



# Ready to elevate your D2L Brightspace admin experience?

We provide quick resolution to questions and challenges to help admins advance your organization's learning goals

Make it easy for your Brightspace admins to get the support they need when they need it. Your admins will receive guidance and reassurance to help them get the most out of Brightspace through hands-on support from Brightspace experts. Our partnership approach helps build the trust required so no question goes unanswered. From log in to log out and everything in between, we've got you covered.

**Strong expertise with quick response times:** With access to continual learning, tools and training, our analysts will provide quick support on technical issues. We stay on top of your needs with our commitment to fast engagement and communication.

**Comprehensive case review:** We review support data to look for trends, helping anticipate future issues and address them proactively, boosting your organization's efficiency and productivity.

**Real-time monitoring and analysis:** Your Brightspace instances will be closely monitored to ensure 24/7 availability for your learners. Plus, we'll keep you informed with clear and detailed communications.

## OUR SUPPORT PACKAGES OFFER CONVENIENCE AND FLEXIBILITY TO MEET YOUR NEEDS.



### Self-Serve Support

Our Brightspace Community and Approved Support Contact (ASC) portal are always available for you to get access to resources, documentation, troubleshooting articles, service requests and discussion forums.



### Live Support

Chat, email and phone support are available 24/7/365 in multiple languages (English, Spanish and Brazilian Portuguese).

“Any time that we raise an issue, we know that our D2L contacts will either solve it or escalate to ensure we receive a quick fix. The **quality** of support has been fantastic; we could easily have been overwhelmed as such a small team but we never feel alone with the D2L **support** team on our side”

Vanessa Cox, Director of Online Learning, University of Dallas