



Customer Welcome Kit: Adobe Connect

carahsoft.



On behalf of Carahsoft and your **[INSERT RESELLER PARTNER NAME]**, thank you for your recent Adobe Connect purchase. This Customer Care Package includes purchase details, installation instructions and some valuable resources to help you get started using Adobe software.

PURCHASE DETAILS:

Customer Order Number: DJM-16-A42-G-0011

- 10** Adobe Connect Named Licenses
Term License & Maintenance & Support 1 User - 12 Month

- 10** Adobe Connect Event Managers
Term License & Maintenance & Support 1 User - 12 Month

- 50** Adobe Connect Concurrent Learners
Term License & Maintenance & Support 1 User - 12 Month



VALUABLE RESOURCES:

Resources	Description
Getting Started	Quick Start Guides for each Adobe Connect Module
Adobe Connect User Guide	Step by step instructions on using Adobe Connect
Daily Training	Live training on a variety of topics
Daily Demos	30 minute overviews of the various Adobe Connect modules
Office Hours	Daily from 2:00-3:00 PM ET. Ask questions with live experts.
On Demand Webinars	60 Minute Presentations on a variety of topics
Custom Pods	These are apps for your virtual rooms
YouTube Channel	Short video tutorials on using Adobe Connect
Updates and Downloads	Get the latest add-in, patches and mobile apps

SUPPORT:

Resources	Description
Technical Portal	Tutorials, FAQ's, Documentation and Use Cases
Adobe Support Portal	Troubleshooting and help
Open a Support Ticket	Get real time support
System Requirements	Minimum system requirements
Connection Test	Ensures the user has the necessary configuration for their computer



COMPLIMENTARY DEMOS AND TUTORIALS:

To help our end users get the most from their Adobe experience, we have a team of product specialists who are available for complimentary tutorials, demonstrations, and trainings. These sessions are available for everyone from beginners to experts and they can be tailored around your specific workflows or projects.

Should you be interested in setting up a session, please send me a few days/times that will work for you and we will send out invitations.

[INSERT YOUR SIGNATURE]