

Upcoming Online Training Classes: January 11, 16, 18



Happy 2024! We are excited to see what this year has in store. To start it off on the right foot, we want to share with you some best practices, and also our January Online Training Schedule.



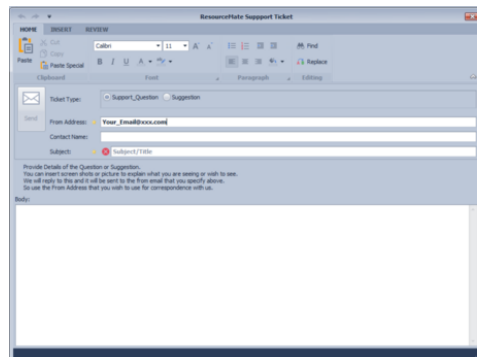
Help Is Needed!

As our valued customer, what is the best and quickest way to get help with an issue or query?

For Sales, invoices, or payment queries, call 1-800-815-8370 Ext 1, or email info@resourcemate.com directly.

For Technical Support queries or any nature, including formatting reports, grid layouts, support codes, moving to a new computer and so on, use the following methods:

1. Open ResourceMate, click on the HELP Menu, then on "Submit a Ticket for Support." Enter your email address and the subject with the description of the issue. Once you hit SEND, a ticket will be created in the support system, and our tech support will reach out to you using the support@resourcemate.com email address.



2. If you pay for the live Chat service with your annual support, click [here](#) or copy and paste the following URL to start an online session with our tech support: <https://www.resourcebate.com/support/live-chat.aspx>

3. Call 1-800-815-8370 ext 2 or email support@resourcebate.com directly.



Convenient e-learning at your finger tips.
[Register today.](#)

It's never too early or too late to learn more about what your ResourceMate program can do.

We have 3 levels for Online Training. Take 1 or all 3 and grow your knowledge and expertise!

All of our interactive online group training sessions include training notes and you don't have to be on your ResourceMate computer. Access and participate in the Online Training from any computer!



- Each session is 1 hour, and \$50 per participant.
- Registration deadline is 1 day prior to the class date, so register soon!



NEW: Training Options for Web OPAC Customers!

Learn how to customize the Home Screen, process reserves, explore analytics, and gain inside knowledge with tips & tricks. Session date and times listed below.

If your organization would like a group training just for your librarians, please contact us and we can arrange a separate day and time for your group.

[Register for Online Training ›](#)

Upcoming Classes for ResourceMate Training:

Basic | Level 1: Thursday, January 18, 1:00-2:00pm

Intermediate | Level 2: Thursday, January 11, 1:00-2:00pm

Advanced | Level 3: Tuesday, January 16, 1:00-2:00pm

NEW!

Upcoming Classes for Web OPAC Training:

Wednesday January 31, 1:00-2:00pm

Note: all training sessions are held in Eastern time.

NOTES: For more details on the specific topics covered in each session please click on the above links. This will not be customized training. However, you can ask questions throughout and we will answer them at the end of the session or follow up with you 1:1. While this is a “group” training session, each “seat” per WebEx is \$50. Therefore, if you have more than one individual within your organization who wishes to participate there will be an additional \$50. If your organization would like a group training just for your librarians, please contact us and we can arrange a separate day and time for your group.

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