

## QUESTIONS & ANSWERS

### **Who is Harris Connect?**

We've partnered with Harris Connect to produce our directory. Harris Connect has been an industry leader for nearly 50 years and we are confident that this publication will meet the needs of our constituents.

### **When can I expect to hear from Harris Connect?**

Monday through Friday, Harris Connect makes calls beginning at 8:00 a.m. and continuing until about 9:00 p.m., in all time zones. They may try to contact you at work during the day or in the evening. If you are contacted at a time that is inconvenient for you, simply let the representative know. S/he will give you the Harris Connect toll-free number or will arrange to call you later.

### **If my name is listed in the directory, am I obligated to purchase a copy?**

Although everyone will be given the opportunity to purchase his or her own copy of the directory, your name will be listed regardless of whether you decide to purchase a copy.

### **What if I don't want to be listed in the directory? What if I don't want certain pieces of information listed?**

Harris Connect can still update your information for us, but will honor your specific request to exclude all or parts of your biographical data from the publication.

### **What happens if I don't order a directory now, but change my mind later?**

We have arranged to print as many directories as are ordered before we go to press. So, if you do change your mind prior to publication, you can call the dedicated toll-free number—please refer to my email.

### **What forms of payment will be accepted for the purchase of a directory?**

The directory may be paid for by major credit card or check. Payment(s) may be made by credit card at the time of order or by check upon receipt of the invoice(s). We also offer installment payment plans, allowing you to pay a portion now and the rest later. Alternate CDs (e.g. Reunion CD) must be paid for in full by credit card.

### **If I place an order using a credit or debit card, how will the charge appear on my statement?**

On most major credit card statements, "HC" will appear with the name of the institution, e.g. HC State University. On American Express statements, "Harris Connect" will appear with the name of the institution, e.g. Harris Connect State University.

### **What if I decide I want to cancel the order I have placed?**

Orders for the directory may be canceled by simply writing the word "Cancel" on the invoice and returning it to Harris Connect or by calling the Harris Connect Customer Service Department at 1-800-877-6554. Be sure to provide the account number when calling.

## **QUESTIONS ABOUT THE CD PRODUCT**

### **What if I don't understand how to use the CD once it is installed?**

Basic operating instructions are included on the CD sleeve. The CD also comes with an easy-to-use help system providing tips on searching the database and customizing the screens.

### **What kind of computer do I need to use the CD?**

The CD will work on most PC and MAC computers.

### **Will I be able to print anything?**

You are able to print individual records as well as pages from the editorial section.

### **Is tech support available?**

Tech Support is available Monday-Friday; 9:00 am to 5:00 pm EST. A toll-free call to 1-877-306-6000 or email to [cdtechsupport@harrisconnect.com](mailto:cdtechsupport@harrisconnect.com) is all it takes to obtain technical assistance. Tech Support and Customer Service numbers are included on the CD sleeve.

### **Is my information protected?**

Yes, data contained on the CD is encrypted and can only be viewed inside the Search Party application. The encryption has never been compromised.