

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 (free) 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 which will give you access to your Gold Start dashboard, and you can let us know via the form how you would like to use your Gold-Start Voucher (for a 30-minute Zoom call with a *StaffCover* expert, or a £47.50 reduction when purchasing an online or in-person at Market Harborough course).

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.

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

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

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