

# Frequently Asked Questions



# Contract and Order

## ***How can I order myconvento?***

Click on our website [www.myconvento.com](http://www.myconvento.com) on OFFER and then on ORDER, and simply fill out the order form. We will then activate you. However, we are also happy to accept your written order and then place the order for you in the myconvento system.

## ***Do we need a special order contract to make the order effective?***

All we need is your order via the website. In our view, this constitutes a valid contract. The basis is then our General Terms and Conditions. If you need an offer and want or have to write an order to us, this is of course also possible. Please contact our sales department.

## ***Do I have to accept the General Terms and Conditions of myconvento?***

With your order and activation you usually accept Convento's General Terms and Conditions. However, we are happy to agree on a different contractual arrangement. This requires your written order with the respective contract. Please note that in this case you need "Premium Contracting". Your one-time costs are 500 Euro for the conclusion of the contract and 25 Euro per month for the permanent monitoring of your contract.

## ***Do we need a special Data Processing Contract?***

With your order and activation by us you automatically conclude a contract for data processing (DPC) with us. Thus, we comply with the legal requirements of Art. 28 no. 3 of the EU General Data Protection Regulation (GDPR). We have developed a model contract for this purpose which meets the needs of both parties. It is valid without your and our signature.

If you want to use your own contract version, we usually also accept your contract version, but then offer it to you as "Premium Contracting" due to the increased effort involved (see above).

## ***What does "Named User Licensing" mean?***

In contrast to "concurrent user licensing", where the number of users working at the same time is defined, named user licensing means that users are stored by name and then activated. The licensed "named users" are the total number of users who can theoretically work with myconvento, whether at the same time or not. In myconventeo, you can create a higher number of users and set the surplus users to "inactive".

## ***My number of users differs from the possible order quantities.***

### ***Why is there a graduation anyway?***

You can subscribe to myconvento for 1-5-10-20-30 etc. user(s). This graduation ensures that most user companies rarely change the scope of their orders. This reduces our administrative costs, enables us to offer low prices and makes planning easier for you and us. Thus a change of your user staff does not automatically lead to a change of your subscription.

# Data Protection and data security

## ***Where is my data?***

Your data is physically stored in the myconvento data center which is managed by myloc managed IT AG in Düsseldorf, a data center certified by the German TÜV according to ISO 27001.

## ***What does myconvento do for data protection?***

We continuously fulfill and monitor compliance with all applicable data protection regulations for ourselves and our partners. In addition, we also support our customers in fulfilling their legal obligations as "persons responsible" within the meaning of the EU General Data Protection Regulation (GDPR). This also includes the obligation of all employees and suppliers, in particular to the EU GDPR and the corresponding Federal Data Protection Act as well as our ongoing cooperation with an external data protection officer.

## ***What does myconvento do for data security?***

Several daily and weekly backups are a matter of course, as is the high availability and reliability of the certified data center. In addition, the data backups are distributed over two data centers at myloc and a weekly backup is stored in an external high-security safe. We guarantee an annual average availability of 99.5%.

## ***What happens if someone forgets his password?***

Every user may have sent a new one-time password via the "Forgot password" link. After the first login with this password you have to enter your own PW again. We don't know the passwords.

## ***Our policies require changing passwords from time to time. How does it work?***

In myconvento you can set the interval a new password is requested within.

## ***I want the highest possible protection for our data, preferably my own system. Is that possible?***

Yes, as a so-called "Hosted Appliance" with its own physical server and database system in the data center or as "Local Appliance" in your company. With the "Hosted Appliance" we provide the necessary hardware and software. With a "Local Appliance" you provide the hardware and the licenses for Windows, Office and the database server.

## ***A simple login with user ID and password is not sufficient for me.***

### ***Is there anything more?***

You can set myconvento to send you a second one-time password by e-mail. This password is then additionally required for your login.

## ***Can I differentiate the data of different business areas or partners?***

We have developed a client management precisely for this purpose.

## ***What data does a user see or edit when the client management is activated?***

A user only sees or edits the data that he is allowed to process. For this purpose you define the rights "Full access" or "Read only". Data from clients to which the user has no rights ("hidden") is invisible to him. Ein Anwender sieht oder bearbeitet nur die Daten, die er bearbeiten darf. Dazu hinterlegen Sie die Rechte „Vollzugriff“ oder „Nur lesen“. Daten von Mandanten, zu denen der Anwender keine Rechte hat („Hidden“) sind für ihn dagegen unsichtbar.

### ***Can I easily access my data in between?***

We would be happy to arrange with you to download the entire database or have it sent to you on CD. Please contact our customer service. Apart from that, you can download distribution lists, mailing lists or participant lists to Excel at any time.

### ***What happens to my data at the end of the collaboration?***

First, we will send you your complete data. After the end of the cooperation and a short waiting period (usually four weeks) all copies at our premises will be destroyed.

## **Starting phase and Subscription**

### ***What is the duration and cancellation period of the myconvento subscription?***

With your order you determine the start of the free starting phase. This is 15 days. You can cancel your subscription at any time during the free starting phase. Otherwise, the regular subscription will automatically start afterwards according to the services you have ordered.

The regular subscription is valid until the end of the calendar year and is automatically extended by one year if you do not cancel it by giving three months' notice (i.e. until September 30<sup>th</sup> of the year). To do this, it is sufficient to initiate the cancellation in the myconvento system in the "Subscription" area. Alternatively, the termination may of course also be declared in writing.

myconvento is still fully usable until the end of the year even after termination. Within this period, you can also cancel your termination at any time and with only a few clicks.

### ***How can I cancel myconvento during the starting phase?***

We offer you a clear and simple unsubscribe option directly on the start page.

### ***Are there any restrictions during the starting phase?***

You can send mailings to only a maximum of 100 recipients at the same time, and you are not authorized to export data from the pressbase (Germany, Austria, Switzerland). Forward Features for Germany, Austria and Switzerland as well as pressbase World data are not available at all during this period.

### ***How and when do I get my invoices?***

We usually only send invoices as PDF files by e-mail, unless you have expressly stated delivery by letter with your order.

You will receive the first invoice at the beginning of the calendar quarter following the end of the start phase. We will then invoice your subscription until the end of the year.

We then issue further subscription invoices as annual invoices at the beginning of each calendar year. Agreements on payment by instalments are possible in individual cases.

You will receive invoices for dispatches or volume consumption at the beginning of the following month for the previous month.

### ***Can I provide a separate billing address?***

Well, of course.

### ***Who manages my subscription?***

With your order you name the so-called "License Manager" and "Administrator". This person manages your subscription, determines the number of "named users" and the other scope of services and changes it if necessary. Often the license manager and administrator are the same person.

### ***How can I extend, reduce or cancel my subscription?***

The license manager effects this in the "Subscription" section. Here he can change the scope of the license or cancel the subscription. Please note that reductions will only take effect at the beginning of the next calendar year.

### ***Can affiliated companies use the subscription?***

Any affiliate can join your subscription. Even if you only have a business relationship, for example with an agency, and want to access joint data, sharing within the scope of your myconvento account is possible. Please note that there must only be one invoice recipient and one responsible license manager and administrator.

### ***Is there any support for the import of my previous data?***

myconvento offers an easy to use import wizard allowing you to conveniently import address lists from Excel. If you also need to take over contact notes, we will be happy to make you a service offer.

## **Administration**

### ***Can I see the storage and dispatch volume that has already been consumed?***

This can be seen at any time on the start screen of myconvento. You see the monthly consumption and the total consumption. Furthermore, myconvento shows you the volume of a mailing order, even before you have sent it.

### ***Who takes care of the user rights and how do you set them?***

The license manager names an administrator if he does not assume this task himself. The administrator sets up the users and their rights in the "Administration" program area and takes care of creating the e-mail accounts (sender addresses, etc.).

### ***Can I change the language of the user interface?***

Yes, you can switch between German and English at any time.

### ***Can I create several sender accounts? Which options do I have?***

You can create any number of sender accounts and assign them to your users. However, it makes sense to care for sufficient authorization. Here the so called SPF procedure and the DKIM procedure come into question. Details can be found in the whitepaper "E-mail dispatch with myconvento", available on our website [www.myconvento.com](http://www.myconvento.com).

## **Technical questions**

### ***What are the minimum hardware and software requirements?***

myconvento runs on all commercially available and reasonably up-to-date end devices. These include smartphones, tablets and desktop PCs.

### ***Which browsers can I use?***

In principle, you can use any common browser, i.e. Internet Explorer, Firefox, Chrome or Safari. However, please make sure that the version is as up-to-date as possible.

### ***Can I connect myconvento to my office programs?***

You can export distribution lists, recipient lists or participant lists to Excel. This way you also get the recipients of your mail merges or for your serial labels. You then link your letter or label template to the downloaded data.

You may import your e-mail correspondence into myconvento and document and archive it with your contact person. For this purpose, myconvento connects to your e-mail server via the IMAP protocol. We use the same technology that is used to access your email account from tablets and smartphones.

If you want to write a letter to your contact person, you transfer the address and salutation data from myconvento via the clipboard into your Word document. Word templates can be stored in the mediacenter for team sharing. Finally, you can upload the completed Word document back to the contact person's data record.

### ***What does myconvento do to ensure that my mailing orders arrive?***

We offer authorization procedures such as SPF/MX and DKIM. In addition, myconvento offers complete transparency regarding the delivery rate and the delivery success with the individual recipients, a blacklisting and the user-friendly and simple correction of undeliverable e-mails ("bounced mail handling").

## **Service and Support**

### ***How can I reach the myconvento helpdesk?***

We offer chat support, which you may start from the start page of myconvento (under SERVICE).

### ***Is there an online help?***

Yes, in German and English. It explains and describes the typical work stages and can be opened from anywhere in myconvento.

### ***What are the response and service times?***

Our business hours are from 8.00 to 18.00 o'clock, Monday-Friday, but not on NRW holidays. If necessary, you can book support outside this time with us, for example in the run-up to important mailings. Response times depend on the severity of an error.

### ***What happens if the system is "down" after all?***

#### ***What downtimes have there been in the past?***

For this very unlikely case, we have set up a fault page on which we will inform you regularly about the status of the works. In the last 12 years, we have only needed this page once.

### ***How can I get an even better support level?***

We are happy to offer you the "Premium Support" service. As a premium user, you will receive telephone support from our support and customer service. You will also be called back if necessary.

### ***How can I order further training courses?***

Simply send an e-mail to [kundenbetreuung@myconvento.com](mailto:kundenbetreuung@myconvento.com) or contact the chat support. We will call you back.

## Questions about the scope of services

### ***What is the difference between Standard and Premium Dispatch?***

With premium dispatch, we guarantee prioritized delivery, usually within a few minutes. Detailed evaluation options for delivery and opening rates are also available here. Premium dispatch furthermore offers the transmission of Word documents to HTML and HTML-mailings with "embedded pictures". When standard dispatch is concerned, your order is always processed after a premium order, provided there is one at the same time. Delivery and opening rates are evaluated here only on a general basis.

### ***What is the "pressbase" based on?***

Regarding the "pressbase DACH", on an extended version of the "Stamm Impressum", the most comprehensive media database in the German-speaking world on the one hand and on the "Topic Pro" topic database of the Mount Barley publishing house on the other. We can offer you the combination of these two established products exclusively. We herewith cover the DACH region completely. All other countries of the world are covered by our international "pressbase World" via a real-time interface to the database of the Canadian provider "Agility".

### ***What volume should I expect for data hosting?***

Users who do not set up a mediacenter and do not integrate clipping scans usually get by with the standard volume of 1 GB. With media library and clippings, the customer database can grow to several GB over time. We charge 5 Euro per additional GB per month for data hosting.

You can find information about your currently used volume on the start screen of myconvento. If you need a larger volume, we will be happy to submit you a special offer.