

INSTALLATION AND TECHNICAL SUPPORT

Installation and technical support is available via email (techsupport@montereyinstitute.org) or through our Network community website (www.nrocnetwork.org) to each Member within the first 120 days after initiating an NROC Membership Agreement. Any Technical support e-mail that Member sends to the above email address will be responded to by the Organization within 24 hours. If deemed necessary, three hours of free telephone support will be available between the hours of 9:00 a.m. and 5:00 p.m. Central Time Monday through Friday (excluding legal holidays). Additional hours of support are available at our standard technical support rate.

For System or Consortium agreements, installation and customer support is provided for each institution within the system or consortium hosting NROC on their servers and CMS applications.

In order to provide installation and technical support, each Member may be required to provide a login to their CMS environment that will allow the Organization's staff to access any technical issues they may encounter.

Technical support is only provided for issues involving the NROC Library and does not include support for hardware, network, operating system or computer issues related to the Member's CMS, instructors or student end-users.

If Member is reassembling the courses into a proprietary CMS, three hours of installation and technical support will be provided by the Organization as outlined above. Additional support will be billed at our standard support rate.

CONTENT SUPPORT

Members may report any content issues they find to the Organization via email or the Network community site at any time. These issues will be addressed by the Organization as quickly as is commercially reasonable. Members will be notified by the Organization via email and/or through the NROC Network when the issue has been resolved.

CONTENT UPDATES

Content updates are available on a semi-annual basis and will be made available by the Organization to Member through downloads on Organization's website, via CD-ROM, or through the NROC Network.