

Unlimited Support Throughout the Process

Responsive Technical Support for Users

LiveText provides the highest possible customer service to its customers. Students, faculty, and administrators can access support:

- By phone six days a week, with extended hours at the beginning and close of academic terms
- By email for responses within one business day

Virtual Support for Users

LiveText also provides a variety of virtual support options:

- A HelpCenter with step-by-step instructions and FAQ's by clicking on the link in the upper right of your account
- Complementary Faculty Online Training webinars three times a week with schedules and registration in the HelpCenter



Your partner for continuous improvement.

Collaboration Throughout the Year

Each summer, LiveText offers administrators and faculty the opportunity to attend the LiveText Assessment & Collaboration Conference, where LiveText trainings take place, new features are introduced, and national experts present on critical assessment topics. Throughout the year, we also offer smaller meet up opportunities for users in your state and region.

Your Dedicated Implementation Coordinator

LiveText's comprehensive team of knowledgeable and highly trained Implementation Coordinators are always on call as back-ups to handle any requests. Administrators on your campus have access to your own dedicated Implementation Coordinator, who:

- Meets with key campus contacts for initial consultation to develop a customized implementation plan
- Serves as the primary contact for the main campus contacts
- Assists in the development of customized training and support documentation
- Provides remote and on-site product training as well as consultation services with respect to IT integration and best practice use and assessment

Never out of Reach



**By Phone at
1-866-LiveText**

(1-866-548-3839)



**By Email at
support@livetext.com**

Regular Support Hours:

Monday to Thursday
7:00am to 9:00pm (CT)

Friday
7:00am to 6:00pm (CT)

Sunday
12:00pm to 9:00pm (CT)

