

NGSSoftware

Opening an Account

NGSSoftware products are supplied by means of ESD (Electronic Software Download), accessed via a designated secure online account registered to a named holder. All updates and upgrades are received through the named account. Support of the account is maintained for the term of lease. Lease terms provide for 1, 2 & 3 year contracts, short term lease 'Per Engagement' or annual lease terms.

Your Account

Opening an account for a company/individual

Registration of an account is set-up dependent on the requirements of the company/individual.

A registered USERNAME & PASSWORD are required to access your secure online account.

The USERNAME can either be registered to an individual's valid email account or can be registered to a valid email account registered to the company/department who will be assigned the use of the product.

The PASSWORD is set by the company/individual when first accessing their account.

As an example:

Registered to individual- USERNAME- John.Smith@ngssoftware.com

PASSWORD- XXXXXXXX

Registered to company/department – USERNAME- Itdept@ngssoftware.com

PASSWORD- XXXXXXXX

We would ask you to please inform us as how you wish NGSSoftware to register and open your account. Please remember to only supply the required USERNAME, as the password is private and will only be know by the company/individual. The password is set by the company/individual when first logging on to the account, ensuring to keep this in a safe place to prevent un-authorised access of account.

A valid email address is required for the purpose of password validation. Should the company/individual forget the password another will be required to be requested. This is received via an automated request/response, which is forwarded to the client's registered account (USERNAME).

Registered Names/Individuals:

A list of named individuals in addition to the main account holder can be forwarded to NGSSoftware.

These named individuals are registered within the records of the company/individual account, and are for specifically the purposes of receiving



update information in regards to the product/s (account), which the company/individual have purchased.

Notification of Product Changes:

It is the policy of NGSSoftware to keep all clients informed of any changes made to the products. This ensures all our clients are kept updated with the latest release information.

Having more than one recipient of this information will ensure that the details will be received.

Adding account details to this list would require full name and email address of each individual or a common mailing account to which all subscribers/users are registered.

Maintaining Your Account:

In the interest of NGSSoftware and yourself it is important to keep all account records up-to-date. This will prevent any confusion and delays in reply. We would therefore urge you to inform us of any changes being made to your account.

Please forward any changes to jim@ngssoftware.com

Account Information:

Required by NGSSoftware are the following standard details:

1. Full Company Name
2. Address including zip code
3. Location/Country
4. Phone/ Fax numbers.
5. All Contact Names/ Email for Support of Software

Supply of this information is used should mail/phone contact be required for support or enquiries

