

Help Desk Support includes:

- Basic Help Desk support for students: student login issues/password assistance and technical difficulties specific to the LMS.
- Help Desk support for administrators: initial administrator training, custom content creation, initial training for turnover administrative staff, refresher training on LMS functions and features, and continued training on new LMS features, as released.
 - Initial Training – up to 10 hours of training relating to the administration, use, and maintenance of the Learning Management System via telephone and/or virtual meeting at no cost. STAR will provide an additional two hours of training for on the creation of custom content via telephone and/or virtual meeting at no cost. Additional training is available at a rate of \$95/hour plus travel expenses, if needed
 - Refresher Training – up to 5 hours annually of refresher training via telephone and/or virtual meeting at no cost
 - Quarterly account reviews, monthly reach-outs, and periodic webinars
 - A range of resources, QuickStart guides, and video tutorials are provided at no additional cost
- For Help Desk requests submitted during normal Help Desk hours, customer support will respond within one (1) business day, though initial responses are generally submitted within a much shorter timeframe.
- STAR does not guarantee a time frame for resolving reported issues as there is a range of issues that may need to be addressed by the Help Desk. High priority issues that represent a security concern, user access to the system, or data corruption are handled with the highest priority when received by help desk staff. All other issues are handled based on priority and in balance with other customer needs.

Contact the Help Desk

Monday-Friday 9:00 am—4:00 pm

[Submit a Help Ticket](#)

onlinetraining@starsvcs.com

651-641-0201

Help Desk Support does not include:

- Any customization of included courses or content
- Any development of additional courses, lessons, or content that is agency-specific
- After initial training on course creation and customization, support or assistance with the creation of custom content, importing of custom content, maintenance of custom content, changes or customizations.
- Day to day administrative operational support – your team is responsible for test resetting, adding and enrolling students, facilitating courses, certificate generation, reporting, maintenance, and other administrative tasks.