

# Asure ID Protect Plans

## What is an HID Asure ID Protect Plan?

Asure ID Protect is a comprehensive customer care program designed to ensure that our customers receive the highest level of priority customer support and complementary software upgrades for their Asure ID products. Asure ID Protect will save valuable time and money for customers by purchasing the Protect Plan in conjunction with the Asure ID software.

Customers with Protect Plans are entitled to request Support from HID through all available channels including the HID web portal, e-mail, and telephone.

## What is included with the purchase of the Asure ID Protect Plan?

The Protect Plans are provide customers with the support necessary to help troubleshoot the initial setup of Asure ID and for on-going questions on how to effectively utilize Asure ID to issue credentials for a variety of purposes. In addition to providing excellent support the Protect Plan will also ensure that your software is up to date with complimentary upgrades to all new versions of Asure ID. Protect Plans include the following:

- **Prioritized Support** - Asure ID customers may contact HID technical support directly, without the Protect Plan customers will be directed to obtain support from an authorized reseller of Asure ID
- **Up to Date** - Complimentary upgrades to all new versions of Asure ID, includes minor and major software releases
- **Basic Setup Assistance\*** – Support personal can assist in the general troubleshooting of card templates, connection to supported ID card printers, and setup of supported peripherals such as webcams, signature pads, smart card readers, and fingerprint sensors
- **Advanced Setup Assistance\*** – Support personal can assist in the advanced troubleshooting of local or networked database connections and the configuration of smart card issuance

\*The Asure ID Protect Plans do not provide professional service level engagements to perform the setup or configuration of the solution for the user. For example, technical support will not construct a user's network database or implement their smart card configuration. Technical support will be able to assist in troubleshooting or assisting in the setup, but services beyond that would require an additional professional services fee

## Which Azure ID licenses can be covered with Protect Plans?

Protect Plans are available for the following Azure ID Licenses types:

- Azure ID Standard License (Solo, Express, Enterprise, and Exchange)
- Azure ID Site License (Enterprise and Exchange)

## In what increments can Protect Plans be purchased?

1-year and 2-year packages are available.

## Support Languages

By default the language in which support is provided is English. Additional local languages may be offered depending on regional capabilities as noted in the contact details below.

## Are Protect Plans covered worldwide?

Yes. Support is covered worldwide by HID's regional support offices.

## How do I register my Protect Plan?

Please complete the registration form you have received with your purchase of the Azure ID Protect Plan.

- Send the completed registration form and a *copy of your Protect Plan purchase invoice* to HID electronically via the Self-Service Support Portal: <http://support.hidglobal.com>
- After the request has been processed you will receive a registration confirmation within three business days.

## What is not covered by a Protect Plan?

The following is excluded from the Protect Plan:

- The installation and configuration of networked databases, the Protect Plan will enable customers to get support in connecting to a customer's pre-existing database but does not cover the installation of new databases at the customer's site
- The definition of customer defined applications for smart card management, the Protect Plan will enable customers to get support on reading or writing application data which is known and understood by the customer. For example, the HID Support team can assist with reading an HID Access Control Application but are not required to design the configuration of the customer defined application.
- Any sort of development related issues (e.g. Azure ID SDK for which a dedicated support product is required)
- Any peripherals, databases, cameras, and signature pads that are not supported by the Azure ID software application will not be guaranteed support from the HID technical support team.

## How do I contact HID Support?

HID Support can be contacted over the following channels:

- Preferred method is to utilize the web-based Support Portal: Please click <http://support.hidglobal.com> and follow the instructions.
- **Regional Support Contact Information Located on Following Page**

## What information should I include with each support request?

Please include the following information to assist the Customer Support Team Representative in helping you:

- The Asure ID Software Serial Number and corresponding company name
- A brief description of the problem, issue or information requested
- In the event of a program error, the exact text of any error messages received and the steps required to recreate the problem
- The operating system of the computer being used
- The exact version number and Asure ID product type you are using

Country/Region	Hours	Language(s)	Contact Information
North America (US and Canada)	07:00 - 18:00	English	+1 866 607 7339 +1 949 732 2383
Central and South America	08:00 - 17:00	Spanish (Central Time)	+52 55 5081 1657
		Portuguese (Atlantic Time)	+55 11 5514 7100
Europe, Middle East, and Africa	08:30 – 17:30	English and Spanish (UK Time)	+44 (0) 1440 711 822
	09:00 – 17:00	French and Spanish (CET)	+33 (0) 1 74 18 17 70
Asia Pacific	09:00 – 18:00	English, Cantonese, and Mandarin (Hong Kong/Beijing Time)	+852 3160 9833 (Hong Kong)
	09:00 – 18:00	Cantonese, and Mandarin (Hong Kong/Beijing Time)	+86 755 8835 3187 (China)
	09:00 – 18:00	English (India Standard Time)	+91 8042561200 (India)
	09:00 – 18:00	English and Japanese	+81 45 287 0752 (Japan)
	09:00 – 17:30	English (Melbourne Time)	+61 3 9847 6850 (Australia)