

Premium Plan for GuideConnect

Veterans Receive Exceptional and Caring Technical Support and Stay Current on Their Software, Creating an Environment for Success.

Every GuideConnect license that Veterans Affairs purchases from EVAS includes a 3-Year Premium Plan*. This means that Veterans will receive Technical Support from EVAS, any software updates or upgrades that Dolphin releases during the Premium Plan period as well as exclusive access to Premium features including Video Calling. Renewals of a Premium Plan are available in 1-Year increments.

Frequently Asked Questions on Premium Plan for GuideConnect

Q. I bought GuideConnect with an “Annual Support Agreement”. Is a Premium Plan the same thing?

A. Yes, Premium Plan is the new name for GuideConnect Annual Support - also known as GCAS - all active Annual Support agreements will automatically be transferred to Premium Plan. Premium Plan includes all the same benefits as an Annual Support Agreement, with additional premium features such as video calling.

Q. What happens if I choose not to renew my Premium Plan?

A. If a Premium Plan is not for you, you can still continue to use GuideConnect. However, once the renewal date has passed, you will no longer be able to use premium features (such as video calling), or receive updates for new features and improvements or receive technical support from EVAS. You will still be able to receive excellent support directly from Dolphin’s Services team, though you may experience slightly longer waiting times.

Q. How do I know when my Premium Plan is going to expire?

A. If your Premium Plan is close to expiring, GuideConnect will tell you when you start up. You can also check when your Premium Plan is due to expire from within the product:

- From the Main menu, choose ‘Tools’
- Then choose ‘About’
- Select ‘Support Agreement’
- GuideConnect will tell you when your Premium Plan is due to expire

Q. My Premium Plan has expired/lapsed, my GuideConnect is out of date and now I would like to renew. Can I do that?

A. As long as the GuideConnect is still the latest version, you can buy additional years of Premium Plan. If the GuideConnect is an older version or needs updating, you may need to buy an upgrade for GuideConnect before the Premium Plan may be renewed.

Q. How quickly can a Veteran get support with an active Premium Plan?

A. EVAS Customer Service and Tech Support Teams assist Veterans promptly during normal business hours; Monday through Friday, from 9:00 am until 5:00 pm (Eastern Standard Time). Voicemails and emails are responded to within a business day.

Q. What updates are included in the Premium Plan?

A. Any GuideConnect updates or upgrades that are released in the time period of the active Premium Plan. This may include a selection of minor tweaks and fixes to GuideConnect and possibly some new GuideConnect features.

Q. How is an update or upgrade delivered?

A. With an active GuideConnect Premium Plan, there's no waiting for DVDs to arrive by mail – the updates arrive via the internet! GuideConnect will notify you when there is an update or upgrade available right within the program, normally when you select the option to Exit GuideConnect, it will alert you that an update is available and give you options to install or wait.

Q. A Veteran prefers to receive GuideConnect updates on DVD by mail. Is that possible?

A. Yes. Veterans, VA Staff, Trainers or Caregivers assisting them can request a DVD and it can be sent in the mail.

Q. What does a Veteran or VA facility receive as proof of their ownership of GuideConnect Premium Plan?

A. If a VA facility purchases a device with GuideConnect preinstalled from EVAS, the PP details will be included on the Packing Slip and Invoice as well as listed in the EVAS Information Center from the Windows Desktop. If the VA facility purchases only the Software from EVAS, the PP details will be sent by email along with a copy of the Invoice and a large print letter with the same information may also be mailed to the VA facility or Veteran.

Q. A Veteran's GuideConnect Premium Plan is coming to an end. How does he or she renew?

A. Veterans may purchase additional years of the Premium Plan from EVAS or VA facilities may purchase for them. The EVAS Customer Service Team is also happy to help Veterans communicate the request to their VA facility, feel free to contact us! For privacy and HIPAA regulations, EVAS does not contact Veterans directly without them first contacting us.

Q. What support is included with the GuideConnect Premium Plan?

A. Telephone, email and remote access support are included for when you experience problems when using GuideConnect that includes the following:

- Assistance with all technical issues with GuideConnect software
- Help with the use of features that are not outlined in GuideConnect documentation
- Support in configuring an email account **within** GuideConnect's Email Settings menu*
- Removal of any third-party anti-virus software conflicting with GuideConnect and replacement with compatible, anti-virus software that is within the Windows 10 Operating System.

Q. What support is not included with the GuideConnect Premium Plan?

A. Technical support for GuideConnect **does not extend** to the following - please contact the appropriate vendor or service provider about:

- Internet connection problems
- General PC issues or issues with 3rd party applications
- Routine PC maintenance such as Windows Updates
- Routine maintenance and use of anti-virus software
- Creation and administration of third-party accounts such as Gmail, Twitter or Facebook*
- Installation of 3rd party hardware including printers and scanners not purchased from EVAS
- Assistance in finding information online, for example podcast addresses, RSS feed addresses

References

**The GuideConnect web browser provides users with the capability of creating and administering such accounts independently from the Service Providers website.*