Launch email

Send on launch day

**We recommend you copy the content below into your internal communication template.**

Subject

Your new **<service name>** is now **LIVE** and ready to use.

The **<service name>** app should already be installed on your computer (if you can’t see it, type **<service name>** into your search bar). If you do not think it has been installed, please contact **<contact detail>**.

**OR**

You should have already installed **<service name>** on your computer. If you have not installed it yet, please download from the Software Centre. **<OR direct link where they can download>**

**Complete the following actions:**

* **Activate your account** by following the instructions in your activation email from **<supplier>**.
* **Sign in** with your username and password.
* **Install the mobile app,** once installed it’s simple to clickto ‘Join’ or ‘Start’ a meeting from your mobile, and access Messaging and Calling. **<remove function if N/A>**

**Now get started with the <service name>**

**<service name>** enables you to do everything you need from one platform including team collaboration, managing your meetings, chat, file share, calls and much more. **<remove function if N/A>**

***OR***

**<service name>** combines audio, web and video to let you collaborate on your computer, mobile device and video system in real-time. Scheduling and joining a meeting is simple through a web browser or the app.

**Training and support**

To help you get started and continue to use the service, please visit the [BT Support Centre](https://www.globalservices.bt.com/en/my-account/bt-support-centre). You will find quick start guides, training videos, top tips and more.

Please look out for emails with **<service name>** in the title for further information.

Thank you,

***~insert name of internal endorser~***

Making calls just got easier. Voice Calling with Microsoft Teams now has an enhanced phone capability that is live and ready to use. This makes Voice Calling with Microsoft Teams your single app for collaboration, chat and calling.

**To start using Voice Calling with Microsoft Teams follow these steps.**

1. **Find your number** which is shown above the dial pad in Voice Calling with Microsoft Teams.
2. **Learn about how our new phone capability works** by visiting the [BT Support Centre](https://www.globalservices.bt.com/en/my-account/support/collaboration/microsoft-teams-with-bt-calling) which includes quick start guides, training videos, top tips and more.
3. **Start making and receiving** all your internal and external phone calls within Voice Calling with Microsoft Teams.
4. **Download the** app to your mobile. Simply go to your app store and search for Voice Calling with Microsoft Teams and download the app.
5. **Update your email signature and everywhere your old number is promoted** with your new Voice Calling with Microsoft Teams number. **<remove if N/A>**

If you have any questions, please contact **<service name>**.

Please look out for emails with Voice Calling with Microsoft Teams in the title for further information.

Thank you in advance for using this new technology.

Kind regards
**Internal Endorser**

Thank you,

Internal Endorser Kind regards
**Internal Endorser**

**Your <service name> is now LIVE!**

Content

If you have any further questions or need any support, please contact **<contact detail>**

Please look out for emails with **<service name>** in the title for further information.

Thank you,

***~insert name of internal endorser~***