SKYWARD
SUPPORT OPTIONS

Qmlativ®

Help Center
Help Center is a collection of every tutorial, flow chart, check list, and training video we have ever created for the system. Set aside a few minutes every week to dive into a specific topic, and you'll find yourself getting that time back and more with increased productivity.

Phone Support - Service Calls
Want to talk in person with a Skyward professional? Skyward's Consulting & Support Specialists are available to help answer all of your questions and concerns. Skyward professionals also have the ability to remote into your terminal to show you how to complete tasks right on your desktop.

On-Site/Webinar Training
Skyward offers both on-site and webinar trainings for customers who want to have a more "hands-on" training environment. On-site trainings bring a Skyward professional to you, for a much or as little hands-on personal training as you need. Webinar trainings happen via WebEx and typically last for about 3.5 hours to cover all the topics your district needs.

Community
The Skyward Community is the place to go when you want to bounce ideas off of other people in similar roles with similar responsibilities. We're all smarter together, and there's almost nothing that hasn't been done by someone somewhere.

User Groups
If you value one-on-one fact time with Skyward staff or want to hear best practices from more experienced Skyward users with similar job responsibilities, User Group Conferences are the place for you. Held throughout the U.S., user groups are typically organized by existing Skyward customers through independent state steering committees.

Events
Events aims to build on your success by offering a number of free training sessions every month that highlight different hot topics with your Skyward solution. These brief 1-3 hour sessions span a wide range of roles and experience levels, with the ultimate goal of helping you do you job more effectively.
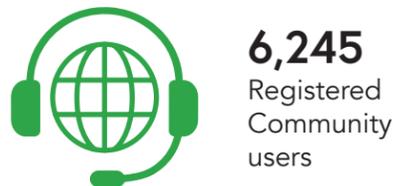
Professional Development Center
Skyward's Professional Development Center is the ultimate resource for just-in-time refresher courses, advanced mastery lessons, and even certifications as a Skyward expert in specific areas of the software. Take a deep dive into courses tailored to your role to help create a smooth transition to the Qmlativ solution.

IN 2020, SKYWARD RECORDED...

23,991 Service Calls

15,116 Hours of WebEx Trainings

MANY UTILIZED SKYWARD'S SUPPORT OPTIONS...

6,245 Registered Community users

23,194 Service Center Logins

141,306 Registered PDC users

7,720 Course completion certificates awarded for Qmlativ

SKYWARD OFFERED SEVERAL LEARNING AND NETWORKING OPPORTUNITIES...

91 Webinar event sessions

37 Business Qmlativ sessions

54 Student Qmlativ sessions
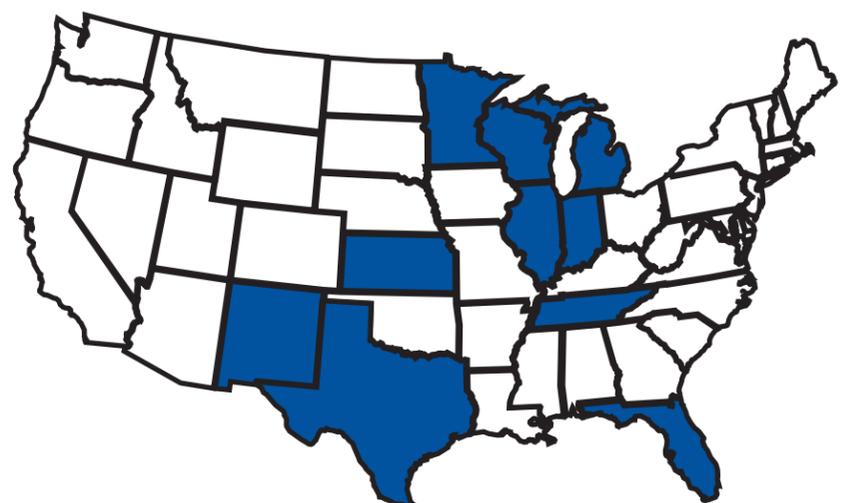
10 Different states hosted a user group conference virtually

5,457 Customers attended a user group in 2020 virtually