

FariaSupport Plans for Atlas: Essential, Standard and Premium

Maximize your school's use of **Atlas** with FariaSupport. We provide a foundation of secure systems, global expertise, and practical resources to ensure you get the most out of your platform.

Essential Support

All Atlas subscribers benefit from core support, services and self-service resources:

- **24/7/365 AI-Powered Assistance:** In-app, web, and mobile access to the comprehensive Help Centre.
- **Dedicated Email Support:** School-wide coverage during standard school hours.
- **On-Demand Learning:** Virtual enablement webinars and "How-to" training courses.
- **Extensive Documentation:** Resource library, case studies, and quickstart guides.
- **Multi-Curricula and Standards Access:** Offering access to more than 4 million standards.

Standard & Premium Support Annual Subscriptions

Upgrade to receive enhanced service benefits. See Atlas use cases below. Full details at servicehub.faria.org

| Service Area | Standard Support  Includes all Essential features, plus: | Premium Support  Includes all Standard features, plus: |
|----------------------------------|--|---|
| Staff Enablement | <p>Virtual Training: 4 annual credits + 2 extra credits per product</p> <p>Staff Certification: Asynchronous pathways</p> <p><i>AT Unit & Course navigation refreshers</i></p> | <p>Virtual Training: Unlimited sessions with priority scheduling</p> <p>Professional Development: 8 annual FariaLearn credits for courses, coaching or onsite sessions</p> <p><i>AT Advanced curriculum workflow review</i></p> |
| Customer Support | <p>Coverage: 24/5 global coverage with phone support</p> <p>Visibility: Shared support dashboard</p> <p><i>AT Unit template edits & support</i></p> | <p>Priority: Routing to specialists for expedited handling</p> <p>Fully managed: Hands-on support for core rollover and data maintenance tasks</p> <p><i>AT Bulk course configuration - Transitioning</i></p> |
| Success Services | <p>Account Oversight: A dedicated School Experience Manager (SEM) is assigned</p> <p>Data Services: Basic admin data tasks</p> <p><i>AT One-off site checks</i></p> | <p>Account Management: Annual site recommendations</p> <p>Expanded Success Services: Includes data migrations and Subject-matter expert consultations</p> <p><i>AT Standards Cross-walk - District alignment review</i></p> |
| Resources & Community | <p>Community: Forum and workshop access</p> <p>Resources: Expanded template library</p> <p><i>AT Published Curriculum Library</i></p> | <p>Custom Requests: Resources & Sandbox environment</p> <p>Events: Priority invitations and preferred pricing</p> <p><i>AT School-specific videos & role-based materials</i></p> |

Speak to your [School Experience Manager](#) today to discuss your support plan, or visit faria.org/fariasupport