

**With a team of support personnel, teachers and technology experts on-staff, Wriggle support over 60,000 students and thousands of teachers across hundreds of schools to ensure they are getting the very most from their technology for teaching and learning.**

**We provide a bespoke 1:1 student device programme that is safe, secure and fully compliant with GDPR regulations together with all the tools, resources and support you will need to benefit from enhanced teaching and learning at home and at school.**

### **Our service and support includes:**

- A dedicated helpdesk providing phone and email support to parents and students for 3 years
- Technology experts who set your child's device securely and manage, maintain and repair it over 3 years
- Tailored get started information and webinars for parents and students run by teachers to help you get full benefit from your device
- 24/7 access to 100s of training videos created by teachers and digital safety experts to help you confidently use the learning tools on your device

The full list of the services and supports included in your child's Wriggle technology bundle is on page 2 of this flyer



# Wriggle's full service and support package includes:



## Device Configuration



- Bespoke set up and management of each individual student device to school specifications
- Securing each student device with a device management profile which ensures that it is safe and secure and can be used for educational purposes only at school
- Each and every device undertakes a rigorous 77 step configuration process overseen and managed by our dedicated Apple and Microsoft Engineers
- Installment of school specific applications to each individual student device
- School specific device restrictions applied to fully adhere to school policy
- Deployment of additional Apps and Services to each student device for a full 3 year period

## Support



- Full phone and email support for all App and technical issues that students, or you as a school, may have, including:
- Support for any technical issues with the device
- Application Support to ensure optimal performance of educational apps
- Device Enablement in cases where devices become Locked or 'Disabled'
- Device Reconfiguration to school specifications
- 3rd Party Account Support including device management applications such as ASM, InTune and JAMf Classroom
- Warranty repairs and support
- Logistics repairs support
- Ongoing application deployment
- Full 3 years of email & phone support for parents
- 36 month software cover
- 36 month Mobile Device Management licence and platform maintenance

## Training



- Tailor-made online training sessions for parents and students on our online training platform Wriggle Connect Family with courses on eBook set-up, device settings and updates, internet filtering, checking screentime, assisting with digital homework and more to help them get the most from their technology for learning.
- Tailor made online training webinars for parents to help them better manage the device with the student, detailing the security, GDPR compliance and management environment
- Access to ongoing tuition and support videos
- Bespoke student award certificate on successful completion of 'Getting Started Training'

