

ONGOING SUPPORT Year 1 and Beyond

ICONS

- [Download](#) Gale's vibrant and easy to use icons to drive interest to your website.

TRAINING MATERIALS

- [Training materials by product](#): Scavenger Hunts, Tip Sheets, and Slide Decks.
- [Video Tutorials](#): Short (less than three minutes) videos to share with your staff and students focused on Gale Tools.
- [Webinars](#): Longer (fifteen to sixty minute) overviews of Gale products, content, and features.
- [Content Specific Materials](#): Themed materials designed to integrate Gale into your daily lessons.

MARKETING

- [Market your resources](#) to your staff and students with printable flyers, bookmarks, and press release templates.

TECHNICAL ASPECTS

- [Technical documents](#) are available for any additional questions like setting up your firewall or integrating into your LMS.

USAGE

- Track your usage on the [Gale Usage Dashboard](#).

GALE SUPPORT TEAM

- Gale Sales Consultant:** _____
 - Handles the **purchasing process** from making recommendations, to presenting **sales demos**, and providing **quotes**. Your Sales Consultant will be available for any additional **sales support** needed during the course of your subscription.
- Gale Customer Success Manager:** _____
 - Main contact for **post-sales support**. They will schedule your **onboarding** meeting and assist you through your set up and launch. After launch, your CSM will reach out throughout the course of your subscription to provide **best practices** support with achieving your goals, and to answer any **questions** you may have.
- Gale Training Consultant:** Contact CSM for training requests.
 - Provides **virtual and in person professional development** for any of your staff members. The Training Consultant will work to gather your training needs and present custom PD for your staff. Training should be requested through your CSM.
- Gale Renewal Specialist:** _____
 - Your Renewal Specialist will be reaching out **4 months before** your subscription is set to renew. They are here to support you through the **renewal process** to make sure you seamlessly transition to your new subscription year.