

Essential

Included free with all Faria subscriptions

Always free

Your Essential plan is included automatically with your Faria subscription. It covers your entire school community - administrators, teachers, coordinators, students and parents - across all Faria products your school subscribes to.

CUSTOMER SUPPORT

- **AI-powered Help Centre**
In-app, web and mobile - 24 hours a day, 7 days a week
- **Email support**
For all school-affiliated users during business hours
- **Global in-house team**
11 time zones covered - friendly, knowledgeable, personable
- **Response within 24 hours**
Guaranteed response back to your team

Visit help.faria.org to get started

STAFF ENABLEMENT

- **Global Enablement Calendar**
Monthly live product webinars and seasonal workflow sessions
- **On-demand "How-to" courses**
Self-paced video tutorials covering core platform features

Available to purchase

Virtual training sessions - \$165/session or credit bundles

FariaLearn PD credits - \$250/credit or credit bundles

Onsite training - from \$2,000/day + travel expenses

RESOURCES

- **Resource library**
Quickstart guides, case studies, video libraries, import templates and planning tools
- **Demo sandbox environment**
Shared environment to explore features and test configurations

PROFESSIONAL SERVICES

- **Basic data service assistance**
General guidance on requests

Available to purchase

Standards & Data Services - \$80/hour

Bulk Data Migrations - \$100/course

PLATFORM & INFRASTRUCTURE

- **99.8% uptime guarantee**
- **SSL encryption**
- **Daily local backups**
- **Regional data privacy compliance**
- **Product updates and platform development**
Included for all schools regardless of plan

Covers all subscribed products:

ManageBac+

OpenApply

SchoolsBuddy

Atlas