



## WebConnect Order Form

WebConnect Server Software and WebConnect Hosting are provided by Merrill Consulting Group, LLC d/b/a “WebConnect for GradPro.”

“**WebConnect Server Software**” means: the object or executable code of the validly licensed software program(s) developed by WebConnect for GradPro that operates a web server portal for Robinsoft’s GradPro Student Information System. The WebConnect Server Software includes encrypted PHP files, un-encrypted PHP files, javascript files, HTML files, MySQL scripts, Access databases, Smarty templates, CSS files, necessary and included third-party software files, and other necessary files to install and operate the WebConnect Server Software.

WebConnect Server Software is available through either:

- (1) “**Self-Hosted Environment**” which means either:
  - a. the WebConnect Server Software is licensed to you for installation, operation, and use on your own computer server(s); or
  - b. the WebConnect Server Software is licensed to you for installation, operation, and use on an alternative Internet-service provider’s computer server(s).
- (2) “**WebConnect Hosting**” which means:
  - a. on your behalf, we will install, operate, and maintain the WebConnect Server Software on WebConnect’s Liquid Web Cloud Service (or an alternative chosen by WebConnect) and you are paying for the use of the software as a subscription service; and
  - b. your license to WebConnect Server Software is strictly limited to (i) subscription use provided by WebConnect as a service, and (ii) only for the period of time for which you have paid all fees in accordance with the Hosting Agreement.

### Terms and Conditions for WebConnect Hosting

Submitting this Order Form indicates your choice for WebConnect Hosting rather than the Self-Hosted Environment. By filling out and submitting this order form to WebConnect you agree to be bound by the terms and conditions set forth on:

- (1) this Order Form; and
- (2) the [WebConnect Hosting Terms of Service](http://www.webconnectgradpro.com/Terms_of_Service.html) (“Terms of Service”) as posted at [http://www.webconnectgradpro.com/Terms\\_of\\_Service.html](http://www.webconnectgradpro.com/Terms_of_Service.html); and
- (3) the [WebConnect Acceptable Use Policy](http://www.webconnectgradpro.com/wbct_Acceptable_Use_Policy.html) as posted at [http://www.webconnectgradpro.com/wbct\\_Acceptable\\_Use\\_Policy.html](http://www.webconnectgradpro.com/wbct_Acceptable_Use_Policy.html); and
- (4) the [Rackspace Acceptable Use Policy](http://www.rackspacecloud.com/legal/aup) as posted at <http://www.rackspacecloud.com/legal/aup>.

If your Order is accepted and provisioned by WebConnect then these four documents 1, 2, 3, and 4 (collectively the “Hosting Agreement”) constitute a legal agreement between the Customer indicated on this form and Merrill Consulting Group, LLC.



**Part A: Customer Information**

**Enter this Information about the Customer:**

What is the **Name of the Customer**?

*This is the official name of the legal entity (e.g., institution, organization, company, or school) entering into the agreement(s) with WebConnect for GradPro.*

**For the legal entity entered above, what is the legal street address? (no P.O. boxes)**

Customer **Street Address**?

Customer **City**?

Customer **State or Province**?

Customer **Postal Code** (i.e., zip+4)?

Customer **Country** (e.g., USA)?

Are you (or are you going to be) an **IDS customer**?

Yes (IDS customer)

No

**If yes, then you do NOT need to tell us the version of GradPro you will be using.**

What is the **Version of GradPro** you are operating?

*WebConnect Server Software is only compatible with GradPro versions 12.85 and higher. Not all features of WebConnect Server Software are available when using older versions of GradPro.*

How many **Unique Yearly Students** will access the portal?

*By "unique yearly student" we mean unique persons who were given at least one grade during a 12 calendar-month period.*

*If you are uncertain, simply provide a reasonable estimate.*

**Start Date for WebConnect Hosting**

If blank, then the start date will be the same day the Order was accepted by WebConnect. The amount of time necessary to get your Services fully operational depends on the choices you've made and any unforeseen difficulties we might encounter. Typically it takes 1 to 5 business days.

**Desired Start Date**



**Part B: Services Provided with WebConnect Hosting**

**Minimum Commitment for Website Hosting:**

- Tier 1 (up to 100 students)..... \$85.00 per month**
- Tier 2 (101 to 500 students) ..... \$110.00 per month**
- Tier 3 (501 to 1000 students) ..... \$145.00 per month**
- Tier 4 (1001 to 6000 students) .... \$200.00 per month**
- Tier 5 (6001 or more) ..... ask for quote**

Provides for one domain (or sub-domain / software instance) with 1Gb disk space, 30Gb/month data transfer, 660 compute cycles/month, and use of MySQL databases. Each additional domain (or sub-domain / software instance) will be billed at **the tier price applicable to that instance.**

**Excess Usage Fees:**

You will be billed for any usage in excess of the amounts allotted in your Minimum Commitment.

The overage fees shall be at: disk space at 50 cents per Gb, 22 cents per Gb bandwidth over 30Gb, 1 cent per compute cycle over 660.

To-date, not even our largest customer with thousands of students has used more than a fraction of the allotted usage. It is highly unlikely your school will experience any excess usage fees. This is only likely if we agree to allow you to host additional web applications on your portal site.

**Full Service Support for WebConnect Server Software**

Included as part of your fee, we will:

- Install, configure, and maintain the WebConnect Server Software using our WebConnect Hosting.
- Troubleshoot and resolve service interruptions, unexpected results, and bugs with WebConnect Server Software.
- Make changes to configuration settings when directed by you.

**Complimentary Basic Customization**

Included as part of your fee, we will customize the software with your logo, contact information, and any language modifications you require. We will update the customization whenever directed by you.

Also included: additional navigation items (e.g., a course catalog PDF for download) and page alterations achievable within our template system. Excludes engineering changes to the software.



**Complimentary Upgrades to  
Software and Custom Themes**

---

Included as part of your fee, we will upgrade your site(s) to the latest version of WebConnect.

If your site theme (customization) was created by us, then we will also update (free of charge) your site theme to the latest version of WebConnect Server Software when an upgrade is applied.

**Complimentary Support for Use of  
Navicat for Required Transfers**

---

Using remote telephone and/or web meeting technology, we will guide you with the installation and periodic maintenance of Navicat for MySQL. Our support for Navicat for MySQL is limited to its use for data transfers to WebConnect Hosting. Navicat is only used for exceptionally large database sizes.



## Part C: Choice of Security Certificate

### SSL Support with WebConnect Hosting:

This refers to running your domain(s) or sub-domain(s) using SSL (security certificates for HTTPS protocol). Using SSL means that web browser traffic (HTTPS) between the browser (your student) and the WebConnect Hosting service will be encrypted. Due to the sensitive nature of your hosted data, **all customers MUST use SSL with their WebConnect Hosted Service.**

### Obtaining a Security Certificate:

We will generate a certificate request (CSR) and install any compatible certificate for you; however, you have one of 2 options for obtaining a certificate:

1. You can purchase a certificate from a vendor and periodically renew as necessary (we will install it for you, of course); or
2. You can choose to use our security certificate (at no additional cost); however, your site will reside at <https://secure.webconnectgradpro.com/yourschoolnamehere> and any domain or sub-domains you've asked for (see Part D) will not be applicable.

If you want the web URL address in the student's browser to reflect your own domain, then you must choose to purchase your own certificate.

*How do you want to obtain your Security Certificate?*

- 
- Customer Will Purchase Certificate(s)\***  
You will be responsible for purchasing a certificate and any annual renewals.

*\*Involves added cost and administration by you and your organization.*

- Use WebConnect Security Certificate\*\***

**>>> RECOMMENDED CHOICE <<<**

Your site will reside on a URL using WebConnect's security certificate.

*\*\*FREE with your subscription.*



**Part D: Choice of Domain**  
IGNORE THIS PART IF YOU ARE USING WEBCONNECT SECURITY CERTIFICATE.

**Authorized Domains (or Sub-Domains) on WebConnect Hosting**

Please enter here the domain name you want to use on WebConnect Hosting. If this is not a domain you already own, then you must purchase the domain from a valid domain name vendor. **Most customers choose a sub-domain(s) since this can be done with no added cost and helps maintain branding/identity.**

If you are purchasing a new domain for us to use, then we will give you the domain name servers that you need to point the domain to.

**Enter Your Desired Domain Name or Sub-Domain**

*You can use a valid SUB-DOMAIN.  
(e.g., webconnect.yourschool.edu or portal.yourschool.edu)*

*For sub-domains, your existing service provider or network team must edit name server entries to point the sub-domain to an IP address that will be provided to you by WebConnect.*

**Enter the Additional Domain Name(s) or Sub-Domain(s)**

*If none, leave blank or enter "none."*

*Also, please indicate the number of unique yearly students for each additional site you list here.*

## Part E: Important Notices

### Important Notice Regarding Potentially Required Third-Party Software:

The portal does not operate on your actual GradPro database – it operates on a copy of your GradPro database that is periodically synchronized. GradPro has built-in features that synchronize data with the portal using web service calls.

If you are NOT an IDS Customer and your database is exceptionally large (about 1.3Gb and larger), then use of the WebConnect Server Software on our hosting service may require the purchase of a compatible third-party data transfer utility in order to synchronize data from GradPro's database with the copy residing on WebConnect Hosting.

Are you (or are you going to be) an **IDS customer**?

Yes (IDS customer)

No

**If yes, then you do NOT need to purchase Navicat.**

*Being an IDS customer is optional and is not required to subscribe to our services.*

If not an IDS Customer, then is your **database exceptionally large**?

Yes (about 1.3Gb or more)

No

**If no, then you do NOT need to purchase Navicat.**

If yes, then you might need to purchase Navicat or a compatible alternative. Your purchase order and fees paid to WebConnect do not include the cost or license for this third-party software. We suggest [Navicat for MySQL](#) if a transfer utility is required.

### Customer Administrator Access to Cloud Platform:

Generally we do **not** allow administrator access to the cloud hosting service that your portal site will reside upon. However, there may be circumstances where you or your IT staff may desire to co-host web applications or have access to the databases the portal operates from. Contact us with your requirements and we will discuss any requirements or limitations.

### Important Notice Regarding Customizations:

This Order does not provide for engineering changes and enhancements to the WebConnect Server Software, including any custom graphics, custom layouts, custom content, or development. If you desire engineering changes or enhancements to WebConnect Server Software, then you must contract for that work separately from this Order. The current fee for customization work is **\$75.00 per hour**. All engineering changes or enhancements must be authorized in advance – you will not be billed for any engineering changes or enhancements unless we have both agreed to the change prior to the work being performed.

We have custom templates for each customer, so you will find that we can make several substantive changes unique to your portal without requiring engineering changes or enhancements to the WebConnect Server Software.



**Part F: Primary Contact for Customer**

The primary contact receives all notices and communications from WebConnect. Except for billing matters, all instructions, communications, and approvals from the Customer must come from the Primary Contact.

What is the **First and Last Name** of the Primary Contact?

**For the Primary Contact, what is his/her contact information? (no P.O. boxes)**

Primary Contact **Email Address**?

Primary Contact **Phone Number**?

Is the address for the Primary Contact the **Same Address as Institution**?

Yes  No

If you check No, then you must fill out the address info below:

Primary Contact **Street Address**?

Primary Contact **City**?

Primary Contact **State or Province**?

Primary Contact **Postal Code (zip)**?

Primary Contact **Country**?





## Part G: Billing Choices and Billing Contact

### Payment Method for WebConnect Hosting

Indicate your **Payment Method**:

- Credit Card (billed monthly)
- Credit Card (billed quarterly)
- Credit Card (billed yearly)
- Check (Pre-Paid Annual)

By choosing credit card and submitting this form, you authorize WebConnect to bill your fee(s) to the credit card indicated in Part G.

Once we set up your account, you must contact us to update your credit card information if and when it changes.

### Prorated Annual Billing for Check (Pre-Paid Annual)

All customers that choose to pay by check are placed on our annual November billing cycle. That is, such customers will be invoiced in early November of each year and your payment must be received by January 1. As a result, your very first invoice will be prorated based on your start date within the current calendar year. If your start date is within the last quarter of the calendar year (Oct 1 or later), then your first invoice will include the prorated amount and the full amount for the following year of service.

### Billing Contact

What is the **First and Last Name** of the Billing Contact?

*For the Billing Contact, what is his/her contact information?*

Billing Contact **Email Address**?

Billing Contact **Phone Number**?

Is the address for the Billing Contact the **Same Address as Primary Contact**?

Yes  No

*If you check No, then you must fill out the address info below:*

Billing Contact **Street Address**?

Billing Contact **City**?

Billing Contact **State or Province**?

Billing Contact **Postal Code (zip)**?

Billing Contact **Country**?



**Part H: Credit Card Information for Billing**  
ONLY FILL OUT THIS PART IF YOU HAVE CHOSEN CREDIT CARD BILLING.

If you are uncomfortable entering this information on the form, you can call WebConnect directly at (954) 607-7678 with this information.

Credit Card **Type**

*Amex, Visa, or MasterCard*

Credit Card **Number?**

Credit Card **CVS Code?**

Credit Card **Expiration Month?**

Credit Card **Expiration Year?**

**Name as it appears on Credit Card?**



**Consent and Submittal**

**Enter this Additional Information:**

Today's Date

**Legalities of Submitting this Form**

By signing and submitting this Form to WebConnect you are consenting to have the Customer bound by the agreements hereunder.

We do not warrant that WebConnect will accept and agree to all Orders submitted to WebConnect even if they are complete, accurate, and using the approved form. WebConnect reserves the right to use WebConnect's sole discretion in determining which agreements WebConnect will enter into.

Do not send this form to WebConnect unless the Customer is prepared to be bound by the agreements hereunder, as WebConnect's provisioning of this Order will constitute WebConnect's consent and thereafter this Hosting Agreement will be binding on both Customer and WebConnect.

**PRINT YOUR NAME HERE:**

**YOUR SIGNATURE HERE:**

*Your signature represents your consent to commit the Customer to this Agreement with WebConnect for GradPro.*

**Are you a duly authorized representative of the Customer and able to commit the Customer to the binding agreement(s)?**

Yes  No

*If you select No then do not send us this form. This form must be filled out, signed, and sent to WebConnect by an authorized representative of the Customer.*

You may send this form electronically (scan and email), regular post (mail), or by commercial courier. For regular post or courier use the address for notices in the WebConnect Hosting Terms and Conditions.