

From Client Care at IPM-Software, Inc.
Phone 1-800-944-5572
Fax 1-713-944-2554
Email Support@ipm-software.net

To _____

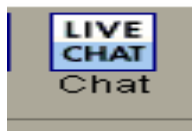
Fax Back Answers to Frequently Asked Questions

From our initial contact, we believe your situation can be resolved with a few standard directions. As there is sometimes a delay speaking with a Client Care Associate, we hope this document will provide the directions you need to resolve your problem. Please consider these directions as our first attempt to answer your need for assistance. Once you have followed the steps listed here we trust your problem will be resolved.

Subject: Utilizing Live Chat

For your support representative to view your desktop, your computer should meet these requirements:

- 1) 28.8Kbps or greater Internet connection (56K recommended)
 - 2) Required Pentium-class PC running Windows 95, 98, 2000, Me, NT 4.0 or XP
 - 3) Internet Explorer 4.0 or later, Netscape Navigator 4.0 or later or Mozilla Firefox 1.0 or later
 - 4) Recommended: Ability to make direct outgoing TCP connections, or availability of a SOCKS server or an HTTP proxy
1. Accessing Live Chat is easy.
- A. For CornerStone users, once in the program, at the top of the CornerStone Navigator window you can click on the icon labeled Live Chat. This will take you to the Live Chat page with instructions for using Live Chat.



OR

- B. If you are not currently in the CornerStone product, or if you are using one of our DOS products, you can still access Live Chat. Open your Internet connection. In your web browser go to:

<http://www.ipm-software.net>

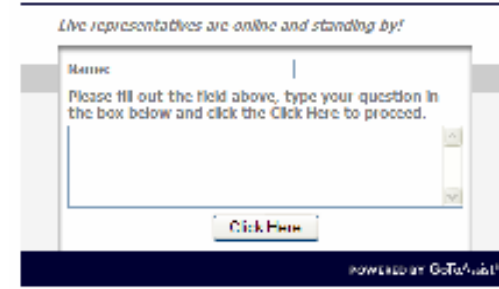
On the upper right side of the home page there is a red box with “? NEED HELP“. Clicking on “NEED HELP” will take you to the Live Chat page with instructions for using Live Chat.



(On the Live Chat page is a link to FAQ that may be useful for the Live Chat first time user.)

NOTE: If the solution above solves the issue you are encountering, please e-mail the Client Care Dept. at support@ipm-software.net. If there is another issue please call 1-800-944-5572 or check out our Web site at www.IPM-Software.net for other Frequently Asked Questions

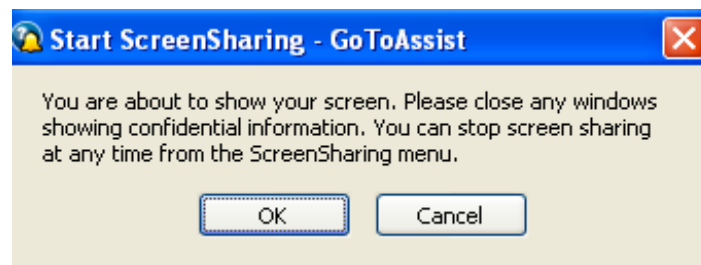
2. You will need to scroll to the bottom of the Live Chat page to fill in your name and enter a brief question. (First time user's will then be directed to download a small application before using Live Chat. Just follow the short on-screen instructions for the download.)



Once you have entered your question, click on Click Here to submit. You will see a series of messages during the process of connecting to Client Care, such as “contacting your representative” and “your representative will arrive in a moment”

The Client Care team will see your message on their screens and one of the team will pick up your question. Your representative will send a response including their name to start your session.

3. Client Care can answer direct questions. You will type in your response and click Send. When Client Care is typing their response you will see a message that they are typing. If requested, you can turn control of your computer over to Client Care. This message will appear on your screen. Click OK and Client Care will see your desktop and have access to your computer. You will be able to see what they are accessing on your computer.



4. To regain control of your computer all that is needed is for you to move your mouse. This also can be done if there is a lack of response during the online chat and you need control of your computer.
5. Upon completion of Live Chat all that is needed to close out the session is by clicking on the “X” in the window or by going to the menu, click on File and then click on Exit to end the session. A message box will come up asking if you want to end the session, click “Yes” and that will close the box and end the session.

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6. At the end of the online chat you will be given the opportunity to fill out two (2) surveys. One for Citrix and the other for IPM-Software. Filling the forms out will help IPMS better understand the needs of our clients,
7. There may be times when Client Care is unable to pick up your question and help with an answer for you. This may be due to issues such as but not limited to:
 - Failing to click “yes” when you get the box asking if you want to run this application after submitting your question.
 - No administrative rights to down load programs.
 - Internet/firewall settings.
8. Each Client Care rep can only handle a limited amount of on-line chats. Once you are connected to “Live Chat” delays may occur if your rep is handling multiple chats. If you do not get a response right away please keep trying. If not, you can still give us a call via the phone line.

This service is available to all of our users who have phone support contracts. It can also be used as “Pay As You Go” for those that do not.

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