

How to get users to take advantage of features in user web?

It is important to provide good and adequate information to the users. It is helpful and efficient in use. Always encourage users to register their case on user web. Regular reminders about using user web may be wise.

- Use eg. meetings to show a demo of how user web can be used, and explain why it would be helpful and efficient to use it.
- Share a small brochure with the user guide that user may have readily available at his/her workplace.
- Hang up information at the coffee machine.
- Create a URL for user web that is easy to remember.

Technet is happy to help with the information / brochure.