



## Claromentis Reset Programme - FAQs

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Welcome to Claromentis Reset – our brand-new reonboarding programme designed to help you fall back in love with your Digital Workplace and make sure you're getting the most out of everything it can do. Below you'll find answers to the most common questions about how it works and how to get started.

#### What is the Claromentis Reset Programme?

Claromentis Reset is a reonboarding programme created to help you and your team rediscover your intranet's full potential, and ensure you are using the system in the most suitable way to match your own business requirements.

Over the course of the programme, you'll receive a series of bite-sized videos straight to your inbox each week, each focusing on a specific application or feature of the Claromentis platform.

At the end of each video, we'll suggest simple follow-up steps to help you put your new knowledge into action — revitalising your site and boosting your confidence as an intranet administrator.

At the end of the programme, there's a short quiz to check your understanding — but don't worry! It's designed to be fun and straightforward, and you'll get multiple attempts to pass. Once you complete it, you'll even receive a special e-badge on your Discover profile to celebrate your achievement.

#### Why have you set this up?

We know that teams change and admin responsibilities shift over time.

Sometimes, the original intranet administrators have moved on, maybe you just want a refresher, or maybe you are keen to learn more about some of the new and exciting features we have available - particularly within the AI space!

Claromentis Reset is here to get you back on track quickly, without needing to start from scratch.

#### How does this programme differ to Claromentis University/Discover E-Learning?

They're actually very similar — both are designed to help you build confidence and get the most out of your intranet. The main difference really comes down to learning style and where you are on your intranet journey.

Our E-Learning courses are interactive, with quizzes and in-platform activities built into the lessons. Because of this, we recommend E-Learning for anyone going through the formal onboarding process, as it's a great way to learn the basics from the ground up. However, for some people, this format can feel a little overwhelming — especially if you're short on time or prefer to learn by watching and doing.

That's where Claromentis Reset comes in. The videos are specifically designed for administrators who already have their site set up (even if it's just in a basic form) and want to build on that foundation. It's a guided video journey through your intranet, broken into manageable steps with practical actions you can try out as you go — making it simple, supportive, and easy to follow.

We still highly encourage you to explore our E-Learning courses and Knowledge Base alongside the Reset Programme. Together, they'll give you the most comprehensive understanding of how Claromentis works.

## Is this programme free?

Yes! Claromentis Reset is completely free for our customers.

If you decide you'd like more in-depth consultancy or personalised training, we can absolutely arrange that — but we'll always confirm and agree on any costs with you first.

## Who is this programme designed for?

Claromentis Reset is perfect for:

- New or existing intranet administrators
- Anyone who wants to refresh their knowledge
- Teams who feel they're not using the platform to its full potential

## I was recently onboarded, can I still sign up?

Absolutely! Even if you've just completed onboarding, Reset is a great way to deepen your understanding and discover tips and tricks you might have missed.

## Why should I do this? What is the benefit?

By the end of the programme, we hope you'll:

- Feel confident navigating and managing your intranet
- Discover features you might not even know existed
- Revitalise your site so it better supports your team and goals
- Save time by learning best practices directly from our experts

## How long does the Reset Programme take?

We have two options available for you all, depending on your learning style and time available! Whatever option you choose, the programme is designed to be as flexible and user-friendly as possible!

The first option is the standard subscription. You will receive 1 email containing a few videos to your email inbox per week over the course of 6 weeks. We'll also provide a link to the full video library should you ever wish to skip ahead.

**Please note that the videos are scheduled to arrive to your inbox at 10:00am in your local time on Wednesdays. If you haven't received the emails for some reason, we encourage you to let us know on the Reset Request form.**

Alternatively, you can choose to have full access to the full video library - and we'll check in after 2 weeks to see how you're getting on and if you need any assistance!

## How do I sign up for the Reset Programme?

You've got two easy options:

1. Submit a [Reset Request form on Discover](#) by following this link
2. Or simply let us know you're interested by a [Support ticket](#) and we'll take care of the rest by submitting a Reset Request Ticket on your behalf!

## How much time do I need to dedicate to this?

Each video is short and easy to digest, and we recommend setting aside around 15–20 minutes twice a week to watch the video and complete the suggested follow-up steps.

## How many people can sign up?

As many as you like! The more the merrier — the programme works just as well for individuals as it does for whole teams.

You can be on different timeframes to your colleagues if it works better for you - as each ticket is related to an individual

## What is the timeframe for the Reset Programme? How long does it last?

You can choose between:

- 6 weeks: 2-3 videos per email per week arriving on Wednesdays at 10:00am in your local time.
- To access all the videos at once - and we'll check in with you following 2 weeks to check you are happy with this.

## Can I change the frequency/timescale of videos being sent to me? What if I want to skip ahead?

We want the schedule to be as customised to your own learning style as possible.

You'll have access to all the videos via the video library, so if you want to skip ahead you can watch the videos yourself ahead of time there.

While the standard timeframe is one email with a few videos per week for 6 weeks, if you'd like to adjust how often you receive videos or access them sooner, just let us know and we'll do our best to accommodate.

### **Can I access all the videos at once? Do I get to keep access to them?**

You'll receive videos throughout the programme, and yes — you'll have access to the video library during the process and after it ends, so you can rewatch or share them with colleagues any time.

### **Who do I contact if I have questions about the programme? How do I do this?**

If you're already enrolled, the easiest way is to post directly on your Reset support ticket in the "Notes" section.

Otherwise, you are welcome to open a new support ticket at time.

### **What if I have a question about the video content?**

You can post any questions you might have on the Reset Request Form/Ticket.

Or you can submit a normal Support ticket

### **Do I need to be a Discover user?**

Yes, ideally. Claromentis Reset is currently offered to Discover users only.

If you'd like someone without a Discover account to take part, just let us know — we're happy to discuss special arrangements.

### **Can I get a full list of all the videos - including the syllabus/order?**

Yes, the standard order is:

#### ☐ **Week One: Discovering & Setting Up**

- Discover introduction
- Setting up Sysadmins and Application Administrators
- People Management

#### ☐ **Week Two: Design & Menus**

- Design
- Menu Builder
- Pages

#### ☐ **Week Three: News & Knowledge Sharing**

- News
- Knowledge Base

#### ☐ **Week Four: Announcements & Feedback**

- Announcements
- Polls & Surveys

#### ☐ **Week Five: Documents & Policies**

- Documents
- Policy Manager

#### ☐ **Week Six: Learning & Forms**

- LMS (Learning Management System)
- Infocapture

This is a flow that we've curated which makes the most sense logically.

Sign up for the Reset Programme today, but submitting a [Reset Request form on Discover!](#)

