

# Specops Setup & Installation

## Service Specific Terms

Specops Setup and Installation help is available through 3 service options:

- Specops Password Policy Setup & Installation
- Specops Cloud Setup & Installation
- Specops Password Policy and Specops Cloud Setup & Installation

### *Specops Password Policy Setup & Installation*

Setup & Installation services are available for new purchases of Specops Password Policy. The service allows organizations to have up to 4 hours of help from our technical team to get up and running with the product. Our technical team assistance hours are only available within 90 days of the initial setup call. The customer's initial setup call must be booked within 30 days of purchase.

Setup & Installation services for *Specops Password Policy Setup & Installation* includes assistance with Specops Password Policy and/or Specops Breached Password Protection.

### *Specops Cloud Setup & Installation*

Setup & Installation services are available for new purchases of any Specops Cloud platform product. The service allows organizations to have up to 4 hours of help from our technical team to get up and running with the product. Our technical team assistance hours are only available within 90 days of the initial setup call. The customer's initial setup call must be booked within 30 days of purchase.

Setup & Installation services for *Specops Cloud Setup & Installation* includes assistance with any Specops Cloud platform product including Specops uReset, Specops Secure Service Desk, First Day Password, Third Party Authentication Package, or Specops Key Recovery.

### *Specops Password Policy and Specops Cloud Setup & Installation*

Setup & Installation services are available for new purchases of Specops Password Policy and any Specops Cloud platform product. The service allows organizations to have up to 8 hours of help from our technical team to get up and running with the product. Our technical team assistance hours are only available within 90 days of the initial setup call. The customer's initial setup call must be booked within 30 days of purchase.

Setup & Installation services for *Specops Cloud Setup & Installation* includes assistance with Specops Password Policy, Specops Breached Password Protection, and any Specops Cloud platform product including Specops uReset, Specops Secure Service Desk, First Day Password, Third Party Authentication Package, or Specops Key Recovery.