(—) Soundtrap®

Soundtrap for Education - Customer Support Information

Overview

This guide provides comprehensive support information for LAUSD administrators, educators, and students using Soundtrap for Education. It includes contact channels, troubleshooting tips, and resources to ensure a smooth experience with Soundtrap.

1. Support Channels for LAUSD

- **1.1 Dedicated Support Team**

  - **Contact:** LAUSD has access to a dedicated Soundtrap support team for direct assistance with platform issues, account management, and technical questions.

  - **Email:** education-support@soundtrap.com

  - **Response Time:** Typically within 24 hours on weekdays, with priority given to large school district accounts like LAUSD.

- **1.2 LAUSD IT Help Desk**

  - **For Internal Support:** If experiencing login, integration, or access issues, contact the **LAUSD IT Help Desk** for first-level support.

  - **Contact Information:** [LAUSD IT Help Desk Portal](#)

  - **Availability:** Monday to Friday, 7 AM - 6 PM (PST).

2. Self-Help Resources

- **Soundtrap Help Center**

Access Soundtrap's online Help Center for self-service support, which includes guides, FAQs, and troubleshooting articles:

- **Website:** [Soundtrap Help Center](#)

- **Soundtrap Educator Hub**

  - **Resource Library:** The Educator Hub provides lesson plans, integration tips, and how-to videos to help LAUSD teachers get the most out of Soundtrap in their classrooms.

    - **Website:** [Educator Hub](#)

- **Community Forum**

  - Join the **Soundtrap Educator Community** to connect with other teachers, share best practices, and gain inspiration for classroom projects.

  - **Access:** Available via the Soundtrap platform.

3. Common Technical Issues & Troubleshooting Tips

- **3.1 Login Issues**

  - **Single Sign-On (SSO) Problems:** If there are recurring SSO issues, contact the LAUSD IT Help Desk.

  - **Account Locked/Password Reset:** For password or access issues, follow LAUSD's password recovery protocols or contact Soundtrap Support for account unlocking.

- **3.2 Platform Performance**

  - **Slow Performance or Latency:** Check internet connectivity, ensuring bandwidth meets Soundtrap's requirements (recommended 5 Mbps per user). Close unnecessary applications and use Google Chrome for the best performance.

  - **Browser Compatibility:** Use the latest version of Google Chrome, Firefox, or Safari for desktop and mobile use.

- **3.3 Audio and Recording Issues**

- **Microphone Access:** Ensure the browser and device settings allow microphone access for Soundtrap. Use an external USB microphone for better recording quality when possible.

- **Audio Latency or Feedback:** Lower browser or device audio settings, and ensure only one audio input source is active during recording. Using headphones can reduce feedback issues.

4. Training and Professional Development

- **4.1 Scheduled Webinars and PD Sessions**

  - LAUSD teachers have access to live and recorded webinars covering platform navigation, lesson planning, and classroom integration. Email the support team to schedule district-specific training sessions.

- **4.2 On-Demand Training Modules**

  - Access Soundtrap's **on-demand video tutorials** and recorded sessions to enhance your understanding and use of the platform.

  - **Access:** Available in the Educator Hub or by request from Soundtrap Support.

5. Data Privacy and Security Compliance

- **5.1 Student Data Privacy**

  - Soundtrap for Education complies with **FERPA, COPPA, and GDPR** standards, ensuring student data privacy and secure access for all LAUSD users.

  - **Account Management:** Teachers have administrative control over student accounts to manage settings and monitor usage in compliance with district standards.

- **5.2 Incident Reporting**

  - If there are any data or security concerns, please contact Soundtrap Support immediately and submit an incident report via the **LAUSD IT Help Desk**.

Note for LAUSD Educators and Administrators:

For immediate concerns that impact classroom activities, please prioritize contacting the **LAUSD IT Help Desk**. Soundtrap Support is available for more complex, platform-specific issues.