

Re: Okotoks Junior High Credit Card

Adam Elliott <ElliottA@fsd38.ab.ca>

Wed 9/8/2021 12:09 PM

To: Tracy Thorbjornsen <thorbjornsent@fsd38.ab.ca>

Hey Tracy,

It's been cancelled, and support tells me I can start the new subscription, I'll come this afternoon :)

##- Please type your reply above this line -##



We're available from 9am - 6pm (EST) Mon-Fri.
We're closed Christmas Day, New Years Day, and Labour Day.
Toll free: (866) 770-1150 email: support@risevision.com

Your request (85615) has been updated. To add any additional comments, please reply to this email.

**Kaden Christensen** (Rise Vision Support)

Sep 8, 2021, 1:06 PM CDT

Hi Adam,

I cancelled that 3x Display license subscription in the parent company as requested. A prorated refund should show up on the card's statement within 5-10 business days.

You should now be able to login to that sub-company and setup the desired subscription.

Let me know if there's anything else I can do to help!

Thanks, Kaden

thanks,
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From: Tracy Thorbjornsen <thorbjornsent@fsd38.ab.ca>**Sent:** Wednesday, September 8, 2021 12:00 PM**To:** Adam Elliott <ElliottA@fsd38.ab.ca>; Tracey McKinnon <mckinnont@fsd38.ab.ca>**Subject:** RE: Okotoks Junior High Credit Card

Thank you Adam for being on top of this. It is certainly helpful.

We will see you when you are in the building. Please don't forget to forward me my copies of the Credit Card Charges so that I may allocate them correctly when I reconcile my VISA statements.



Tracy Thorbjornsen | Office Administrator

École Okotoks Jr. High School

1 Pacific Ave. ■ Okotoks, AB T1S 2A9

Tel (403) 938.4426 ext 19105 ■ Fax (403) 938.4410



Maplewood

**From:** Adam Elliott**Sent:** Wednesday, September 8, 2021 11:58 AM**To:** Tracy Thorbjornsen <thorbjornsent@fsd38.ab.ca>; Tracey McKinnon <mckinnont@fsd38.ab.ca>**Subject:** Re: Okotoks Junior High Credit Card

Hey Tracy,

There is a misconfiguration with the billing of risevision at the OJ site.

You haven't been over or undercharged, but because of companies / sub-companies in the interface, a fourth device isn't possible to be added until the current subscription is cancelled, and a new subscription signed up.

I've contacted their support and they will handle pro-rating and make sure you don't get charged an extra month or something when switching from the current subscription to the new one.

I'm going to request their support cancel the current subscription today, and as soon as it's cancelled, I'll come on-site while in touch with their support to make sure the new subscription is properly assigned to the correct sub-company, and that device subscriptions can be added and removed at-will.

Just wanted to you let you know that there will be a bit of downtime with the current screens before the fourth one can be added. It should be pretty quick and painless to re-sign up, their support is very good.

thanks,
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##- Please type your reply above this line -##



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Toll free: (866) 770-1150 email:

Your request (85615) has been updated. To add any additional comment to this email.



Kaden Christensen (Rise Vision Support)

Sep 8, 2021, 12:45 PM CDT

Hi there Adam,

I just wanted to follow-up to see if you were wanting to make those changes.

If not yet, just reach out when you're ready and we'll be happy to help.

Thanks, Kaden

From: Adam Elliott <ElliottA@fsd38.ab.ca>
Sent: Wednesday, September 1, 2021 2:20 PM
To: Tracy Thorbjornsen <thorbjornsent@fsd38.ab.ca>
Subject: Okotoks Junior High Credit Card

Hey Tracy,

I'm just sorting out some risevision stuff,
would it be possible to confirm the last 4 digits on the school credit card are **3846**?

/// this is not a phishing attempt, you can call me at 26541 :)