SDFI's Online Technical Support Scheduling Tool, Calendly

SDFI currently offers complimentary* no-contract technical support to SDFI users and **only** for our products and services with the following reasonable limitations and conditions that are subject to change. They are:

- SDFI technical support is provided and offered "as is", through various means described below.
- SDFI technical support is only available and offered through remote communication tools.
- SDFI technical support is only available and offered during our posted business hours and only at the times available within the SDFI/Calendly scheduling system.
- SDFI technical support does NOT offer "Instant" or "On-Demand" technical support. *(All technical support sessions must be scheduled through our online meeting scheduling tool.)*
- SDFI products and services must be being used for medical and/or legal purposes.
- SDFI products and services are confirmed to be SDFI products and services before technical support is offered.

A combination of advanced support tools and technologies are collectively used to provide technical support to SDFI System users in the field. These tools include, but are not limited to, remote computer tools, messaging tools, **outbound only** voice communication tools and online appointment scheduling tools. NOTE: SDFI technical support does not offer inbound voice communication services.

- Currently SDFI technical support offers GoToAssist to provide remote computer support.
- Currently SDFI technical support offers an e-mail address to facilitate two-way messaging.
- Currently SDFI technical support offers "Calendly" to SDFI users, to schedule SDFI technical support meetings with SDFI technical support personnel.

About Calendly

Here is the "Who, What, When Where, Why, How and How Much?" information related to Calendly.

What is Calendly?   Calendly is an interactive online meeting scheduling tool, accessed by SDFI users through SDFI's own web page on any connected digital device.

See How and Where it is used here: https://www.sdfi.com/Calendly.asp.

No medical or health related information is request or required. No Personal Health Information is request or collected. The absolute minimum amount of SDFI user information, not patient or an alleged victim information is requested.

To provide basic SDFI technical support, we ask for the following information: A date and time you would like to be offered Complimentary SDFI technical support. Your name, NEVER patient/victim information. The SDFI user's business email address. A business contact phone number. The name of the company the SDFI user represents, and information about why SDFI technical support is being requested. This information is the most basic information needed to provide SDFI technical support.

NOTE: The SDFI/Calendly scheduling system does not support voice communications, file transfers or any type of remote computer control connection.

Who is Calendly? Read about Calendly from Calendly's own website. https://calendly.com/about.

When did SDFI implement Calendly? SDFI launched Calendly in January 2020 and has been using it ever since. *(If SDFI chooses to move to another scheduling system in the future, an updated document will be posted to the SDFI website).*

Why does SDFI use an online meeting booking tool? Calendly is a faster, easier and a more cost-effective way to gather all of our SDFI users, including but not limited to municipal, county, regional, state and federal based Sexual Assault Nurse Examiners (SANE), Sexual Assault Forensic Examiners (SAFE), Forensic Nurse Examiners (FNE) and other members of the Sexual Assault Response Team (SART) to name just a few.

These teams of SDFI users typically work independently of each other and are supported by various other teams. Within the three separate industries of medical, legal and technical, SDFI users can be found to be in the same room, across the hall from each other, on different floors of a building, work across state lines or remotely. Depending on the line of work, many SDFI users work various shifts, others work in various time zones all across the nation.

How does it work? SDFI's specific SDFI/Calendly meeting links are embedded into SDFI's webpage making them easy to find.

Technical Details

Calendly's "sending" IP addresses are: 167.89.22.99 and 149.72.200.43.   These two Calendly IP address need to be whitelisted so SDFI users can access the booking tool and schedule a SDFI Technical Support meeting with us while on their SDFI computers. *(SDFI does not provide computers).*

The following references and resources are provided to you and are from Calendly directly.

Security White Paper
https://calendly.com/security

General Data Protection Regulation (GDPR) Compliance
https://help.calendly.com/hc/en-us/articles/360006957474-How-will-Calendly-help-me-be-GDPR-compliant-

Calendly California Consumer Privacy Act (CCPA)
https://calendly.com/ccpa

Subprocessors
https://help.calendly.com/hc/en-us/articles/360047345493-Calendly-sub-processors-GDPR-CCPA-

Privacy Policy
https://calendly.com/privacy

DPA (Data Processing Addendum
https://calendly.com/dpa

Calendly Cookies
https://help.calendly.com/hc/en-us/articles/360007385493-Cookie-FAQs

<mark>How Much</mark> Does Calendly Cost?
SDFI has an agreement with Calendly to use their scheduling services where SDFI pays for the entire service.
SDFI users do not incur any scheduling related costs or fees when using the SDFI/Calendly scheduling system.

In Summary

The SDFI/Calendly System is a secure non-medical, non-invasive online scheduling tool used by SDFI to allow SDFI users to schedule SDFI technical support sessions when they want to. It does **NOT** see, use or touch anything PHI or anything medical. It is not medical, a medical device or a medical service. Its only use and purpose is to schedule meetings for SDFI technical support. The SDFI/Calendly System has no other purpose of function that to ease the effort of schedule meetings between multiple parties.

SDFI users can use a "any" connected device to schedule a SDFI technical support meeting through anyone of the following three links, using any working internet connection. They are:

https://www.sdfi.com/Calendly.asp
https://forensicphotographyprotocols.mobapp.at/
https://forensicphotographyprotocols.mobapp.at/landing/Desktop#.Yv-Wk3bMLo8

This means that a SDFI user could even use their own personal phone to schedule an appointment.

IMPORTANT: SDFI does **NOT** offer or use email, voice communications or other methods to schedule SDFI technical support services. If a SDFI user is unable access the SDFI/Calendly scheduling service through any one of the three links shown above, SDFI will not be able to offer complementary SDFI technical support.

* *SDFI Technical Support is a complementary "as-is" offering to our users. SDFI offers "complimentary" technical support to SDFI users. Within this document, the word complementary means "an offering". It does <mark>**NOT**</mark> mean "free".*

END