



Welcome to Great Minds

Your guide to a strong start

We're glad you're here. Whether you're new to Great Minds or preparing for another year, this guide walks you through the Great Minds contacts who can support you at different stages of your onboarding and implementation journey—from placing your order to accessing digital materials, scheduling professional learning, and getting help when you need it.

Each section maps to a key moment in your back-to-school journey so you can jump to what matters most, right now.

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Support during your onboarding journey

Find the support you need by clicking the link below to learn more.

1	<u>Ordering and Receiving Materials</u>	Take the right steps to place your order, ensure a smooth process for receiving the materials, and pay your invoice.
2	<u>Digital Access and Rostering</u>	Know how to access your digital content and where to turn if you need help.
3	<u>Professional Learning Resources and Support</u>	Connect with our team to schedule any professional learning you've purchased or submit a ticket if you have support questions.
4	<u>Quick Reference</u>	Review your contact options and pick the one that best supports your need.

Ordering & Receiving Materials

A smooth ordering process sets the stage for everything that follows. Here's what you need to know about placing, tracking, and managing your Great Minds order.

Placing an Order

New orders

Please send your purchase order (PO) to your Great Minds sales representative. If your shipping, billing, or digital administration contact has changed since you received your order quote, please provide updated contact information when you submit your PO..

Questions about your PO? We're here to help. Connect with a Great Minds Order Management team member at ordertracking@greatminds.org.

Contacts for your order

When you received your quote, you provided a contact for shipping, for billing, and for digital administration. Each of those three contacts will receive critical communications related to your order, so if you need to change those contacts, please be sure to [connect with your Great Minds representative](#) before submitting your PO.

If any of your contacts change after you have submitted your PO, please reach out via the [print support form](#) and we can make the updates to your account.

Updating an order

Need to make an adjustment to your quote before finalizing your order? Your Great Minds sales representative is here to help. Connect with your rep via email or by completing [this form](#).



Invoicing

Your invoice will be sent via email to the billing contact you identified when you received your quote. Need another copy? No problem. Just reach out to us via the [print support form](#) and we can send it your way.

Paying for your order

Send check payments to the following address:

Great Minds PBC
PO Box 200283
Pittsburgh, PA 15251-0283

Please include your invoice number on your remittance.

If you have any questions related to billing, you can connect with us through the [print support form](#) or by email at AR@greatminds.org.

Shipping & Tracking Your Order

The shipping contact you identified when you placed your order will receive all shipping-related updates. Your shipping contact will work with Great Minds to determine the date, location, and method of delivery.

If you have questions about the process, submit the [print support form](#) and a Great Minds team member will be in touch.

Tracking numbers, pallet manifests, and arrival window estimates will be shared with the shipping contact. If you have additional questions, or the shipping contact at your district has changed, please get in touch with us via the [print support form](#).

Missing, Damaged, or Incorrect Materials

We strive to make sure every order is delivered on time, is in perfect condition, and includes everything you're expecting. If you find an error, we're here to correct it. Schools have 60 days from delivery to report missing or damaged items for replacement. Please submit the [print support form](#) as soon as you identify an issue.



Digital Access & Rostering

Our digital platform provides teachers with everything from daily lesson slides to lesson content and assessments.

How to Access Your Digital Content

After your order is confirmed, the digital administrator you identified will receive a welcome email with a link to our rostering survey. Follow the instructions in that email to begin the rostering process.

Tip: If you don't hear from our digital team within 48 hours of order confirmation, check your spam folder or submit a [digital support form](#).

i Try self-service first.

Before submitting a support form for digital issues, visit the [Digital Help Center](#) at greatminds.org. Many rostering, log-on, and access issues are resolved faster through self-service—and some require action from your district's IT team, not Great Minds.

If you're unable to log on, have the wrong permissions, or are unsure if your rostering is complete, our [Digital Help Center](#) may help you quickly resolve the issue.

Still have questions? Reach out to our [Digital Support team](#) for help.

Digital Platform Support

We're here to support your team before, after, and during teaching. Once you have access, our team is available to support you if something isn't working as expected or if you need help using a digital resource.

Digital Support Team

The Digital Support team is here to make sure everything works as expected. They maintain the [Digital Support Center](#) for common issues and are ready to tackle any digital platform performance issues you may have. Just [submit a ticket](#) and they'll reach out with support.

Implementation Success Team

If you have questions about how things work, the [Implementation Success team](#) is here to help. From assessments to reporting, this team will support your success. Submit a ticket and they'll help you lead with confidence.



Professional Learning Resources & Support

Supported teachers lead with confidence. If you haven't added professional learning or coaching to your implementation, [contact your Great Minds rep](#) to get started. If your order includes professional learning, we recommend scheduling it as soon as your order is confirmed because sessions fill up quickly in July and August.

Scheduling

Schools or districts purchasing professional learning will hear from their regional services planner or a Great Minds coach for scheduling. If you would like to connect to discuss scheduling options, please [contact your Great Minds rep](#).

PD Session Support

Having trouble with the link for resources related to your PD session or with a link to your virtual PD? Reach out to us at PD@greatminds.org and one of our team members will make sure you have access to all the right resources.

General Implementation Questions

Whether you have questions about how something works with the digital platform or other implementation-related issues—our team is ready to support you. Reach out to our [Implementation Success team](#) to get the support you need to lead with confidence.

Great Minds Customer Hub

Our team of former teachers and implementation experts have put together resources to support you at every step of your implementation journey. Access your complete resource center for implementation, support, and professional learning through our [Great Minds Customer Hub](#).

Quick Reference

Support contacts at a glance

Over 75 percent of Great Minds employees are former educators, and we know that being a good partner means doing everything to ensure teachers, administrators, and support staff can keep their focus on their students. Our team is ready to help with all your implementation needs. The table below makes it easy to connect with the right Great Minds team to ensure your questions are answered quickly and thoroughly—we are your partners throughout this implementation journey.

If you need help with ...	Go here ...
Orders, invoices, physical materials	Print Support Form
Digital access, rostering, log-ons, permissions	Digital Help Center or Digital Support Form
Platform navigation, assessments, feature support	Implementation Support Form
Questions related to scheduled PL	PD@greatminds.org
Curriculum how-to and implementation questions	Implementation Support Form or the Great Minds Customer Hub
New purchases, renewals, contract questions	Sales Support Form

All forms are accessible from any page at greatminds.org. Click Contact Us in the top navigation and then select Find Support to locate the right form for your question.

