring firewalls • Sharing folders • Set up or provide direction for how to install, set up, or configure Act! in a Terminal Server/Citrix® environment • Troubleshooting errors and performance issues on Terminal Server/Citrix®	Act! Getting Started Welcome Kit Database Sharing

For Additional self-service solutions for frequently asked Getting Started Support incidents, please visit the Act! Knowledgebase & Act! Frequently Asked Questions