

## Gold-Start for *Options*

MIST Services and October Resolutions want to ensure that your experience of **Options** is positive, rewarding and efficient, leading to a successful outcome.

**Gold-Start** gives you structured support as you lay the foundations that lead to a successful **Options** generation.

You will have access to a vast library of documents, tips and video clips together with the help of experts who have extensive knowledge of **Options** throughout the world in many types of schools.

**Gold-Start** is provided as a part of the purchase of **Options** but can also be purchased separately if you are new to **Options** (even if your school is not) or if you feel you might benefit from a helping hand to get you started.

Within 3 working days of receiving **Options**, or of opting in to **Gold-Start**, you will receive your Onboarding Portal login and a Gold Start email getting you started with **Options**.

You will be given the opportunity to send in your **Options** file at key stages and an **Options** expert will cast their eyes over it and give you feedback that is designed to spot any difficulties early and set you on the path to a successful outcome.

You will also be provided with a booking link and voucher code to book a 30-minute Zoom Call with an expert. This call can be used for personalised troubleshooting, in-depth Q&A, and best practice advice to build on your existing training and address specific, complex queries.

**Gold-Start** covers the following areas of **Options**:

<b>Gold-Start</b>	1. Installation of software including
	2. Populations
	3. Subjects
	4. Students
	5. Choices
	6. Clash table
	7. Generation (Guidance can be given)

## Extra support and training

Step 7 is covered by the standard HelpLine Support, HelpScreens, KnowledgeBase, etc. ... but should you require extra assistance then we can offer extended support in the form of workshops, remote support, consultancies, etc., but these are outside **Gold-Start** and would cost extra.