Lucid Data Corporation

PDExpress® How We Provide Support and Training

Overview
Thank you for selecting PDExpress to manage your Professional Learning and Teacher Evaluation Programs. We want you to have a great experience using our software and offer these guidelines to explain how we provide support and training.

What We Support
We provide installation, troubleshooting, and end-user support for the PDExpress Web application and Tools (Import, Query, Reports, Mass Change Staff IDs).

What We Do Not Support
We do not provide support for using third party tools, writing custom SQL queries, creating custom reports, application programming/scripting, or writing HTML. These are all excellent tools, which may be used with PDExpress but are outside the scope of the core application and tools.

Who We Support
We provide support for up to four individuals as identified in your initial PDExpress agreement. The Primary contact (you identify) is the person responsible for managing the contact list. Changes should be communicated to us by phone or email by the primary contact. For security reasons and to keep the core team small and compact, we redirect individuals not on the contact list back to the authorized contacts. At that point, the other contacts may answer their question, or the primary contact may request they be added to the list and tell us who to remove if there are already four contacts. For a recurring annual fee, Lucid will support additional contacts. But, due to the cost, we suggest this only in cases where it is determined to be absolutely necessary and the additional cost is not a concern.

How To Request Support
Contact us by email (support@lucid-data.com) or phone (513) 248-4999, Monday through Friday, 8:30am to 5:00pm, Eastern Time. We strive to respond as quickly as possible; usually within a few hours on the same day. Use email forindividual questions or unexpected error messages. Attach a screen image of any errors. When leaving a voicemessage, include additional detail of what is happening or the nature of your request. In general, email/phonesupport is for specific questions and issues. Topics that are process-oriented, such as "walk me through the
x,y,or z process" are covered in a scheduled training session and we divert these requests to our training department. "How to" video tutorials are also available within PDExpress by clicking on the question mark in the upper right corner of each page. These video tutorials are available to you in our online support center under the heading "Tutorials".

Online Support Center
Your PDExpress software license includes access to our Web-based Online Support Center at www.lucid-data.com > Support. Your login ID and password are included in your Electronic Delivery Notification. It is a 7-character customer ID (e.g. C000250) and a password we assigned when creating your account. The Support Center provides access to software updates, knowledge base articles, downloads, and video tutorials.

Initial Training

Your PDExpress license comes with 8 hours of online training, which may be used in 30 minute or longer increments. We provide training after your first year license fee payment is received. After the 8 hours have been used, we offer additional training for a fee with a minimum of two hours.

Initial Support
Your email and phone support starts after we conduct your first training session and is limited to the topics covered in that session. For example, the first training session covers configuring PDExpress and importing data. So, phone and email support is limited to these topics. Support on other topics, such as creating courses and workshops occur after a training session covering those topics has been completed. The rationale for this approach is to avoid the situation where you are learning PDExpress "one support request at a time".

Onsite Training
Online training provides greater flexibility (than onsite) at a lower cost. Onsite training is a minimum of one day. Our experience is that participants feel overwhelmed after a few hours and in some cases can't make the full 8-hour time commitment. Online training enables us to organize the training into components that are scheduled as needed.

Troubleshooting Before You Contact Us
We appreciate it when our customers troubleshoot issues reported by end-users before contacting us. When an end-user reports an issue to you, we recommend logging in as them and witnessing their concern first hand. That way you can thoroughly describe the situation if you need to contact us. If you see unexpected behavior in the PDExpress application or Tools, try accessing the application in different browsers and on different computers. This may provide all you need to resolve the issue. If not, its information we need to troubleshoot further.

Software Updates and Upgrades
Your PDExpress license fee includes available minor updates and major version upgrades at no additional charge. A minor update is a newer version of the same major release. For example, updating from 2018.0.0 to 2018.0.1. A major upgrade is a newer version of PDExpress. For example, moving from PDExpress 2016.0.10 to PDExpress 2018.0.0 is a major upgrade.

If you are installing a minor version update, you should use the Knowledge Base article entitled "How to Update the PDExpress Web Application" in our Online Support Center in the Knowledge Base folder. If you are installing a major version upgrade, you should use the "Upgrade Guide" for the version of PDExpress you want to upgrade to. The Guide is available in Downloads > PDExpress 20nn where "20nn" is the version of PDExpress you are upgrading to.

Email From Lucid Data Corporation
We send software announcements and license renewal notifications from email accounts at www.lucid-data.com and www.lucid-data.net. Confirm with your technology department that these domains are whitelisted so you receive our communications.