

Renaissance Support & Troubleshooting

Ohio Dropout Prevention and Recovery Schools

2023-2024

Window 1: Tuesday, August 1, 2023 – Friday, December 22, 2023

Window 2: Wednesday, January 3, 2024 – Friday, May 24, 2024

Support for Districts

Schools and districts receive unlimited e-mail, toll-free phone, and live chat support with a team of technical experts from 6:30 a.m. to 7:00 p.m. (central time), Monday through Friday. These experts provide a variety of services to help with setup, support, and troubleshooting of Renaissance products.

Types of Support	Links and Tips
Dedicated Ohio DOPR email	starohio@renaissance.com
Renaissance website	https://www.renaissance.com/
Renaissance Toll Free	(800) 338-4204
Renaissance General Support	support@renaissance.com
Live Chat	Accessible via Renaissance website and Ohio DPR testing site
Requirements for Single School Import File	https://help2.renaissance.com/setup/ReqsSSIImport
Full Instructions for Single School Import File	https://help2.renaissance.com/setup/22163
Star Reading Helpfiles	https://help2.renaissance.com/SR
Star Math Helpfiles	https://help2.renaissance.com/SM
Renaissance-U	Explore introductory videos and resources to help you master basic navigation and essential best practices for using our products. <ul style="list-style-type: none"> • Click on Smart Start • Select Star Assessments
Office Hours	Bi-weekly beginning in September