

## Midnight Coders' HelpDesk Guidelines

Congratulations! You now have commercial support for your WebORB-powered project. An account has been created for you in the Midnight Coders' HelpDesk. This is where you will initiate all requests for support.

This guide will help you understand how to access and use your support benefits, so you can experience the best from Midnight Coders.

### Midnight Coders' HelpDesk Access

- To access your Midnight Coders' HelpDesk account, please go to this URL <http://www.themidnightcoders.com/support/customer-login.html> and type in your username and password. If this is your first time accessing your account, please use your email address as your username and change it as your temporary password.
- No support will be provided until a ticket is registered first in the Midnight Coders' HelpDesk. (If you call before initiating a ticket in the HelpDesk, you will be routed to the HelpDesk.)

### Development Support Tips

- Development support is support for issues that occur before deploying a new application (including new features to an existing application in production) into a live production environment.
- Development support, while very important, has second-level priority to production support issues. This means emergency production issues will be attended to before development support issues.
- All development support issues must be submitted into the Midnight Coders' HelpDesk for resolution. (Do not contact Midnight Coders' technical staff directly via email to resolve support issues.)
- No development support will be addressed via the phone before first being addressed in the Midnight Coders' HelpDesk.
- Phone support in development is authorized only for companies that have purchased phone support.
- All development support issues will be attended to within 72 hours (sooner when absolutely possible).
- When submitting a request for support, supply as exhaustive detail as possible. Include log files, code snippets, etc.
- Contact your account manager if your development support issue is not being addressed in a timely manner.

### Production Support Tips

- Production support is support for issues that occur with an application running in a live production environment.
- Production support issues will have priority over development support issues.
- All production support issues must be submitted into the Midnight Coders' HelpDesk for resolution before escalation to phone support.
- Customers with phone support may call 888-MYWEBORB, option 2 after posting the issue in the Midnight Coders' HelpDesk.
- 24x7 customers must execute the escalation process immediately upon submitting the support issue into the Midnight Coders' HelpDesk. The escalation process is described in the SLA provided to your company. Make sure to escalate via phone if you have a production issue that has rendered your application non-operational.
- The most critical Production support issue is when your application crashes and you have no work-around. This is when you need to call us immediately per the escalation process defined in your SLA.
- Contact your account manager if your production support issue is not being addressed in a timely manner.

### Account Managers

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