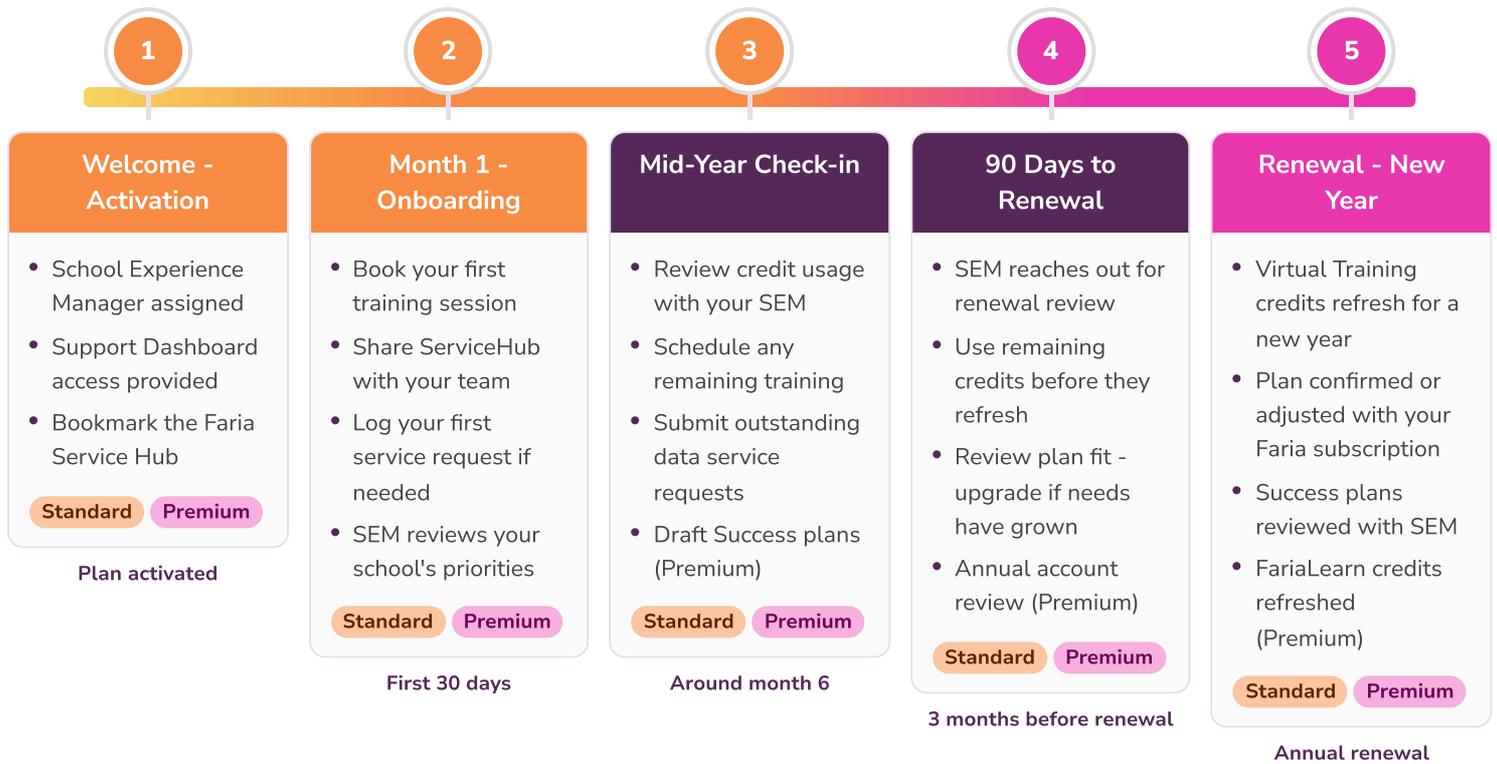


Your FariaSupport plan is an annual subscription - **credits refresh, your SEM stays connected, and the value builds over time.** This guide shows you what to do and when, so your school gets the most from every stage of the year.



🕒 Running all year - available whenever you need them

<p>AI Help Centre 24/7/365 searchable guides, walkthroughs and in-app tutorials - all plans, always on.</p>	<p>Email and Phone Support Email all year, phone 24/5 (Standard/Premium). Raise requests any time via the dashboard.</p>	<p>Monthly Enablement Webinars Global Enablement Calendar runs year-round - all plans. Register for upcoming sessions on the ServiceHub.</p>	<p>Resource Library Quickstart guides, templates, case studies and import tools - all plans, always accessible.</p>
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☑ Three things to do in your first 30 days

<p>STEP 1</p> <p>Meet your SEM Your School Experience Manager will reach out to schedule a kick-off call. Share your school's priorities - training, data tasks, upcoming changes - so they can plan with you. Book via servicehub.faria.org</p>	<p>STEP 2</p> <p>Book your first training session Don't let credits sit unused. Book a session for new staff, a specific workflow or an admin refresher. Sessions are live, recordable and on any topic you choose. Schedule at servicehub.faria.org</p>	<p>STEP 3</p> <p>Share ServiceHub with your team The Faria Service Hub is your team's home for support, resources, training booking and plan management. Share it with your admin team or staff who will use Faria services regularly. servicehub.faria.org</p>
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