

# Frequently Asked Questions

## Is there a price increase?

No, you will have access to the Zywave platform at no additional cost.



## What is the advantage of moving to Zywave?

With the Zywave platform, you and your clients will have access to a more robust Learning Management System as well as access to new HR and Safety tools. Our Learning Management System offers world-class content and online training modules.

For a deeper understanding of the features of the Zywave platform and how it compares to your current Enquiron system, please take a look at our Feature Comparison Charts that are located on the landing page.

## How is the data from Enquiron being transferred to Zywave?

Zywave's product development team will be extracting your data in a tiered process. You and your team members will be transferred first. Then a couple of weeks later, your customers will be moved over to the Zywave platform.

## Will the data from my existing portal be brought over to the Zywave solution?

Yes, Zywave will migrate your existing policyholder and contact details into the new portal.

With moving to a new platform, you will lose access to your existing engagement reports. We highly recommend downloading these reports by clicking the export to PDF button located on the reporting page within your Enquiron system and saving these reports in advance of this transition.

One of the first things that you will notice within the Zywave platform is that your engagement/utilization section is blank. As this section is a fresh start on our platform, you will notice that this section will slowly build back up as the engagement with your portal increases across your user base.

Please note that all users will need new login credentials in order for us to provide you with accurate reports.

## Do I need to communicate this change with my customers?

Please ensure that your customers are aware of this transition. We have provided some resources for you to use in order to communicate with your customers. These resources include an email message that can use to send to your clients, images with messaging for your social media pages, as well as an image that you can include on an email signature.

## Will my client have a new log in?

Yes, your customers will have a new log in. They will be receiving a welcome email that will prompt them to create their account within the next couple of weeks.

## What do I do if my customer is having trouble logging into their portal?

If your customer needs help logging in, please contact one of our Customer Support representatives at 877.560.6655.

## Will I be able to customize the look and feel of my portal?

Yes, you can update or customize the branding of your client portal at any time. The support page found [here](#) will guide you through setting up the branding for your portal.

We do recommend that you have your branding set up prior to your customer's transition in order to ensure that their initial welcome email includes your branding.

## What will I need in order to brand my portal?

Check out the next page. It is a guideline to ensure that you are uploading the highest quality materials into your platform and what branding materials you will need prior to customizing your portal.



# Put Your Logo FiRST!

Incorporate your company logo to create brand recognition

Many of your Zywave products are customized with your company logo. To ensure the highest quality of your materials, we refer to the acronym **FiRST**.

- Format,
- including,
- Resolution,
- Sizing,
- Transparency

## FORMAT

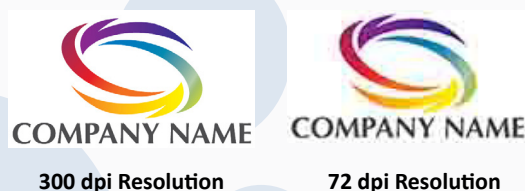
There are many image formats available. Based on onboarding thousands of companies, we have determined the following formats produce the best end product:

- Vector Files: .EPS or .AI
- .PNG or .JPG

## RESOLUTION

This will impact how your logo shows up in your portals and on your documents. It will impact the effectiveness of your branding.

- 300 dpi resolution is the lowest recommended resolution for your logo.



## SIZING

There are specific areas in your Zywave solutions where we have set aside space for your logo to display. To get the best end product, we recommend the following sizes:

- **Height:** No smaller than 640 pixels or 2.5 inches, both at 300 dpi
- **Width:** No smaller than 1100 pixels or 3.5 inches; both at 300 dpi

## TRANSPARENCY

This refers to the background of your image. By default all .JPG files will save with a background. This is why we recommend the specific file formats listed under "Format."

It is important to note your logo will be uploaded in the format you submit. We are unable to adjust any graphic elements.

## CLIENT PORTAL BRANDING

To brand your client portal, presentations and/or Zywave Learning, you can follow [these instructions](#), or submit your preferred primary and secondary colors with your logo. You can send your colors in the following formats: RGB, HSL or HEX.

## SUBMITTING YOUR LOGO

Email your logo and company colors to your Project Manager or Customer Success Manager.

## To connect with us

Live Chat: [Support.zywave.com](https://support.zywave.com) | 866.499.9283