

ANNUAL

Remote Desktop Support and Software Maintenance



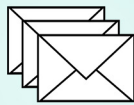
www.TURNSTILES.us Annual Remote Desktop Support and Software Maintenance provides comprehensive upgrades and personalized support with your purchase of EntraPASS software through www.TURNSTILES.us.

Annual Remote Desktop Support and Software Maintenance includes:

- Support Services Applicable to EntraPASS Global Edition and EntraPASS Corporate Edition Access Control Software
- Non-Scheduled Emergency Assistance
- Scheduled Non-Emergency Assistance
- 1 Annual Software Update as deemed beneficial
- 1 Annual Firmware Update as deemed beneficial

Valid for 1 year from the date of purchase. Conditions Apply.

Submit your questions directly to your representative by email
Call any time for emergency assistance or to schedule non-emergency assistance
Share screens with your representative for fast and easy assistance



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REMOTE DESKTOP

www.TURNSTILES.us/support/

COMMON TOPICS

Remote Desktop Setup and Installation
User Training and Demonstration
Software Features Overview
Database Programming and Maintenance
User Management
Optimization and Troubleshooting

System Integration Software Settings:
Turnstile and Door Monitoring
Audio/Video CCTV, Alarm Status
Access Control Reader Integration
Time and Attendance Tracking
Additional ExtraPASS Workstations

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SUPPORT AGREEMENT

Terms and Conditions

TURNSTILES.us Annual Remote Desktop Support and Software Maintenance ("Support Agreement") is a service agreement that provides comprehensive upgrades and support with your purchase of EntraPASS software through www.TURNSTILES.us. Queries may be sent and addressed directly with your representative via email, phone, or screen sharing methods. Valid for one year from the date of purchase. Conditions apply. Refer to Support Agreement documentation for details.

Please Note, TURNSTILES.us Annual Remote Desktop Support and Software Maintenance eligibility will be voided under the following circumstances:

- Failure to adhere to provided schematics will void continued support.
- Any unauthorized modifications to the provided system will void continued support.
- Local reprogramming of EntraPASS software is prohibited.
- All hardware and software products used with the system must be purchased through TURNSTILES.us.
- Products obtained from third parties are not covered under the support scope.

If a previous Support Agreement is voided due to these policies, the contractor may purchase a new Support Agreement with the same conditions moving forward.

These measures are in place to ensure the integrity and reliability of the systems we design and program.

See our website for complete documentation: www.TURNSTILES.us/support/