samegoal

Call-In Codes: New Support Process

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In the next few weeks, we're launching a new feature called Call-In Codes.

Call-In Codes are numerical codes unique to a user's account that frequently update. When contacting SameGoal support, users will be required to provide the support representative with their Call-In Code.

Call-In Codes will further improve account security as well as allow our support team to better serve districts. Call-In Codes will provide our support representatives with information such as user, district, error codes, etc., which will allow us to troubleshoot more effectively.

To look up your Call-In Code once the feature is live:

- If you are logged in, click on the question mark icon (next to your account menu) in the top right of your screen.
- If you are not logged in or are unable to log in, follow the link on the sign in page to request a code be emailed to your district email.