



## SIGN UP GUIDE





## DataTill Installation

Please note that all DataTill installations are done by ourselves. Alternatively you can access our online demo at <http://demo.datatill.com> and browse from there.

URL: <http://demo.datatill.com>

Username: demo

Password: demodemo

**Should you want us to install a demo on-premise system, the following are required:**

### 1. YOUR COMPANY DETAILS

Your company details.  
You can fill it in on our Trial form here:  
[Go to Trial form \(Link\)](#)

Or you may email it to us at [info@datatill.com](mailto:info@datatill.com)

### 4. DNS RECORD

A DNS record pointing to the server, e.g. portal or clientzone.yourdomainname.com pointing to your IP address.

### 7. 1 MONTH FREE LICENSE

The demo system will be licensed for one month after which we will expire the license.

### 2. UBUNTU 14.04 SERVER

An Ubuntu 14.04 server base/vanilla install.  
View recommended system requirements: <http://www.datatill.com/guides/...>  
Backups will be the customer's own responsibility.

### 5. PORT 22 AND PORT 80

Port 22, 80 must be opened for the initial install. Port 80 must remain open after the install.  
Port 22 can be closed later once you have signed off the server but we may require it in the future if we help with troubleshooting.  
Port 443 must be open on the server to use an SSL certificate with the server.

### 8. PURCHASE SYSTEM

Should you wish to purchase the system or obtain additional modules, we will simply update the license.  
View our Pricing: <http://www.datatill.com/pricing/>

### 3. SSH ACCESS

SSH access to the said server with a username that has root access.

### 6. 72 HOURS

It takes about 72 hours to do the installation and licensing, barring any issues.



## Technical Support Procedures

Please note in order to streamline our support channel we have set procedures for technical support outlined below.

### **Pre-sales support:**

All pre-sales support is handled by our sales team. Contact [info@datatill.com](mailto:info@datatill.com).

### **Installation support:**

Installation support is handled by our installations team. Contact [support@datatill.com](mailto:support@datatill.com).

### **Post-installation Support, excluding technical problems:**

This type of post installation support revolves around issues you may have with the system in terms of usability. Contact [support@datatill.com](mailto:support@datatill.com).

### **\*Post-installation Support, e.g. technical problems:**

Once you have a working system and you can navigate and use it, we require all technical support enquiries to be logged via our DataTill help desk. The most efficient is to email the problem description and a way to reproduce it to [support@datatill.com](mailto:support@datatill.com). Please include screenshots if you can.

\*For post installation support, we do not take mobile calls or Skype as a primary support medium. This is in order to keep track of any technical issue you may encounter.

Please email [support@datatill.com](mailto:support@datatill.com) if you can, and if not, then phone our office +27 44 813 5002.

### **Escalations:**

Should you have an escalation, please first log a query using the telephone number +27 44 813 5002 or by emailing [support@datatill.com](mailto:support@datatill.com). Once you have obtained a ticket number you are welcome to escalate the call telephonically. Please be sure to state your ticket number and asking for an escalation.

Submit a Help Desk ticket  
by emailing  
[support@datatill.com](mailto:support@datatill.com)