

Dear New York City Educator:

Thank you for your commitment to raising achievement for struggling readers. We value the Scholastic-New York City partnership in improving the lives of students and offering them the best possible learning environment.

The purpose of this memo is to review how you can get technology support for your Scholastic Education Technology programs.

FOR SCHOOLS THAT HAVE AN ACTIVE PREMIUM PRODUCT SUPPORT PLAN

Unlimited Telephone, Web Chat, and Email support:

- Telephone, web chat and e-mail support is available from 7AM to 8PM Eastern Standard Time (EST), Monday through Friday, excluding national holidays. Most phone calls and web chats will be resolved within 2 minutes. Most e-mails will be responded to within 1 business day. For telephone support, call 1-800-283-5974 (Enterprise Edition) or 1-800-927-0189 (Version 1.6 or earlier). To access email and Web chat, go to the product support site at <http://edproductsupport.scholastic.com/ts/home>.
- Scholastic Tech Support will verify that you have an active tech support plan. If your tech support plan is not active, please renew it on FAMIS –Item Number 439865867.
- When contacting Tech Support, please have the following information available: school name and/or number, school address, zip code, type of computer you are using (PC or Mac), and your software version. The Technical Support Hot Line will try to determine if the problem is a hardware or software issue. When you call, you will need to be at the computer(s) that are experiencing the issue(s). Tech Support will often walk you through some solutions over the phone or using web chat (this is usually done before school, during a prep or lunch, or after school when students are not in the classroom).

On-site troubleshooting visits as necessary:

- If your technology issue cannot be resolved via telephone, Web chat, or email, Scholastic will schedule a technician to visit your site.
- Please note that Scholastic will make every effort to accommodate onsite visits in a expedited manner, but that in peak times dispatching a Scholastic Field Engineer can take up to 5 to 10 business days.

FOR SCHOOLS THAT DO NOT HAVE AN ACTIVE PREMIUM PRODUCT SUPPORT PLAN

Resources to answer issues and/or troubleshoot:

- You will find a wealth of information and support regarding technologies and software in the software manuals.

ISSUES NOT COVERED BY PRODUCT SUPPORT PLANS

Scholastic cannot offer support for any technology issue not specifically related to our programs, including: hardware issues, network issues, virus, malware or antivirus program issues, general computer maintenance, server operating system configuration, moving or relocating workstations, and computer security.

If it is determined that the technology issue is not related to Scholastic software, you will be directed to contact your school technology staff or the NYC DoE Help Desk at (718) 935-5100.

Scholastic offers the following technical services not covered by a Product Support Plan for a fee with Item Number 800055500 via FAMIS.

- Software installation and re-installation.
- Reinstalling for back to school or adding/moving new classrooms or computers.
- Data migration, aggregation, or analysis.
- On-site troubleshooting not resulting from Scholastic product issues.

We look forward to partnering with you to help change the lives of struggling readers and ensuring that NYC schools have the highest possible quality of support.

Kind regards,



Duncan Young
Vice President, Education Services
Scholastic Education

