



Curriculum Crafter® Tool
<http://www.curriculumcrafter.org>

CURRICULUM CRAFTER® TOOL SUPPORT SERVICES

HELP DESK

Definition – The help desk is the means of communication between the Customer and Kent ISD Curriculum Crafter® Tool regarding software issues.

Procedures:

A toll free number is provided for customer service.
866-350-1357

E-mail support will also be available.

ccsupport@kentisd.org

Hours of Operation:

The help desk will be open from 8:00am to 4:00pm Monday through Friday, EST, excluding Holidays and building closures.

TRAINING AND SUPPORT MATERIALS

One half (1/2) day (4 hours) of training is included in the licensing of our software.

Training manuals are on the web page.

Videos and other training venues will be available soon.

MISCELLANEOUS SUPPORT SERVICES

- Any interruption in service will be posted on the web page prior to a scheduled interruption.
- Frequently Asked Questions are posted on the front web page.
- Server space is provided to each client. If a large amount of space is being used, Kent ISD reserves the right to charge an additional fee.
- If minor legislative changes are made to curriculum, Kent ISD will make the necessary changes in a timely manner.
- If major legislative changes are made, Kent ISD may have to totally rewrite the curriculum content. This may result in an additional fee.
- Annual support fees are based on the initial purchase price and have been agreed upon in the sales contract.

SOFTWARE CHANGES

This term refers to any additions, modifications, corrects, upgrades and new releases. All are part of your software purchase.

COMMITMENT

Kent ISD will do whatever necessary to keep software/server disruptions to a minimum. Maximum resources will be allocated to resolve reported issues.