FariaSupport Overview Guide 2025-2026

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FariaSupport

FariaSupport Plans Overview

FariaSupport ensures your team has the right level of guidance, resources, and partnership to confidently use our platforms throughout the school year. Schools choose the plan that best matches their internal capacity and desired level of ongoing support.

10 Things to Know About FariaSupport

- FariaSupport plans are available as **annual subscriptions.**

- Plans act as a **service subscription wrapper,** giving access to support, data services, resources, professional development, training, events, and more.

- Plans apply across **all Faria products** your school is subscribed to (ManageBac+, OpenApply, SchoolsBuddy, Atlas, SpotLight etc).

- Everything is tracked in your **School Service Dashboard**, so you stay in control.

- Choose from 3 options: `Essential` → `Standard` → `Premium` support tiers

- Each plan builds on the last (ie everything in Essential is included in the Standard plan and so on)
    - `Essential` Reliable support and self-service resources
    - `Standard` Adds guided training and services to build confidence
    - `Premium` A success partnership with ongoing coaching & priority support

- The **Essential Plan** is included automatically with all Faria services, reflecting our commitment to providing free, accessible, high-quality support for all schools.

- You can **upgrade to Standard or Premium** plans at any time, depending on your school's needs.

- **Credits-based services** are included in Standard and Premium plans, or can be added à la carte as needed for training, services & courses.

- Implementation, product development, server operations and core platform updates are included for all schools and are **not tied to your support plan selection.**

Our Support Philosophy

Responsive, expert support is central to Faria. Every school receives Essential Support as part of their subscription.

What you can expect

Real people, not bots or outsourcing	In-house, global support team
Available every day	Coverage across time zones
Guaranteed 24-hour response SLA	Average resolution ~8 hours

All schools have access to how-to courses, enablement webinars, best-practice guides and resources. In addition, Faria ensures reliable systems and strong data security, including a 99.8% uptime guarantee, SSL encryption on all domains, daily backups, and robust data privacy standards.

Levels of Support

Schools can choose the level of engagement that fits their team and goals:

- **Standard:** Adds guided training, structured certification pathways, and professional services support.
- **Premium:** Adds priority access to senior specialists, hands-on assistance, strategic coaching, and fast-track resolution for time-sensitive requests.

Our Commitment

Every school receives guided onboarding and ongoing support. The support plans build on this foundation, ensuring services and resources align with each school's needs.

What's Included?

Choose the plan that best fits your school's needs. The table below highlights what's included in each tier, showing how each level builds on the previous one.

Service Area	Essential 🔗	Standard 🔗 (Everything in Essential, plus)	Premium 🔗 (Everything in Standard, plus)
Staff Enablement	Virtual Enablement Calendars On-demand "How-to" courses	Virtual Training Credits (4 incl + 2 per product)* Staff certification pathways (asynchronous)	Unlimited Virtual Training (priority booking) FariaLearn credits (8 annual)*
Customer Support	AI-powered Help Centre (in-app, web & mobile) Email support during school business hours for your entire community	24/5 global coverage and phone support Shared support dashboard for visibility	Priority support routing to senior specialists Faster response handling and guided assistance
Success Services	99.8% uptime guarantee SSL encryption Daily local backups and strong data privacy	Assigned School Experience Manager Professional Services catalogue access for scoped data and configuration requests	Expanded Success Services catalogue: • Hands-on admin/data task assistance** • 50% off data migrations • Subject Matter Expert & Technical Success planning
Resources & Community	Extensive resource library (case studies, quickstart guides, templates, best practices)	Community Forum & workshops access	Custom resources and sandbox Priority event invites and preferred pricing**

*All credits are annual, and can be combined with additional purchases
**For eligible admin tasks and included events

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Choosing the Right Support Plan

Every school has different workflows, staffing, and levels of experience. Our support plans are designed to match where your school is today and help you grow over time. The key consideration is how much ongoing enablement, services and collaboration you'd like from our team throughout the year.

What Each Plan is Designed For

Essential	Standard	Premium

Essential

Best for

• Schools with established processes already in place

• Teams comfortable managing setup and daily operations, or with strong product familiarity

Typically Supports

• Independent use of help centre, guides and on-demand learning resources

• Reaching out to support when specific questions or issues arise

Standard

Best for

• Schools onboarding new staff, systems, or updating workflows

• Teams looking to strengthen confidence and consistency across users

Typically Supports

• Guided training sessions to build shared understanding and familiarity with best practices

• Services to streamline and improve your school's day-to-day processes

Premium

Best for

• Schools who want a strategic partner throughout the year

• Schools navigating leadership changes or school-wide process improvements

Typically Supports

• Priority access to senior specialists for more complex or time-sensitive questions

• Ongoing coaching and hands-on support to align use with your school's goals

Frequently Asked Questions

FAQs

- **How are the FariaSupport plans billed?**
  Standard & Premium plans are charged as a percentage of your annual subscription, and billed with your annual renewal. Any additional credits or custom services are billed separately.

- **Who is the primary point of contact under this plan?**
  The School Experience Manager (SEM) is the primary coordination and relationship point. Support Specialists and Trainers are engaged as needed. See more.

- **Can a school change tiers during the year?**
  Yes. Upgrades can be made at any time. Downgrades take effect at renewal. See more.

- **How are training credits tracked? What happens when credits run out?**
  Training credits are available to your school admin team via your Support dashboard. 1 credit = 1 training session. Credits refresh annually. Additional credits can be purchased as needed. See more.

- **Who is the team that provides these services? Is it outsourced?**
  Faria Support operates across 11 time zones, ensuring our global schools get timely help whenever they need it, complete with context on your school account.. Meet our experts!

- **What are common ways schools use services within a Standard or Premium Support package?**
  - Atlas custom standard entry, template customization and system configuration.
  - ManageBac custom standards entry and system configuration.
  - OpenApply form additions and editing.

  View available services, including Data Service & Success listings, in the Faria Services Hub.

- **What kind of training can I get in a Standard or Premium Support package?**
  Standard packages include 4 training credits, plus 2 per Faria product, for customized, live, and recordable sessions (e.g., new staff, admin, special topics). Premium packages offer unlimited training. The choice depends on your team's needs. See more.

Getting Started
Have questions or want help choosing the right plan? Reach out to your School Experience Manager or contact us to discuss which FariaSupport plan best fits your school's needs.