



oncology management solutions

Support Handbook

Welcome

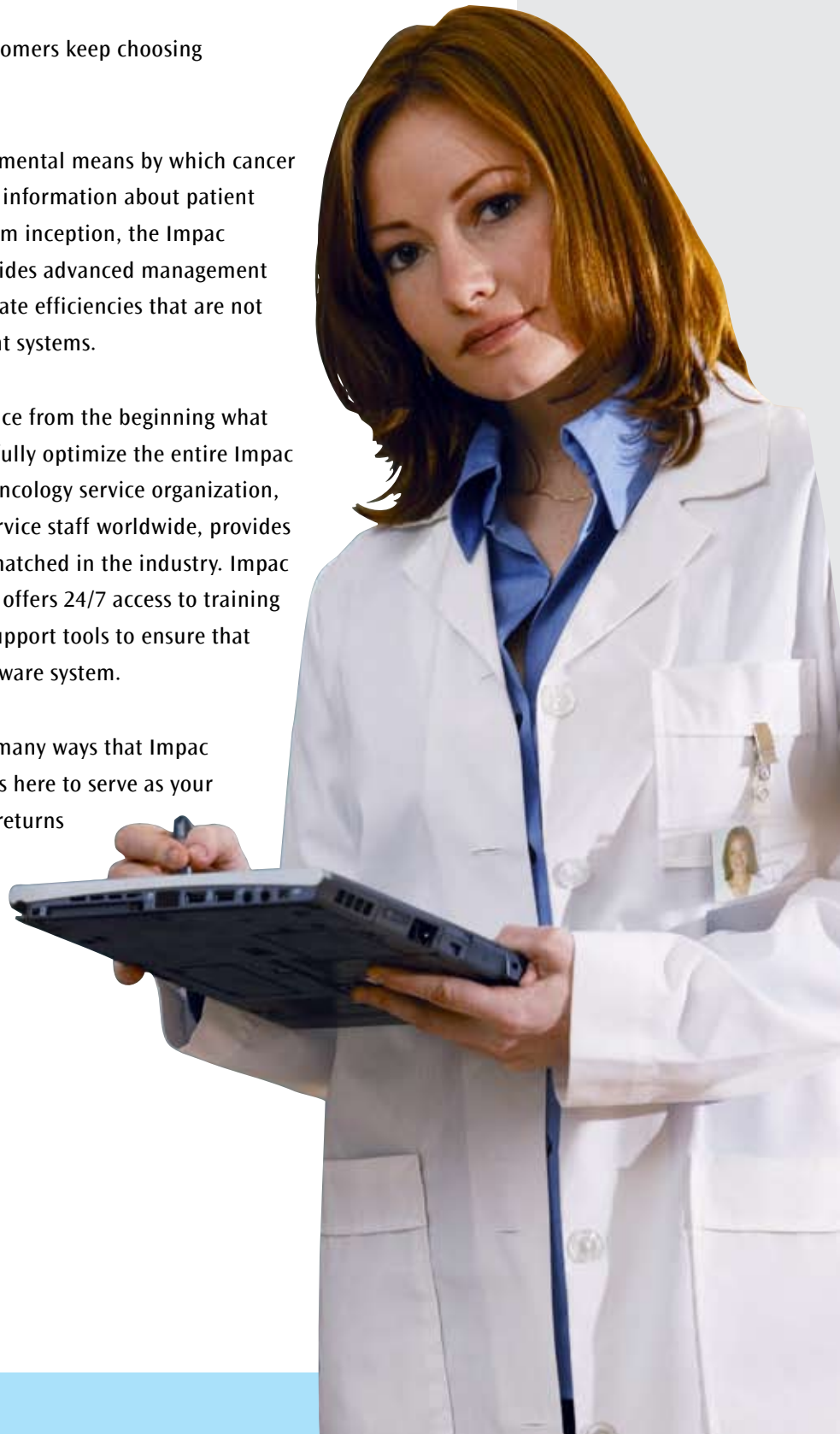
Since 1990, Impac Software, an Elekta company has been a leader in developing high quality management systems to support the latest innovations in cancer therapy. Nearly 20 years later, Impac Software's complete line of clinical and administrative systems are in operation at more cancer facilities worldwide than any other management tool.

There are a number of reasons why customers keep choosing Impac Software year after year.

The Impac Software system is the fundamental means by which cancer care professionals communicate critical information about patient care. Built as an integrated platform from inception, the Impac Software electronic medical record provides advanced management features to streamline workflow and create efficiencies that are not available in other oncology management systems.

Impac Software customers also experience from the beginning what it means to be part of a partnership to fully optimize the entire Impac Software system. Our customer-driven oncology service organization, which now comprises more than 100 service staff worldwide, provides product depth and expertise that is unmatched in the industry. Impac Software's customer support portal also offers 24/7 access to training videos, documentation and advanced support tools to ensure that you get the most out of your Impac Software system.

This handbook guides you through the many ways that Impac Software's global support organization is here to serve as your partner, helping you to realize positive returns on your oncology management system and becoming a true extension of your organization.





Personalized Services

Your Performance. Our Pride.

Advanced Education & Training

Keep pace with the latest technological and clinical advances
www.impac.com/onctraining

SupportPlus

Bring the power of Impac Software's training and support organization straight to your desktop
supportplus.impac.com

STRATEGIQ™

Add clinical and operational value to your cancer program using professional services.
www.impac.com/strategiq

Impac Software Customer Support

www.impac.com
Tel 1.800.488.4672

Oncology Expertise

Providing customer-driven support with superior product depth and expertise

Customers First

Delivering the best customer experience and guaranteed uptime

Sophisticated Technology

Enabling real-time, 24/7 access and remote support capabilities

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Service Plans

After the completion of the first year of service, Impac Software offers all customers the option of purchasing an annual Maintenance & Support contract. Customers may choose from one of three levels of support: Basic, Standard and Premium. Each contract is renewable annually, allowing you to select the plan that best meets the needs of your facility in a given year – from upgrades only to full-service Premium support.

Service Plan Fees

Fees for the service plans are based on the total license fee of the software contract.

Service Plan Comparison

See Standard Support and Premium Services for more information.

Extended Protection Plan

You decide what. You decide when. Extend the life of your products, maximize system use, and help protect your facility against unforeseen needs with Elekta’s Extended Protection Plan. You can now bank a fund in your oncology service contract and hold it in reserve to purchase any part of the Elekta portfolio at any point in the contract. Get the protection you can trust with Elekta’s Extended Protection Plan.

SUPPORT SERVICE	BASIC PLAN	STANDARD PLAN	PREMIUM PLAN
SOFTWARE UPGRADES			
EFACTS SERVICE BULLETIN			
SERVICE ALERTS			
TELEPHONE SUPPORT	ON DEMAND SERVICE FEE	BUSINESS HOURS	24/5
EMAIL SUPPORT	ON DEMAND SERVICE FEE	UNLIMITED	UNLIMITED
USER MEETINGS	UNLIMITED	UNLIMITED	UNLIMITED
REGIONAL COMMUNITY PROGRAM			
ONLINE SUPPORT - SUPPORTPLUS	LIMITED	UNLIMITED	UNLIMITED
MY IMPAC			
SOFTWARE UPDATES			
DOCUMENTATION LIBRARY			
KNOWLEDGEBASE			
ONLINE DEMONSTRATION SYSTEM			
TRAINING VIDEOS			
ONLINE TEMPLATE SHARING			
SUPPORT FAQS			
PRODUCT SUGGESTION FORM			
MONTHLY ACCOUNT MANAGEMENT			
TEST SERVER CONFIGURATION			
ON-SITE TECHNICAL SERVICE VISIT			
REPORTING SERVICE PACKAGE			

Standard Support

Product Upgrades

Since introducing our oncology management system in 1990, Impac Software has released at least one major upgrade every year with significant feature enhancements. Upgrades are managed by Impac Software upgrade specialists, working in collaboration with information technology personnel at customer sites. Upgrades are typically performed remotely and scheduled to ensure little or no downtime. All Impac Software customers on an active support contract receive software upgrades free of charge. Information about these upgrades is distributed by email via our bi-monthly service bulletin, eFACTS, and within the SupportPlus section of our website. All customers must submit a valid and complete upgrade checklist to join the queue for upgrades. Customers with Premium support will be notified of all upgrades by the Impac Software Site Manager as part of monthly account management.

eFACTS Electronic Service Bulletin

eFACTS, Impac Software's bi-monthly email service bulletin, is the best way to stay up-to-date on service and event information related to Impac Software's oncology management system. eFACTS includes notification of current and pending software upgrades, upcoming events and training opportunities, and important service announcements. Designed to be easy to review, eFACTS includes hyperlinks to SupportPlus for more detailed information. Our support organization is committed to proactively working with you to prevent problems and to continually improve efficiency; eFACTS is a key factor to our mutual success. All Impac Software customers on an active support contract are eligible to receive eFACTS.

To subscribe to the eFACTS distribution list, please use the My Subscriptions feature of My IMPAC in SupportPlus (<https://supportplus.impact.com>).

Service Alerts

In addition to our bi-monthly eFACTS support bulletin, Impac Software distributes periodic service alerts regarding critical support issues. All customers on an active support contract with a valid email account in our database receive service alerts, unless you have opted-out using the My Subscriptions section of My IMPAC in SupportPlus.

To update contact information in the database, log into SupportPlus and visit My IMPAC to get direct access to your Impac Software account. If you have problems with this service, email support@impact.com.



Telephone Support

Impac Software provides phone support to all of our customers worldwide on a Standard or Premium support contract during regular business hours, Monday through Friday from 8:00am to 5:00pm, local time. Dedicated support coordinators answer all calls and route them to one of our many qualified support representatives. Phone support is offered in the United States toll-free by dialing 800-488-4672. Customers outside of the United States should reference the Impac Software phone support list online: www.impact.com/phonesupport.

Customers with the Premium support package receive unlimited phone support, 24 hours a day, 5 days a week. This Premium service is also available a la carte to customers on Standard support. To learn more about the Premium support package, visit www.impact.com/premium.

Customers with Basic support are required to pay on-demand for telephone support during their local business hours. Basic support customers are not eligible for 24/5 phone coverage.

Email Support

All customers on a Standard or Premium support contract may contact Impac Software with questions about the Impac Software oncology management system at support@impact.com. Once we receive your email, we will distribute a confirmation and will either contact you by phone or email to follow-up, depending on the nature of the question. All email correspondence is tracked in our customer tracking system and monitored to ensure timely response. Customers with Basic support are required to pay on-demand for support services via email.

User Meetings

Impac Software holds annual customer meetings worldwide free of charge for all customers on an active support contract. These meetings provide an excellent opportunity to learn about using more features of the Impac Software system to maximize personal work efficiency and to meet with Impac Software product management and support teams who actually develop, install and service your system. Bring several members of your team (registration is unlimited) and take advantage of the diverse agenda that varies from year to year. Registration for annual customer meetings is free; however, travel expenses are the responsibility of the customer.

Regional Community Program

Impac Software sponsors a Regional Community Program to help develop and foster regional customer networks to fully leverage all aspects of the Impac Software oncology management system. All Impac Software customers are eligible to attend any Regional Community meetings that are offered in their area. Regional Community meetings are organized by regional Impac Software customer representatives (Host Sites) working in collaboration with local customers in a given region. Although Impac Software provides guidelines for administering these events, the Host Sites are responsible for designing and executing the agenda based on the needs and interests of the region. The typical agenda includes several customer presentations and networking opportunities, and Host Site responsibilities rotate every year. Impac Software supports these meetings by providing annual Host Site Educational Grants and co-marketing through SupportPlus.

SupportPlus

In addition to phone and email support, Impac Software also provides an Internet-based support tool that brings the full power of our support organization straight to your desktop. Turn to SupportPlus for anytime access to installation and troubleshooting documents, product upgrade information, training videos, My IMPAC, and much more. Access to SupportPlus is restricted to customers on a support contract, so you must register for a SupportPlus user name and password by visiting the Impac Software website (<https://supportplus.impact.com>).



There is no limit to the number of SupportPlus accounts per site with a valid support contract, but most of the features within SupportPlus are restricted to customers with Standard or Premium support plans. Customers with Basic support will only have access to My IMPAC and software updates.

My IMPAC

My IMPAC is a feature of SupportPlus that gives you direct access to your Impac Software account. This feature offers Impac Software customers an unmatched service advantage to monitor any support issues that may arise with the Impac Software oncology management system. With My IMPAC, customers can easily access up-to-date information regarding installed products, maintenance and support status, staff records, network profiles and even service calls. By providing the flexibility to enter, edit and review support data and calls online, Impac Software is able to maintain a constant dialogue with your center to ensure account information is always up-to-date and service issues are effectively addressed and resolved. All customers on an active support contract are eligible to use My IMPAC.



Software Updates

In addition to major system upgrades, Impac Software occasionally issues minor updates or patches to provide additional features between major releases and to ensure ongoing system compatibility with third-party hardware and software. All customers on an active support contract are eligible for security patches via the Online Resources section of SupportPlus. Specific instructions are included with each file.

Documentation Library

Impac Software publishes comprehensive product documentation in SupportPlus to support customers in using all of the capabilities of the Impac Software system. System documents include checklists, product notes, release notes, reference manual, technical requirements and training material.

Knowledgebase™

The Impac Software Knowledgebase currently provides answers to more than 500 frequently-asked application and technical support questions. Impac Software adds new answers daily based on the information gathered working with clients in the installation, training and support process. The Knowledgebase is restricted to customers with Standard or Premium support.

Online Demonstration System

Impac Software allows customers with active Standard or Premium support contracts to view new versions of our software in pilot production. Using this unique online demonstration system and a Citrix ICA client, customers can test out new features to better prepare for their next upgrade. For more information on how to connect, please visit SupportPlus at <https://supportplus.impac.com>.

Training Videos

SupportPlus contains an extensive library of training videos to help further educate staff on specific features of the Impac Software oncology management system. These short videos do not substitute for more detailed training classes, but serve as excellent refresher courses or orientation for new team members. Training videos are restricted to customers with Standard or Premium support.

Online Template Sharing

SupportPlus features a tool for sharing items such as document templates and custom reports with other Impac Software customers. These tools are great resources for customer networking and collaboration to help further improve the delivery of cancer care. This feature is restricted to customers with Standard or Premium support and is available in the Online Resources section of SupportPlus.

Support FAQs

Impac Software regularly compiles the top 10 support questions for Radiation Oncology, Medical Oncology, and Billing and publishes answers to these questions on SupportPlus. Impac Software's "Top 10s" help you review common support answers the quickest way possible.

Product Suggestion Form

Many suggestions for new development and product enhancements come from Impac Software customers just like you. Any Impac Software customer may submit product feedback directly to our product managers by using the suggestion form in SupportPlus. This innovative tool distributes your input directly to the relevant Product Managers for the feature or product referenced in your recommendation. This service ensures that your feedback gets to the person who has the most influence on future developments.

The screenshot shows the 'Product Suggestion' form in the SupportPlus application. The form is titled 'Product Suggestion' and includes a navigation menu at the top with options like 'My IMPAC', 'Dashboard', 'Billing', 'Laboratory', 'Pathology', and 'Help'. The user is logged in as 'Welcome Jennifer' with the email 'jennifer@impac.com'. The form contains several sections: 'Product Suggestion Form' with a note to ensure suggestions are correctly processed; 'This suggestion submitted by' with fields for Last Name, First Name, Title, Organization, Email Address, Business Phone, and a checkbox for 'IMAC Client Services representative'; 'This suggestion related to' with dropdown menus for Product, Other Product, and Current Product Version; 'Describe the reason for making your suggestion' with a text area and a dropdown for 'How often does this situation occur?'; 'Describe the impact on your day-to-day operations' with a text area and a dropdown for 'Estimate the cost to you'; and 'Describe your suggested solution' with a text area and a dropdown for 'Detailed Description (See example below)'. A sidebar on the left contains 'My Links' and 'Latest News' sections.

Premium Services

Premium services are offered as an upgrade to the Standard support plan to provide customized support and service.

To learn more about Premium services, contact your local sales manager, email salesinfo@impac.com or visit us online at www.impac.com/premium.

Monthly Account Management

Customers with monthly account management will be assigned an Impac Software Site Manager to provide enhanced support for your organization. The Site Manager has extensive experience supporting and maintaining the Impac Software oncology management system and will be responsible for reviewing your account on a monthly basis. The Site Manager will organize a monthly conference call with your designated representative(s) to communicate information about new product upgrades, distribute additional training material, and help resolve any outstanding support tickets. In addition, the Site Manager will ensure that your organization is kept well informed of upcoming training events and will offer assistance in completing documentation required for upgrades.

Test Server Configuration

Impac Software's global support team can assist you with configuring and maintaining a test server that can be used as a safe environment for validating new products and releases prior to implementation at your facility. Our upgrade specialists will perform upgrades remotely to your test system and assist you in testing interfaces to any or all of your third-party devices. While it is your responsibility to procure all hardware and third-party software (e.g. Microsoft SQL database engine) necessary for the test environment, Impac Software will install and configure the software test system in addition to the clinical system in use at your center.

On-site Technical Service Visit

Impac Software's service representatives have expertise installing and maintaining the software, hardware, local and wide area networking, and device connectivity that is essential to the operation of your Impac Software oncology management system. Whether you need help with your hardware or network, or you need assistance moving to a paperless or filmless environment, Impac Software service representatives have the knowledge and know-how to help you attain your goals. With this service, an Impac Software service representative will make one three-day technical service visit to your site per year.

24/5 Phone Support

All customers on Standard support are entitled to phone support during normal business hours (8:00am to 5:00pm, local time, Monday-Friday). Customers with Premium service will have access to 24-hour phone support, Monday-Friday. Access begins at 12:01am Eastern Time (US) on Mondays and ends at 8:00pm Eastern Time (US) on Fridays. Phone support is offered in the United States toll-free by dialing 800-488-4672. Customers outside of the United States should reference the Impac Software phone support list online: www.impact.com/phonesupport.

Reporting Service Package

Customers who want to take full advantage of Impac Software's reporting capability are encouraged to purchase the reporting service package. This package includes the Multi-ACCESS/MOSAIQ data dictionary for creating customized reports as well as an instructor-led training course on writing custom reports. Find details online at www.impact.com/premium.

Premium Support Package

Customers may purchase a complete Premium Support Package as an enhancement to Standard support. To learn more about the Premium Support Package, visit us online at www.impact.com/premium.

Add-On Modules

Once you have completed the implementation process and have been using the Impac Software oncology management system for a period of time, you may want to customize your system further to meet your facility's unique workflow and other needs. IMPAC offers several options to complement your Impac Software oncology management system and meet your ongoing product and service needs. Please contact us at lifecycle@impac.com for more information.

Education & Training Courses

Impac Software understands the need for in-depth system training beyond the services offered within the standard implementation package. We offer fee-based educational courses designed for your entire department – from experienced users to those with little working knowledge of the Impac Software oncology management system. Most courses are offered at our support offices in the United States, but some are also offered regionally in other locations in the United States, Europe, Asia and Australia. Fee-based courses are usually offered in conjunction with major tradeshows such as ASTRO, AAPM, ASCO and ESTRO, as well as the Impac Software Medical Oncology Summit. Onsite courses are also available. Visit the Training Events section of our website for complete details at www.impac.com/onctraining.

Custom Reporting Services

Although MOSAIQ currently features more than 180 standard reports, Impac Software realizes that some customers have unique reporting requirements. To meet your needs, Impac Software offers a complete line of fee-based custom reporting writing services. Our Reporting Specialists are not only familiar with Crystal Report Writer, but also with the MOSAIQ database.

STRATEGIQ™ Consultation Services

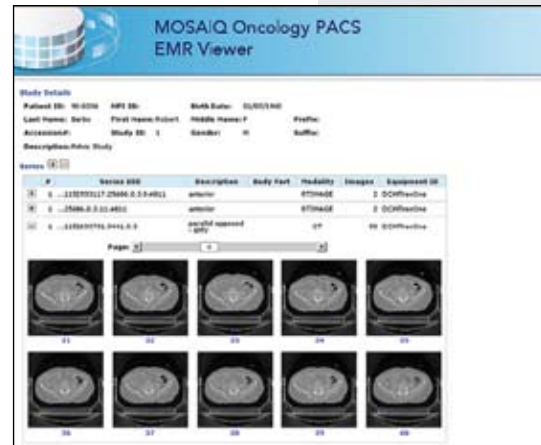
STRATEGIQ Consultative Services help maximize your technology investments, adding clinical and operational value to your oncology program. Our STRATEGIQ professionals offer customized process engineering and project management services, working directly with key staff from your organization to dissect and improve your current operations. The goal is to standardize and optimize your processes to support consistent, efficient and repeatable care delivery and administrative processes within the context of the Impac software while minimizing the use of paper. Other services include operational and outcome analysis, ROI analysis, RFP creation/evaluation, capital planning, strategic planning and new cancer center planning.

SYNERGISTIQ™

SYNERGISTIQ is Impac Software's unified therapy treatment console environment that eliminates bottlenecks associated with simultaneously managing otherwise complex image-guidance and delivery processes. SYNERGISTIQ integrates MOSAIQ and Elekta Synergy® into a consolidated and synchronized user interface that coordinates the various systems required for Image Guided Radiotherapy. Use SYNERGISTIQ to improve workflow with Elekta Synergy.

MOSAIQ® ONCOLOGY PACS

MOSAIQ Oncology PACS is Impac Software's image storage and archival system specialized for the oncology care practice. By uniting diverse systems and devices, Impac Software provides a central repository for all oncology data and images, and a single tool to streamline the cancer therapy process as a whole. Visit www.impact.com/oncologypacs for more information.



MOSAIQ® Setup Intelligence*

MOSAIQ Setup Intelligence is Impac Software's image registration system that captures, documents and analyzes positional shift information resulting from setup variations in conventional, IMRT and IGRT delivery techniques. Regardless of localization/immobilization method, Impac Software's Setup Intelligence ensures that the correct patient and reference image is selected for localization, facilitates required adjustments, records the image to document actual treatment position and saves the degree of shift for subsequent trend reporting. Visit www.impact.com/setup for more information.

ANALYTIQ™ Premier Data Analysis

ANALYTIQ Premier is Impac Software's data analysis tool that provides the ability to thoroughly review and evaluate data collected by Impac Software's line of cancer care solutions. The information compiled in the course of routine use of the Impac Software system provides a valuable source of oncology data. ANALYTIQ 'closes the loop' by providing an efficient means for analyzing Impac Software oncology data to facilitate decision-making and promote continual quality improvement. Visit www.impact.com/ANALYTIQ for more information.



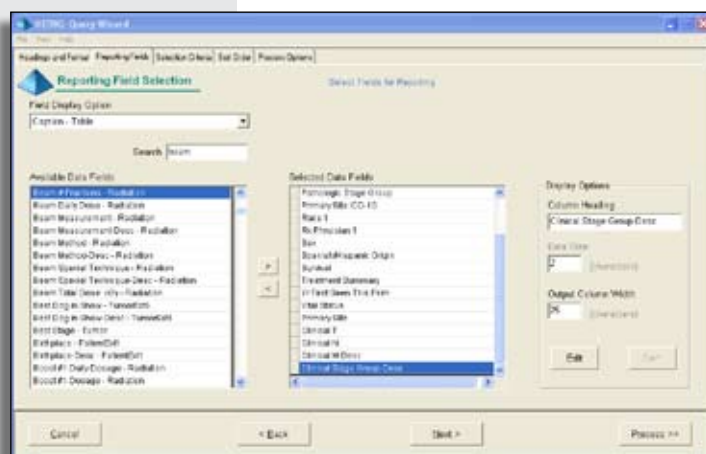
*Setup Intelligence is a module of ViewStation.

ESI: Lab Instrument Interface*

With Impac Software's lab instrument interface, you can connect MOSAIQ directly to most CBC, Chemistry, Coagulation, Urinalysis and Tumor Marker lab analyzers without a Laboratory Information System (LIS) intermediary. A work queue is provided to manage orders and print barcode labels and a "verify and release" window facilitates evaluation of lab results before posting results to the patient chart.

Multi-ACCESS Connect & MOSAIQ® Connect

Customers who use one of Impac Software's cancer registry products (METRIQ™ Premier, Précis Central and MRS) in addition to Multi-ACCESS and MOSAIQ® can further streamline data collection and reporting using our connectivity interface product. Multi-ACCESS Connect and MOSAIQ Connect automate case finding and follow-up by electronically importing demographic and tumor information on new suspense cases and updating date of last contact on cases already in the registry database. Visit www.impac.com/registry for more information.



*Instrument Manager™ by Data Innovations, Inc. is a component of this interface.

Other Support Programs

Service Advisory Board

As part of Impac Software's continued commitment to improving and enhancing our entire support and service offering, our management team works closely with a Service Advisory Board (SAB) consisting of Impac Software customers just like you who advise us in all areas of customer service. Impac Software solicits nominations to the board via an applications process, and applications are accepted on a rolling basis. New members are appointed yearly. Customers interested in participating in the SAB should contact support@impac.com for more information. Impac Software also encourages you to provide feedback to this group by sending email to support@impac.com.

Customer-Sponsored List Server

Although Impac Software does not currently organize its own customer discussion groups beyond the Service Advisory Board, we do offer registration information for customer-supported list servers. The purpose of these e-mail based mailing lists is to help customers share knowledge and experiences of using the Impac Software system. There are currently two supported customer list servers – one for Radiation Oncology and one for Medical oncology. They are independent of Impac Software, but registration directions are posted within the SupportPlus section of the Impac Software website. The list server is not supported by, or affiliated with Impac Software, and membership is independent of support contract.

Open RT Certification™

Open RT certification is a program that Impac Software helped to establish to confirm a vendor's commitment to proactively develop and adhere to interface standards that ensure necessary clinical data is transferred between software systems in the oncology center workflow. It includes service partnerships to guarantee smooth implementation and one-call customer support. With Open RT certification, you can purchase the treatment planning system and the EMR/V&R system of your choice, confident in the knowledge that the two will communicate seamlessly. Participating companies currently include Elekta/Impac Software/CMS Software, Nomos and Philips (ADAC). More information is available online at www.impac.com/openrt.

Oncology Data Alliance

The Oncology Data Alliance (ODA) is a complimentary service program designed to help Impac Software's oncology management customers improve data quality. ODA participants have the ability to run quality reports and analyze missing data fields in the electronic medical record to help maximize and improve the use of the Impac Software system. As part of the alliance, you also have unlimited access to an online version of the ANALYTIQ™ software to help you analyze your own de-identified data and compare your business against other Impac Software customers. Membership is completely voluntary and free of charge. Visit us online at www.impac.com/oda to learn more.

Service Policies

Impac Software has always focused on continually improving our support services to best meet our customer needs. All support staff now attend Impac Software University, an extensive 10-week training course, designed to educate Impac Software support staff on topics ranging from technical service and troubleshooting techniques to advanced application use. We have also expanded our phone system to ensure that support calls are not only answered more timely but that they are triaged to staff with the relevant skill set to address your concerns more efficiently.

Impac Software has developed new online support features within My IMPAC in SupportPlus to ensure that our customers have access to the most advanced technologies in support of their oncology management system. Our goal, simply, is to provide an unparalleled level of support in our industry and to constantly evaluate ways that we can continue to improve the service level we provide our customers.



Telephone & Email Support

All support calls to the Impac Software phone support list will be answered by a support coordinator from 8:00am to 5:00pm, local time, Monday-Friday. Support coordinators will triage calls 24 hours a day, 5 days per week for customers with Premium 24/5 phone support.

When you contact Impac Software through the numbers on the Impac Software phone support list, the support coordinator will ask you to provide your name, your phone number, your email address and a brief description of the problem. It is the responsibility of the Impac Software support coordinator to determine the nature of the call and forward it to the most appropriate support specialist.

You can also email any of your questions or suggestions to us at support@impac.com. Once we receive your email, we automatically confirm receipt then contact you in a timely fashion either by phone or email, depending on the nature of the question.

All calls and emails to Impac Software are documented in Impac Software's electronic call handling system and monitored for timely response and resolution. All call information is also available to you through the My IMPAC feature of the SupportPlus section of the website.

Response Times

Impac Software support answers all calls in the order they are received. Once you explain your issue to your local support coordinator, you will be connected immediately to a qualified support specialist.

The Impac Software support coordinator will provide a ticket number for all new ‘calls’ (i.e. new issues to be documented and tracked). Your ticket number may be referenced to connect you with the appropriate staff in the event that your call requires additional follow-up.

Emails sent to support@impac.com or calls opened via My IMPAC are added to the call queue and time-stamped to ensure we respond within one business day of receipt; however, response times are usually much faster. Note that email support requests or calls opened via My IMPAC are considered important, but non-urgent; if you require urgent help, please call us at the regional number provided on the Impac Software phone support list.

Impac Software also has a detailed escalation procedure to ensure that high priority calls are handled in a timely and complete manner.

On-site Service

In the event a problem appears to be unrelated to Impac’s software, Impac will continue to assist you remotely and, if requested, provide on-site service if necessary. Please see your purchase and license agreement for more details.

Upgrades

Impac Software typically releases at least one major software upgrade every year. Customers are notified of all upgrades via the eFACTS electronic service bulletin. You may request an upgrade by completing an upgrade checklist. An Impac Software upgrade specialist will contact you within two weeks of receiving your checklist. Remember, your site will not be placed into the upgrade queue until we receive your completed upgrade checklist.

If your center ever requires a software upgrade for safety reasons, Impac Software will contact you to begin the upgrade. Feel free to contact Impac Software support at any time to learn more about the latest production and beta software versions. Release updates and documentation are also available by visiting supportplus.impac.com.

Customer Responsibilities

Perform Routine Backups

Impac Software strongly advises that you backup your database nightly. We recommend that you perform incremental backups on weekdays and a full backup during the weekend. Ideally, you would run a full database backup every night. It is extremely important to verify the integrity of your backups on a regular basis (at least every three months) by restoring the database from backup and verifying the integrity of the data. For more information, please refer to the Impac Software backup recommendations document available in the SupportPlus Documentation Library.

Register for SupportPlus

SupportPlus is the cornerstone of Impac Software's online support structure. As soon as you become an Impac Software customer, you are eligible for an account and there is no limit to the number of people at your site who may have an account. Register online by following the instructions at supportplus.impact.com.

Register for eFACTS

Because eFACTS is the primary communication tool to keep you informed of service announcements, users meetings, training events, regional symposia and upgrade status, it is critical that you register for this bulletin as soon as you join the Impac Software family. Make sure that your email system does not block incoming messages from Impac Software, and keep your records current by using the My IMPAC feature of SupportPlus. For your convenience, all past issues of eFACTS are archived on SupportPlus.

Post-Upgrade System Test

Once your production system has been upgraded, Impac Software requires that you complete a post-upgrade checklist that includes verifying the integrity of your system and

equipment interfaces to ensure that there are no unforeseen issues.



Keep Your System Current

If you do not know when you will transition to MOSAIQ®, this is a good time to begin planning for it. You can find more information about the MOSAIQ Transition in the All About MOSAIQ section of SupportPlus. The simple diagram below also outlines the transition process. See SupportPlus for more details.

STEP 1: Research MOSAIQ & Consider Transition Options

<p>Learn about MOSAIQ in SupportPlus</p>	<p>Impac Software provides information about the features and capabilities of MOSAIQ in SupportPlus. The "All About MOSAIQ" resource page includes a comprehensive FAQ, demos, links to documentation and much more. All customers on an active Maintenance & Support contract may obtain a SupportPlus login account.</p> <ul style="list-style-type: none"> • All About MOSAIQ >> Register for SupportPlus
<p>Test MOSAIQ using SupportPlus & Review Requirements</p>	<p>Impac Software allows customers with active Standard or Premium support contracts to view new versions of our software. Once you have familiarized yourself with the basics using the All About MOSAIQ page of SupportPlus, Impac Software recommends that you test out new features and review all of the hardware requirements to better plan the timing of your upgrade.</p> <ul style="list-style-type: none"> • Demo Software • MOSAIQ System Requirements • MOSAIQ Backup Procedures • MOSAIQ Supported Configurations • Release Notes • Porting Reports to SQL
<p>Consider using the MOSAIQ transition as an opportunity to go paperless</p>	<p>Because MOSAIQ includes image management capability and integrated document management features, many customers use the MOSAIQ transition to move their organization toward a more paperless operating environment.</p> <p>Impac Software provides tips and resources for going paperless in SupportPlus.</p> <ul style="list-style-type: none"> • Going "Paperless"
<p>Consider upgrading your service contract to Premium during MOSAIQ transition</p>	<p>The Premium support package helps customers more fully leverage the Impac Software oncology management system through customized support resources. It is a great service addition to Standard support for customers transitioning from Multi-ACCESS to MOSAIQ.</p> <ul style="list-style-type: none"> • Premium Support Package

STEP 2: Secure Licensing

<p>Contact your sales manager to obtain necessary licensing</p>	<p>All customers interested in upgrading to MOSAIQ must first contact their local sales manager to verify that this site has the appropriate licenses for all MOSAIQ functionality.</p> <p>To obtain a quote, please contact your local sales manager by region or complete the online request form:</p> <ul style="list-style-type: none"> • North America • Europe • Asia Pacific
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STEP 3: Submit Upgrade Checklist(s) & Begin Training

<p>Complete the upgrade documentation to join the upgrade queue</p>	<p>Impac Software requires all customers to complete upgrade documentation to join the upgrade queue. Specific checklists will vary by site depending on several factors including equipment. Once we have received your information, we will distribute a confirmation to you by email that you are in the queue. Wait times vary depending on volume. Once you are at the top of the queue, an Impac Software Upgrade Specialist will contact you to schedule the upgrade.</p> <ul style="list-style-type: none"> • MOSAIQ® LAN/WAN Readiness Checklist • MOSAIQ® Pre-Upgrade Checklist • Other Checklists
<p>Review training videos in SupportPlus</p>	<p>MOSAIQ® is a complex product with enhanced functionality designed to help maximize personal efficiency. For this reason, it is critical to complete all training activities. Impac Software has prepared an extensive Training Video Library in SupportPlus to help train customers on new aspects of the system. We encourage you to begin preparing and training your staff as soon as you have received notification that your site is in the upgrade queue.</p> <ul style="list-style-type: none"> • Role Configuration Utility Training Video • Scheduling Guidelines Training Video • eSCAN Technical Training Video • Chart Screen UI Training Video • Home Screen UI Training Video • User-Defined Schedules Part 1 Training Video • User-Defined Schedules Part 2 Training Video • eSCAN for End Users Training Video • Other Training Videos

STEP 4: Perform Upgrade

<p>Schedule upgrade, perform testing, and go live</p>	<p>Impac Software will assign an Upgrade Specialist to manage your upgrade. Once you are at the top of the upgrade queue, the Upgrade Specialist will contact you to schedule the upgrade. The Upgrade Specialist will walk you through all facets of the upgrade and help ensure that you understand all of the technical considerations.</p> <ul style="list-style-type: none"> • MOSAIQ® System Requirements • MOSAIQ® Backup Procedures • MOSAIQ® Supported Configurations • Porting Reports to SQL • MOSAIQ® 1.3 Security
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STEP 5: Ongoing Training & Support

<p>Review relevant product notes</p>	<p>To assist with a smooth transition to MOSAIQ®, it is beneficial for your staff to reference the MOSAIQ® product notes available in SupportPlus that apply to new products or features your staff is not currently using. Here are some examples:</p> <ul style="list-style-type: none"> • MOSAIQ® Home and Chart Homepage Configuration Quick Reference • eSCAN Scanner Information • Transferring Treatment Plans from Treatment Planning Systems to eSCAN • Customizing Assessment Forms • Other Product Notes
<p>Use SupportPlus to access support resources 24/7</p>	<p>Impac Software recognizes that customers often reach goals at a personalized pace. To help all of our customers maximize personal efficiency, we deliver many support services online through SupportPlus. This innovative online support system brings the power of Impac Software's support organization straight to your desktop, 24/7. Find answers to common support questions, log support calls, and even make product suggestions with SupportPlus.</p> <ul style="list-style-type: none"> • Top 10 Support Calls • Product Note Library • Training Video Library • Documentation Library • Product Suggestion • My IMPAC
<p>Contact support</p>	<p>Impac Software provides phone and email support as part of your annual Maintenance and Support Contract. Call or email us anytime with your support questions. 800-488-4672 support@impac.com</p> <ul style="list-style-type: none"> • Support Handbook
<p>Attend advanced training</p>	<p>Impac Software offers fee-based training workshops on a variety of topics to further educate customers about using the Impac Software system. Courses are offered in-house at Impac Software offices, regionally at locations throughout the world, and over WebEx. Impac Software also offers several e-learning options.</p> <ul style="list-style-type: none"> • Training Calendar

Keep Your Network Current

All upgrades will be restricted to customers whose hardware/network infrastructure meets our current minimum system requirements. Impac Software's system requirements are available in the Documentation Library of SupportPlus. Because requirements often change, please be sure you have the latest requirements by accessing our support website.

Keep Your Contract Current

All Maintenance and Support invoices are sent two months before payment is due. Impac Software reserves the right to refuse upgrades and support to customers who are delinquent in Maintenance and Support payments. You can check your Maintenance and Support status by using my account status within the My IMPAC section of SupportPlus, supportplus.impact.com.

Contact Impac Software Before Device Upgrades

Always contact Impac Software support at least one week prior to performing any changes to any interfaced device (e.g. linear accelerator, MLC, imaging device, treatment planning system, etc.). These changes may be those performed by you or a vendor other than Impac Software. It is very likely you will need a software update or configuration change from Impac Software to ensure that your system will continue to operate properly after the upgrade.

Maintain Remote Accessibility

You must provide Impac Software with a means of remote access – with the appropriate security privileges – to the server and/or workstations on which your Impac software is installed. This remote connection is necessary for troubleshooting and performing remote upgrades and add-on installations.

In order of preference, Impac Software recommends establishing remote access via:

- Internet (WebEx)
- Cisco/Microsoft VPN client and PC Anywhere
- Citrix Metaframe
- Modem and PC Anywhere

Remote access via the Internet is preferred because Impac Software uses WebEx as a remote control tool, which uses a secure Internet connection – the SSL or secure socket layer – to connect to your computers. This solution enables Impac Software to connect to virtually any PC on your network in a secure manner compliant with HIPAA requirements, provided the PC has an Internet connection; WebEx security information is available at www.impact.com/support/links/tech_sites.html.

Although VPN access is preferred by many IS/IT departments, it is a less preferred solution by Impac Software support. Literally dozens of different VPN clients exist and it is impossible for us to test and validate all of them. Prior to being able to dial in, our staff must install and configure your particular VPN client on their computers and ensure that it is working properly. Currently the only validated VPN clients are the Cisco and Microsoft VPN clients. And for security reasons, the IMPAC firewall cannot be opened to support every VPN client. Impac Software does not support site to site VPN. If this method is required by your organization, please verify that your particular VPN client has been tested and approved for support by Impac Software.

Complete Customer Surveys

Impac Software is committed to continual quality improvement, and one of the easiest ways for us to understand how we can better serve you is to solicit your feedback. Whenever one of your calls is closed by one of our support specialists, our call tracking system automatically sends an email survey (once you receive a survey, you will be excluded from receiving any further surveys for 30 days). We encourage you to complete the survey, as it will help us better understand your needs. If you do not want to receive any surveys simply send an email to support@impac.com notifying us of your preference.

Software Change Requests

We always encourage customer feedback and suggestions for future software releases. If you have any suggested improvements, please complete the “Product Suggestion” form in SupportPlus.

The screenshot shows the 'Product Suggestion' form in the SupportPlus application. The form is titled 'Product Suggestion' and includes a navigation bar at the top with links for 'My IMPAC', 'Overlays', 'Enquiry', 'Laboratory', 'Pathology', and 'Help'. The main content area contains a form with the following sections:

- Product Suggestion Form:** A heading with a note: "Need to ensure that your suggestion is correctly processed, please complete all fields prior to pressing the Enter key on your keyboard or clicking on the Submit Suggestion button appearing at the bottom of the form. * = required field."
- This suggestion submitted by:** A section for user information with fields for Last Name, First Name, Title, Organization, Email Address, and Business Phone. A note states: "Your IMPAC Client Services user only."
- This suggestion related to:** A section with dropdown menus for Product and Current Product Version.
- Describe the reason for making your suggestion:** A section with a text area for Reason For Suggestion and a dropdown for How often does this situation occur.
- Describe the amount on your day-to-day operations:** A text area for describing the amount on your day-to-day operations.
- Estimate the cost to you:** A text area for estimating the cost to you.
- Describe your suggested solution:** A text area for describing the suggested solution.

Support Center

Phone Support

Phone support is provided in the United States during regular business hours, 8:00am to 5:00pm local time, at 800-488-4672. Customers outside of the United States should reference the Impac Software phone support list online: www.impac.com/phonesupport.

Emergency/Holiday Phone Support

Emergency phone support is provided from 8:00am to 8:00pm Eastern Time on Impac Software company holidays. It is important for customers to check the SupportPlus section of the Impac Software website for specific dates, as they vary by regional office. On holidays, customers should continue to contact their local support number and the local support coordinator will route the call to the holiday support line.

Keep In Touch

Call us. Email us. Visit our website. Subscribe to SupportPlus. Register for eFACTS. Attend our users meetings. But above all use our products and continue to work with us and encourage us to provide both software and service excellence.



800-488-4672

www.impac.com/support

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