



Superior Support



Realtime supports our products in a variety of ways. Learn and get assistance using the method that works best for you!

Superior Support

Telephone - Call Realtime Support and be connected immediately to a customer support specialist who will provide the help you need when you need it.

Email - Email Realtime Support and receive a prompt reply providing the necessary answers.

Help Documents – Access instructions to every process in Realtime using a help link to display the associated help document containing detailed step-by-step instructions for that task.

Help Library - Browse the extensive document library sorted by subject area or use the keyword search to return only those documents matching the search criteria.

Videos - Watch our videos to guide you through topics like NJ SMART Submissions, Daily and Period Attendance, Special Education, Medical Module, and more.

Webinars – Schedule a webinar to provide an interactive web-based training specific to your district’s needs. For example, learn how to create and design professional looking parent and student portals, learn how to schedule students from start to finish, review how the Staff Evaluation module can be customized for your district.

On-Site Training – Schedule on-site training to have our support team work side-by-side with your staff to train and answer questions on various Realtime modules to ensure they are being used to their fullest potential.

Tips, Tricks, and Announcements – Read the Realtime “Tips, Tricks and Announcements” located on the SIS homepage for information on system features, timely school year related topics, upcoming Realtime events, and other relevant information.

Realtime User Experience – Attend our annual User Experience Conference to gain real-world advice, learn best practices, share stories, and benefit from the collective experience of other Realtime users. The Conference begins with a general session covering exciting new features, enhancements, and a peek at ‘what’s next.’ Numerous workshops are offered so users can attend the sessions that interest them most. These meetings are held in several locations throughout New Jersey on different dates to make it convenient for district staff to find a workshop to fit their schedule.