

Comprehensive Support Solutions

Levels of Assistance and Supported Topics



CDW Education’s support offerings are designed to meet the unique requirements of K–12 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 school’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](#) or email support at support@amplifiedit.cdw.com.

LEVELS OF SUPPORT

Essential Support*	Basic Support**	Standard Support
<ul style="list-style-type: none">4 business-hour service level agreement (SLA)***Unlimited technical supportA Google for Education Audit with a customized RoadmapMembership to the CDW Education Collaborative <p>*Includes User Provisioning Support</p>	<ul style="list-style-type: none">24 business-hour service level agreement (SLA)***Unlimited support <p>**Does not include User Provisioning Support</p>	<ul style="list-style-type: none">24 business-hour service level agreement (SLA)***Hours subject to customer acquisition, remaining balance & expiration date one year after purchase
<p>***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.</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 Amplified for Education’s Google Workspace 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. 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	
Additional Apps	<ul style="list-style-type: none"> • YouTube • Takeout 	
Admin Roles	<ul style="list-style-type: none"> • General Support • Custom Admin Roles 	
BigQuery	<ul style="list-style-type: none"> • Setup and Support • Integration with Looker Studio 	
Chrome	<ul style="list-style-type: none"> • Device Licenses • Android Apps • Android Device Settings & Support • Apps & Extensions • Chromebook Deprovisioning • Device Deployment/Enrollment 	<ul style="list-style-type: none"> • Device Settings • User & Browser Settings • OS Settings & Support • Printing • General Reporting
Core App — General support	<ul style="list-style-type: none"> • Vault • Chat • Sites • Calendar 	<ul style="list-style-type: none"> • Classroom • Drive • Meet
Core App — Classroom	<ul style="list-style-type: none"> • Originality Reports • Clever (enable only) (Clever Support is conducted by Clever) 	
Core App — Drive	<ul style="list-style-type: none"> • Data Transfer between Accounts • General Support 	
Core App — Gmail	<ul style="list-style-type: none"> • Content Compliance/Objectionable Content • Confidential Mode • Mail Forwarding • Mail Routing • Phishing • Quarantine Whitelist • Restricted Delivery • Walled Garden Setup & Support • General Support 	<ul style="list-style-type: none"> • Dual Delivery • Email Signature • GSSMO • Spam Support • Migration Support • SMTP Relay • SPF, DMARC, DKIM and MTA-STS Setup & Best Practices
Core App — Meet	<ul style="list-style-type: none"> • Quality Tool • Meet Log Events • General Support (Configuration Staff vs. Student) 	
Directory	<ul style="list-style-type: none"> • General Support 	
Directory Sync	<ul style="list-style-type: none"> • LDAP 	
Domain	<ul style="list-style-type: none"> • Name Change • Recovery • Alias Configuration 	<ul style="list-style-type: none"> • DMARC Setup & Best Practices • DNS Settings (as pertains to GWFE) • SPF
GAM	<ul style="list-style-type: none"> • Installation Support • Syntax/Command Support • General Support 	
Gemini Education Support	<ul style="list-style-type: none"> • Versions of Gemini Education • General Support 	
Groups	<ul style="list-style-type: none"> • General Support • Dynamic Groups 	
Licensing	<ul style="list-style-type: none"> • Enterprise Trial Setup • Google TOS • GWFE Licensing 	<ul style="list-style-type: none"> • Voice Licensing Support • Legacy Tool Lic Change

SUPPORT TOPIC	SUPPORT SUBTOPICS
Miscellaneous	<ul style="list-style-type: none"> Admin Console Google Marketplace (Chrome or Android) Google Play Support (Chrome or Android) Workspace Plus Billing & Renewals (CDW/AIT)
Mobile & Endpoint	<ul style="list-style-type: none"> Certificate Cloud Connector Devices & Settings (iOS, Windows, Android) Google Credential Provider for Windows MDM Network Settings/VPN Universal Settings
Networks	Wi-Fi/VPN/Ethernet/EAP/TLS Authentication
OU Structure	Setup/Best Practices
Reporting	Admin Console Reporting
Security	<ul style="list-style-type: none"> Two-Factor Authentication API Settings Basic Settings Context Aware Access DLP General Setup & Support DLP Objectionable Content Identity Management/IdP Password Management SAML SSO SSO ADFS Security Center/Investigation Tool Security Center/Dashboard Security Center/Health
Support Stacks	Support Stacks are brief and predefined engagements with our Google IT Specialists, designed to equip institutions with clear deliverables that solve common domain challenges. The link to the left will provide a list of stacks, and each stack has a link to exactly what will be delivered upon completion of the stack.
SaaS Tools	<ul style="list-style-type: none"> Centipede Event-o-Matic Support (break/fix only) Gopher for Gmail Gopher for Groups Gopher for Chrome Gopher for Chrome Premium (Gopher Buddy) Gopher for Drive Gopher for Users Gopher Pack Group Gator Little SIS Premium Little SIS Web Managed Sync Local Hero CDW for Education Licensing Tool
User Provisioning****	<ul style="list-style-type: none"> Azure Provisioning GAM Setup General Support GSPS GAM Training GCDS Server Support GCDS Setup GCDS Support GFE Sync Support GFE Sync Updates

****Please 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 to Essentials customers. User Provisioning Support is not included with Basic Support. All other customers must work with their Customer Success Specialist to acquire these services.

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

