

This is your welcome email 😊

Thank you for choosing iLivestock.

The team at Duradiamond Software Ltd would like to welcome you to our **free** iLivestock e-mail support service.

Please read the whole email carefully as it provides detailed instructions on how to get started and who to contact if you get stuck.

You will have received an iLivestock Unlimited Apple gift voucher from Allflex. This will have been sent to the email address you provided when ordering the Bundle from Allflex.

How do I get my iLivestock Application onto my iPad?

As mentioned you will have received a gift voucher from Allflex\iTunes, to be able to redeem this voucher and download the iLivestock application you will first need to setup the mail app with the email address you provided to Allflex.

The link below explains how to do this.

http://support.apple.com/kb/HT4810?viewlocale=en_US&locale=en_US

If you gave the wrong email address to Allflex, Don't worry. Reply to this mail or send us an email to the below address and we will arrange for Allflex to re-send the voucher to the appropriate e-mail address

applesupport@duradiamondsoftware.co.uk

Who & How to Contact us?

Make sure you contact our support team via email about any issues with your Application, **The Allflex team won't be able to help you with this!**

As an iLivestock unlimited user you are entitled to a Free 30 Minute introductory telephone service. We strongly recommend that you take advantage of this introductory session as it provides an overview of the iLivestock App as well as providing an opportunity to answer any specific questions that you may have.

Please contact the iLivestock Support Team on **0131 618 7455** or e-mail applesupport@duradiamondsoftware.co.uk and quote your Flock no. to arrange your Free introductory call (please note the telephone line is operational Monday – Friday, 8.30am – 5.30pm and is not toll free).

We offer a free email support service for all of our iLivestock Users. You can email us on the below address with any issues you have with your iLivestock application.

applesupport@duradiamondsoftware.co.uk

During the call we will provide details of our new optional Farm 2 Farm Support Line which provided access to one of our farm based iLivestock Super Users, 8.30 am - 5.30pm, Monday - Friday for just £10 per month (minimum contract duration 12 months).

These super users are active farmers who have extensive experience of using the iLivestock Application to manage their Herd/Flock and who will be happy to assist with any questions you might have.

Thank you for choosing iLivestock and we look forward to working with you.