



Illuminate User Support System

Regional Network Meeting

Canfield, OH

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<https://goo.gl/hCd20C>

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ILLUMINATE'S MISSION STATEMENT

Creating tools that educators can
use to promote student and
educator success.

We Are Educators Doing Technology

At the heart of Illuminate are educators just like you!



195 Illuminators

Use of Resources and Support

Have users taken advantage of all the resources and support that Illuminate provides?

- ✓ Illuminate Help Center
- ✓ Illuminate Support Center
- ✓ Online Learning Opportunities/Illuminate U
- ✓ Training: In Person/Webinars
- ✓ Professional Development/iPD
- ✓ Regional Network Meetings
- ✓ National User Conferences
- ✓ Alerts/Emails/Newsletters:Where Do I Sign Up?

Illuminate Help Center



Search

We're here to help

Introduction	Assessments	Attendance
Behavior	Counselor	Data Basics
Grades	Gradebook	Federal Reporting
Health	Home Connection Portal	Illuminate University: Training
Language	Reports	Special Education (ISE)
CA: State Reporting	Scheduling	State Reporting
Students	System Setup and Admin Management	Trainer Toolkit
Videos/Training Materials	Release Notes	Miscellaneous

At Illuminate Education, we pride ourselves on providing tools and resources, right at your fingertips!

Illuminate Support Center

How can we help you?

At Illuminate Education, we pride ourselves on providing personal and helpful support. We want to get your questions answered so that you can get back to the students in your schools.

There are three simple ways to get help:

- **Email Support:** help@illuminateed.com
- **Support Documentation:** support.illuminateed.com
- **Call Support:** (949) 242-0343
 - **Live support hours:** Monday – Friday from 5:00AM to 5:00PM PST

Looking to talk to our sales team? Email them at sales@illuminateed.com



Online Learning Opportunities



Illuminate U



We offer complimentary training documentation, live webinars and recorded video training on a wide range of our product features, functionality, and best practices to help you get the most out of your Illuminate platform.

Training Opportunities

Training opportunities abound — whether you're just learning to use Illuminate or you're looking to deepen your expertise in a specific area. We offer in person and virtual training on a wide range of topics, features, functionality, and best practices to help you get the most out of your Illuminate.



Training:
In-Person &
Webinars



Professional Development/iPD



Illuminate seeks to engage educational leaders with high quality professional development services that promote district continuous improvement to ensure all students live to their fullest potential.

- Continuous Improvement
- Scheduling for Continuous Improvement
- Equity and Access
- Comprehensive Student Achievement Systems
- Leadership for Success

Regional Network Meetings

Network with other Illuminate users in your region.



What happens at these meetings?

1. We discuss best practices
2. Deepen understanding
3. Share our vision
4. Work to improve our tools

Who should attend?

Leadership with responsibilities in the areas of data analysis, assessment/accountability, and student achievement.

What does it cost?

There's no cost for regional meetings. If you attend a regional meeting, you even get lunch for free!

National User Conferences

Learn, connect, and implement new things...together!



California User Conference

Southern California
February
Over 1900 attendees

Midwest User Conference

Grand Rapids, MI
November
Over 400 attendees

Email Preferences

Where do I sign up? How do I get notified?

Illuminate does a great job providing our users with up-to-date information through email. Sign up to get the latest on the following:

Next Release

1. v9.5 released
2. - Read our v9.5 and v9.4-9.5 release notes to get the latest details about enhancements and new features! To go more in-depth, register for our Release Webinar on 3/9 at 2:00 PST.
3. - Next release: 4/13/17 after 10 PM PST (pending development and testing timelines)

Announcements

1. Bullying Survey available
2. We've teamed up with Hazelden Publishing to help schools prevent bullying. District Leads - contact us if you would like the survey installed along with the corresponding reports (Survey Results and Multiple Administration Report) . See full press release.
3. *Newsletter*
4. Read our latest newsletter. Subscribe here if you would like these emailed to you in the future.
5. *Upcoming Events*
6. Custom Report Workshop 3/8/17
7. Business Intelligence (BI) Tool Workshop 3/22/17 - 3/23/17
8. Rethinking Accountability Workshop 5/18/17
9. Regional Meetings and Training Opportunities





Thank you! Questions?

website:

illuminateed.com

email:

help@illuminateed.com