



For us, it really is “all about you.”



The responsibility of textbook management may change from year to year; therefore, please always share this information with the person currently in charge of Booktracks, Asset Management.

Documentation for Booktracks can be found in the following places:

- Booktracks web page: www.booksys.com/asset-management/
- Within the Booktracks software visit General/Downloads for many great handbooks.
- Help Files in Booktracks provide context sensitive information.
- Booktracks training documents are available and updated at:
- <http://www2.booksys.com/exclusive/booktracks/>

pm@booksys.com

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www.booksys.com
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- **Toll-Free Support Number.** Call us Monday through Friday between 7AM – 7PM CST. (888) 289-1216 (US) or (256) 533-9746 (International)
- **2-Hour Call Back.** Our Help Desk Operators are trained to answer general questions regarding our products. If necessary, a certified support technician will contact you within a guaranteed 2-hour call-back time.
- **E-mail Support.** Send an e-mail to support@booksys.com, stating your problem or question, and a technician will respond within 24 hours. Get your questions answered, without having to spend time on the phone.
- **Forum.** Our on-line user's forum is available to all of our customers who have an active Customer Service Agreement (CSA). Communicate online directly with our support technicians.
- **Free Updates / Enhancements.** The first year Customer Service Agreement (CSA) is included with your software purchase. When your CSA is kept current, you will receive free product updates and enhancements, in addition to telephone support.
- **Remote Support.** We offer support via the Internet. A trained technician, with your permission, takes direct control of your computer to assist and advise you in trouble-shooting/ repairing your Book Systems' software

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- Do you already have an open case for this issue? If so, what is your case number?
- What is the name of your school?
- Who should Tech Support ask to speak with when they return your call?
- What is the best time for our return call?
- What number should we use when calling back?
- What product version are you running? (This is located beneath any open form in Booktracks)
- What procedure were you trying to accomplish when the issue occurred? (circulation, cataloging, reports, etc)
- Did you receive an error message? If so, what did it say?

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Booktracks Web Site <http://www.Booktracks.net>

We encourage all of our Booktracks customers to visit our web page for up-to-date information regarding our products, services and support. Below are some tools that you can find on the web page:

Booktracks ListServ

Do you want to know how other Textbook Coordinators are using Booktracks? We encourage you to learn, share, and discuss your ideas and questions with fellow customers by signing up now for our new Booktracks ListServ. Look for the ListServ link under Support.

Booktracks Training Options

The persons who are responsible for the management of textbooks often changes, therefore we offer several options for Booktracks training. Training options and registration forms are located on our Booktracks web page under Services. You can also email us at sales@booksys.com for a quote.

Booktracks Webinars

Book Systems, Inc. offers webinars on new releases and current topics of interest to Booktracks customers. A Booktracks specialist will lead participating customers in an open discussion. You can register on our web page and then you will receive an invitation to join the webinar.

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