

Beta Participant Program - FAQs

Why should I become a Beta participant?

There are many advantages to becoming a T.O.V.A. Beta participant.

- By participating in a Beta program you provide us with valuable assistance and feedback used in reaching our goal of producing the best software available.
- You will be integral in shaping the development of new versions of T.O.V.A..
- You will be one of the first to know what's new and exciting with T.O.V.A. software!
- All active Beta participants will receive FREE T.O.V.A. credits during the testing program if guidelines are followed.

What does being a Beta participant entail?

- Your goal as a Beta participant is to find things to improve, both big and small. Defects are problems in the software that cause it to act in unexpected ways or not at all. They can be as simple as a mis-aligned column, or big enough to shut the system down.
- As you are using the software you will need to keep track of the actions you are taking. Then, if you discover something you will be able to tell us exactly what steps you took that caused the problem to occur.
- After you have discovered something you will contact us and give us the details of the issue.
- Once we have received your report we may contact you to either find out more information or to let you know the status.

Will Beta testing endanger my current information?

We must stress this is software in a Beta state. As with any Beta software, there are risks. We suggest that you always "play it safe". Never use your commercial practice with a Beta product. Only use non-commercial practice. Backup your data before you start to test and keep a copy of your backup. We also suggest that you make backups frequently. This is a good habit to get into for your own personal business. And finally, if you get into trouble, call us. The sooner, the better. We have support technicians waiting to help you.

Note: Remember the earlier you start to inform us of any issues, the earlier we'll be able to get started correcting them!