



Scientific Software International Inc.

Technical Support Policy

SSI offers technical support service via email. This service is only available to:

- Registered end users holding active rental or paid perpetual licenses;
- End users with active SSI Live™ Standard, Commercial, and Operational subscriptions;
- Other users that SSI designates with written confirmation.

Extended SSI Live™ Trial licenses offered as an educator benefit to instructor do not qualify for technical support. Academic site licenses also do not qualify for technical support.

In all cases, please provide the product version number and your software serial number (CD key) or SSI Live™ user license master key, as failure to do so will impact our ability to be of assistance. The screenshot below indicates how you can find your SSI Live™ license key (Sign into your account at ssilive.com – Click Licenses – Click Manage).

The screenshot shows a user account page for 'My account' with a sidebar menu containing: My account, Linked Accounts, Licenses, Addresses, Orders, and Change password. The main content area is titled 'License Detail: HLM Standard (12 months)' and 'Master License Details'. It includes buttons for 'View EULA', 'Download Software', and 'Renew License'. License information is displayed as follows:

License Status:	Paid
Date Activated:	06/02/2020 12:13:00
Expiration Date:	06/02/2128 12:13:00

Below this, the 'User License Id:' is 1508. The 'User License Master Key:' is **77afdef6-7f80-43c6-9ac7-865978b1d5bc**, which is highlighted with a red box. Other fields include 'Status: Active', 'Expiration Date: 06/02/2128 12:13:00', and 'Account:' with a dropdown menu and a 'Save' button.

This scope of the service applies to problems in using the software (e.g., a program fails to import a data set correctly or crashes without producing output) and does not include statistical consultation (e.g., how should one interpret the coefficients in a table).

If you require statistical consultation service, Vector Psychometric Group, LLC's Consulting Division would be pleased to be of assistance. Contact the VPG Sales Desk at sales@vpgcentral.com for more information.

- For HLM support, please email us at hlm@ssicentral.com.
- For LISREL support, please email us at lisrel@ssicentral.com.
- For SuperMix support, please email us at smix@ssicentral.com.
- For BILOG-MG, PARSCALE, and AUXAL support, please email us at irt@ssicentral.com.