

ANNEX 2

TECHNICAL SUPPORT AND SUGGESTIONS

- How to send feedback and suggestions
- How to obtain technical support



HOW TO SEND FEEDBACK AND SUGGESTIONS

The Instituto de Biomecánica of Valencia greatly appreciates your suggestions and feedback on the Ergo/IBV application or its manual. We wish to offer you a high quality product, reliable and user-friendly. You can help us improve Ergo/IBV or its documentation by sending us your feedback and suggestions through the contact information provided.

HOW TO OBTAIN TECHNICAL SUPPORT

During the installation or use of Ergo/IBV you may encounter difficulties that you do not know how to solve. We recommend that you get the help you need in the user manual and the FAQs of our Technical Assistance Service. If the difficulty is related to the operation or installation, the user manual will surely provide the information you need to solve the situation. If not, the FAQs show you the most frequently asked questions regarding the use and the technical support of the Ergo/IBV application.

If after consulting both the manual and the FAQs you still need more information to resolve the problem, or if you have detected a malfunction of the application, consult the Technical Assistance Service through the IBV's Support System, which you will find in the Client Area (<https://sat.ibv.org/>).