

# FariaSupport QuickStart Guide

Services & Support Subscriptions

## The Support you need, when and how you need it

At Faria, we understand that every school is different - and that timely, effective support makes all the difference.

Our tailored **FariaSupport plans** give you the tools, training, and guidance to succeed, with scalable tiers designed to meet your school's evolving needs. Whether you're just getting started or ready to go deeper, there's a support plan that fits.

### Unlock value, every step of the way



Structured access to training & PD - when it works for your schedule



Consistent support across all Faria products - in one connected plan



Visibility into your support history & usage via a school dashboard



No more waiting or unclear handoffs - get fast, priority responses

*“What practices do other schools use?”*

*“New staff aren't trained properly”*

*“We need ongoing PD not just tech support”*

*“We need answers in a more timely manner”*

*“We have a unique school setup”*

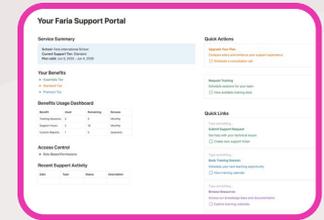
# 10 Things to Know about FariaSupport

- 1 Annual Subscriptions:** FariaSupport plans are available as **annual subscriptions**.
- 2 Service Subscription Wrapper:** Plans act as a service wrapper, giving access to support, data services, professional development, training, events and more.
- 3 All Faria Solutions:** Plans apply across **all Faria solutions** your school is subscribed to (ManageBac+, OpenApply, SchoolsBuddy, Atlas, SpotLight etc).
- 4 School Service Dashboard:** Everything is tracked in your dashboard, so you stay in control.
- 5 Three Support Tiers:** Choose from 3 options:  

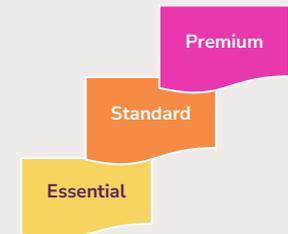
- 6 Cumulative Value:** Each plan builds on the last (e.g., Essential is included in Standard)
- 7 Included Essentials:** The **Essential Plan** is included automatically with all Faria services, reflecting our commitment to providing free, accessible, high-quality support for all schools.
- 8 Update Anytime:** You can **upgrade to Standard or Premium** plans at any time, depending on your school's needs.
- 9 Credits-based services:** Credits are included in Standard and Premium plans, or can be added à la carte as needed for training, services & courses.
- 10 Base Inclusions:** Product updates & server operations are included for all schools and are not tied to your support plan selection.



Comprehensive Service Wrapper



School Service Dashboard



Cumulative Value

# FariaSupport can help you:

Ensure 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.



**Essential:** Just need guidance here and there? Use our AI helpbot and self-service guides.



**Standard:** In need of regular training and 24hr support? Access virtual enablement, self-paced courses and global coverage.



**Premium:** Need strategic oversight and hands-on help? Get priority training, success planning, event invites, exclusive services and priority responses.



Service			
AI Helper & Knowledge base	✓	✓	✓
E-mail Support	✓	✓	✓
Asynchronous Courses	✓	★	★
24hr Cover & Phone Support		✓	★
Personalised Virtual Training		✓	★
Professional Services		✓	★
Facilitated Professional Learning			★
Success Planning & Hands-On			★
Priority Response			★

# What's included



## We cover the Essentials

Essential Support is our commitment to every school with a strong foundation of care & guidance

- ✓ Virtual **Enablement Calendars** and on-demand **"How-to" courses**
- ✓ AI-powered **Self-service tools** and **Knowledge base** (in-app, web & mobile)
- ✓ **Email support** during business hours for your entire community
- ✓ Extensive **resource library**: case studies, **quickstart guides**, ready-made templates, best-practices
- ✓ 99.8% **uptime** guarantee, SSL-encryption, daily local backups, and strong data privacy

For a tailored experience, browse our **Standard & Premium** subscriptions

Subscription Services	Standard <small>* includes Essential</small> 	Premium <small>* includes Standard</small> 
<b>Support Service</b> <i>Daily help for your entire community</i>	<b>Expanded</b> <ul style="list-style-type: none"> <li>✓ 24/5 Global Coverage</li> <li>✓ Phone Support</li> </ul>	<b>Exclusive Fast-Track Support</b> <ul style="list-style-type: none"> <li>✓ First-in-line expert routing</li> <li>✓ Response within hours</li> </ul>
<b>School Experience Manager (SEM)</b> <i>Guidance for long-term success</i>	<b>Account Manager</b> <ul style="list-style-type: none"> <li>✓ Named SEM</li> <li>✓ Support dashboard</li> </ul>	<b>Enhanced</b> <ul style="list-style-type: none"> <li>✓ Dedicated SEM</li> <li>✓ Personalised success plans</li> </ul>
<b>Virtual Training</b> <i>Product navigation for admins &amp; faculty</i>	<b>Annual Credits</b> <ul style="list-style-type: none"> <li>✓ 4 base, usable on any topic</li> <li>✓ + 2 per Faria product</li> </ul>	<b>Unlimited Credits</b> <ul style="list-style-type: none"> <li>✓ No credit limit</li> <li>✓ Priority booking</li> </ul>
<b>Professional Development</b> <i>Upskill your team</i>	<b>Asynchronous</b> <ul style="list-style-type: none"> <li>✓ Certification Courses</li> </ul>	<b>Expanded</b> <ul style="list-style-type: none"> <li>✓ 8 FariaLearn credits (USD \$1,944 value)</li> </ul>
<b>Professional Services</b> <i>From large scale projects to admin tasks</i>	<b>Basic Services</b> <ul style="list-style-type: none"> <li>✓ Service catalogue</li> </ul>	<b>Expanded</b> <ul style="list-style-type: none"> <li>✓ Success catalogue</li> <li>✓ Admin/data assistance (Account config, report setup, custom resources)</li> <li>✓ Data migrations</li> </ul>
<b>Faria Community &amp; Events</b> <i>Workshops, conferences, forums</i>	<b>General Access</b> <ul style="list-style-type: none"> <li>✓ Forum Login</li> </ul>	<b>Priority Access</b> <ul style="list-style-type: none"> <li>✓ Exclusive invites</li> <li>✓ 20% off Faria event tickets**</li> </ul>
<b>Strategic Success Planning</b> <i>Guided by Subject Matter Experts</i>	✘	<b>Exclusive</b> <ul style="list-style-type: none"> <li>✓ SME consultations + workshops</li> </ul>

# Choosing the right plan for your school

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.

## 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

- **How are the FariaSupport plans billed?**

Standard & Premium plans are charged as a percentage of your annual subscription, and billed with your annual renewal. Additional credits or 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 we 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 is available to your admin team via your 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?**

Our internal support team operates in 10+ time zones, ensuring our schools get timely help whenever they need it, complete with context on your account.. [Meet our experts!](#)

- **What are common ways schools use data services in the Support packages?**

- Atlas custom standard entry, template customization and system configuration.
- ManageBac custom standards entry and system configuration.
- OpenApply form additions and editing email notification templates.

Subscribe for your new academic year!



### [Sign Up Online](#)

Secure your 2026 plan in minutes

### Contact Us

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.

# Helpful Resources

Browse the Faria Service Hub [🔗 servicehub.faria.org](https://servicehub.faria.org) for detailed information of all services and support plans

**ManageBac+ by Faria** | **FariaSupport**

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

Maximize your school's use of **ManageBac+** with **FariaSupport**. We provide a foundation of secure systems, 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	Standard Support  Includes all Essential features, plus:	Premium Support  Includes all Standard features, plus:
Staff Enablement	<b>Virtual Training:</b> 4 annual credits + 2 extra credits per product <b>Staff Certification:</b> Asynchronous pathways <b>MB+ Unit &amp; Class navigation refreshers</b>	<b>Virtual Training:</b> Unlimited sessions with pre scheduling <b>Professional Development:</b> 8 annual Faria credits for courses, coaching or onsite sessions <b>MB+ Refining unit structures, Aligning term</b>
Customer Support	<b>Coverage:</b> 24/5 global coverage with phone support <b>Visibility:</b> Shared support dashboard <b>MB+ Settings &amp; permissions guidance</b>	<b>Priority:</b> Routing to specialists for expedited support <b>Fully managed:</b> Hands-on support for core IT and data maintenance tasks <b>MB+ Timetabling import review - Class Trans</b>
Success Services	<b>Account Oversight:</b> A dedicated School Experience Manager (SEM) is assigned <b>Data Services:</b> Basic admin data tasks <b>MB+ One-off site checks - CSV reviews</b>	<b>Expanded Success Services:</b> Includes data IT and Subject-matter expert consultations <b>MB+ Tailored report building - Bulk standard</b>
Resources & Community	<b>Community:</b> Forum and workshop access <b>Resources:</b> Expanded template library <b>MB+ Reports library - Training academy</b>	<b>Custom Requests:</b> Resources & Sandbox environments <b>Events:</b> Priority invitations and preferred pricing <b>MB+ School-specific videos &amp; role-based ma</b>

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

## Faria Service Hub

Browse Professional Services, Support Subscriptions, Training, Courses & PD opportunities

🔍 Try searching with two or more keywords - it will help!

### Our Services

- FariaSupport**  
Manage your FariaSupport subscription, access premium benefits, and see what services are included for your school.  
[Explore Service >](#)
- Onboarding & Setup**  
Guided implementation resources to set up your school account and foster adoption across your community.  
[Explore Service >](#)
- Professional Services**  
Execute data migrations, system projects, and bespoke services with our expert team to optimize your school's systems.  
[Explore Service >](#)
- Product Training**  
Live and virtual enablement sessions, practical tips, and best practices to help staff succeed with Faria tools.  
[Explore Service >](#)
- FariaLearn**  
Structured professional learning and certification programs that support staff development and continuous growth.  
[Explore Service >](#)
- Integrations Portal**  
Explore integrations and data connections that link your Faria platforms together for a more unified school experience.  
[Explore Service >](#)

### FariaSupport Service Benefits

Below is a concise overview of FariaSupport services, with a brief description of each and the plan(s) that include them:

- E - Essential:** Reliable support and self-service resources
- S - Standard:** Adds guided training and services to build confidence
- P - Premium:** A success partnership with ongoing coaching & priority support

Additional information can be found for each service item in the Faria Service Hub at [servicehub.faria.org](https://servicehub.faria.org)

#### Staff Enablement

##### Virtual Enablement Calendars

Monthly schedules of product webinars and seasonal refreshers designed for both new and returning staff. (E, S, P)

##### On-demand "How-to" Courses

Self-paced video tutorials and walkthroughs covering core platform features and common tasks. (E, S, P)

##### Virtual Training Credits

Allocated credits used to book live online training sessions for staff groups. Book in on the topic of your choice, with each session running roughly 60 minutes. (E - Purchasable \$185 per session or bundled discount; S - 4 credits + 2 additional per Faria product, refresh annually, min \$900 value; P - As needed, priority book)

##### Staff Certification Pathways

Asynchronous learning that builds confidence and validates platform competency for admins, teachers & coordinators. (S, P)

#### FariaLearn Credits

Professional development credits that can be applied towards courses, coaching, or consultations (E & S - Available for purchase; P - 8 annual credits, refresh annually, Value \$1,994)

#### Onsite Training (Available at Cost)

In-person training delivered at your school, with travel and related expenses covered by the school (1 day: \$2,000; 2 day: \$3,000, plus OPE Out-of-pocket Expenses \$1,000 per day)

#### Customer Support

##### AI-powered Help Centre

Central library of searchable guides, walkthroughs, and contextual tutorials available in-app and online. (E, S, P)

##### Email Support

Support for all school-affiliated users during school business hours via email channels. (E, S, P)

# Tune in and learn more!

Join us for an overview of our **FariaSupport** plans

**Webinar** | [Recording](#)



We'll walk through the benefits of each plan, answer your key questions, and help you understand how to select the right option for your new academic year.

## **Who should join?**

Any admin from your school responsible for ownership over your Faria solutions (ManageBac+, OpenApply, SchoolsBuddy, Atlas)

## **Can't join live?**

Register and click on the join link to access the recording!

**Thank you!**