

3.0 Upgrade

The following is a list of questions that describe the upgrade process.

- [Can we use the old and new system side-by-side](#)
- [Can you come on-site for the training?](#)
- [What if the training is not long enough and we need another session?](#)
- [Why is there an upgrade fee?](#)
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- [Is training required?](#)
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Can we use the old and new system side-by-side

That depends. Certain functionality is unique to the new system and using it in a mixed mode will be an issue.

Can you come on-site for the training?

Yes, the standard on-site consulting fees apply. However, this is not a requirement.

What if the training is not long enough and we need another session?

After the initial training we believe that most questions can be answered by support at no charge.

Why is there an upgrade fee?

We believe that the new system has some great features, but these need a formal training session and this needs to be charged.

What is the price of the upgrade?

The upgrade price is a one-time fee of \$150. This includes the 1-2 our training session and the database upgrade and configuration. There is no change to your monthly subscription fee.

Is training required?

Yes, once the system has been upgraded a 1-2 hour training session will be needed prior to use. This is included in the upgrade price of \$150.

How long will the upgrade take?

Once you have scheduled the upgrade, it will take approximately two days to upgrade the system with the new capabilities
