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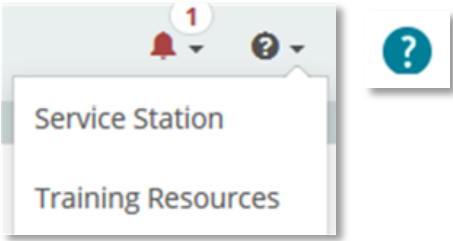

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INITIAL ACCESS TO SERVICE STATION

INSTRUCTOR, MENTOR, OLS LC AND ADMINISTRATORS

ACCESS POINT

PEAK Users	OLS and Online Middle/High School
<p>All PEAK users should access the Service Station via the links provided from within either PEAK Dashboard or PEAK Office.</p>  <p>Users will access the service station via SSO from all PEAK systems. Select here to skip to tips and guidelines.</p>	<p>Enter service.getfueled.com into a web browser or select here to access the Service Station.</p>  <p>Follow directions below for account creation and sign on.</p>



SERVICE STATION ACCOUNT CREATION AND LOGIN

1. Select **Login**.

NOTE: If you previously created a Service Cloud account move to [step #5](#) below. If you have not yet created an account follow steps 2 – 4 below.

2. Select **Not a member?** hyperlink.
3. Enter first name, last name, email and desired password. The email you enter will be where case resolutions are sent in the future.
4. Select **Sign Up**.

NOTE: If you receive the message below users do have a Service Station account. Select **Already have an account?** link and follow the procedures bellow.

Your request cannot be processed at this time. The site administrator has been alerted.

- a. Select **Forgot your password?**
 - b. Enter the email previously used to create the account and select **Send Password Reset Email**.
 - c. Follow direction received within reset email to access your account.
5. Enter the email and password used to create your Service Station Account. These are not necessarily the same email and password associated with your **PEAK** or **OLS/TVS** credentials.

STUDENT AND GUARDIAN ACCESS AND SUBMISSIONS

Students and guardians will be able to submit cases and access chat, but will not have the ability to login as a **Service Station** user.

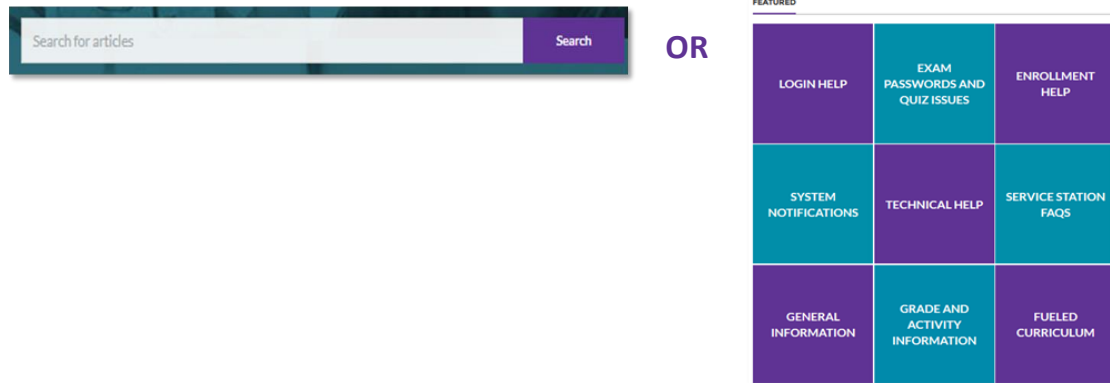
1. Enter service.getfueled.com into a web browser or select [here](#) to access the **Service Station**.
2. **PEAK** students may also access via the **Service Station** link along their course navbar.

Service Station

SUPPORT TIPS AND GUIDELINES

KNOWLEDGE BASE ARTICLES – SELF-HELP

The fastest way to resolve many issues is to use the powerful search bar or nine box matrix, containing articles of the most commonly asked questions.

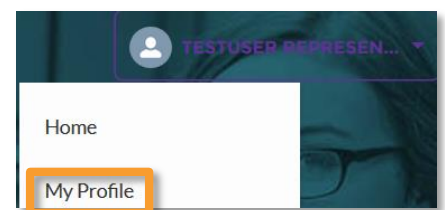


SUBMIT A CASE

Some issues cannot be resolved through self-help articles. Examples of support best received through the creation of a case include, but are not limited to, access requests, document submissions, curriculum or course issues. To create a support case:

1. Select **School Help** (or if student or guardian, select **Student Help**).
2. Select **Email Case**.
3. Complete dropdown fields, as needed. All fields with an * are required.
4. Enter as detailed a description, as possible. Include course section name, ID, and exact examples, whenever appropriate.
5. Complete dropdowns associated with asking for another individual.
6. Attach file of any supporting documentation or images, if needed.
7. Select **Submit**.

NOTE: Users can view previously submitted cases and their status by selecting My Profile from within your user name dropdown options. The ability to track cases is not available to the student/guardian user.



MY CASES					
Date/Time Closed ▲	Date/Time Opened	Case Number	Status	Issue	Sub-Issue
12/6/2016 1:59 PM	12/6/2016 1:46 PM	00154824	Closed	Exam Password	Request Exam Password
1/24/2017 5:27 AM	1/23/2017 9:30 PM	00165381	Closed	Exam Password	Request Exam Password

ACCESS CHAT SUPPORT

Chat support is the best option for quick student academic support, how to system questions, resets of assessments within a FuelEd taught session, and issues you believe may be resolved within a short conversation with the support representative. To access chat support:

1. Select [School Help](#) (or if student or guardian, select [Student Help](#)).
2. Select [Chat Now](#).
3. Complete the pre-chat survey.
4. Select [Chat Now](#).

NOTE: When done chatting users can save a copy of the chat transcript.