

Technical support

For technical support enquires, the first step should be to search the help system – see 1. below for more detail. The next step should be to consult the FAQ section (frequently asked questions) on our web site – see 2. below. Also check for any product updates (that is updates to the current version and not version upgrades!) on the web site – see 3. below.

If this fails to help you resolve your problem, please contact us using the online support form (see 5. below) but please note that the Ability Support Policy only entitles you to free support, via email, for the first 60 days following registration of your Ability product. To receive email support beyond the 60 days, a **Support Subscription** must be purchased (see 4. below). Support subscriptions last for a year and include FREE version upgrades during the term of the subscription.

Links

1. [Search the Help system](#) Click on the **Index** tab to search the Index or the **Find** tab to search through the entire text of the help system (the first time you run this will take a few minutes).
2. [Ability FAQ's](#) Check our web site for frequently asked questions and their answers.
3. [Program updates](#) Check our web site for program updates.
4. [Purchase a support subscription](#) Can be purchased on-line on a secure commercial server.
5. [Online support Form](#) A form on our web site that promotes well structured support queries. Filling in the form fully helps us answer your queries promptly and accurately. As a final resort, email us directly: support@ability.com
6. [Register your copy of Ability](#) If you have not purchased Ability on-line, you may not be registered with us. As support is only available to registered users, you can register your copy of Ability here.
7. <http://www.ability.com/> The home page of the Ability web site.

