Tips for Success

Getting Started!

- Give your families at least 3-4 weeks to complete the form. Getting started even earlier can help as well, but most families will complete it closer to the start of the program or the season.

- Tell your members about ePACT with an email and website announcement a few weeks before you start sending your invites. If you need some sample announcements, please ask your Account Manager or the Customer Success Team.

- Send reminders frequently. Families are busy and might have forgotten to complete this.

- The best days to send Invites or Reminders are: Tuesdays, Thursdays or Saturdays. (This is when submission rates are the highest!)

What to Expect

- After the initial invite: about **40%** completion.

- After the first reminder: about **60-75%** completion.

- After the second reminder: **75-100%** completion.

Increasing submission rates

- Make it **required**. There will always be a few people that prefer to share this information on paper (usually no more than 2-3%), but making it required will make it more likely that most people will submit online. (We recommend keeping paper forms copies in case certain members are not comfortable putting their information online.)

- Set a strict deadline and make it part of the registration process- ie – *Registration is incomplete until emergency information is submitted*.

- Send more than one reminder. Many people leave the form as they are missing details for a field or two. Then, they forget to complete it later on, so reminding them will increase adoption rates.

- Adjust the copy on your reminders. You know your members best. Add some more compelling reasons and ask your Account Manager to change the template.

How to Engage Your Group Admins (like coaches, counselors, or teachers)

- Send them invitations to enter their own (or their child's) emergency information first, so they get to know the system.
- Then, add them as group admins and task them with getting 100% adoption rate for their group. As they will likely see members of their group regularly, they can prompt them to submit in person!
- Encourage them to attend a free group admin webinar, offered in May and September. They can also view the webinar here: https://epactnetwork.desk.com/customer/en/portal/articles/2665755-getting-started-group-administrator-webinar

Reluctant Members

- Some people will hesitate about putting personal info online - and we understand! That is why our security measures meet or exceed those of online banking.
- Remind them that ePACT is based in BC, Canada which has the strictest privacy laws in North America.
- Emphasize that they OWN their information, and we will never share it on their behalf. They are in control - they choose which organizations and individuals to add to their support network.
- Send them to us. Our Help Center is full of useful info and our help team loves to answer questions!

Use the App

- Download it at the App store for iPhones or iPads, or at Google Play for Android phones, tablets, or Blackberry . Log in with Internet access to update all your member records to your mobile device so you can access them offline.
- Log in regularly with Internet access to up your records. This ensures you have the most up-to-date info available offline, as well as online.
- Update Member records will also activate Important Medical Conditions Flags for the App.

Use the Help Center

- Both you and your members will find lots of useful information, tips & videos in our Help Center.
- Contact our friendly help desk Mondays-Fridays 9-5 at **help@epactnetwork.com** or 1.855.773.7228.