



1. Introduction

This policy outlines the procedures for customers to access technical support for our GlaceEMR software products. It defines our technical support services' support channels, service hours, and limitations.

2. Support Channels

Customers can access technical support through the following channels:

- **Email:** Customers can submit support tickets via email to a dedicated support address, techsupport@glenwoodsystems.com.
- **Phone:** For urgent issues, phone support is available during business hours (defined in Section 3).

You have the option to include your Glace Coordinator, Regional Directors, and other internal stakeholders of your organization as carbon copy ("CC") recipients of the email for transparent communication. However, the resolution response will exclusively originate from the technical support team. Other recipients may, at their discretion, suggest, append, or add any resolution strategies.

3. Support Hours

The technical support team is available to answer your questions during the following business hours:

- Monday - Friday: 7:00 AM to 7:00 PM (Eastern Time) **(877) 728-7070**

Customers can reach our answering service during the following hours for critical issues outside of business hours.

- Weekends & Holidays: 7:00 AM to 2:00 PM (Eastern Time) **(860) 590-9190**

4. Severity Levels

When submitting a support ticket, customers are encouraged to classify the severity of the issue. This helps the technical support team prioritize responses. The time to resolve will vary based on the difficulty of the issue. Our technical support team reserves the right to modify the severity level of an issue in accordance with client input or proposed resolutions.

4.1 Severity Levels (Examples)

- **Critical:** Issue brings core functionalities of the software to a halt. We will respond within 2 hours.



- **High:** Issue significantly impacts software usability. We will respond within 4 hours.
- **Medium:** Issue causes minor inconvenience or functionality limitations. We will respond within 1 business day.
- **Low:** Inquiry about general software features or functionality. We will respond within 1 business day.

5. Support Limitations

Our technical support does not cover the following:

- Issues caused by third-party services or your own hardware or client-side network issues.
- Claims and Billing service-related questions.
- Accounts and Invoices.
- Training (offered by our Corporate Trainer (203) 437-4478 during normal business hours).

6. Issue Resolution

Upon receiving an email, our technical support team will promptly provide a confirmation receipt, the assigned engineer's name, and an estimated time of arrival (ETA) for issue resolution. Please use the escalation email for further correspondence if no confirmation receipt is received. The helpdesk engineer's name and ETA for all technical support calls will be provided for the issue.

Our team will attempt to replicate the reported issue within their current working platforms to assess reproducibility. If unable to replicate the reported issue, additional troubleshooting may be requested, including addressing WiFi or internet connectivity issues before exploring other mitigations. If you are confident that the issue is not external, you may request remote access for our tech support team to demonstrate the issue directly, expediting resolution.

7. Customer Responsibilities

Customers are expected to:

- Provide clear and concise descriptions of the issue when submitting a support ticket.
- Include relevant information like sample patient account#, error messages, screenshots, and steps to reproduce the issue.
- Provide the contact number or email address of the individual experiencing the issue and the best time for contact.



- Collaborate with the technical support team by providing requested information and testing potential solutions.
- Our Tech Support engineer will be in touch via phone or email if further information is needed or to discuss a resolution. It would be greatly appreciated if the designated client representative could ensure system access, authorize remote access, and be capable of demonstrating the issue to our tech support team. If the issue cannot be reproduced, our team may request video evidence upon the next occurrence, allowing us to maintain your issue as unresolved/abeyance until we can reproduce it.

8. Escalation Protocol

This is the escalation process for unresolved issues:

1. Contact your Glace Coordinator for assistance.
2. If you are not satisfied, email escalations@glenwoodsystems.com to escalate the issue to the Directors and C-Suite of Glenwood Systems.
3. Contact your Sales Director and Technical Director if the issue persists.

Please refrain from sending multiple communications for the same issue to avoid confusion

9. Feedback

We value customer feedback on our technical support services. Customers are encouraged to provide feedback through email or by contacting their account manager.

10. Policy Updates

We reserve the right to update this policy at any time. We will notify customers of any significant changes through email and login page feed.