

FariaSupport Plans for OpenApply: Essential, Standard and Premium

Maximize your school's use of **OpenApply** 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 OpenApply 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.
- **Schools Directory:** Listing in the [global database](#) of schools, allowing parents to find you by location & criteria.

Standard & Premium Support Annual Subscriptions

Upgrade to receive enhanced service benefits. See OpenApply 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>OA Using checklists efficiently, Parent view</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>OA Streamlining admissions stages</i></p>
Customer Support	<p>Coverage: 24/5 global coverage with phone support</p> <p>Visibility: Shared support dashboard</p> <p><i>OA Settings & permissions guidance</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>OA Bulk applicant file uploads - 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>OA One-off form checks - CSV reviews</i></p>	<p>Account Management: Annual site recommendations</p> <p>Expanded Success Services: Includes data migrations and Subject-matter expert consultations</p> <p><i>OA Annual form updates - HTML design support</i></p>
Resources & Community	<p>Community: Forum and workshop access</p> <p>Resources: Expanded template library</p> <p><i>OA International Admissions Bulletin</i></p>	<p>Custom Requests: Resources & Sandbox environment</p> <p>Events: Priority invitations and preferred pricing</p> <p><i>OA 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