

# i3 Education Support

## UNDERSTANDING THE SUPPORT

When you call our support centers, your call will be placed in a queue and answered in the order in which it was received. The system will tell you the expected wait time. We are typically able to get to your call within a minute or two, though at the beginning of the school year the wait times can be a little longer. Our call system now offers a call-back option. If you would rather be called back than placed on hold simply make that choice in the call system. You are also welcome to email us your support questions! During business hours, we try to respond within 24 hours to all customer emails.

And don't forget that we offer complimentary ongoing training. If your team needs a refresher, if you're having trouble with a certain task, or if you have new staff members that need to be trained, we're happy to schedule a custom training session. We answer emails within 24 hours, but calling by phone is always the fastest way to resolve your issue.

## CONTACT INFORMATION



### By Phone

**PaySchools: 1-800-669-0792**

1. Support
2. Installations & Training
3. Billing
4. Sales

**SchoolPay: 1-888-886-9729**

1. Customer Service
2. Sales Representative



### By Email

support@payschools.com  
support@schoolpay.com

**Subject Line:** [District name] + brief description of problem

**Body of Email:** Detailed description of the issue you need help with. When appropriate, please include photos, screen captures, email threads, etc. The more information, the better!



### For Parents



PaySchools: 1-877-393-6628  
SchoolPay: 1-833-731-2600



PSC\_help@payschools.com  
support@schoolpay.com



### Parent support center hours of operation:

8:30 a.m. – 7:30 p.m. EST, Mon-Fri