Top tips email

Send 1 week after launch day

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

Subject

**IMPORTANT – Getting the most from your <service name>.**

Content

As you know your new **<service name>** is now LIVE. To help you get the most from this service we have put together some top tips:

**Top Tips**

1. **Make your profile more personal** by setting your status and preferences and adding your favourite picture.
2. **Remember meetings don’t just have to be scheduled, start an instant meeting using your Personal Room.** Your Personal Room link and video address never changes.
3. **Familiarise yourself with the different audio connection options.** You can join a meeting via your computer (this is recommended as it is cost effective and should deliver the best meeting experience). If your Internet connection is intermittent you can choose to dial into the meeting or request a call back. **<remove function if N/A>**
4. **Join a meeting from anywhere** by installing the mobile app on your smartphone (Android and iOS).
5. **Make your meeting secure** by enabling a waiting room for scheduled meetings so you can control who joins and remember to lock your meeting.

**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.

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

Thank you,

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