



## Get the Support You Need and Never Miss a Product Update

Scantron's Software Assurance packages ensure you always have access to the support you need via phone, email, and chat. Our team of professionals can answer questions, troubleshoot, and resolve any difficulties you may experience. Plus, you'll never miss an important update or upgrade!

### What is Software Assurance?

Software Assurance makes it easy for you to access comprehensive product support and manage product update or upgrade expenses for Scantron software solutions.

#### Free access to product releases:

- Updates that correct reported problems.
- Upgrades including interim feature enhancements and new versions.

#### Unlimited product support for your Scantron solution:

- Software support by telephone, email, web ticket, Live CHAT.
- Deep troubleshooting, including developing workarounds or custom fixes.

### How often are updates and upgrades released?

Products typically have at least one feature enhancement or new version release per year.

### How much does Software Assurance cost?

Software Assurance is an annual subscription. Your first year of Software Assurance is included in the cost of your new software solution for most products. For annual renewals, the cost varies by product. Contact your Scantron representative for details.

### Do I need to renew every year?

You must renew each year to continue receiving unlimited support and access to product releases.

### Can I get support without a Software Assurance subscription?

An annual Software Assurance plan provides the best value. Although you can access support on a pay-per-incident basis, only a Software Assurance subscription includes free access to product update and upgrade releases.



**ENSURE CONTINUED  
SUPPORT AND ACCESS TO  
NEW RELEASES TODAY!**

To access software support, call **800.445.3141** or visit us at **[www.scantron.com/support](http://www.scantron.com/support)** to email or live chat.

### About Us

Scantron® is the assessment and data-capture leader for K-12, higher education, and corporate solutions. We offer software and services with a focus on assessment development, course evaluations, surveys, and automated data capture, delivered with the quality and support you expect.