

! What is FariaSupport? 10 things every school should know

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. Standard and Premium plans are charged as **annual subscriptions based on your school's products & services**

- 1 **Annual subscriptions.** FariaSupport plans are available as annual subscriptions, billed with your Faria renewal.
- 2 **Service subscription wrapper.** Plans give access to support, data services, resources, professional development, training, events, and more.
- 3 **Applies across all Faria products.** Your plan covers ManageBac+, OpenApply, SchoolsBuddy, Atlas and any other Faria solutions your school subscribes to.
- 4 **School Service Dashboard.** Everything is tracked in your dashboard - training credits, support history, and service requests, all in one place.
- 5 **Three tiers.** Choose from Essential (free), Standard, or Premium. Each tier builds on the previous - everything in Essential is in Standard, and so on.
- 6 **Essential is always free.** Included automatically with all Faria subscriptions, reflecting our commitment to accessible, high-quality support for every school.
- 7 **Upgrade anytime.** You can move to Standard or Premium at any time. Downgrades take effect at your next renewal.
- 8 **Credits-based services.** Training and FariaLearn credits are included in Standard and Premium, or can be purchased individually as needed.
- 9 **Global team, no outsourcing.** Our internal support team operates across 11 time zones - your school always gets someone with context on your account.
- 10 **Platform updates are separate.** Product development, server operations and core platform updates are included for all schools regardless of support plan.

Included free	Annual subscription	Annual subscription
<p>Essential</p> <p>Self-starter resources and reliable support for schools managing independently.</p> <ul style="list-style-type: none"> AI Help Centre (24/7) Email support, business hours On-demand courses Resource library 	<p>Standard</p> <p>Everything in Essential, plus guided training and services to build staff confidence.</p> <ul style="list-style-type: none"> Training credits (min. \$1k value) 24/5 global phone coverage Staff certification pathways School Experience Manager Basic data services Community Forum access 	<p>Premium</p> <p>Everything in Standard, plus a strategic partnership with priority support all year.</p> <ul style="list-style-type: none"> Full training access 8 FariaLearn credits (min. \$2k value) Priority routing to senior specialists Annual success planning Hands-on Support and Technical Consultations Up to 50% off data migrations Custom Sandbox & school resources

Choosing the Right Plan Every school is different - find the tier that matches where you are today

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.

Essential

Included free with all Faria subscriptions

BEST FOR

- Schools with established processes already in place
- Teams comfortable managing day-to-day operations independently
- Schools with strong product familiarity across their team

TYPICALLY SUPPORTS

- Independent use of the Help Centre, guides and on-demand courses
- Reaching out to support when specific questions or issues arise
- Self-paced learning at your own schedule

YOUR TEAM LOOKS LIKE

- Experienced admin or coordinators who know the platform well
- Stable staffing with low turnover

Standard

Annual subscription

BEST FOR

- Schools onboarding new staff or updating existing workflows
- Teams looking to build confidence and consistency across users
- Schools wanting guided support rather than figuring it out alone

TYPICALLY SUPPORTS

- Live training sessions tailored to your school's needs
- A named School Experience Manager for coordination
- Data and admin task assistance within agreed scope

YOUR TEAM LOOKS LIKE

- Mixed experience levels, some newer to the platform
- Coordinators managing multiple responsibilities

Premium

Annual subscription

BEST FOR

- Schools who want a strategic partner throughout the year
- Schools navigating leadership changes or school-wide improvements
- Complex or multi-platform schools needing ongoing guidance

TYPICALLY SUPPORTS

- Priority access to senior specialists for time-sensitive queries
- Ongoing coaching and hands-on support aligned to school goals
- Annual success planning and Subject Matter Expert consultations

YOUR TEAM LOOKS LIKE

- Leadership changes or strategic initiatives underway
- High complexity across programmes, data or configurations

Essential → **Standard** → **Premium**

Plans are cumulative. Everything in Essential is included in Standard, and everything in Standard is included in Premium. You never lose access to a feature by upgrading.

What's Included Full breakdown by service area across all three tiers

	Essential Included free	Standard Annual subscription	Premium Annual subscription
 Staff Enablement	<ul style="list-style-type: none"> Global Enablement Calendar (monthly webinars) On-demand "How-to" courses <p>AVAILABLE AT COST</p> <ul style="list-style-type: none"> <i>Virtual Training (\$165/session)</i> 	<ul style="list-style-type: none"> 4 virtual training credits + 2 per product included FariaLearn staff certification pathways (async) <p style="background-color: #ffc107; border-radius: 10px; padding: 2px; text-align: center;">Minimum \$1k value annually</p>	<ul style="list-style-type: none"> Full virtual training access - priority booking, custom topics included 8 FariaLearn credits for courses, coaching or onsite included <p style="background-color: #ffc107; border-radius: 10px; padding: 2px; text-align: center;">Minimum \$2k value annually</p>
 Customer Support	<ul style="list-style-type: none"> Email support - business hours, entire school community AI-powered Help Centre (24/7, in-app & web) 	<ul style="list-style-type: none"> 24/5 global phone & email coverage included School support dashboard - track & escalate 24-hour escalation for critical issues 	<ul style="list-style-type: none"> Priority routing to senior specialists included Faster response & guided assistance Hands-on support for complex tasks
 Success Services	<ul style="list-style-type: none"> 99.8% uptime, SSL encryption & daily backups <p>AVAILABLE AT COST</p> <ul style="list-style-type: none"> <i>Professional Services (\$80/hr)</i> <i>Data Migrations (\$100/course)</i> 	<ul style="list-style-type: none"> Assigned School Experience Manager included Professional Services - scoped & included included Basic admin & data task assistance 	<ul style="list-style-type: none"> Annual account review & success planning included Up to 50% off bulk data migrations Subject Matter Expert & Technical Support consultations included
 Resources & Community	<ul style="list-style-type: none"> Resource library (guides, templates, case studies) Quickstart guides for all products 	<ul style="list-style-type: none"> Community Forum Access included Invites to regional product workshops Best practices newsletter 	<ul style="list-style-type: none"> Custom resources & sandbox environments included Priority event invites & preferred pricing (20% off) School-specific videos & role-based materials

Each plan applies across all Faria products your school subscribes to. For product-specific use cases and examples, see the individual FariaSupport guides for ManageBac+, OpenApply, SchoolsBuddy and Atlas at servicehub.faria.org

? Frequently Asked Questions

 Common questions from schools about FariaSupport

Q How are FariaSupport plans billed?

Standard and Premium plans are charged as a **percentage of your annual Faria subscription** and billed with your annual renewal. Additional credits or custom services are billed separately. The Essential plan is always free.

Q Who is our primary contact under a Standard or Premium plan?

Your **School Experience Manager (SEM)** is the primary coordination and relationship point. Support Specialists and Trainers are engaged as needed based on your requests. Your SEM will ensure you get the most from your plan.

Q Can we change plan tiers during the year?

Upgrades can be made at any time. If you are unsure on a plan or prefer individual services, contact us via the ServiceHub.

Q How are training credits tracked? What happens when they run out?

Training credits are available to your school admin team via your **School Service Dashboard**. One credit equals one live session (approx. 60 minutes). Credits refresh annually. If you run out, additional credits can be purchased. Standard plans include 4 credits plus 2 per Faria product. Premium plans include full training access with no credit limit.

Q Is the FariaSupport team internal or outsourced?

Entirely internal. **Faria Support operates across 11 time zones**, ensuring global schools receive timely help with full context on their account. You will never be routed to a generic support queue - our team knows your accounts and your school.

Q What kind of training is available?

Virtual Training offer customised, live, recordable sessions with screenshare and Q&A. Topics are your choice - new staff, admin tasks, special workflows and more. How-To and Staff Certification asynchronous courses help to reinforce learning. Professional Development coaching hours and Onsite sessions are available, speak with your SEM for your training needs.

Q What data and admin services are included in plans?

Common services used by schools include:

- Atlas - custom standards entry, template customisation and system configuration
- ManageBac+ - custom standards entry, report building and CSV reviews
- OpenApply - application form updates, CSV reviews and HTML email design
- SchoolsBuddy - data verification, custom reports and data flow reviews

Ready to choose your plan?

Speak to your School Experience Manager, or sign up via the ServiceHub.

servicehub.faria.org