

## FariaSupport Plans for ManageBac+: Essential, Standard and Premium

Maximize your school's use of **ManageBac+** 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 ManageBac+ 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 ManageBac+ use cases below. Full details at [servicehub.faria.org](https://servicehub.faria.org)

Service Area	<b>Standard Support</b>  Includes all Essential features, plus:	<b>Premium Support</b>  Includes all Standard features, plus:
<b>Staff Enablement</b>	<p><b>Virtual Training:</b> 4 annual credits + 2 extra credits per product</p> <p><b>Staff Certification:</b> Asynchronous pathways</p> <p><i>MB+ Unit &amp; Class navigation refreshers</i></p>	<p><b>Virtual Training:</b> Unlimited sessions with priority scheduling</p> <p><b>Professional Development:</b> 8 annual FariaLearn credits for courses, coaching or onsite sessions</p> <p><i>MB+ Refining unit structures, Aligning term grading</i></p>
<b>Customer Support</b>	<p><b>Coverage:</b> 24/5 global coverage with phone support</p> <p><b>Visibility:</b> Shared support dashboard</p> <p><i>MB+ Settings &amp; permissions guidance</i></p>	<p><b>Priority:</b> Routing to specialists for expedited handling</p> <p><b>Fully managed:</b> Hands-on support for core rollover and data maintenance tasks</p> <p><i>MB+ Timetabling import review - Class Transitioning</i></p>
<b>Success Services</b>	<p><b>Account Oversight:</b> A dedicated School Experience Manager (SEM) is assigned</p> <p><b>Data Services:</b> Basic admin data tasks</p> <p><i>MB+ One-off site checks - CSV reviews</i></p>	<p><b>Account Management:</b> Annual site recommendations</p> <p><b>Expanded Success Services:</b> Includes data migrations and Subject-matter expert consultations</p> <p><i>MB+ Tailored report building - Bulk standards updates</i></p>
<b>Resources &amp; Community</b>	<p><b>Community:</b> Forum and workshop access</p> <p><b>Resources:</b> Expanded template library</p> <p><i>MB+ Reports library - Training academy</i></p>	<p><b>Custom Requests:</b> Resources &amp; Sandbox environment</p> <p><b>Events:</b> Priority invitations and preferred pricing</p> <p><i>MB+ School-specific videos &amp; role-based materials</i></p>

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