

# Training & support you can count on.

See why 98% of our customers say they love our support!

Our customers receive intensive, hands-on training and support from Day 1 to make sure your agency can quickly become Employee Navigator experts. Our support and training includes:



## Implementation coordinators

We assign all new customers an implementation coordinator as your primary contact to ensure our training meets the unique needs of your agency.



## Live & recorded webinars

We provide training webinars that can be watched live or on demand and include everything from the basics of company setup to complex carrier file feeds.



## 1-on-1 case review

We'll schedule a call with one of our implementation experts to review your first case before it goes live to ensure it's a smooth experience for both you and your customers.

## Ongoing support

### Phone & email support

Get in touch with our friendly & knowledgeable support team to answer any questions you have. We're available from 9:00 AM-7:00 PM EST at one of our three offices in either Maryland or Utah.

### Training webinars

From system training, new integrations, or best practices we conduct a variety of live webinars throughout the year to ensure you get the most out of Employee Navigator.

### 1-on-1 calls for data exchange & integrations

We have integration teams available when implementing insurance and payroll integrations. We'll schedule 1-on-1 calls with your agency and when needed your customer to walk through the setup process from start to finish.

### Help center

Our online help center provides our customers with 24-7 quick access to support articles and resources.

## Optional training



### Consulting calls

Our experienced consulting team is available for in-depth strategic discussions with your agency to engage in productive conversations to address your company's unique objectives.



### On-site training\*

We offer onsite training for brokers looking for a more hands on approach to training.

### Annual Conference

Join over 800 customers & partners in Washington D.C. to learn best practices, get hands on training from our team, and become an Employee Navigator expert.

\* Additional fees apply