

Hello,

This is \_\_\_\_ from ID Passport Express, how are you?

I'm calling regarding your Passport Software license that is due to expire soon and was wondering if now would be a good time to renew your license for another year?

*Optional notes:*

- Renewing your license early means you have an extra month for free, it also ensures your software is always up to date with any new country or legal changes, and means you and the team have free support and training.
- If you choose not to renew, your license will continue to work however you won't have access to software updates or support.
- You can choose to renew at a later date, this means you will miss out on your free month. It also means if you do choose to renew at a later date that your license will be backdated to today's date.

*Okay to renew?*

Thank you, I will need to remote into your computer via TeamViewer

- Could you please open the passport software
- Click the 4 blue lines on the left hand side
- Then 'Remote Support'
- This should open TeamViewer. You might need to click "allow" or "show running teamviewer"
- It might take a few seconds to load but I am needing your ID number please....  
Authenticating... and password

Thank you, I will just be a couple of minutes and will log off when I am finished.

- Did you have any questions or need any more media?
  - Can you please let me know what printer you have? It should say RX1 or QW410 or Kodak?
  - Great, I'll get some media on the next courier.
- If you or anyone on the team have any questions, our phone number is right here on the home screen.