

Student Guide to Technology and Platform Support

Technology Platform	Phone Number or Email Address	Website
Exemplify	Exam Taker Support Line Available 24 hours a day, 7 days a week (866) 429-8889, Ext 1 Email: support@examsoft.com	Support Portal 24/7 Online Resource Center https://support.examsoft.com/hc/en-us www.examsoft.com/sesn
Assessment Technologies Institute, Inc. (ATI)	+1 800 667 7531 TECHNICAL SUPPORT HOURS: 7 a.m. - 7 p.m. (Central), Monday – Friday	www.atitesting.com Click on ‘Contact Us’ and select the option for the type of help needed ONLINE SUPPORT: Click the Live Chat option during business hours
Body Interact	support@bodyinteract.com (Body Interact Support is located in Portugal. Please be aware when awaiting a reply) or Brittany.Maxwell@franciscanalliance.org	www.bodyinteract.com help.bodyinteract.com
MySTE portal	Cody Maxwell, Registrar/Bursar: <ul style="list-style-type: none"> • 765-423-6400 • Cody.Maxwell@franciscanalliance.org 	MySTE is located within www.steson.org Click the ‘Email Registrar’ box within the portal for assistance.
Workday Learning (CBT - Computer Based Training modules)	For Workday Learning Access Issues (if you are not able to log into Workday Learning): Contact Shared Services through MyFranciscan Service Center at 855-324-3571, Monday – Friday, 8 am – 6 pm ET. For specific questions about CBT modules or issues with CBT modules: Contact: HospCStuCoordinator@franciscanalliance.org	

Franciscan Outlook Email	IS Help Desk: 1-800-346-2322	
EPIC (Franciscan Alliance electronic medical records)	<ol style="list-style-type: none"> Email HospCStuCoordinator@franciscanalliance.org and Call the IT Help Desk at 1-800-346-2322 (do both actions). <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.' 	
Tech Support for University of Saint Francis resources (My Cougar Connection, Canvas, email, etc.)	<p>USF Help Desk</p> <p>Send an email to support@sf.edu or call 260-399-8195, or extension 6027 from a USF 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>	my.sf.edu
Evolve	<p>+1 800 222 9570</p> <p>Monday – Friday 6am to 12 am AEDT</p> <p>Saturday and Sunday 2am to 2pm AEDT</p>	Contact - Evolve Support Center (elsevier.com)
<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:</p> <ol style="list-style-type: none"> Students must first access their own proof of purchase of the product by logging into their Slingshot account (sf.slingshotedu.com) and go to My Transaction History. This lists all the items they've purchased. They can screenshot their proof of purchase in the event Evolve requests it. 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. 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. 		