

LIVETEXT Help & Support Resources

Learn what's possible.

SUPPORT TYPE	RESPONSIBILITY & FOCUS	RESPONSE TIME & COST
Lead Implementation Coordinator	<ul style="list-style-type: none"> Ongoing Campus Support & LiveText Best Practices On-Site / Online Campus Trainer 	<ul style="list-style-type: none"> Send to bremen.hentzel@livetext.com or implementation@livetext.com (24-48 hour response time typical) 1-866-LiveText (548-3839)
Educational Consultant	<ul style="list-style-type: none"> Account Management Pricing and Licensing Problem Escalations 	<ul style="list-style-type: none"> Rahul Nandi rahul.nandi@livetext.com 408-628-1901 / 408-656-7066 (24-48 hour response time typical)
Technical and Customer Support	<ul style="list-style-type: none"> LiveText Help Desk After Hours Support 	<ul style="list-style-type: none"> Send to support@livetext.com 1-866-548-3839, option 3 Support hours located at www.livetext.com/aboutus
Integrated Help Center	<ul style="list-style-type: none"> Online Videos and User Guides Frequently Asked Questions 	<ul style="list-style-type: none"> After login, visit college.livetext.com/c1_help/
Weekly Administrator and Online Training	<ul style="list-style-type: none"> Live Webinars on how to use different components of the application 	<ul style="list-style-type: none"> Bi-weekly schedule located at college.livetext.com/c1_help/faculty_training/ Registration required
Best-Practices Webinars	<ul style="list-style-type: none"> Assessment experts, implementation case studies, learning sessions on rubric norming, portfolios, etc. 	<ul style="list-style-type: none"> Monthly schedule is e-mailed and requires registration
Product Enhancement Requests	<ul style="list-style-type: none"> Send enhancement requests to support@livetext.com 	<ul style="list-style-type: none"> Quarterly briefing
On-Campus Training	<ul style="list-style-type: none"> Customized training sessions 	<ul style="list-style-type: none"> 1-Day for Standard LiveText and 1-Day for FEM, \$2,500 per day
Users Conference	<ul style="list-style-type: none"> Industry expert thought-leadership sessions Networking LiveText training 	<ul style="list-style-type: none"> Annual event, 3-Days Visit www.livetextconference.com

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1-866-LiveText (548-3839)
www.livetext.com