

Description of Support Services

Regular Support

Regular Support includes but is not limited to:

- Providing technical support on issues arising during use of the Z Software suite
- Assistance with configuration settings and backups
- Forwarding bugs identified and enhancement requests to our development team

Emergency Support

Emergency support issues are:

- Cannot use Z Software on all computers
- Cannot process scripts or sales
- Not able to print Dispense labels
- Not able to print Script Repeats
- Scripts not sending to PBS Online
- Cannot scan paperless scripts

Support services does not include assistance with the following issues, which fall outside of the Z Software suite:

- IT environment: networking, Windows updates, installing computers, printers or other hardware
- Resolving third party software issues
- Issues resulting from user error e.g bulk merging patients or editing stockcards incorrectly
- Issues with third party backups e.g Google Drive, OneDrive etc.
- Issues with PRODA/HPOS

Support Hours

Regular Support	Hours (AEST/AEDT)
Weekdays	8:30 AM to 5:00 PM

Emergency Support	Hours (AEST/AEDT)
Monday to Friday	5:00 PM to 9:00 PM
Saturday and Sunday	9:00 AM to 5:00 PM
New South Wales and Australian Public Holidays	9:00 AM to 5:00 PM
ANZAC Day	12:00 PM to 5:00 PM
Good Friday, Easter Sunday, Christmas Day, Boxing Day and New Year's Day	CLOSED

Z Software reserves the right to charge additional fees for support provided outside of Regular and Emergency Support hours.

Contact Us

For any major outages and issues, please refer to your email, our communication tool within Z Dispense, our Facebook Users group (<https://www.facebook.com/groups/511997649003326/>) or our website (<https://zsoftware.com.au/>) for announcements.

We currently have multiple support channels to contact us. It is highly encouraged to refer to our Help Portal first as there are excellent support articles available that should help you with most situations.

Z Help Portal

You can log a ticket through the Z Help Portal. You will also find lots of useful guides and release notes that might help you with your query.

<https://help.zsoftware.com.au/hc/en-us>

Phone Support

Call: (02) 8543 9944 | (03) 9988 0772 | (07) 3054 1277 | (02) 8543 9942

All calls are answered by the Z Software support team based in Sydney during Regular and Emergency Support hours. You can also select to leave a voicemail for a call back.

Email Support

You can request support by emailing support@zsoftware.com.au. If your request is an Emergency issue, please add 'Urgent' to the subject line and give a brief description of the issue. We recommend that if a matter is urgent that a phone call to support is a better option.

Customer Feedback

You can ask to escalate your issue if you feel like it has not been resolved, or the service you have received is unsatisfactory.

Please feel free to email us with any feedback, both complaints and compliments to feedback@zsoftware.com.au