

## Support Policy for Standards Tracker

<https://app.standardstracker.co.uk>

### Simply put

- During office hours, we support anybody who uses Standards Tracker.
- We use a chat tool, email, telephone, a training platform and interactive guides.
- All support requests are stored in our helpdesk system and you will get an email summary of any work we do to help you.
- We will ask for your permission before looking at your record.
- Password requests must be completed through the password reset function on the login page of Standards Tracker.

### The details

**As noted in section 4.3 of our end user licence agreement with your organisation**, Educate will, as part of the Services and at no additional cost to the Customer, provide the Customer with Educate's standard customer support services during Normal Business Hours in accordance with Educate's Support Services Policy in effect at the time that the Services are provided. Educate may amend the Support Services Policy in its sole and absolute discretion from time to time but such changes shall not result in a material degradation of the support services. The Customer may purchase enhanced support services separately at Educate's then current rates.

### This document serves as our support policy

1. Customer support is available to all users who use Standards Tracker; there is no need to identify a specific school user for support contact.
2. Support is available between 9am and 4.45pm during school term times. Where term times differ across different parts of the country, the support service will be available. Support may be provided, at our discretion, outside of these times but for the avoidance of doubt, our support service operates as per the previous statement.
3. Support is available through the following channels
  - a. Email at [helpdesk@educate.co.uk](mailto:helpdesk@educate.co.uk)
  - b. Chat within the application
  - c. Telephone on 020 3411 1080

- d. A manual available from within the application.
  - e. The learning and training platform available on [learning.standardstracker.co.uk](https://learning.standardstracker.co.uk).
4. We will acknowledge receipt of telephone and email requests immediately.
  5. Chat interaction automatically creates a transcript which will be emailed to the email address used in the chat interaction.
  6. Support requests are placed in triage whilst they are analysed. If a support colleague needs technical support to resolve an issue, it will be escalated to the relevant colleagues and you will be kept informed about its status.
  7. The password reset function on the login page of Standards Tracker must be used to request a new password. This will trigger an email with a link to reset the password; the email address we will use is the one stored against the account. If the email fails to arrive, you should contact the helpdesk and we will send an email with the link, through the helpdesk system, to the email address stored on the account. If you not have an email stored on their account, you will need to speak to your system administrator and ask them to contact us and we will send the link to the system administrator's registered email address.
  8. The support team will request your username and email before offering support - this is the case for email, chat and telephone support.
  9. In responding to a help request, we will request your permission to access their record - this will be through the chat tool.
  10. We will not change anything on a user's record.

## Communication

Other than responding to your support requests, the support team is unlikely to contact you. We may, from time to time, alert you to events you need to be aware of, such as system maintenance or a new system feature. This correspondence is typically through in-app messaging but we may need to contact you by email in some circumstances. If we do, we will use the email you have stored on your account.

## Other

Please refer to the section called 'Understanding how we can improve your use of our software' in our privacy policy for information about the tools we use in our support work.