

System Administrator Guide

With Validate, you can administer your entire mystery shop program all from one platform. All system administrators with the **Admin Console** role enabled will have access to the Validate platform.

- View status of all Program and A La Carte shops.
- Order additional A La Carte shops.
- Review and adjust assigned employees, shop scores, and comments.
- Assign upskill training courses (aka Validate Boosters) based on shop performance.
- Pull shopping report data and set up report distributions.

To perform actions with **Validate** as an administrator, you must be set up with access to the **Admin Console**.







Individuals given the **Validate** role will be able to review shops and approve upskill remediation training for employees that report to them.

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Shop Types Available

Shop Type	Shop Purpose
Internet 	Ensures the website is functioning properly and measures the timeliness of response. Assesses the follow-up for appropriate information, business writing skills, and etiquette.
Phone 	Ensures prompt response time to inbound calls and measures the selling and informative skills of the agent responding (on-site or 3rd party call service). Options to choose from a recorded or non-recorded phone shop.
Onsite 	Provides first-hand insight of a prospective resident's experience on the property and the interaction with the leasing agent. Options to choose from a recorded audio or non-recorded audio onsite shop.
Video Shop 	Provides video footage of the interaction on-site and allows an assessment of non-verbal communication, how the property looks, and how tours are conducted. Can serve as a learning object to be utilized in future training.
Virtual Shop 	Evaluates customer experience with a combination of a leasing phone call and virtual tour which can be done through video chat, web conferencing, or verbally walking a prospect through visuals of the product. Options to choose from an audio recorded or video/audio recorded for the virtual shop.
Self-Guided Tour 	Evaluates customer experience when there is no or limited in-person interaction with the leasing professional. Provides an assessment of the leasing conversation before and after the tour, as well as the customer's experience self-touring the apartment(s) and/or amenities. Options to choose from are non-recorded, audio record, or video/audio record onsite experience.

Mystery Shop Process

Status Type	Status Description
Incomplete	When using the Filter option for Status, the Incomplete status will display all shops that do not have the status of Complete, which includes all shops with a status of <i>Ordered, In Progress, Ready For Review, and Final Review</i> .
Ordered	Once a shop order is submitted in Validate, the status will display as Ordered .
In Progress	When a shopper is assigned to the shop to be completed in the future or is actively working to complete the shop, the status will change to In Progress .
Ready for Review	When the shop report is finished and delivered to the Validate dashboard, the status will change to Ready For Review . During this status, adjustments can be made to the score and employee, comments entered for the shop, and/or upskill training assigned.
Final Review	<i>(Optional)</i> If your company has an additional reviewer and/or approver for the shopping reports, the Final Review status can be used to indicate that the first reviewer has completed their review and it is ready for the final review/approval. During this status, adjustments can be made to the score and employee, comments entered for the shop, and/or recommended upskill training assign.
Completed	After the shop is marked as 'Reviewed' or after remediation has been assigned, the status changes to Completed and is visible on the employee's transcript as an active link to the shopping report. Once in Completed status, the employee and upskill training assigned cannot be changed. The score and comments can still be adjusted in this status.

Validate Dashboard

- [Order A La Carte Shops](#)
- [Review Mystery Shop Details and Reports](#)
- [Adjust Shop Score, Shopped Employee, or add Comments](#)
- [Secondary Review/Approval Options](#)
- [Review Shop with Employee](#)
- [View/Assign Upskill Training](#)
- [Marking Shop as Completed](#)

1. Manage Validate mystery shops by selecting **Validate** in the left nav bar.

2. The dashboard defaults to list all incomplete Validate mystery shops with the status of Ordered, In Progress, Ready for Review, and Final Review.
3. Click on a shop to view the details, edit the score, edit the shopped employee, and add comments for the shop. More information below in the following sections of this guide.

If you need help finding a shopping report, you can either use the **Search** bar at the top or access the **Filters** by clicking the filter icon. The Search feature returns data for the Shop ID, Location of associated shop, and shopped employee (first and last name).

Order A La Carte Shops

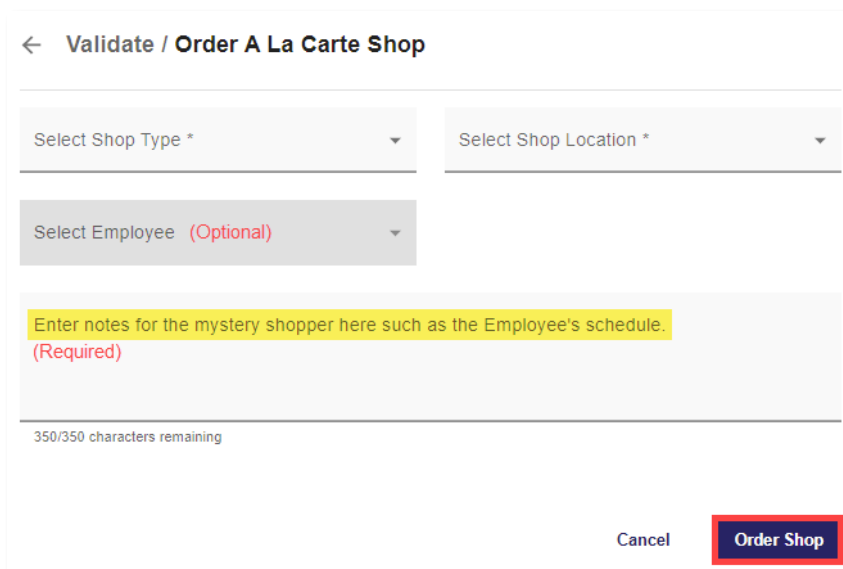
You can order A La Carte (one-time) shops to supplement your shop program subscription efforts. Each A La Carte shop is ordered separately.

1. From the Validate Orders dashboard, click the **Order A La Carte Shop** button.
2. Click **Select Shop Type** and select the type of shop to be ordered.
3. Click **Select Shop Location** and choose the location/property from the listing. *If the location is not listed, visit the [Data Manager Locations](#) section of this guide for direction.*
4. Click **Select Employee** if you have a specific employee to be targeted with the shop order.

The Select Employee option will not be available for Internet shop orders.

i Selecting an employee is not required unless you want to target a specific employee, otherwise leave **Select Employee** blank.

5. *(Required)* Add notes for the shopper including the targeted employee's schedule or any special instructions to help them conduct the shop.
6. Click **Order Shop**. An entry for the shop is created on the Validate Orders dashboard.



← Validate / Order A La Carte Shop

Select Shop Type * Select Shop Location *

Select Employee (Optional)

Enter notes for the mystery shopper here such as the Employee's schedule.
(Required)

350/350 characters remaining

Cancel **Order Shop**

Review Mystery Shop Details and Reports

When the shop order is in **Ordered** or **In Progress**, details about the shop order, including Targeted Employee (if applicable) and Notes, can be seen by clicking on the shop

Once the shop is in Ready For Review status, the shop report will be available for an administrator and/or manager - depending on your organization's internal processes - to conduct their initial review.

Program shops have Details for: Type, Program Range (start and end date of 90-day period), Status, and Location.

A La Carte shops have Details for: Type, Date Ordered, Ordered By, Status, Location, Targeted Employee (if applicable), Order Notes.

1. On the Validate Orders dashboard, click on the shop to be reviewed.
2. The Details will appear including the Shopped Employee, Date Completed, and Score.
3. Click **View Shop Report** to see the entire mystery shopping report on a separate browser tab. Click the PDF button to download the report into a PDF file.
4. After initial review, if adjustments are needed for the shop, continue to the next section of this guide for instruction on how to change the Shopped Employee, Score, or add Comments.

← Validate / Shop 79378

Details Upskill Training

Shop 79378
 Status: Ready For Review
 Survey completed on 02/12/2021

Order

Type	Video Shop	Location	Arpeggio at Victory Park
Status	Ready For Review		
Date Ordered	02/03/2021		
Ordered By	-		

Ordered By is not available for legacy orders

Survey

Shopped Employee	Test Employee	View Shop Report
Date Completed	02/12/2021	
Score	80%	

Adjustments

Adjusted Employee Adjusted Score

Comments

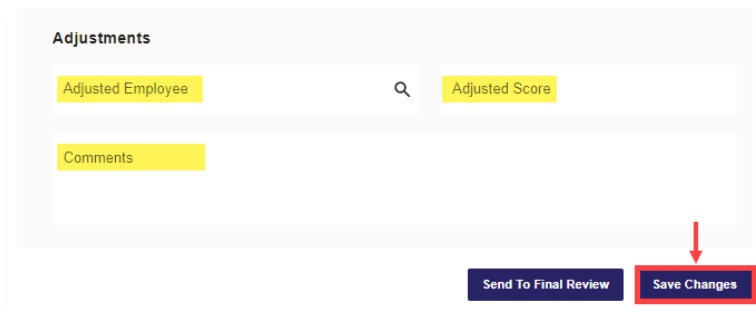


Shop Reports are not available until the shop order reaches the Status **Ready For Review**.

Adjust Shop Score, Shopped Employee, or add Comments

There might be times when you want to change a shop score based on your interpretation of an employee's shop performance. Also, sometimes an employee cannot be fully identified, or the employee's name entered by the shopper does not match the employee's name in Validate, which may result in the employee name missing from the shopping report. Adjustments to the employee and/or score can be made once the shop is in Ready For Review status.

1. On the Validate Orders dashboard, click on the shop.
2. To change the Shopped Employee name, select the **Adjust Employee** field and type in the name of the needed employee. As you type, names that match up with the Data Manager will appear and can be selected.
3. To change the shop Score, select the **Adjusted Score** field and enter in the revised score. This field does not allow for decimals.
4. In the **Comments** section, type any needed notes or comments for the shop which are only visible to those with **Admin Console, Validate** role, or **Manage Team** access to Validate. Comments can be added to a shop no matter what status the shop is in.
5. Click **Save Changes**.




The shop score can be changed at any time. The adjusted score will appear on the employee's transcript; however, will not be reflected on the actual Shop Report at this time.

6. Once saved, if adjustments were made to the employee or score, a note will appear under the field noting the date of the change and the person who made the revision.

Secondary Review/Approval Option

(Optional) If your company has a secondary reviewer/approver, once the shop has gone through initial review by either the admin or manager, depending on your internal processes, that person can then mark the shop as 'Final Review' to indicate the shop is ready for the last review/approval. *Skip this section of the user guide if there is only one approver.*

1. On the Validate Orders dashboard, click on the shop.
2. If there is another person who conducts the final review of the shop, click the **Send To Final Review** button to change the status from Ready For Review to **Final Review**.



If your company has a secondary approval process, please provide your managers regionals with the [Administer Validate – Manager/Regional Guide](#) located in the Resource Center.

Review Shop with Employee

Recommendation: At this point, once the shopping report has been reviewed and all Details are confirmed, it is recommended that the shopping report be evaluated and discussed with the employee prior to making any upskill training assignments, so that the employee can be aware of any new assignments that will be expected of them based on their performance.

View/Assign Upskill Training

Validate Boosters, which are upskill training assignments, are automatically suggested for employees who fail a question in the shopping report. Each suggested upskill training assignment is targeted, short (3-5 minutes), and skill based. Custom course assignments can also be made, if needed. If a Validate Booster is assigned, employees will need to complete the training, then they'll be asked to reflect on their shop performance and create an improvement plan. However, if no upskill training is to be assigned to the employee, proceed to the next section of the guide.

1. On the Validate Orders dashboard, click on the shop needed, then click the **Upskill Training** tab.
2. A listing of suggested Validate Boosters will appear automatically. Click the **checkbox(es)** to the left of the Course Title(s) to be assigned, then enter the number of **Days To Complete** for each assignment.
3. Add other course assignments by clicking **Add Custom Assignment(s)**.
 - An **Add Validate Assignments For [Learner Name]** window will appear. Search and select all needed courses to be assigned, then enter the **Due Date** for each.

Add Validate Assignments For Jessica Tester

Type: All

<input type="checkbox"/>	Type	Title	Due Date	Passing Score	Duration
<input type="checkbox"/>	Booster	Booster: De-Escalating Conflict <small>EN</small>	01/10/2022 <input type="button" value="Calendar"/>	Pass/Fail	5 Minutes
<input type="checkbox"/>	Booster	Booster: Practice in De-Escalating Conflict <small>EN</small>	01/10/2022 <input type="button" value="Calendar"/>	Pass/Fail	5 Minutes
<input type="checkbox"/>	Booster	Bribery Awareness <small>EN</small>	01/10/2022 <input type="button" value="Calendar"/>	70%	15 Minutes
<input checked="" type="checkbox"/>	Booster	Building a Team Culture <small>EN</small> NAA	01/10/2022 <input type="button" value="Calendar"/>	70%	1 Hour
<input type="checkbox"/>	Booster	Business Ethics <small>EN ES</small> NAA	11/06/2022 <input type="button" value="Calendar"/>	70%	1 Hour
<input type="checkbox"/>	Booster	Business Etiquette <small>EN</small> NAA	01/10/2022 <input type="button" value="Calendar"/>	70%	1 Hour

< 1 2 3 4 5 6 7 8 9 10 >

1-50 of 489

- Click **Add Assignments**, then review assignment(s) and click **Confirm Changes**.
- The assigned courses will then be listed on the Upskill Training tab as “Custom”.

View/Assign Upskill Training *(continued)*

← Validate / Shop 79378

Details **Upskill Training**

<input type="checkbox"/>	Skill	Course Title	Days to Complete
<input type="checkbox"/>	Greeting	Validate: Mastering First Impressions	0
<input checked="" type="checkbox"/>	Laying the Foundation/Information Gathering	Validate: Identifying Customer Needs In Person	0
<input type="checkbox"/>	Laying the Foundation/Information Gathering	Validate: Things to do Before Quoting Price	0
<input type="checkbox"/>	Demonstration	Validate: Giving the Tour	0
<input type="checkbox"/>	Demonstration	Validate: Personalizing the Tour	0

Assign Upskill Training **Add Custom Assignment(s)** Skip Assignments & Complete Shop

4. Once finished, click **Assign Upskill Training**.

← Validate / Shop 79458

Details **Upskill Training**

<input type="checkbox"/>	Skill	Course Title	Days to Complete
<input type="checkbox"/>	Closing	Validate: Essential Closing Strategies	7
<input type="checkbox"/>	Demonstration	Validate: Giving the Tour	0
<input type="checkbox"/>	Demonstration	Validate: Overcoming Objections	0
<input type="checkbox"/>	Greeting	Validate: Maintaining a Professional Appearance	0
Custom		Apartment Life 101	7
Custom		Validate: Closing the Lease	365

Assign Upskill Training Add Custom Assignment(s) Skip Assignments & Complete Shop



Assignments cannot be changed in Validate. If an assignment needs to be edited, added, or removed, this must be done by a system administrator.



Once the **Assign Upskill Training** button is selected, the shop **Status** will *automatically* be marked as **Complete**. This **cannot** be undone and no further edits to the employee can be made. However, the shop **Score** can be changed at any time.

5. Next, confirm the listing of assignments for the employee. The assignment(s) will then display in the Learning Center on their **Learning Path Assignments** widget. Once the learner has completed the training and improvement plan, it can be viewed from the learner's transcript page on their completion certificate. [Click here to reference the Validate Boosters – Learner's Guide for further information and provide the instructions to your learners.](#)

Marking Shop as Completed

After reviewing the shop with the employee and if no upskill training assignments are needed, the next step is to change the shop status to 'Completed'. If any upskill training assignments were previously assigned to the employee, skip this step.

1. On the Validate Orders dashboard, click on the shop.
2. Click the **Upskill Training** tab and select **Skip Assignments & Complete Shop** to change the status of the shop to **Completed**.



Once the **Skip Assignments & Complete Shop** button is selected, this cannot be undone and no further edits to the Employee or Comments can be made. However, the Score can be changed at any time.

The screenshot shows the 'Validate / Shop 79378' interface. At the top, there are two tabs: 'Details' and 'Upskill Training', with the latter highlighted by a red box. Below the tabs is a table with the following columns: Skill, Course Title, and Days to Complete. The table contains three rows of data:

Skill	Course Title	Days to Complete
<input type="checkbox"/> Greeting	Validate: Mastering First Impressions	0
<input type="checkbox"/> Demonstration	Validate: Giving the Tour	0
<input type="checkbox"/> Fair Housing Compliance	Validate: Handling Questions about Security	0

At the bottom right of the interface, there are two buttons: 'Assign' and 'Skip Assignments & Complete Shop'. The 'Skip Assignments & Complete Shop' button is highlighted by a red box, and a red arrow points to it from the 'Days to Complete' column of the table.

3. The shopping report will then appear on the employee's **Achievements** page in the Learning Center as an active link to their shop report. When the link is clicked, a separate browser tab will open with the full shopping report.

The screenshot shows the 'Achievements' page. At the top right, there are links for 'Print Transcripts' and 'Email Transcripts'. Below this is a table with the following columns: Type, Title, Score, Date Completed, and Actions. The table contains three rows of data:

Type	Title	Score	Date Completed	Actions
<input type="checkbox"/>	123 Sample Course	Completed	11/02/2020	
<input checked="" type="checkbox"/>	Validate: Video Shop	100%	09/30/2019	
<input type="checkbox"/>	Understanding Workplace Violence	70%	09/12/2019	

The 'Validate: Video Shop' row is highlighted by a red box. At the bottom of the page, there is a pagination control showing '1-16 of 16' and a page number '50'.

Add/Remove Locations & Adjust Office Hours

When utilizing the Validate Mystery Shop Program through Grace Hill, it is important that all Locations to be shopped are managed and kept up to date in the Data Manager application.

1. After logging into Validate, click the applications drop-down menu in the top right-hand corner of the screen and select **Data Manager**.
2. Click the **Locations** tab to view a listing of all active locations.
3. Click **Add New Location** and fill in all required fields (*). Ensure the phone number and physical address are accurate. Then, complete the below:
 - **Days Open For Shop:** Select the days of the week that the location will be available for a shopper to visit.
 - **Start Time:** Enter or select a start time the location opens at.
 - **End Time:** Enter or select an end time the location closes at.

Shoppers typically associate the **Start** and **End Times** with every day that is selected for **Days Open For Shop**. If all the days are selected and the Start Time is set for 9am, the End Time is 5pm, the shopper would think the location is open Daily from 9am-5pm. However, typically locations have different hours during the weekends. If that is the case, unselect the days with differing hours and instead include the weekend days and hours in the **Additional Comments/Shop Restrictions** text box. (Ex. Open Saturdays from 12pm-5pm.)



- **Time Zone:** Select the appropriate Time Zone for the location.
- **Additional Comments/Shop Restrictions:** (*Required*) Add special notes, such as age/income restrictions or special access instructions. If utilizing internet shops, make sure to include the website the shopper should use when conducting the online shop. Ensure that the phone numbers and physical addresses for the locations are accurate. If there are shared offices onsite, make sure to specify the phone for the shopper to call and physical address to visit.
- Click **Add New Location**.



Adding a Location in the Data Manager does **not** automatically add the location to the Validate program. To add the Location to a Validate program, submit a [Support Request](#).

4. To **edit** location information, click on the Location Name and edit the fields needed. Then, click **Submit Changes**.
5. To **remove** a location from the Validate program that's being sold or loss of management within the next 90 days and is **not** to be shopped, please submit a [Support Request](#). This will keep the location as Active in the Data Manager until you're ready to inactivate it. Inactivating a Location will **remove** it from the Validate program automatically and any in-progress shops will **proceed**.

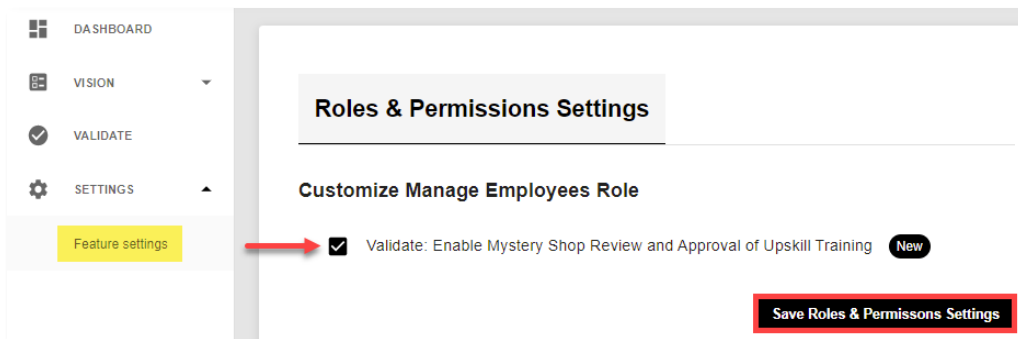


All location additions and inactivation requests must be completed by the 25th of the month prior to the shop order. Once an order has been placed, the shops may not be canceled.

Customize Manage Team Role

If system administrators want anyone with the **Manage Team** role enabled to also have the ability to administer Validate shops for their employees, follow the below instructions to customize the role. With this role, users can manage shops that are in **Ready For Review** and **Final Review** status and allow them to approve any upskill training to be assigned to their employees.

1. Once logged into Validate, click **Settings >> Feature settings >>** and check the box provided to *Enable Mystery Shop Review and Approval of Upskill Training*.
2. Click **Save Roles & Permissions Settings**.



3. Click the [Administer Validate – Manager/Regional User Guide](#) link and download the guide to be passed along to those with access to learn how to review shops and approve upskill training for their employees.

Validate Admin Access Role

System administrators can choose to give the **Validate** role to individual user without tying to the **Manage Team** role. This also gives the individual users access to help manage mystery shops that are in **Ready for Review**, **Final Review**, or **Completed** statuses and allow them to approve any upskill training to be assigned to their employees.

1. Once logged into Validate, select **Administration >> Employees**.
2. Then find the employee and click on their name. Or select the **Positions** tab to assign the roles to a position.
3. Ensure the **Validate** role is selected.
4. Click **Save Changes**.

The screenshot shows the 'Employees / Ava Admin' page in the Validate system. The left sidebar has 'ADMINISTRATION' selected, with 'Employees' highlighted. The main content area shows the profile for 'Ava Admin', a Training Director. Below the profile, there are sections for 'Compliance' (40%), 'Completed Courses' (2), 'Total Training Hours' (2), and 'Average Score' (0%). The 'Organizational Roles' section is expanded, showing a list of roles with checkboxes. The 'Validate' role is checked and highlighted with a red box and an arrow. The 'Learning Management Roles' section shows 'Custom Role' and 'Manage Team' checked. A 'Save Changes' button is visible at the bottom right.

5. If the employee needs to have access to more than one location, they will also need to be set up as a **Group Leader**. For more information, reference the [Create Groups](#) section of this guide.
6. Click the [Administer Validate – Manager/Regional Guide](#) link and download the guide to be passed along to those with access to learn how to review shops and approve upskill training for their employees.

Create Groups

Groups allow administrators to group together Locations, Positions, or a combination of Locations and Positions for ease in reporting data and allowing certain users to be **Group Leaders** so that they can view/manage their employee Validate mystery shopping reports and approve any upskill training. Follow the below steps to create and manage groups.

1. Once logged into Validate, select **Administration >> Groups >>** click **+ Add Group**.
2. The Add Group window appears. Type in the name of the group and click **Create**.
3. The Group profile will appear. From here, you can:
 - Edit the group name by clicking **Edit Group**.
 - Add locations to the group by clicking **Manage Locations**.
 - Add positions to the group by clicking **Manage Positions**.
 - Assign employees as a Group Leader by clicking **Manage Leaders**.



Group Leaders are individuals who oversee multiple Locations or Positions and can assist with monitoring the mystery shops and remediation training for the Locations and/or Positions that make up the Group from their Validate Dashboard.

- To delete a group, remove all Locations and/or Positions, then click **Delete Group**.

For more information on **Groups**, visit the [Administration: Groups](#) user guide in the Resource Center.



Group Leaders with Locations and Positions will not see their mystery shops until an employee is specified as being shopped or an admin/manager has selected an Adjusted Employee. However, if the Group Leader only oversees a list of Locations, they will see all shops for the location, no matter if an employee is specified for the shop.

Cancel a Shop

Below is the cancellation protocol for Program and A La Carte shops.

Program Shops: Before the start of your 90-day program period, if a location will be sold, you would need to reach out to Grace Hill Support or your Account Manager to get the shop order(s) canceled. *Otherwise, shops cannot be canceled.*

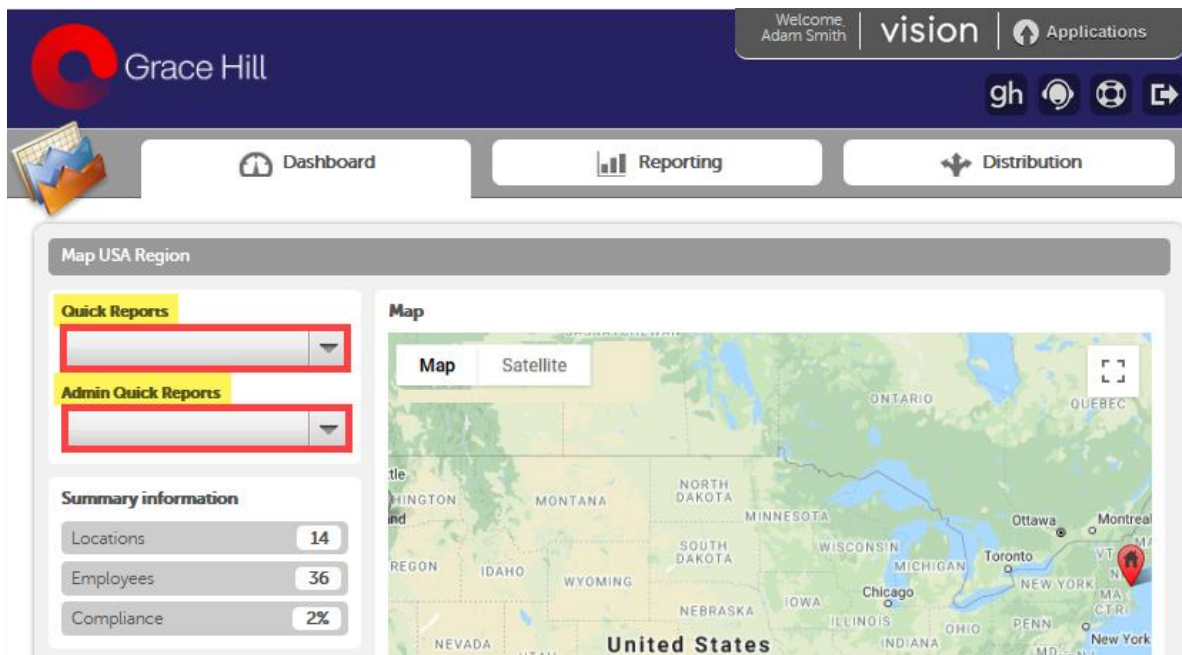
- i** The location would also need to be set to **Inactive** in the Data Manager. Any shops with locations that remain in your portfolio cannot be canceled.

A La Carte Shops: A La Carte shops cannot be canceled once ordered.




Validate Reporting Options




Validate customers have access to the Reporting application which provides summary information for shops to anyone given the Reporting role. Reporting role users will have access to Quick Reports and see shop information for the shops conducted at their Location or if a Group Leader, will only see the shops for employees who belong to the Locations and/or for the Positions included in their group(s). System administrators given the Reporting and Admin Console roles will have access to both Quick Reports and Admin Quick Reports to view shopping report data for the entire organization, and any shop adjustment activity.

1. After logging into Validate, click the applications drop-down menu in the top right-hand corner of the screen and select **Reporting**.
2. The **Reporting** application will open and land you on the **Dashboard** tab.
3. Select the drop-down menu for **Quick Reports** or **Admin Quick Reports**.



Validate Reporting Options *(continued)*

4. Below are the Validate report options available. See our [Validate Reporting Guide](#) for more information on each report.
 - **Quick Reports:**
 - Validate Summary
 - **Admin Quick Reports:**
 - Validate Score Ranking by Employee
 - Validate Score Ranking by Location
 - Validate Adjustment History
5. Select a report, which will open in a separate browser tab.
 - Use the **Filter criteria** drop-downs to filter the shop listing.
 - Click on a column header to sort the shop listing in descending or ascending order.
 - Click the **Excel**  icon to export the report into an Excel spreadsheet.
 - Click the **Print**  icon to print the report or save the report as a PDF document.
 - Click the **Email**  icon to email the report to a specified email address as either an Adobe Acrobat (.pdf) or Microsoft Excel (.xls) file.



Validate Summary   

Report Date: March 16, 2021 All dates & times displayed in Central Time (US & Canada) unless otherwise noted.

Filter criteria: All Locations All Positions

No Group Filtering

All Shop Types Ready for Review & Final Review

Report range: 07/09/2018  thru 12/31/2019  Submit Reset

Employee	Location	Position	Order ID	Shop Type	Status	Score	Adjusted Score	Survey Completed Date	Survey Report URL	Recommended Upskill Training	Assigned Upskill Training
Employee needs assigned	Green Mount Lakes	-	7375	Video Shop	Ready for review	68%	-	12/20/2019	https://thetrainingfactor-shopmetrics.com/surveyexport.html.asp?InstanceID=192930&ShowImgAbsPath=true&pass=370F0F0F-2FF5-422B-A198-9A35BE145885	Laying the Foundation/Information Gathering, Closing, Fair Housing Compliance, Demonstration, Follow-Up	-

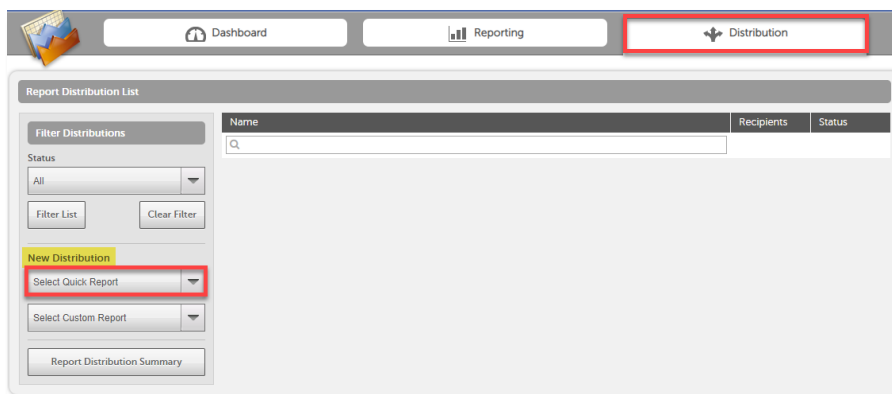
1 record found.

All dates & times displayed in Central Time (US & Canada) unless otherwise noted.

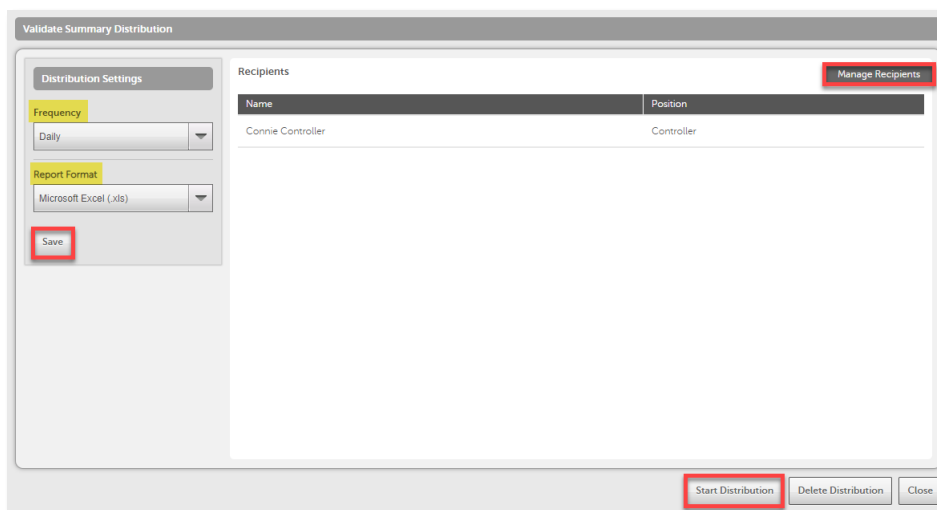
Set Up Report Distributions

The Distribution feature allows for employees given the **Reporting** role access to the Reporting application to set up reports to be automatically emailed to themselves. System Administrators can also set up report distributions for themselves, as well as for others. Follow the below instructions to distribute the **Validate Summary** report to your Regional Managers and anyone else who would need to receive the report:

1. From the **Reporting** application, click the **Distribution** tab.
2. Click the **Select Quick Report** drop-down menu and choose the **Validate Summary** report.



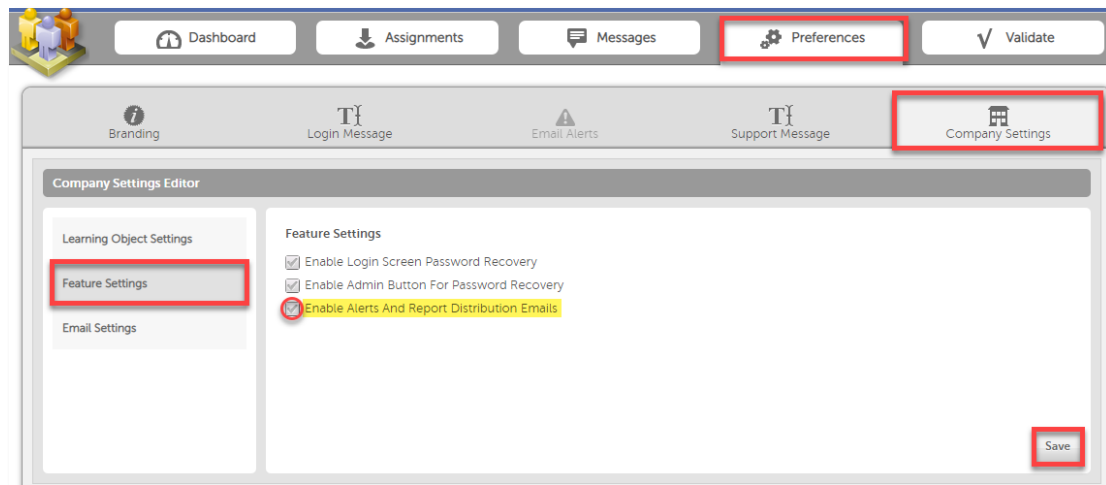
3. Select the **Frequency** (*Daily, Weekly, Monthly*) for the report to be automatically emailed and **Report Format** (*PDF or Excel*). Click **Save**.
4. The **Manage Recipients** button will then appear.
5. Click **Manage Recipients** to select individuals to receive the distribution and click **Save**.
6. Click **Start Distribution** to run the report distribution for the frequency set.



Enabling Report Distributions

In order for Distributions to be sent out automatically from Validate, the feature must be enabled in the platform.

1. Once logged into Validate, click the applications drop-down menu in the top right-hand corner of the screen and select **Admin Console**.
2. Click the **Preferences** tab >> **Company Settings** >> **Feature Settings** >> check the box next to **Enable Alerts and Report Distribution Emails**, then click **Save**.



Contact Grace Hill Support

Validate clients can reach out to Grace Hill Support anytime with questions, concerns, and feedback.

- o From the Validate Orders dashboard, click the **Support** option to view system requirements or submit a support ticket to Grace Hill with your issue or question.
- o Or call Grace Hill Support directly at **(866) 472-2344** from 8am - 7pm ET Monday-Friday.

Support

[Grace Hill Support](#)

Grace Hill Support

If you need help, we're here to provide you with fast, friendly assistance so you can get back to learning. Click to view the [system requirements](#).

Are you having system issues or questions?
Call us or click [here](#) to put in a support ticket.

Hours of Operation 8am-7pm ET Monday - Friday	Phone (866) 472-2344
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