

# Comprehensive Support Solutions:

## Levels of Assistance and Supported Topics



CDW Education’s support offerings are designed to meet the unique requirements of higher education organizations, and ensure that Google’s suite of applications and our SaaS tools operate securely and effectively. Our team of experts is readily available to assist you in setting up and utilizing these solutions, helping to boost your institution’s productivity and efficiency.

### How to Submit a Support Ticket

Access the [submit a ticket link](#) at the top of the [CDW Amplified for Education Help Center page](#), or email support at [support@amplifiedit.cdw.com](mailto:support@amplifiedit.cdw.com).

<p><b>Amplified Support*</b></p> <ul style="list-style-type: none"> <li>• 24 business-hour service-level agreement (SLA)</li> <li>• Unlimited technical support</li> <li>• On-demand support tickets</li> <li>• 1:1 sessions with Google IT Specialists</li> <li>• Outcome-based deliverables with Support Stacks</li> <li>• Consulting on the Google Admin console</li> </ul> <p>*Does not include User Provisioning Support</p>	<p><b>Standard Support</b></p> <ul style="list-style-type: none"> <li>• 24 business-hour service-level agreement (SLA)**</li> <li>• Hours subject to customer acquisition, remaining balance, and expiration date one year after purchase</li> </ul>
<p><b>**Note: Business hours of operation are from 8:00 a.m. to 7:00 p.m. ET (Monday through Friday). SLA is based on business hours of operation.</b></p>	

In addition to the above support, on all paid editions (Standard, Teaching and Learning, and Plus) we will provide free support on all paid features as defined below.

### Support for Paid Edition Google Workspace Customers

Support is available for CDW Education’s Google Workspace for Education paid edition customers related to licensing provisioning, the Security Center, Originality Reports and advanced Meet features (attendance reports, breakout rooms and livestreams) without a support contract by emailing [support@amplifiedit.cdw.com](mailto:support@amplifiedit.cdw.com). We can also use our Google Premier Partner status to escalate an existing Google support case. See the full [support statement for Google Workspace](#).

### Topics CDW Education Supports

Support Topic	Support Subtopics
<b>Additional Apps</b>	<ul style="list-style-type: none"> <li>• <a href="#">YouTube</a></li> <li>• Takeout</li> </ul>
<b>Admin Roles</b>	<ul style="list-style-type: none"> <li>• General Support</li> <li>• Custom Admin Roles</li> </ul>
<b>BigQuery</b>	<ul style="list-style-type: none"> <li>• <a href="#">Setup and Support</a></li> <li>• Integration with Looker Studio</li> </ul>
<b>Chrome</b>	<ul style="list-style-type: none"> <li>• Device Licenses</li> <li>• Android Apps</li> <li>• Android Device Settings &amp; Support</li> <li>• Apps &amp; Extensions</li> <li>• Chromebook Deprovisioning</li> <li>• Device Deployment/Enrollment</li> <li>• Device Settings</li> <li>• User &amp; Browser Settings</li> <li>• OS Settings &amp; Support</li> <li>• Printing</li> <li>• General Reporting</li> </ul>
<b>Core App – General Support</b>	<ul style="list-style-type: none"> <li>• Vault</li> <li>• Chat</li> <li>• Sites</li> <li>• Calendar</li> <li>• Classroom</li> <li>• Drive</li> <li>• Meet</li> </ul>
<b>Core App – Classroom</b>	<ul style="list-style-type: none"> <li>• <a href="#">Originality Reports</a></li> <li>• <a href="#">Clever</a> (Enable only; Clever Support is supported by Clever)</li> </ul>
<b>Core App – Drive</b>	<ul style="list-style-type: none"> <li>• Data Transfer Between Accounts</li> <li>• <a href="#">General Support</a></li> </ul>
<b>Core App – Gmail</b>	<ul style="list-style-type: none"> <li>• Content Compliance/<a href="#">Objectable Content</a></li> <li>• <a href="#">Confidential Mode</a></li> <li>• Mail Forwarding</li> <li>• Mail Routing</li> <li>• Phishing</li> <li>• Quarantine Whitelist</li> <li>• <a href="#">Restricted Delivery</a></li> <li>• Walled Garden Setup &amp; Support</li> <li>• General Support</li> <li>• <a href="#">SPF, DMARC, DKIM and MTA-STS Setup &amp; Best Practices</a></li> <li>• Dual Delivery</li> <li>• Email Signature</li> <li>• GSSMO</li> <li>• Spam Support</li> <li>• <a href="#">Migration Support</a></li> <li>• SMTP Relay</li> </ul>
<b>Core App – Meet</b>	<ul style="list-style-type: none"> <li>• Quality Tool</li> <li>• Meet Log Events</li> <li>• General Support (Configuration Staff vs. Student)</li> </ul>
<b>Directory</b>	<ul style="list-style-type: none"> <li>• General Support</li> </ul>
<b>Directory Sync</b>	<ul style="list-style-type: none"> <li>• LDAP</li> </ul>
<b>Domain</b>	<ul style="list-style-type: none"> <li>• Name Change</li> <li>• Recovery</li> <li>• Alias Configuration</li> <li>• DMARC Setup &amp; Best Practices</li> <li>• DNS Settings (As pertains to GWFE)</li> <li>• SPF</li> </ul>
<b>GAM</b>	<ul style="list-style-type: none"> <li>• Installation Support</li> <li>• Syntax/Command Support</li> <li>• General Support</li> </ul>
<b>Gemini Education Support</b>	<ul style="list-style-type: none"> <li>• <a href="#">Versions of Gemini Education</a></li> <li>• <a href="#">General Support</a></li> </ul>
<b>Groups</b>	<ul style="list-style-type: none"> <li>• General Support</li> <li>• Dynamic Groups</li> </ul>
<b>Licensing</b>	<ul style="list-style-type: none"> <li>• Enterprise Trial Setup</li> <li>• Google TOS</li> <li>• <a href="#">GWFE Licensing</a></li> <li>• Voice Licensing Support</li> <li>• Legacy Tool License Change</li> </ul>
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Admin Console</li> <li>• Google Marketplace (Chrome or Android)</li> <li>• Google Play Support (Chrome or Android)</li> <li>• Workspace Plus</li> <li>• Billing and Renewals (CDW/AIT)</li> </ul>
<b>Mobile and Endpoint</b>	<ul style="list-style-type: none"> <li>• Certificate Cloud Connector</li> <li>• Devices &amp; Settings (iOS, Windows, Android)</li> <li>• Google Credential Provider for Windows</li> <li>• Mobile Device Management (MDM)</li> <li>• Network Settings/VPN</li> <li>• Universal Settings</li> </ul>
<b>Networks</b>	<ul style="list-style-type: none"> <li>• WiFi/VPN/Ethernet/EAP/TLS Authentication</li> </ul>
<b>OU Structure</b>	<ul style="list-style-type: none"> <li>• Setup/Best Practices</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Admin Console Reporting</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• <a href="#">Two-Factor Authentication</a></li> <li>• API Settings</li> <li>• Basic Settings</li> <li>• <a href="#">Context Aware Access</a></li> <li>• <a href="#">DLP General Setup &amp; Support</a></li> <li>• DLP Objectable Content</li> <li>• Identity Management/IdP</li> <li>• Password Management</li> <li>• SAML</li> <li>• SSO</li> <li>• SSO ADFS</li> <li>• <a href="#">Security Center/Investigation Tool</a></li> <li>• <a href="#">Security Center/Dashboard</a></li> <li>• <a href="#">Security Center/Health</a></li> </ul>
<b>Support Stacks</b>	<ul style="list-style-type: none"> <li>• <a href="#">Support Stacks</a> are brief and predefined engagements with our Google IT Specialists, designed to equip institutions with clear deliverables that solve common domain challenges.</li> </ul>
<b>SaaS Tools</b>	<ul style="list-style-type: none"> <li>• <a href="#">Centipede</a></li> <li>• <a href="#">Event-o-Matic Support</a> (Break/Fix Only)</li> <li>• <a href="#">Gopher for Gmail</a></li> <li>• <a href="#">Gopher for Groups</a></li> <li>• <a href="#">Gopher for Chrome Premium</a> (Gopher Buddy)</li> <li>• <a href="#">Gopher for Drive</a></li> <li>• <a href="#">Gopher for Users</a></li> <li>• <a href="#">Gopher Pack</a></li> <li>• <a href="#">Group Gator</a></li> <li>• <a href="#">Little SIS Premium</a></li> <li>• <a href="#">Little SIS Web</a></li> <li>• <a href="#">Managed Sync</a></li> <li>• <a href="#">Local Hero</a></li> <li>• <a href="#">CDW for Education Licensing Tool</a></li> </ul>
<b>User Provisioning***</b>	<ul style="list-style-type: none"> <li>• Azure Provisioning</li> <li>• GAM Setup</li> <li>• General Support</li> <li>• GSPS</li> <li>• GAM Training</li> <li>• GCDS Server Support</li> <li>• GCDS Setup</li> <li>• GCDS Support</li> <li>• GFE Sync Support</li> <li>• GFE Sync Updates</li> </ul>

\*\*\*Note: GCDS support and GFE Sync support are only available to existing Standard Support customers who have already acquired hours prior to November 6, 2023, and Amplified Support customers. User Provisioning Support is not included. All other customers must work with their Google Customer Success Specialist to acquire these services.

**For questions or to discuss your support options, contact a [Customer Success Strategist](#).**