**Message to Customer Sponsor**

(Sent to a customer’s IT or PM to explain the service process)

We’ve partnered with [Fivel](http://fivel.ca/), a leading online, micro-learning service, to help your employees adopt the new software by changing the learning experience.

Micro-learning is the latest advancement in learning methods. Our partner, Fivel, is highly regarded in the technology community for their expertise in learning sciences, human behavior and user adoption.

**What will your employees experience?**

* Users receive an email invitation to the portal with a link to 5-minute instructional videos.
* First-time users are directed to a login page where they set their credentials. If you have chosen single sign-on using Microsoft Azure then users go directly to the video player screen.
* Users can choose their preferred language and set an option to receive retention exercises by email or text message.
* Users are presented with the first 5-minute video in a learning series. A short, multiple-choice quiz follows which increases their knowledge retention.
* Users will receive sequenced invitations to more videos in the series.
* If a user doesn’t participate in a timely manner, the system sends out reminders,
* You receive regular reports showing user progress.

**What are the benefits?**

* An enhanced user customer service experience.
* Reduction of unnecessary help desk calls about “How do I ….?”
* Access to videos, on their desktop and the GetIT mobile application, provides a fast, convenient way for employees to refresh their memory.
* New hires participate in the same online learning experience providing a consistent onboarding solution.

We’re excited to be offering this advanced learning experience for all your employees.