

■ Service license contents

A Cybozu® ApprovalFlow™ Service license provides the following services:

1. Major version upgrades
2. Minor version upgrades
3. Technical support

You can send your inquiry using the Support Online form. (※1)

4. Archive library service

We provide previous versions of our products on our web site.

(※1) We accept inquiries in Japanese and English only.

※ [About the product version notation]

First digit represents the major version number.

Second digit represents the minor version number.

Third digit represents the revision, or maintenance number.

The contents of this Service license may change without notice.

▼ For more information, please visit:

<http://cybozu.com/company/admission/>

■ Service license expiration date

You can check the service expiration date by viewing the “License” System Administration screen.

After this Service license expires, it needs to be updated to continue receiving the services listed above including technical support.

Maintenance contract extensions may be purchased up to 30 days after the Service License expires.

1. Maintenance contract extension

The Maintenance contract extension is a License purchased before your current Service License expires to extend the service period.

2. Service License

A Service License must be purchased if you do not have a valid Service License or maintenance contract extension.

■ Support Online

Users who have the Administrators role can access Support Online from the “Support” link in Cybozu® ApprovalFlow™.

We reply your inquiry via e-mail.

※ The Contact person must have Administrators role privileges. (※2) Please note that the technical center may not be able to answer your inquiry about the installation method or failures caused by invalid behavior depending on the contents.

Support Online is only for customers within a valid Service license. For more information about our support service, please refer to the “Cybozu® ApprovalFlow™ Support Service Description” :

▼Cybozu® ApprovalFlow™ Support service description

<http://cybozu.com/company/admission/>

(※2) Administrators role privileges can be given to users via [Basic System Administration] > [User] > [Role].

For those who do not have Internet connection, please contact us at the following E-mail address:

□Cybozu Technical Center

Business hours : Monday~Friday 9:00~12:00/13:00~17:30 except for annual holidays and company holidays.

E-mail address : afsupport@cybozu.co.jp

※ E-mail inquiries are accepted outside of business hours.

If you have changed the registered company name or contact person, please let us know at following e-mail address:

afinquiry@cybozu.co.jp
