




















# The Walking Classroom Mobile App Support Options

Our optional **Support Contract** provides additional support, services, and training to help smooth the way to successful program implementation.

	FREE w/Subscription	w/Support Contract
<b>Adopter Resources account</b> for access to supplemental resources for each podcast (includes electronic quiz, slide deck, video links, downloadable worksheets, and other resources)		
<b>Online training</b> for all adults implementing the program during the first 45 days after purchase		
Unlimited sessions of online training for adults throughout the duration of the support contract—by request		
<b>End-user functional support</b> for students and teachers: <ul style="list-style-type: none"> <li>Detailed written instructions</li> <li>Short video clips covering app icon installation, navigation, general functionality, and usage tips</li> </ul>		
<b>Quarterly adopter e-newsletter</b> full of tips for successful program implementation		
<b>Frequently asked questions</b> and troubleshooting documentation		
<b>Phone and email support</b>	Email support only	
<b>Changes to student/educator user accounts</b> during the subscription term	\$9.99/change	
<b>Resetting user passwords</b> during the subscription term		
<b>Online introductory student training videos</b> using the web-based app		
<b>Custom professional development opportunities</b>		
<b>Monthly check-ins</b> via email		
<b>Weekly user reports</b> detailing podcasts opened by students—by request*		
<b>Student survey</b> (mid-contract): Survey link provided to teacher to share with students. Results returned to teacher.		

\*Note: User reports may be limited by, or unavailable, because of security settings out of our control.