

CompassLearning Annual Support Options

Premium Service

Premium Service provides all the benefits of Basic Service, plus on-site assistance when appropriate, consolidation of cases to a single technical contact upon escalation, and in-depth technical assistance with Odyssey Server configuration and set-up.

- ✓ 7 a.m.–7 p.m. Customer Support Helpline
- ✓ 24-Hour Customer Portal Access
- ✓ Maintenance and Management of Hosted Site
- ✓ Odyssey Enterprise Server Support (including configuration of Windows Server, SQL Server, and IIS as appropriate)
- ✓ Tech Note Communications
- ✓ Internet Diagnostics Tools
- ✓ On-Site Technical Assistance

Basic Service

Basic Service provides customers with year-round telephone and e-mail product support, access to the customer website, and remote server support. The customer website provides a knowledge base and monitored discussion forums and can be reached through the Odyssey Manager.

- ✓ 7 a.m.–7 p.m. Customer Support Helpline
- ✓ 24-Hour Customer Portal Access
- ✓ Maintenance and Management of Hosted Site
- ✓ Odyssey Enterprise Server Support (including configuration of Windows Server, SQL Server, and IIS as appropriate)
- ✓ Tech Note Communications

If you are a current CompassLearning® customer and would like to speak to a service and support professional, call 1-800-678-1412 or e-mail support@compasslearning.com.