



CUSTOMER EDUCATION CLASSES

ADVANCED ADMINISTRATION TRAINING CURRICULUM

Document Retrieval

What processes are involved in retrieving a file (services, etc.)
Extended Query Options

Document Capture

How to capture and manage different file types
Text Parser Overview (Our Text Parser Class covers how to build a text parser)
Processes that occur when scanning/importing a document
Complete Image Filter Training

Administration

Complete Document Setup Training
Complete Security Setup Training
Document Storage & Organization
Setup & Maintenance

Programs & Processes

What machines they will run on and when
TPO Services

ODBC Drivers

How they are used with MaxRecall
Licensing & versions

Terminal Services/Citrix

MaxRecall Configuration Files

Where configuration files are located & the purpose of each file

E-mail/Fax

Exchange Server & SMTP Mail Server

Reports

Management & Scheduled Reports

Database Backup Discussion

Misc Processes

FTP Options
Host KeyWord Imports

Log Files

Breakdown of support logs

FAQ/Troubleshooting

MaxRecall Support Portal Instructions



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Class Policy, Payment Policy, Cancellation Policy and Hotel/Transportation Information

Class Policy

- Classes will be held provided the minimum confirmed attendees are met.
- You will receive an e-mail confirmation after MaxRecall Technologies has received payment for the class.
- When making flight reservations, please fly into Hartsfield-Jackson International Airport (ATL).
- Bring your laptop with network capability if you require internet access. Wireless internet access will be limited to breaks and lunch.

Hotel/Transportation

A list of hotel and transportation options will be provided in the e-mail confirmation.

Payment Policy

Payment for training at MaxRecall Technologies, Inc. must be made in advance. No credit will be extended for training invoices.

PLEASE NOTE: YOU ARE NOT OFFICIALLY CONFIRMED UNTIL PAYMENT HAS BEEN RECEIVED.

Cancellation Policy

Cancellations with full refunds will be allowed up to 14 days prior to the start date of the course. Cancellations must be submitted in writing via fax at (770) 998-8245 or e-mail to: training@maxrecall.com. Any cancellation occurring within 14 days of the start date will receive a refund less a 25% non-refundable late cancellation charge regardless of when the registration was made. Registrants who do not attend a course and fail to notify MaxRecall Technologies, Inc. will forfeit the entire registration fee. You may transfer your class registration to a different class provided you are paid in full and you notify MaxRecall Technologies, Inc. within 14 days prior to the start date of the course. Transfers may be submitted in writing via fax at (770) 998-8245 or e-mail at training@maxrecall.com.

In the event that a class is cancelled at the discretion of MaxRecall Technologies, Inc., MaxRecall Technologies, Inc. will only be liable for tuition fees incurred due to the cancelled class. Please do not make travel arrangements until you have received confirmation of the class date and payment received.