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Looking for SURFCAM Support?

CAMCAD Technologies, Inc. entered into an Account Transfer Agreement with Vero Software January 1, 2018 and are no longer your SURFCAM reseller - sales, billing and primary technical support for your account will be handled by Vero Software. All accounts received an email from Vero Software confirming this change. CAMCAD is not closing - this change is being made to allow us to focus on what we do best: advanced application training, consulting services, and custom postprocessors.

To ease this transition, Darin Weatherbee has joined the Vero support staff and will perform much of the same services as before with one important exception - all incoming support requests must come through the Vero Customer Portal (VCP) and not by a simple phone call or email. CAMCAD has been using the VCP since 2014 to order products, download software, obtain license files, and submit problem cases. It is a robust Internet-based customer portal which allows communication with Vero Support, the ability to download software, and to obtain license files.

It is imperative for you to gain access the VCP, create an account if you have not already done so, and become familiar with all its options and features. It will also be critical for you to clearly define your requirements when you "raise a support case" in the portal since Vero internally assigns their staff based on the need at hand, not just the person.

To simplify your first experience with the VCP we have created the [attached write-up](#) you should read carefully before proceeding.

The VCP is only for existing users, and primarily for support, bug reporting, license files, and software downloads. For sales-related needs you should contact Vero Software via email to "info@surfcam.com".

We at CAMCAD are grateful to you for your support and loyalty through the years, and will complete all work-in-process commitments such as contracted custom posts and unused e-Training hours. This includes compatibility updates to contracted custom posts until your CAMCAD CM12 MED.

We know this is a big change, so please do not hesitate to contact us with any questions or concerns.

Sincerely,

Don

Don McKillop, President