

Please Note: this e-mail account is for transmission of important client notices.
Do not reply to this address, any messages sent to this e-mail address will be rejected.
If you need clarification on any items included in this e-mail, please e-mail support@ipm-software.net

YOUR KEY TO PROPERTY MANAGEMENT COMPLIANCE



**INTEGRATED
PROPERTY
MANAGEMENT
SOFTWARE**



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CaTRAC'r



Live Chat Service Reminder

Just as a reminder, if you have paid for unlimited phone support, you can chat live with our friendly Client Care Representatives anytime during normal business hours.



All users:

Just click the NEED HELP button, as seen above, located on every page of our website (www.ipm-software.net).

CornerStone Users:

Click the Live Chat button at the top of the main program window and you will be directed to the appropriate page of our website.

Either method outlined above will direct you to the instructions on how to use our improved CHAT service (see figure below).

Live Remote Assistance

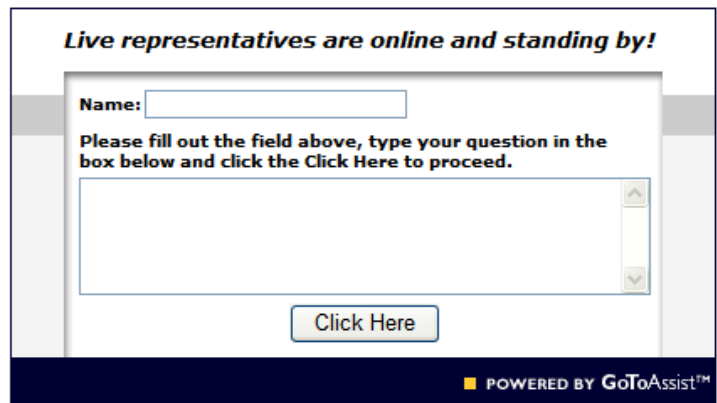
Do you need a quick solution to a technical problem? With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution.

How to Get Support:

You will find the answers to security questions and system configuration requirements on our [FAQ page](#). You can also view a [demonstration](#) of a screen-sharing session.

How It Works:

- Step 1:** Simply type your question or the nature of your problem in the box below. Then click the button to proceed.
- Step 2:** You are prompted to download a small virus-free plug-in which will connect you to a member of our support team.
- Step 3:** Your support representative will chat with you online to obtain the details of the problem.
- Step 4:** With your permission, your support representative can view your screen and share control of your mouse and keyboard.
- Step 5:** You are in full control of your computer at all times. You always have overriding control of your mouse and keyboard, and you can end the screen-sharing session at any time.



Live representatives are online and standing by!

Name:

Please fill out the field above, type your question in the box below and click the **Click Here** to proceed.

POWERED BY GoToAssist™

NOTE: in order to use this chat service, you must approve a short software download to your local machine.

For more information about the chat service, please see our FAQ page:
http://www.ipm-software.net/ra_faq.html?page=ipm-software