



Service and Support (Parents)

With a team of support personnel, teachers and technology experts on-staff, Wriggle support over 60,000 students and thousands of teachers across hundreds of schools to ensure they are getting the very most from their technology for teaching and learning. We provide a bespoke 1:1 student device programme that is safe, secure and fully compliant with GDPR regulations together with all the tools, resources and support you will need to benefit from enhanced teaching and learning at home and at school.

Our service and support includes a dedicated helpdesk providing phone and email support, technology experts who handle the repair process and technical setup. We also have a team of some of the country's most progressive teachers on our staff, who work with all of our partner schools to deliver continuous effective training. Exclusive to Wriggle Learning, our service is designed to provide schools and parents with all the support and resources they need to successfully enhance teaching and learning through the use of technology.

Wriggle's full service and support for senior cycle package includes:

Support



Full phone and email support for all App and technical issues that students, or you as a parent, may have, including:

- Application Support to ensure optimal performance of educational apps
- Device Enablement in cases where devices become Locked or 'Disabled'
*Only applies to Wriggle bought and managed devices
- Device Reconfiguration to school specifications
- 3rd Party Account Support including device management applications such as ASM and JAMf Classroom
- Replacement reconfiguration support
- Ongoing application deployment
- Full 3 years of email & phone support for parents
- Software cover until end of 6th year
- Mobile Device Management licence and platform maintenance until end of 6th year

Training



- Tailor made online training sessions for parents and students to help them get the most from the technology
- Tailor made online training sessions for parents to help them better manage the device with the student, detailing the security, GDPR compliance and management environment
- Access to ongoing tuition and support videos