



# FREQUENTLY ASKED QUESTIONS

## FAQs

### GENERAL PROGRAM

**Q Why did LeadsOnline change their SafeGuard™ warranty program?**

**A** We changed the program to provide more value and respond to customer needs for more remote coaching.

**Q If we currently have a valid SafeGuard contract under the previous SafeGuard program, are we mandated to move over to the new and improved SafeGuard program?**

**A** No. Your previous SafeGuard program is still valid until the end of your contract; however, you have the option to switch to the new and improved program before your previous version expires. You can contact your sales representative for additional details about switching to the new and improved program.

**Q When my previous SafeGuard program expires, will the new and improved SafeGuard program be the only warranty offered?**

**A** Yes. The new and improved SafeGuard program will be our only SafeGuard program moving forward. However LeadsOnline will honor all the valid proposals that have been issued with the previous SafeGuard list of features. Please contact your sales representative if you want to have a proposal updated to the new and improved SafeGuard program.

**Q If my department switches to the new and improved SafeGuard program now, before our current warranty expires, will there be any additional cost?**

**A** No, you can switch to the new and improved SafeGuard at no additional cost.

**Q What are the benefits of switching to the new and improved SafeGuard program now instead of waiting for our current contract to expire?**

**A** By switching to the new and improved SafeGuard program before the expiry of your current contract you will benefit sooner from unlimited remote coaching.

**Q Are there any benefits we currently receive under the previous SafeGuard program that we won't receive under the new and improved SafeGuard program?**

**A** No benefits have been removed from your SafeGuard program; however, the way coaching is delivered has been changed to a more efficient model by replacing limited onsite coaching with unlimited remote coaching. The new model allows for quicker and shorter individual or group coaching sessions to be provided when needed.



# COACHING

**Q How will the unlimited remote coaching with the new and improved SafeGuard program be performed and delivered; what will I need to prepare?**

**A** The remote coaching sessions will take place via the LeadsOnline e-Learning platform, Zoom or Teams. To have a successful coaching session, the following preparations are needed:

## MANDATORY

- Computer and monitor located beside the IBIS system on which the training will take place.
- Open Internet connection (allowing the trainees to access websites outside of the agency intranet).
- Audio must be available on the computer by speaker or headset.

## STRONGLY RECOMMENDED

- A camera embedded within the computer or externally connected to the computer.

If required (you will be notified in advance)

Authorize LeadsOnline to connect to the IBIS equipment.

A technical trial will be scheduled prior the coaching session in order to test the remote connectivity and audio.

**Q How long will the remote coaching sessions be?**

**A** The session duration can vary from a few minutes to a few hours depending on the needs and subjects covered during the coaching session. The duration will be determined at the time the coaching session is scheduled and will be based on discussions with the LeadsOnline trainer.

**Q What is the difference between training and coaching?**

**A** Training is for new users and covers all the functionalities of IBIS and Quantum 3D Microscope equipment. Training duration is between 2 to 10 days depending on the equipment covered.

Coaching sessions are a complement to training and are for experienced IBIS users. Coaching enables refinement of user skills, guidance on leveraging new functions and features, and exposure to new acquisition and analysis techniques. Coaching session duration can vary from a few minutes to a few hours and usually covers topics requested by the user(s).

**Q What is the process for requesting coaching?**

**A** To request a coaching session, customers simply need to call or email LeadsOnline customer support and ask for a coaching session. A trainer will be assigned and will contact the user(s) to start the coaching session process.



**Americas, Oceania and Eastern Asia**

1-866-984-4247 | +1 727 826 7236

**Europe, Africa and Western Asia**

+353 1 690 9199

[ballistic.support@leadsonline.com](mailto:ballistic.support@leadsonline.com)