

Study Island Support Resources

Edmentum is here to guide and support you in achieving your goals. From technical support to high-value instructional support, we will help you gain the full value of Study Island. A variety of support resources are available to you from the moment you choose to partner with Edmentum.

Help Resources - <http://help.studyisland.com/>

Our knowledge base and help site offers you immediate access to a vast selection of help topics to support your overall success with Study Island. You can locate areas of interest quickly by using the search field or you can browse various categories, including:

- **How-To:** Provides step-by-step instructions to perform the most used features within Study Island
- **Home Usage:** Offers a variety of resources to increase usage at home and promote parent involvement
- **Training and Tutorials:** Access to instructional videos and virtual workshops
- **FAQs and Troubleshooting:** Provides an assortment of resources to troubleshoot technical issues, including clicker support
- **Implementation and Motivation:** Offers resources to support all types of implementations from remediation, enrichment, special education and so much more.
- **Technical Resources:** Offers additional tips and tricks to support technical compliance, clicker compatibility, and the use of advanced features

Walk Me

Walk Me allows school administrators and teachers to access a help function that guides them through performing basic administrative functions step-by-step. Users can access this feature anywhere the Walk Me logo appears.

Live Customer Support

Edmentum's award-winning live customer support team offers both technical and instructional support to assist district and school-level administrators and educators. To ensure you have the best experience possible, personalized support is offered by:

- **Email:** support@studyisland.com
- **Chat:** Simply click on the Live Help logo from within your account to chat with a live support agent.



- **Phone:** 800-419-3191 option 3

Virtual Workshops - <http://www.edmentum.com/resources/live-workshops>

Keep your implementation on track. As part of your Edmentum partnership, we provide ongoing training through our comprehensive collection of virtual workshops delivered live online at no additional charge.

Seehive

Submit new product feature and enhancement ideas in our interactive community of Edmentum educators. You can also comment and vote on existing ideas to help us accelerate the innovation of our products. Access to Seehive is located at the top of your Study Island administrative or teacher home page.

Edmentum Services - <http://www.edmentum.com/products-services/services>

We offer consulting service offerings both virtually or onsite that are customized to meet your unique needs. We can help with program implementation and design, course and program customization, advanced set-up and planning, advanced product training, reporting and data management, and program optimization assistance.