General

Independence and self-reliance in use

Our goal is that each client can work with Genkgo independently, for which there are three important phases:

1. Migration and setting up the software;
2. Daily use of the software;
3. Transfer of function to a successor or colleague.

Genkgo endeavors to guarantee independence and self-reliance. We do this by creating software:

1. that offers adequate and enough functionality;
2. that is broadly accessible and user-friendly;
3. of which the working is documented.

We offer free support to the contact person contractually known to Genkgo. Often this is a board member or member of a specific support body. Unless agreed otherwise, Genkgo does not offer support to any other persons that are in some way connected to the client.

Online documentation, FAQs and tutorials

The documentation of our software can be found on our dedicated website, support.genkgo.com. Additionally, you can find the content of this documentation in your administrative environment. Next to documentation, there are manuals, answers to FAQs and tutorials available.

The majority of the Genkgo software is documented. Genkgo is committed to updating this documentation according to the latest versions of the software. However, no guarantee can be given about this.

E-mail support

The online documentation might not always provide answers all your questions. In that case, the question may be sent to us in an e-mail to support@genkgo.nl. Genkgo only answers support questions via e-mail because software questions usually require complex and/or detailed instructions. E-mail is better suited for this support because, links to help articles, screenshots and step-by-step instructions can be included.

When is it better to call?

We ask that clients only call us for urgent matters. By ‘urgent’, we understand malfunctions with high priority, caused by a problem on our platform:

- Website is unavailable;
- Admin is unavailable
- Application is unavailable
- Issue concerning security, such as SSL or data leak

For all other questions and request, we ask that you send an e-mail. We will ask the same if a client calls for a non-urgent matter.

Support via webinar or appointment

It is not possible to simply request an appointment for support. This cannot be expected of the amount of the monthly licence fees. If we would have to make appointments part of our included services, Genkgo would have to raise the price to such a level that we price ourselves out of the association market.Support is by e-mail. When a client has a complex problem and wishes to receive support through an appointment, a consult might be requested. There are fees applicable for consults.

Related policies

- Advances support: consult
- Webinar

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