



EDUCATION AND SUPPORT TO FIT YOUR NEEDS

IMAGETREND® *Support & Education*





Help is at Your Fingertips

ImageTrend University

To promote ongoing education and training, ImageTrend provides online education materials for its products as self-guided tutorials to all clients with support agreements.

When accessing ImageTrend University, users can view educational videos, manuals, quick guides and workbooks to facilitate better understanding of the software and support train-the-trainer sessions. These have been very useful as both refresher and initial education materials.

A few key features of the ImageTrend University include:

- Smart navigation
- Full-text and keyword searching
- Intuitive, easy-to-use interface
- Links to articles related to what you're viewing



Webinar Training Sessions

If you prefer the ease of access of attending a webinar, you may consider attending a webinar session. These sessions are designed to improve operational efficiencies and general use by educating not only system administrators, but field users and other personnel as well.

Support Desk

Submit a support question 24/7 online with Support Desk. Support Desk provides a platform to quickly and easily ask a question without the need to call the support team. If any questions arise, the user is contacted via phone or email to ensure the process continues.

User Voice

User Voice is a community platform allowing users to post feature requests or enhancement ideas. These posts can be voted on by users throughout the country, getting various perspectives on ideas that may be especially beneficial.



Custom Training Sessions

ImageTrend works with clients to ensure all education courses are designed to address the client’s specific needs. Education is available in person or via webinar depending on needs and budget.

Training Approach

Typically, the “train-the-trainer” approach is utilized, which allows clients to initially go live with the system, and then educate others as time permits and as adoption occurs. Clients are able to increase reporting and documentation effectiveness by having ImageTrend educate the staff.

What to Expect

Each training is led by an ImageTrend educator. In addition to the training hours, you will receive administrator and user manuals for the solution you are using, along with education materials to reuse, such as PowerPoint slides and practice scenarios for entering patient care reports. If computers are available, staff will get hands-on experience with the system. After the session, staff will feel confident and comfortable using the software.



Class Outline

Classes are formed to fit your needs. Each ImageTrend educator will tailor an agenda to meet specific needs.



support.imagetrend.com
Live chat
888-730-3255



Educate | Train | Network



ImageTrend Connect Annual
User Conference
imagetrend.com/connect



Join us at our annual Connect User Conference!

Connect with industry leaders and peers nationwide. More information: ImageTrend.com/Connect