Most support sessions are scheduled in one hour increments. We only decrement your account for the actual time used. Example: If you purchase one hour of time and your support session only lasted 45 minutes you still have 15 minutes available for the next session.

When you send a support request we look at the service to be provided and if we feel the requested time is insufficient to cover the service, or if the account does not have enough time available to cover the service, we will notify you with a request to add support time to your account prior to the session.

Assumptions based on:

1. Currently available operating systems and hardware.
2. High speed Internet connections
3. No Firewall, AntiVirus, Network security or other connectivity restrictions.
4. A backup having been done.
5. Older systems may require additional time.

These time estimates are based on experience and are not a guarantee that the requested service can be provided in the estimated time.

Basic "how to" can be provided in 1 hour sessions.
Basic training can be provided in 1 to 2 hour sessions.
Admin training can be provided in 2 to 4 hour sessions.

Initial installation can be provided in: (using your downloaded setup file)
        Server – 1 hour
        Workstation – 30 minutes

Upgrade installation can be provided in: (using your downloaded setup file)
        Server – 30 minutes
        Workstation – 15-20 minutes

Configuration: User setup, user and system security, screen and field customization, lookup lists, and more is to variable to estimate. Call to discuss your service needs: (405)202-3068.

RJ Consulting Services