

# Reputation User Training Rollout Guide

Launching new software and getting your users trained can be daunting! We understand that challenge and have prepared this foundational training rollout plan, including resources to share with your team. Explore what your users should do on their first day, and within their first week, quarter, and year using the Reputation platform.

This guide is intended to be built upon and customized based on your program, users, and needs.

Reach out to [Reputation's Learning Management Team](#) with any questions.

## Day 1

### Introduce Rep Academy

It's a learning management software where people can engage in asynchronous and synchronous learning about Reputation's platform and products.

- We recommend that anyone using the Reputation platform joins Rep Academy.
- [Watch this video](#) to learn about Rep Academy! You are welcome to share this video with your team when communicating the training rollout.

### Think about it!

- How will you communicate with your Reputation platform users? Email, dedicated channel in Slack, Microsoft Teams, etc.?
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- Will you hold regular meetings to provide your users with training resources and opportunities for Q&A? If so, how often?
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## Week 1

### Begin Coursework in Rep Academy

- Encourage your users to sign up [through this form](#) to join Rep Academy. They will receive a welcome email prompting them to set a password within 3-5 business days.
- Set user expectations! Which courses do you expect your users to complete?

For all users within the first week, we recommend:

- Introduction to Rep Academy
- Power Users - Platform Basics

For anyone managing the Reputation program for your company, we also recommend the **Premier Platform User Certification** to learn about platform navigation, location management, and user management. Users who complete this 90-minute curriculum receive a digital certification for their social profiles.

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## Explore the Learn Tab on Reputation.com

- The Learn tab is the one-stop-shop to access all the platform training Reputation has to offer.
- You'll find helpful downloads like solution guides and a term dictionary to reference when working in the platform. We also included how-to videos, as well as industry trend videos that explain why each solution is important to your business.
- Explore the page [here](#).

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## Think about it!

Which Reputation users will be joining Rep Academy to learn how to use the platform?

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Will all of your users be managing administrative functionality like user and location management? Who should be taking the **Premier Platform User Certification** to learn these skills?

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Which guides and/or videos from the [Learn tab](#) will you share with your users?

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## Quarter 1

### Build Solution Expertise

- With the basics under their belts, it's time to expand user knowledge! Identify courses, videos, and on-demand webinars relevant to the solutions your users will be working with in the platform, and set deadlines for completion.
- Drive success by making learning fun! We've found that a little friendly competition paired with an incentive goes a long way. Think about awarding the first team or individual that completes their training with:
  - Coffee or food delivery gift cards
  - Company swag
  - An extra day or half-day off
  - Company-wide recognition
- Track certifications for your company in Rep Academy as a **Manager**, and share updates regularly to encourage participation and accountability.

Reach out to [Reputation's Learning Management Team](#) to get setup with this permission.

**Think about it!**

- Review available courses in Rep Academy under the Platform Education topic. List out the courses relevant to your Reputation program that you want your users to complete.

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- Courses range from 5-minute lessons to 90-minute certification paths. Keeping user bandwidth in mind, how will you select due dates for Rep Academy coursework?

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- How will you incentivize your users to complete coursework?

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- How often and to whom will you distribute certification reporting?

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# Year 1

## Ongoing Education

Reputation offers a variety of ways to continue educating your users:

- **New Customer Onboarding Webinar**

This monthly webinar is geared toward new customers, existing accounts with team members new to Reputation, or existing customers who would like a refresher. We share helpful resources, learn how to analyze feedback data in the platform, complete practice exercises, and review all major Reputation solutions. Ask your Customer Success Manager about the next available session!

- **Rep Academy**

New content is added to Rep Academy monthly! Check back often to identify new training opportunities for your users.

- **Live Training Webinar Series**

Encourage users to join Lunch N Learn, Reputation’s live webinar for ongoing education, hands-on practice, and Q&A with platform experts. [Register here](#) each month if the topic sparks interest!

- **Reputation.com/Learn**

Review our platform user guides and training videos all located on our [Learn page](#). Use the left-hand side panel to filter the content for the solutions and languages you are looking for.

### Think about it!

- Create an ongoing education strategy for your users! Will you host regular meetings to train your user group on something new you’ve learned or rolled out? Is there something custom you need that the Reputation team can support?

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How many users will plan on attending Reputation Academy Day in-person? Plan a budget for travel and tickets early!

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- If you have your own Learning Management System for your company, how will you integrate Reputation resources into your training?
- Keep in mind:** You can incorporate any [Reputation guides or video links](#) within your own system! Check out the Videos topic in Rep Academy; public links are provided for each video.

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