

## Gold-Start for StaffCover

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

**Gold-Start** gives you structured support as you lay the foundations that lead to the daily successful use of **StaffCover**. 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 **StaffCover** throughout the world in many types of schools.

**Gold-Start** is provided as a part of the purchase of **StaffCover** but can also be purchased separately if you are new to **StaffCover** (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 **StaffCover** or of opting in to **Gold-Start**, you will receive your Onboarding Portal login and a Gold Start email getting you started with **StaffCover**.

You will be given the opportunity to send in your **StaffCover** file at key stages and a **StaffCover** 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.

MIST Services offer a complete range of training and consultancy services to assist you with the setting up of StaffCover. Details can be found at [www.mistservices.co.uk](http://www.mistservices.co.uk)

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

<b>Gold-Start</b>	<ol style="list-style-type: none"> <li>1. Installation of software including</li> <li>2. Importing your timetable</li> <li>3. Setting up your parameters for how to allocate cover</li> <li>4. Creating absences</li> <li>5. Calculating cover</li> <li>6. Printing out cover and statistics</li> <li>7. Maintaining your timetable</li> </ol>
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## Extra support and training

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.