

Family Support Overview

We're committed to delivering outstanding end-user technical support to your families.

► How does it work?

FAMILY SUPPORT flows through a specialized support software powered by **Zendesk**. All requests are responded to within one business day from the time of receipt. Through our support framework, families may receive assistance through one of several channels.

Support Options

- **Online Help Center** Features targeted articles on support-related topics, allowing families to find answers to common questions 24/7.
- **Support Ticketing** Allows families to submit and track support requests at their convenience, which will be responded to within one business day.
- **Live Chat** Enables families to connect with a Support Agent in real time through an intuitive chat interface.
- **Phone Support** Allows families to get real-time help with general technical issues from a Support Agent (available during business hours).



Online Help Center

Accessing the Online Help Center

The Online Help Center can be accessed from any page of your form by clicking on the **Contact Us** link located at the bottom of the screen. The Online Help Center is the starting point and hub for all support inquiries, which enables families to find the level of assistance that is right for them, at any point in the process.

Help Center Articles

Help Center articles empower families to find answers to common support questions at their convenience. On the main page, users will find a list of articles grouped by common topics as well as an intuitive search field. Additionally, by selecting the language toggle in the upper right-hand corner of the screen, users can view each article in Spanish.



Support Tickets and Live Chat

Support Tickets

For cases that require further action, families also have the option of submitting a support ticket, which can be accessed in several places, notably by clicking on the **Ask Us** button on the left-hand side of their screen. A submitted ticket will immediately ping our system, alerting available Support Agents, and also send an automated email to the family confirming receipt of their request. Tickets submitted after business hours will be responded to within the next business day.

Live Chat

During business hours, families can also live-chat with a Support Agent, rather than submit a ticket, to get answers to their questions in real time. In the event that chat is not available, families will be prompted to submit a Support Ticket instead.

Multilingual Tickets and Chat

As an added feature, we have integrated a translation technology that provides ticket and live chat support in Spanish.



Phone Support

Accessing Phone Support

During business hours, families may also call our support number to receive real-time assistance with technical issues over the phone. Families will find our support number and hours of operation listed at the end of each Help Center article.



Support FAQs

Q: When is Family Support available?

A: Our standard hours are from 8 AM to 5 PM CST, Monday-Friday. We typically offer extended hours each summer from 8 AM–7PM leading up to the start of the school year (look out for further communications with specific dates/info).

Q: Is Spanish Language Support available?

A: We offer Spanish support through several of our support channels, including ticketing and live chat. Our Online Help Center, additionally, features an English/Spanish toggle. Only phone support is restricted to English.

Q: Is your support team able to handle all types of questions?

A: We provide comprehensive technical support for families. Questions that are specific to your administrative process, or other school-specific matters, are best handled by your administrators (see examples below).

Questions Handled by Our Support Team

- Trouble accessing, navigating, or completing the online form
- Family account login/creation issues
- Password resets
- Forms linked to the wrong account
- General technical issues

Questions Handled by Your School/District

- Questions related to your business process, including form content, deadlines, or further requirements
- Misplaced snapcodes (our support team does not give out snapcodes)
- Resolving "On Hold" records
- Changes needed to prepopulated or submitted data
- Providing login information for SIS (ex. PowerSchool Parent Portal)