



Technical Support / helpdesk

Operated by Solid Support in Australia

We will help you to get the most out of your investment in our software.

Our support and upgrade package is designed to help you get the most out of your investment in our software.



What's included?

Technical Support

Unlimited telephone, email and web support available between 9.00 am and 5.00 pm on weekdays.

99% calls responded to within the hour.

Software Upgrades

Any major upgrades are sent automatically - alerts on new releases are available on sign-up.

Continual software developments with the latest features and enhancements.

The Support Portal

Online access to Frequently-Asked-Questions and videos to resolve queries quickly can be found at <http://www.elecosoft.com/support>. Download free macros (feature enhancements) and latest version here too.

License Replacement

Customers can receive 2 free activation codes per supported year for damaged, stolen or lost licences. (After this, reactivation is charged at 90.00 AUD + GST per licence, per reactivation.)

User Groups

Opportunities to network with other users, explore new software releases and contribute to the development process. Includes Regional User Group meetings and a National User Forum.

Newsletters

Regular e-newsletters with up-to-date news on the latest developments, case studies, details of new software upgrades, and much more.

Free Support

Free support and upgrade cover on additional Powerproject licences purchased up until your renewal date. (Applies to customers with 10+ supported licences).