Psyche Systems Support

Policies and Procedures Guide

Updated December 2019

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Support During Standard Business Hours

Standard Response Times During Psyche Systems Corporation Standard Business Hours*

- Emergency: One (1) hour
- Non-emergency: Four (4) hours
  Please check your contract for exact support hours at your lab

Support Contact Information

Please note that response times are guaranteed only for issues reported directly to the support email, fax, and phone numbers listed below. Response times cannot be guaranteed if issues are reported outside of the support procedure outlined here.

Method	Contact Information	Requirements/Details
E-mail **(*Preferred Method)**	support@psychesystems.com *(No PHI permitted)*	Minimum information needed: • Company name • Contact Person (Name & Phone Number and/or Email) • <u>Detailed</u> description of problem and/or step by step instructions to reproduce • Examples: case numbers, order numbers, screen shots of the error, etc. • No PHI permitted
Fax	208-439-6722 *Secure – safe to send PHI*	Minimum information needed: • Company name • Contact Person (Name & Phone Number and/or Email) • <u>Detailed</u> description of problem and/or step by step instructions to reproduce • Examples: case numbers, order numbers, screen shots of the error, etc. • Secure fax number is safe to send PHI
Phone	774-804-3017 ***Please reserve phone support for EMERGENCY* issues only.*** *An emergency is defined as a software issue which adversely affects the customer's ability to conduct business, resulting in a substantial increase in expenditures and/or serious disruption of the normal conduct of business.	Minimum information needed: • Company name • Contact Person (Name & Phone Number and/or Email) • <u>Detailed</u> description of problem and/or step by step instructions to reproduce • Examples: case numbers, order numbers, screen shots of the error, etc. This phone line is monitored during normal business hours. We cannot guarantee a person to answer every call placed to this line. If all support members are assisting other customers, please leave a message after the prompt. Please reserve phone calls for true emergencies and urgent issues to ensure speedier service.

Note: If a response is not received within the timeframes listed above, please send a follow up e-mail to support@psychesystems.com.

Psyche Support FAQs

Who Should Contact Support?

In order to provide the most efficient support to our clients, we request that only authorized/trained laboratory personnel contact Psyche Support.

All support issues are to be reported to the laboratory system manager(s) or designee. Physician Practices, third-party vendors (such as interface vendors), physicians and/or satellite specimen collection facilities are **not** **permitted** to contact Psyche Support directly. They are unaware of our policies and procedures and may inadvertently cause delays with response and resolution times.

Is it better to call or e-mail my issue?

When reporting an issue, please notify Psyche Support of non-critical issues by e-mail or fax. This method of communication automatically generates a ticket in our system that allows for tracking and follow up. It will also create an issue acknowledgement for your reference. This ticketing system is constantly monitored and allows all of Psyche Systems employees to quickly identify our clients and pertinent information about you. The majority of tickets should be reported via e-mail.

Emergency and/or urgent issues may be reported via telephone. Please reserve phone calls for issues that are truly time-sensitive or urgent, so as not to cause delays in those situations. Please do not call or e-mail Psyche personnel directly regarding a support issue, as doing so may inadvertently increase the response and resolution time.

Issue Acknowledgement

When Support receives an emailed issue, an immediate acknowledgement containing the assigned TaskID# will be returned to the sender via email.

If an e-mail confirmation has not been received within the specified response times (see above), please resubmit the issue stating that it is an additional attempt at reporting the issue.

Issue Correspondence
All issue correspondence to Psyche Support must reference the TaskID# in the subject line of the e-mail. If support requests additional information to further investigate an issue, the request will also reference the assigned TaskID#. Do not modify the subject of the email correspondence, as it may lead to the creation of duplicate tickets, and an inadvertent delay of response time.

Responses must be provided to Psyche Support within 10 business days of the request otherwise, the issue will be closed.

Off Hours Support

When to Use Off Hours Support

Off hours support is provided for <u>emergency</u> issues which occur outside of Psyche System Corporation's standard business hours. Psyche Systems Corporation reserves the right to determine whether an issue is considered to be an emergency. Application questions and other non-critical issues received after business hours will be responded to the following business day.

Please do not call off hours with non-critical issues. To report non-urgent issues off hours, please email <u>*support@psychesystems.com*</u> *any time, and you will receive a response the next business day.*

How to Contact Off-Hours Support

Please refer to your contract to determine if you are eligible for off-hours support.

For clients currently contracted for off hours support

- Call the Psyche Support number 774-804-3017

- Provide the details to the answering service. This information will be triaged to a member of our Support Team.

- A support team member will contact the caller within one hour of the initial call.

For clients without off hours support

- Psyche Support cannot guarantee that personnel will be available to assist off-hours.

- Calls to off-hours support are billable at 1.5 times Psyche Systems Corporation's current hourly rate.

Exclusions to Psyche Support Policy
(Hardware, Network, 3rd Party Software)

Supporting a client-server system can be a complex task. When problems occur, it can be difficult to pinpoint the cause. Our focus is supporting our proprietary applications. Even though we may be able to assist you with problems not related to our software, the Psyche Standard Software Support Agreement does not cover some items.

While we take great pride in providing exceptional support, a major factor to providing good service is setting appropriate expectations. Our goal is to set appropriate expectations regarding what services your Software Support Agreement covers.

Below are some examples of support-related issues that are **_not_** covered by standard software support.

- If an existing workstation is upgraded, replaced, or has a hardware component such as the hard drive replaced, the time required for Psyche Systems to reinstall our applications are not covered by standard software support. *Please contact Psyche Systems for written instructions for reinstalling your Psyche application.*

- Support of 3rd party applications, such as upgrades to Windows or printing problems with applications other than a Psyche application.

- Restoration of your Psyche software application and/or database due to hardware failure. Psyche Systems can only restore your database using the most recent successful backup. Therefore, it is extremely important that the customer performs routine system maintenance such as changing the backup tape as scheduled, monitoring the backup software's status via the backup software's program or log files, and that the UPS, if applicable, is functioning. (This does not apply to Hosted Customers).

- Failures related to changes in the network configuration, such as changes to the TCP/IP addresses, or changes to cabling, switches or other network components.

On occasion, the cause of an issue will not be clear until it has been investigated. Any consultation by Psyche Systems may be billed at Psyche's current hourly rate. In these cases, you will be contacted regarding potential charges. You will be provided with an estimate, in hours, of the time required to resolve the issue. Once we have received formal approval from you, the work will be scheduled and completed. Please note that in the case of an emergency we will not wait for formal approval to begin working on an issue. In these cases, Psyche Systems will follow up with you as soon as it is feasible. Psyche Systems cannot guarantee to resolve any problem with any product not manufactured by Psyche Systems.

Customer Responsibilities

Maintain Trained Applications System Managers
In order for Psyche to provide adequate software support, the customer's contact with Psyche regarding technical matters must be made through authorized and trained personnel. The customer will provide to Psyche (in writing) the name of a designated Application System Manager and up to two other authorized backups. The Application System Manager is responsible for proper use and maintenance of the computer system and is authorized to contact Psyche regarding use and maintenance of the computer system. The other authorized contacts may call Psyche regarding use and maintenance of the system in the Application System Manager's absence. The Application System Manager and authorized contacts will have successfully completed Psyche's standard Application System Manager Training Course. Failure of the customer to have a trained Application System Manager may result in increased charges.

It is the Application System Manager's responsibility to utilize the Psyche Application Specific User Guide and Functional Change documents to address application questions as they arise. The Application System Manager should refer first to their User Guide and Functional Change documents prior to contacting Technical Support.

Designate Someone to Monitor Backups (This does not apply to Hosted Customers)
Backing up your application database is a two-part process. If the customer chooses, Psyche Systems can be responsible for configuring the first part, which includes the job of SQL Server to backup the database to disk in a designated location (fees may apply). Otherwise, this is the customer's responsibility to set SQL Server jobs. The customer is always responsible for configuring the second part, which includes a tape or network backup job performed **by a standard** file backup method. Therefore, the customer is responsible for routine system maintenance such as changing the backup tape as scheduled, monitoring the SQL Server backup and the backup software's status via the backup software's program or log files and that the UPS, if applicable, is functioning.

Continual and Immediate Access to the Server
Per Psyche Systems' Standard Terms and Conditions found in your Psyche contract, the customer is responsible for providing Psyche personnel with immediate and continual access to its system (via VPN, etc.) in order for Psyche to provide service and support to ensure that the software conforms to the requirements as stated in the Standard Terms and Conditions. Psyche Systems cannot guarantee response times if our customers do not provide us with such access. If Psyche does not receive immediate access to the customer's server at the time that the support member is available to troubleshoot the issue, the support person will move on to other client issues and the original issue will go to the bottom of the queue. Once the customer does provide Psyche with access, we cannot guarantee that we will be available to troubleshoot the issue at that time. For additional information, please refer to the Terms and Conditions section of your Psyche contract.

Holiday Schedule

We would like to remind you of our company holiday schedule for the coming year. Psyche Systems will be closed to observe the holidays on the following dates:

New Year's Day	**Wednesday**	**01/01/20**
President's Day	**Monday**	**02/17/20**
Patriot's Day	**Monday**	**04/20/20**
Memorial Day	**Monday**	**05/25/20**
Independence Day	**Friday**	**07/03/20**
Labor Day	**Monday**	**09/07/20**
Columbus Day	**Monday**	**10/12/20**
Thanksgiving Day	**Thursday**	**11/26/20**
Day after Thanksgiving	**Friday**	**11/27/20**
Christmas Holiday	**Friday**	**12/25/20**
New Year's Day	**Friday**	**01/01/21**

Please be sure that your personnel are aware of the holiday schedule. For Technical Support on these days, please refer to your Off-hours Technical Support procedure.