

Technical Support

Onboarding Guide





Agenda

- Support Basics
- Support Access
- Designated Correspondent
- Ticket Flow
- Service Level & Upgrades
- RMA
- Other Operational Considerations



Support Basics

The web portal is your primary resource for Nymi Support.

- Open Support tickets
- Nymi Documentation
- Knowledge base
- Training videos

Access to support

<https://support.nymi.com>

Login required to create and manage tickets

Hours

Web Portal is available 24/7/365

Nymi Technical Support resources are available 9:00a to 5:30p ET, Monday through Friday





Designated Correspondents

Creation of support tickets is limited to designated correspondents

Open tickets from the Nymi Customer Support Portal (preferred)

—or—

Send a support request to support@nyimi.com

Designated correspondents are:

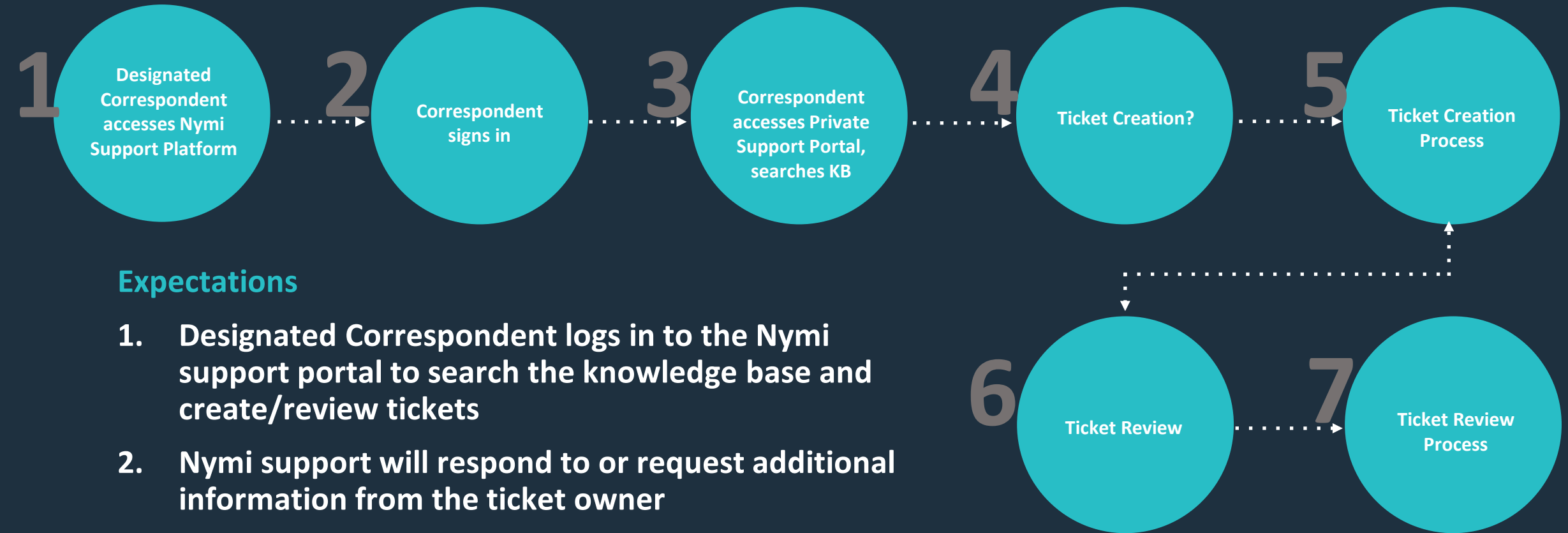
- Trained on the Nymi Solution
- Customers must implement internal help desk processes to support the customer's users/operators
- Designated correspondents begin using the Nymi support portal as part of the transition to production

Customers notify Nymi of changes to designated correspondent(s)



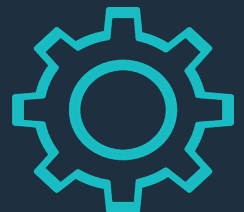
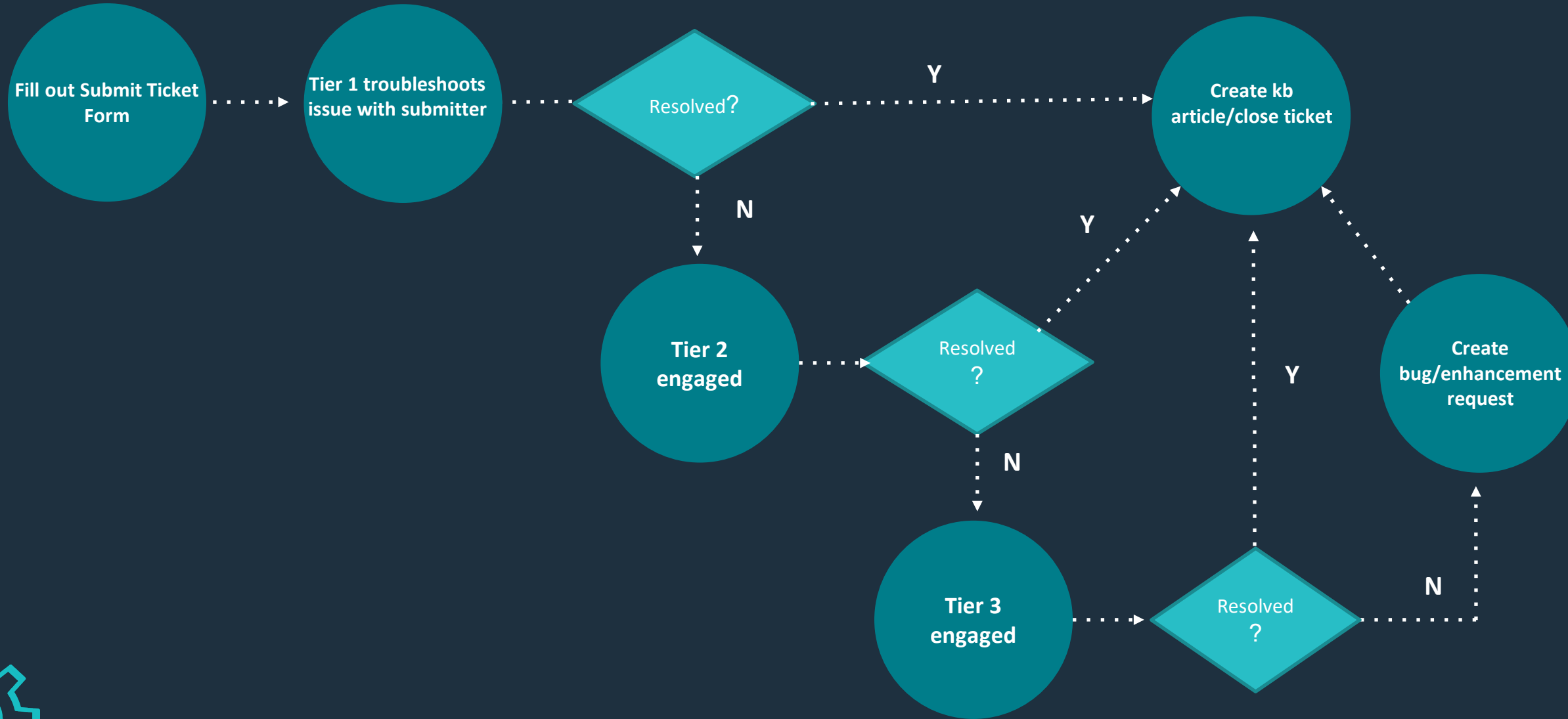


Support Portal Access





Support Ticket Process



Service Level



<p>Severity 1 Critical</p>	<p>Operations failure, which prevents Company's users from performing work and causing significant business impact.</p>	<p>Users of the Nymi Devices cannot access critical Company facilities, systems or perform necessary activities with the Nymi Devices or alternative methods or processes.</p>	<p>1st Response Within 1 Business Hour</p>	<p>Allocate appropriate resources to sustain continuous effort within standard support hours, rapid access and response from change control authority to implement changes if needed. Company will have enabled alternative methods or processes to continue working, e.g. as manual login.</p>
<p>Severity 2 High</p>	<p>Loss or degradation of at least one mission critical feature or function within Company's operations such that Company's personnel cannot reasonably continue without major impairment.</p>	<p>Users of the Nymi Devices cannot reasonably access alternative Company's facilities or systems, with the Nymi Devices or alternate methods of processes, without materially disrupting operations.</p>	<p>1st Response Within 4 Business Hours</p>	<p>Allocate appropriate resources to sustain continuous effort within standard support hours, rapid access and response from change control authority to implement changes if needed.</p>
<p>Severity 3 Medium</p>	<p>Loss or degradation of at least one feature or function of Company's operations; however, Company personnel can reasonably continue in an impaired manner.</p>	<p>Users of the Nymi Devices must use alternative means to access Company's systems or facilities, in a material less efficient manner.</p>	<p>1st Response Within 1 Business Day</p>	<p>Allocate appropriate resources to sustain effort within standard support hours.</p>
<p>Severity 4 Low</p>	<p>No Significant Impact on Company's Operations.</p>	<p>General inquiries, updates on customization, status requests.</p>	<p>1st Response Within 2 Business Days</p>	<p>Allocate appropriate resources to sustain effort during standard support hours.</p>





Upgrades

Software

- Nymi releases new software versions twice per year
- Upgrades are covered under your subscription
- Nymi support can work with your Nymi administrator to upgrade software

Firmware

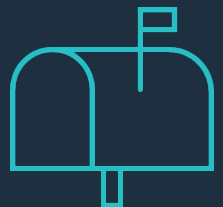
- Nymi Band firmware may be upgraded separately from software upgrades
- Firmware upgrade instructions are provided by Nymi support





RMA Process

1. **Nymi Band wearer contacts your service desk regarding defective Nymi Band.**
2. **Your service desk confirms RMA is required and submits a Nymi support ticket, by selecting the RMA Ticket form.**
Information required includes:
 - Nymi Band Serial Number (appears on back of Nymi Band)
 - Customer contact name, email, & phone number
 - Return address & contact info for replenishment, if different from above
3. **Nymi follows up with customer to discuss the issue and the return of the Nymi Band.**
4. **Customer packages the defective device and sends to Nymi at:**
Nymi Inc.
(c/o David Donahue RMA <ticket number>)
82 Peter Street Suite 500
Toronto, ON,
M5V 2G5
Canada
5. **Customer updates Nymi support ticket with tracking information.**
6. **Nymi updates support ticket to confirm receipt of return, assessment of return, and RMA shipping information.**
7. **Nymi ships replacement and updates support ticket with tracking information.**
8. **Customer confirms receipt of Nymi Band and Nymi closes the support ticket.**





Other Operational Considerations

Have you set up your internal service desk to handle Nymi Band issues?

What are your onboarding and offboarding practices for the Nymi Band?

Have you set up systems that require access to fail over to manual login?

Who are the site administrators for Nymi Bands?

What happens if a person loses their Nymi Band?

What happens if a person arrives with a Nymi Band that needs to be charged?

How many spare Nymi Bands to keep at each location?



Q & A



Thank you

