

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 (free) 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 be contacted by MIST Services who will discuss with you the best timescales for helping you with **Gold-Start**.

MIST Services will keep in contact with you throughout the whole process at intervals that suit you. You will be given the opportunity to send them 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.

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

Gold-Start	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 features are outside **Gold-Start** and would cost extra.