

Support

Can I request a feature?

Yes, we are open to consider adding new features to our products if there might be interesting and useful for the rest of our customers. If you need a certain customization specific to your web-system, you may consider a special [custom development service](#) from our team. Such a type of the service is provided for an additional fee.

What is guided installation service?

The guided installation is a screen sharing session between the client and WebSpellChecker technical teams. During this session, the WebSpellChecker tech team will guide the client team through the installation process step-by-step, answer any product-related questions and troubleshoot the issues related to the product.

Does support offer installation services?

Yes, we do offer paid installation services for our customers who really want to use our products but are not technically skilled enough to do the installation themselves. Such a paid installation service costs **\$150.00** per hour.

In order to perform the installation of the WebSpellChecker application, we generally require **FTP** access to your web-system where WebSpellChecker should be integrated. Usually it takes us from 30 minutes and 4 hours to perform an installation depending on the complexity of the web-system.

[Reach us](#) find out more about what paid installation services cover and what additional information is required from your side.

Do I have access to support?

The technical support from the WebSpellChecker team is available for our paid customers only, e.g. customers who use the Server version of the WebSpellChecker application must have an active Maintenance Agreement.

The standard technical support covers the following:

1. Provision of guidance and troubleshooting in connection with:
 - a. installation and downloads;
 - b. replacing a previous release with a new release of the software,
 - c. migrating the license key and software to new hardware.
2. Provision of assistance related to the software functionality and basic problem resolution.
3. Answer "how to" questions related to the standard software usage.

Do you offer custom development services?

Any updates in behavior of the WebSpellChecker products that are not implemented by default such as changes in user interface, application interface, modification of the product's flow and whatsoever are considered as additional features. They could be developed by the WebSpellChecker technical team in terms of "Custom Development Service".

Custom Development Service is offered for an additional fee of **\$150.00** per hour. The object code developed in terms of Custom Development Service is WebSpellChecker LLC's intellectual property. The WebSpellChecker team doesn't guarantee implementation of all the requested additional features.

If you would like to have more information about Custom Development Services, please [contact us](#).

How do I contact support?

The technical support services are available only for customers who have an active Maintenance Agreement or using the paid subscription to WebSpellChecker Cloud Services. The following support means are provided:

Email	support@webSPELLchecker.net	
Contact us form	Contact us form on the WebSpellChecker website.	
Phone	+1 (917) 259-1071	We will be able to answer your phone call within technical support business hours . If you are trying to reach us outside our support please leave your voicemail indicating the reason of the call and how we can get back to you.
Live chat	Live chat on the webSPELLchecker.com website	Live chat is active within technical support business hours . If you are trying to reach our live chat outside our technical support business hours , you can send an offline request describing your request.
Screen sharing call	Zoom screen sharing tool, or Google Meet.	The time and date of the screen sharing call and tool to be used should be arranged beforehand. Such an option is only available for the customers who are using the Server version of the WebSpellChecker application and have an active Maintenance Agreement.

The support queries are possible at any time. For this purpose, you need to send a request or leave a voicemail indicating the problem. The WebSpellChecker team ensures a response via phone or email within one business day during the [technical support business hours](#).

How soon can I expect a response to my support request?

The WebSpellChecker team ensures response within one business day during the technical support business hours.

In order to speed up the process of the issue resolution, it is recommended to provide the detailed information about the issue and clear steps how it can be reproduced.

What are support's business hours?

10:00 a.m. – 7:00 p.m. GMT+3 (Daylight Saving Time) or GMT+2 (Standard Time) from Monday to Friday excluding official Ukrainian holidays. The Technical Support Services outside these hours may be provided for an additional fee at rate of **\$150.00** per hour and must be arranged for ahead of time.

You can find more information about support and maintenance terms and conditions in **Appendix 3. Support Services Addendum** to [Software License Agreement](#).