

Bookminders Support and Maintenance

Problems Accessing the Server

If you are having trouble Logging In to the Server:

- Make sure you have downloaded the Citrix client for the computer you are using. See *Accessing Bookminders' Server* at www.bookminders.com (click the HELP link).
- If the Citrix client is already installed, try logging in from another computer.

Support

If you have questions, or if you experience problems when using the Server, please contact your bookminder or account Manager, or send an email to support@bookminders.com. (Licensees – please send email to licenseesupport@bookminders.com).

Working with Bookminders' Support

If you are contacted by Bookminders' Support personnel, you may be asked to provide your username and password.

- If you do not wish to provide your password, Support personnel may change your password to "support" temporarily.
- You will be notified when Support personnel have finished testing your account and you may change your password back to your preferred password at that time.

Scheduled Server Maintenance

Information about weekly server maintenance is posted on the Server Log On page. Please plan to work around scheduled maintenance times.

- If additional scheduled maintenance is needed, a notice will be posted on the Log On page to allow users to plan work around the scheduled downtime.
- To the extent possible, server maintenance will be scheduled during non-peak hours.

Unscheduled Server Downtime Notification

If unscheduled server maintenance is needed, a notice will be posted on the Server Log On page. Contact your account Manager if you have a question about server downtime, or if you cannot Log On.

- If you are working on the Server when it needs to be re-booted, you should see a pop-up message asking you to log off and save your work. The message should indicate when the re-boot will occur (e.g., 10 minutes, 15 minutes, etc.) and when you can try to log back in.
- If problems occur and additional server downtime is expected, this information will be posted on the Server Log On page (if a message can be posted).
- The message will indicate approximately how long the Server may be down (if known).