

# What happens when you contact Technical Services by phone or email?

## Step 1: When you contact us, we open a CASE and assign a case number.



Our TIER I services team reviews the matter and either helps troubleshoot or, if necessary, ESCALATES the case to TIER II for review.

**Helpful hint:** To best support you, we need as much detail as possible! Please provide as much of the following information as you can: the user ID, class ID, or child ID; the browser you're using (Chrome, Firefox, Safari, etc); the email used during account creation; the error messages you encountered; and the steps you took to get to the issue. The more detail you can provide up front, the sooner we can get your issue resolved!

## Step 2: If needed, the TIER II services team takes over and reviews your issue.



They will do one or all of the following:

- Contact you to discuss the issue or to gather additional information.
- Work with our Tech Development team to fix any issues that can be solved quickly.
- Communicate with our Product Development team about updates on bug fixes and new feature development. The Product Development team will then determine how best to prioritize the request within our product development plan.
- Resolve your issue.

**Sometimes these steps can take a bit of time as we track down answers to your questions and/or communicate with our development teams to resolve the issue. But rest assured — resolving your case is our priority!**

## Step 3: Once the issue is resolved, the Technical Services team will email you.



We will share relevant details from our Technical or Product Development teams. The issue is now resolved, and your case is closed!

**And, a VERY important note:** please be careful not to share Personally Identifiable Information (PII) about you, your users, or the children in your program with your TIER I representative—this includes names, birth dates, gender, or addresses. Our TIER I team is intentionally equipped to handle specific issues. Things that need further diagnosis or that require higher levels of access are handled by our TIER II team, who can troubleshoot sensitive data with you. When providing identifying information, please use the *GOLD*® **child ID, class ID, or user ID.**

### Helpful Terms

**Case:** A case is our way of tracking your request. We'll email you your case number, so be sure to keep this handy for any follow-up calls.

**Escalation:** If your issue cannot be resolved/answered at Tier I, they will send your case up to Tier II to troubleshoot.

**Ticket:** A ticket is a secondary way for us to track a case internally, just in case the issue cannot be resolved by our Tier I or Tier II teams. Tickets usually include things like bugs or new feature requests.

**TIER I:** This team consists of the first person you'll speak to when seeking support. Tier I can help answer simple questions like "I forgot my password, what should I do?" and "How do I add documentation?" Questions that require more follow up will be escalated to the Tier II team.

**TIER II:** Our Tier II team is made up of product experts who jump in to help when a question or issue requires additional expertise or follow-up to address.