

Leoni Technical Support Policy:

The technical support policy aims to clarify the procedures and information related to providing technical support services to beneficiaries of the Permanent Solutions Center services to support and assist them when technical problems occur that hinder the continuation of the training process.

Lioni also provides technical, technical and educational support to all beneficiaries of the learning management system in all programs on an ongoing basis through the available channels published on the entity's website, which are:

The technical support team to provide its services to all users of the electronic platform in several ways to suit all the easiest desires of users, including:

Support via the technical support form on the website.

The following etiquette must be adhered to when communicating:

- Respect and non-offense
- Do not engage in religious or political discussions
- Do not engage in discussions outside the framework of the training program
- Correct writing free of errors

In the event of a violation of communication etiquette, the entity will follow the following procedures:

The complaint will be cancelled from the complaints system in the learning system
Communicate with stakeholders by any means
Study and analyze violations according to regulatory grounds

Beneficiaries of technical support services:

1. The center registered with the educational platform
2. All trainees enrolled in our platform.
3. Supervisors of relevant government agencies such as the Ministry of Education and the National Center for E-Learning.
4. Technical support channels
5. During official working hours from Sunday to Thursday from 8 am to 4 pm and during training course times.

Services and systems covered by technical support:

1. Joining programs and solving technical problems facing users.
2. Training on the electronic platform and using it and benefiting from its advantages.
3. Necessary qualification for users.
4. Log in to the educational platform and create an account for the trainee.
5. Attending the course and using live streaming applications.

6. The trainer enters the platform.
7. Extracting the trainee's certificate from the website

Expected response time:

If the support is via technical support on the website, whether from a trainer or a trainee, the response will be within a maximum of 48 hours.