

## Student Guide to Technology and Platform Support

Technology Platform	Phone Number or Email Address	Website
Exemplify	<p><b>Exam Taker Support Line</b> Available 24 hours a day (866) 429-8889</p> <p><b>Email:</b> <a href="mailto:support@examsoft.com">support@examsoft.com</a></p>	<p><b>Support Portal</b> 24/7 Online Resource Center <a href="http://www.examsoft.com/support">www.examsoft.com/support</a></p> <p><a href="http://www.examsoft.com/sesn">www.examsoft.com/sesn</a></p>
Assessment Technologies Institute, Inc. (ATI)	<p>+1 800 667 7531</p> <p>TECHNICAL SUPPORT HOURS: 7 a.m. - 7 p.m. (Central), Monday – Friday</p>	<p><a href="http://www.atitesting.com">www.atitesting.com</a></p> <p>Click on ‘Contact’ and select the option for the type of help needed</p> <p>ONLINE SUPPORT: Need help? (click the red ‘Need help?’ chat box during office hours)</p>
Body Interact	<p><a href="mailto:support@bodyinteract.com">support@bodyinteract.com</a></p> <p>(Body Interact Support is located in Portugal. Please be aware when awaiting a reply)</p> <p style="text-align: center;">or</p> <p><a href="mailto:Brittany.Maxwell@franciscanalliance.org">Brittany.Maxwell@franciscanalliance.org</a></p>	<p><a href="http://www.bodyinteract.com">www.bodyinteract.com</a> <a href="http://help.bodyinteract.com">help.bodyinteract.com</a></p>
MySTE portal	<p>Cody Maxwell, Registrar/Bursar:</p> <ul style="list-style-type: none"> <li>• 765-423-6400</li> <li>• <a href="mailto:Cody.Maxwell@franciscanalliance.org">Cody.Maxwell@franciscanalliance.org</a></li> </ul>	<p>MySTE is located within <a href="http://www.steson.org">www.steson.org</a></p> <p>Click the ‘Email Registrar’ box within the portal for assistance.</p>
Learning Compass (CBT - Computer Based Training modules)	<p><a href="mailto:HospCStuCoordinator@franciscanalliance.org">HospCStuCoordinator@franciscanalliance.org</a></p> <p>Email the address above with questions or issues</p>	
Franciscan Outlook Email	<p>IS Help Desk: 1-800-346-2322</p>	

<p>EPIC (Franciscan Alliance electronic medical records)</p>	<p>1. <b>Email</b> <a href="mailto:HospCStuCoordinator@franciscanalliance.org">HospCStuCoordinator@franciscanalliance.org</a> <b>and Call</b> the IT Help Desk at 1-800-346-2322 (do both actions).</p> <p>2. <u>Only</u> if step 1 does not produce a resolution and you are experiencing a more urgent situation, call Vocera 5555 and ask for Nursing Informatics. Please only do this as a 'last resort.'</p>	
<p>Tech Support for University of Saint Francis resources (My Cougar Connection, Canvas, email, etc.)</p>	<p>USF Help Desk</p> <p>Send an email to <a href="mailto:support@sf.edu">support@sf.edu</a> or call 260-399-8195, or extension 6027 from a campus phone to submit a ticket. The USF Help Desk's normal hours of operation are M-F 7:30 a.m. to 5:00 p.m.</p>	<p><a href="http://my.sf.edu">my.sf.edu</a></p>
<p>Evolve</p>	<p>+1 800 222 9570</p>	<p><a href="http://elsevier.com">Contact - Evolve Support Center (elsevier.com)</a></p>

If a student has lost their Evolve access code; are having trouble redeeming access code; or need a new access code because their textbook edition is not consistent with Course (i.e. failed a course or sat out a semester) - please follow these instructions:

1. Students must first access their own proof of purchase of the product by logging into their Slingshot account ([sf.slingshotedu.com](http://sf.slingshotedu.com)) and go to My Transaction History. This lists out all the items they've purchased. They can screenshot their proof of purchase in the event Evolve requests it.
2. Students should then access Evolve Support: <http://evolvesupport.elsevier.com> Students can also click on the HELP link at the top of the Evolve page. Our Evolve rep always recommends students use the "chat" feature. If they submit a ticket (email), they often miss the response from the Evolve Support team. Students can also call Evolve Support at 800 222 9570.
3. If the Evolve Customer Support member is unable to resolve your issue – please record their name and save a copy of your support chat – so that the information can be shared with our Evolve rep.