

Direct Contact, Immediate Solutions



NovaCare is: Support and Upgrade-Protection For Your NovaBACKUP Products

Congratulations on your choice of backup and restore software from the data protection specialists at NovaBACKUP Corporation. The NovaBACKUP product line has been designed to be simple, efficient, and reliable for the protection of critical data. If you have backup related questions, or should you encounter an issue, you can be rest assured that NovaBACKUP technical support is here to assist you.

NovaBACKUP Corporation's local technical support engineers are committed to the success of your backup plan. Ensuring that your NovaCare support package remains active will guarantee that you always have access to the latest version updates and upgrades, with telephone and email support, as well new product learning materials.

Your NovaCare Package Includes:

24/7 Support Portal

Documentation, Knowledge Base, Blog, Videos, FAQs, and Webinars

E-Mail-Support (1-Year)

Fast response to you personal backup related questions

Telephone-Support, Remote Problem Solving

U.S. Based team members offer live assistance (1 Year)

Upgrade-Protection

Free product updates, and major product upgrades for users with valid NovaCare support

Renewing NovaCare:

Renewal Window

The time in which NovaCare may be extended at the most affordable price point. (~25% license cost)



The NovaCare Renewal window is anytime before the NovaCare expiration date, extending to 30 days beyond this date.

To check your NovaCare status visit:

<https://www.novabackup.com/novacare>

Availability

For the following subscription products, NovaCare for the first year is included as standard:

NovaBACKUP PC for laptops, workstations, and PC's

NovaBACKUP Server for Windows file Servers

NovaBACKUP Business Essentials for Windows Servers with business applications such as Microsoft SQL, Exchange Server, plus VMware and Hyper-V support.

Note: For perpetual licenses of NovaBACKUP PC, NovaCare is optional. One year of NovaCare is included with perpetual licenses of NovaBACKUP Server and Business Essentials.

To Benefit from NovaCare

1. Register your product using the license registration within your software. (Help > Registration)
2. Your NovaCare package is automatically activated following the product registration.
3. If you require assistance, please visit our Support Portal and "Submit A Ticket" to register your request with the NovaBACKUP Technical Support Team: <https://support.novabackup.com>

Extend NovaCare

Check the available options to extend NovaCare support and take advantage of special limited-time offers:

<https://www.novabackup.com/upgrades>



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