Week 1: Important Information Reminder

Keep the momentum going!

Remember, adopting a new software can be a major change for your front-line employees. Fostering the behaviour changes that come with a new system calls for continuous follow-up. It's important to smooth the path for your users, and ensure that they have everything they need to perform their tasks.

We recommend sending an email one week after you've gone live with Resolver to remind users where to find important information. For example:

- Link to your Production environment
- Links to where the training materials are located
- Contact information of who they need to go to internally if they run into questions, issues, or have feedback

The most common roadblock for new users? They need a hand resetting their password. A link to the article may help:

https://help.resolver.com/help/reset-your-password