

SUPPORT GUIDELINES

GENERAL INQUIRIES

All general inquiries concerning Mindmarker should be sent to support@mindmarker.com and will be addressed or routed accordingly within 24 business hours.

For urgent requests please contact your **Mindmarker Account Representative** Kevin McDevitt at k.mcdevitt@mindmarker.com

PARTICIPANT/LEARNER SUPPORT

The Mindmarker **Program Administrator(s)** at your company are responsible for assisting participants with inquiries concerning but not limited to:

- Expired program activation codes/email invitations
- User Profile updates (i.e. email address, name, password resets, etc.)
- Program removals, etc.

Should you need assistance with admin related functions please contact us via support@mindmarker.com.

WEB OR MOBILE APP SUPPORT

All inquiries concerning technical or navigational support with the Mindmarker web or mobile application should be sent to support@mindmarker.com and will be addressed within 24 business hours.

CLIENT PORTAL SUPPORT

We encourage all clients to access the **Admin Guide** to stay up to date with new processes and procedures concerning all modules of the client portal.

Should you need further assistance with technical or navigational support in the Mindmarker Client Portal, please contact support@mindmarker.com and will be addressed within 24 business hours.

MINDMARKER PROGRAM CONTENT

If Mindmarker LLC was contracted by your organization to design and develop a program(s), all content must be thoroughly revised and approved by each partner before going live. Please note that Mindmarker LLC **cannot** make any changes to the content length or format of these programs without consent or approval from your organization. Any questions or suggestions concerning your program(s) should be addressed to the **Instructional Designer** assigned to your project.

Should you discover a grammatical (i.e. typo, spacing, etc.) error or run into a technical difficulty, please contact us at support@mindmarker.com.

PARTNER PROGRAM CONTENT

The Intellectual Property (IP) concerning all Mindmarker program(s) is owned by each partner. All general inquiries or suggestions concerning your Mindmarker program(s) should be addressed to the **Program Administrator(s)** at your company, including but not limited to:

- Program design/development
- Program content
- Program files/supplemental files

MINDMARKER CONTRACTS

All inquiries concerning your Mindmarker LLC contract should be addressed to your **Mindmarker Account Representative**, Kevin McDevitt at k.mcdevitt@mindmarker.com.

These include but are not limited to:

- Pricing/Licenses/Seats
- Admin accounts
- Portal Set up/Fees
- Contract work (i.e. program translations, program copies, etc)