

⊙ Recognize
Onboarding Packet



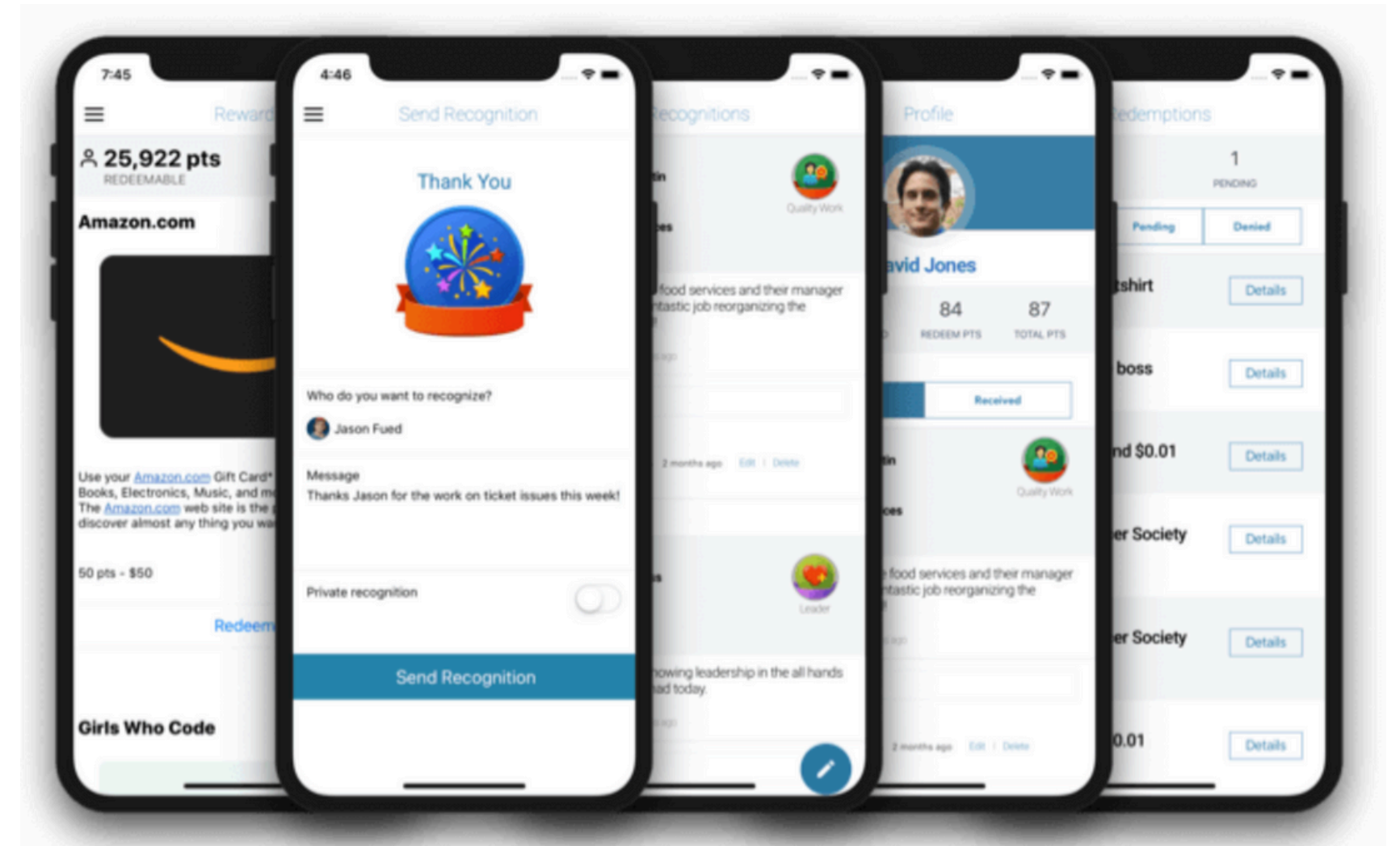


Recognize Training Resources for You

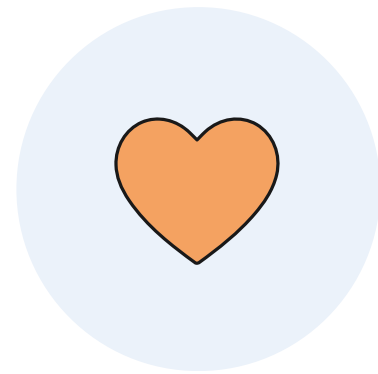
About Recognize

Appreciate, congratulate, and celebrate employees

Recognize is an employee engagement platform that enables peer recognition, nominations, rewards, award certificates, & much more. Recognize empowers company culture through positive employee experiences.



Why We Think You'll Love Recognize



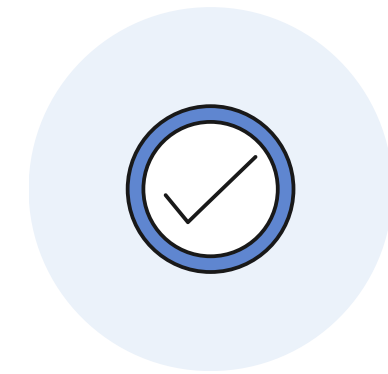
Easy to Use

With a simple user interface, admins can easily configure and manage programs



Accessible

Recognize was built to be incorporated into the tools you're already using



Helps You Keep Track

Creates track record of successes for your organization that can be measured over time

Recognition Stats



63% of employees who feel recognized are unlikely to look for a new job

Source: [Bonusly & Survey Monkey](#)



If companies double the number of employees they recognize every week, there will be:

- 24% improvement in work quality
- 27% reduction in absenteeism
- 10% reduction in staff shrinkage

Source: [Gallup](#)



Recognition Best Practices

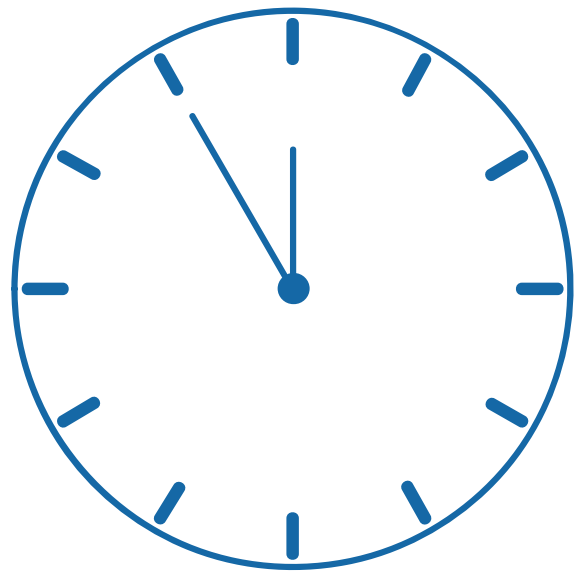
How often should employees be recognized?

According to a survey by Gallup, recognizing employees at least **once per week** is best to prevent burnout. This could be any form of recognition.

Setting goals for leaders to like and comment on each recognition will show employees that their leaders are paying attention to their achievements.

[Check out other Recognition Best Practices here.](#)

Elements of Meaningful Recognition



Timely

Now, not later

In order to remain relevant, recognition should be timely.



Specific

What & why

For best results, list what the action was, and why it was impactful.



Genuine

Sincerely authentic

Recognition should be heartfelt and customized to make it memorable.

Goals: Daily, Monthly, Quarterly, Yearly



Daily

Set a calendar reminder to view the Stream page of Recognize and like and comment on recognitions your users have sent. Take this time to also send any recognition that is timely.



Monthly

Review what recognitions have been sent over the course of the month, and find opportunities to highlight these in a company newsletter or other companywide communication.



Quarterly

Visit your RES page to track engagement. Run a quarterly Nomination campaign to boost participation.

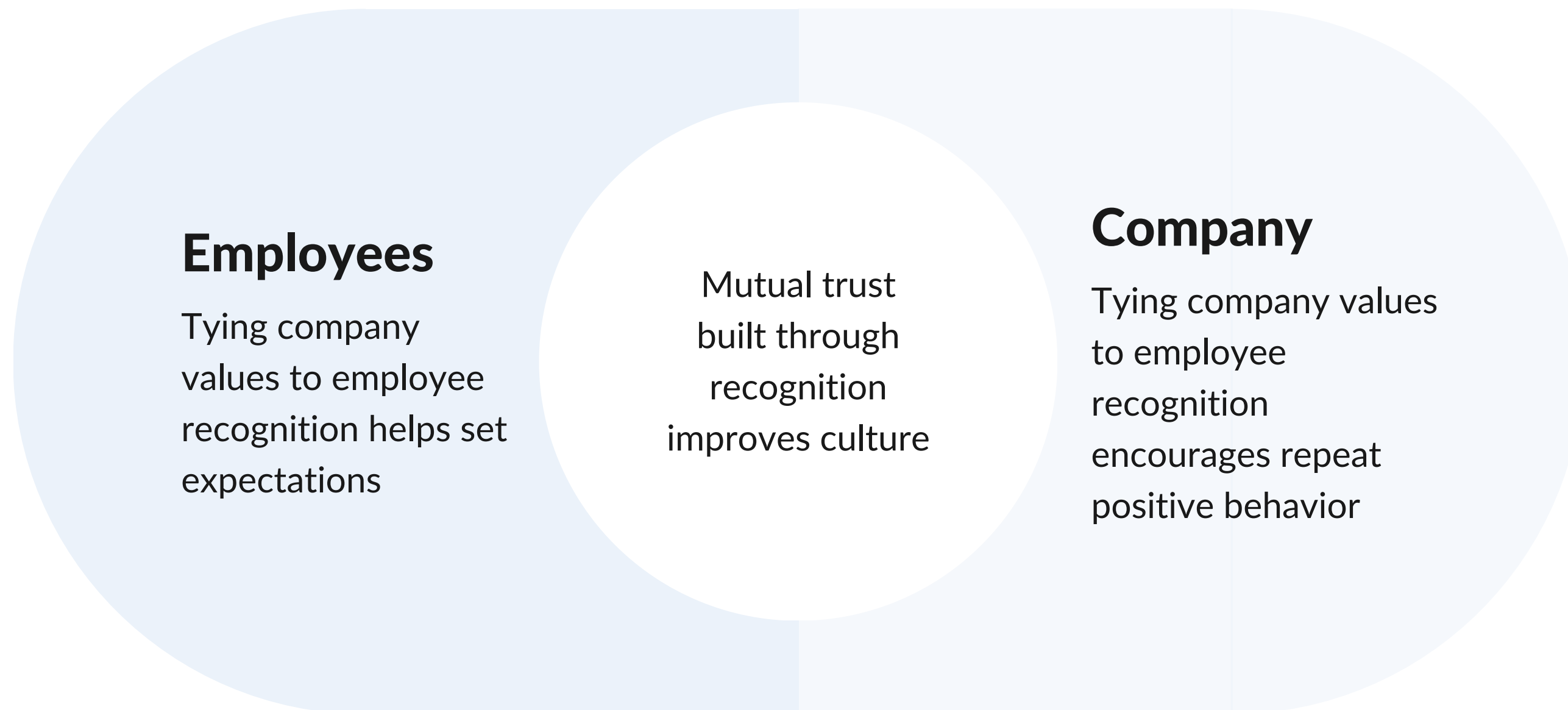


Yearly

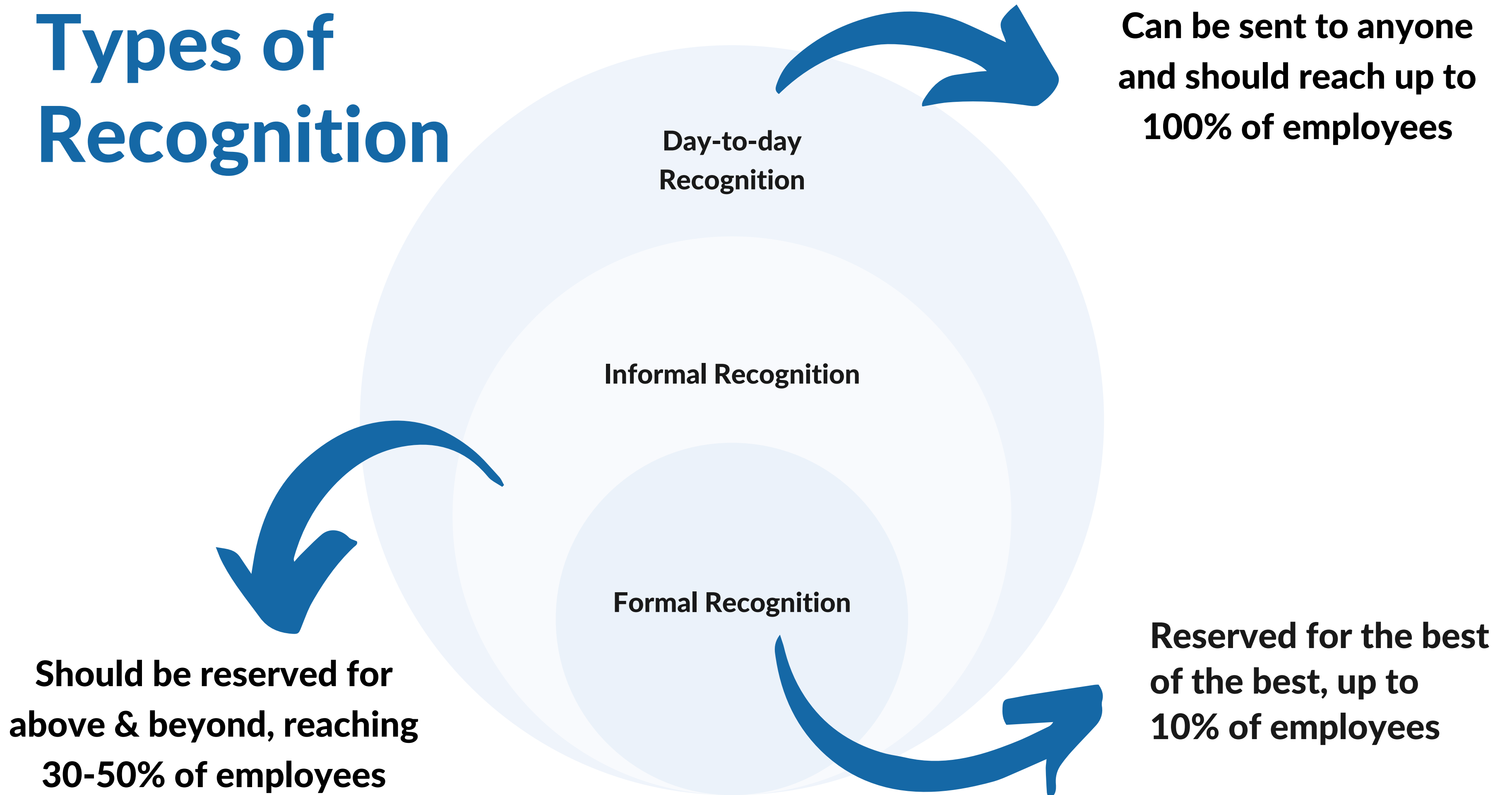
Reevaluate your programs on a yearly basis to make sure they are still meeting the mark with your employees. Add new programs or offerings on a yearly basis to keep things fresh!

Recognizing Core Values

Think of recognition as a way to highlight what's most important



Types of Recognition



Day-to-day
Recognition

Can be sent to anyone
and should reach up to
100% of employees

Informal Recognition

Should be reserved for
above & beyond, reaching
30-50% of employees

Formal Recognition

Reserved for the best
of the best, up to
10% of employees

Creating a Culture of Recognition

Comes Down to...



Getting Your Leaders Onboard

Set expectations for recognizing direct reports, make recognition training a part of leader onboarding, and leverage leaders as recognition champions



Sharing Goals & Results

Make sure your workforce is aware of company goals, and tie values and goals to recognition. Then, share goals met and progress along the way



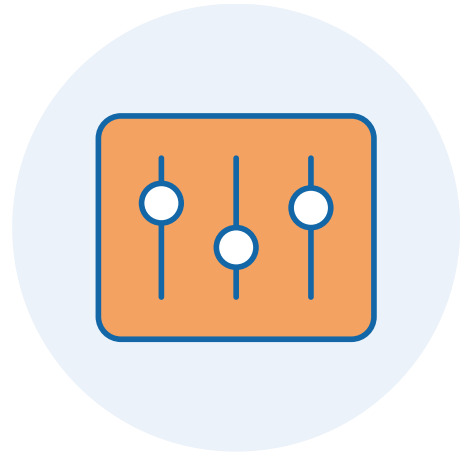
Making Recognition a Part of the Day-to-Day

Consistency is key! Model the behavior you want to see and lean on champions. Your org will soon see that recognizing others is what's expected and will follow the lead



Exploring the Recognize Admin Portal





Viewing the Dashboard & Pulling Engagement Reports

As a Company Admin for the Recognize platform, one of your main responsibilities will be to keep tabs on recognition engagement. It's important to check the Recognize Dashboard and pull engagement reports regularly to keep a pulse on usage and top performers!

[Link to Knowledge Base: Reporting for Company Admins](#)

The screenshot shows the Recognize dashboard for Redwood Hospital. The main section is titled 'Engagement' and is filtered by 'By Manager'. The report is for 'Q2 2023'. The table below shows the following data:

MANAGER	RECEIVED RECOGNITIONS	SENT RECOGNITIONS	RECEIVED +1'S	DENIED REDEMPTIONS	COMPLETED TASK	NUMBER OF DIRECT REPORTS
Alex Grande	0	0	0	0	0	7
Beca Caldwell	0	0	0	0	0	8
David Jones	0	0	0	0	0	6
David Jones	0	0	0	0	0	0
Jason Fued	0	0	0	0	0	1
Jess Thompson	0	0	0	0	0	1
Jesse Savage	0	0	0	0	0	2
Jessica Taft	0	0	0	0	0	7
Winslet	0	0	0	0	0	3
Michael Roberts	0	0	0	0	0	1

Watch on YouTube



Managing Users

User accounts are managed [manually/automatically] through use of a [spreadsheet upload/user sync] that occurs [daily/weekly/monthly/quarterly].

As a Company Admin, it will be a responsibility of yours to keep user accounts up to date by updating data as the org changes (i.e. employees leave, new employees join, roles change). You will also be in charge of inviting users to the platform after account creation through either a manual invite, or the auto-invite feature (if initial launch has already occurred).

The screenshot displays the 'User Tab Overview' interface. On the left is a navigation sidebar with options like 'Users', 'eNPS', 'Announcements', etc. The main area shows a table of users with columns for 'EMAIL', 'PHONE', 'BIRTHDAY', 'START DATE', 'MANAGER', 'ADMIN', 'COMPANY ROLES', and 'STATUS'. A dropdown menu is open over the 'Admin' column, listing options like 'First name', 'Last name', 'Email', 'Phone', 'Birthday', 'Start Date', 'Network', 'Manager', 'Company Teams', 'System Roles', 'Admin', 'Company Roles', 'Who can send rec...', 'Department', 'Country', 'Status', 'Created At', 'Edit', and 'Actions'. A red YouTube play button is overlaid on the table. At the bottom left, there is a 'Watch on YouTube' banner.

EMAIL	PHONE	BIRTHDAY	START DATE	MANAGER	ADMIN	COMPANY ROLES	STATUS
b.jones@redwoodhealthclinic.com	123-456-7890	Feb 13	06/2/2024		No	Receptionist	Invited from recognition (Resend invitation)
samantha@recognizeapp.com	+17209008037	Feb 14	02/20/2021	Beca Caldwell	x Yes	Executives, Company Admin, Manager, Communications, Accounting, Leadership Team, Communications Director, point restoration, Text Test	Active
ashley@recognizeapp.com				Beca Caldwell	x Yes	Company Admin, Human Resources, Communications Team	Active
michaelayeni65@gmail.com		Apr 25	04/23/2020	Brittany Espinoza	x Yes	Manager (6+), Company Admin, Manager, Human Resources	Active
kate@redwoodhealthclinic.com		Sep 20	09/18/2022	Mike-Dave Ayeni	x Yes	Company Admin, Manager	Active
nikki@recognizeapp.com		Feb 20	04/4/2020	Brittany Espinoza	x Yes	Executive Assistant, Supervisor, Company Admin, Manager, Human Resources	Active
brittany@recognizeapp.com	+15412823229	May 09	10/4/2020	Alex Grande	x Yes	Company Admin	Active

[Link to Knowledge Base: User Management](#)



Creating Announcements

Announcements can be used to communicate a recognition campaign, reminders, or anything else you'd like to share with your organization. Only Company Admins can post Announcements, and they will show up on the right side of the Stream Page for users. You can also send announcements via text and email!

[Link to Knowledge Base:
Announcements: Step-by-Step](#)

The screenshot displays a video player for a tutorial titled "Announcements Step by Step". The video content shows a night sky with blue and purple fireworks. The interface includes a sidebar menu with "Announcements" highlighted, a top navigation bar with "Admin" and "Body" tabs, and a right sidebar with "Dynamic content" and "Share" options. A "Watch on YouTube" button is visible at the bottom left.



Creating Custom Badges

Custom Badges can be created for both social recognition that shows up in the Stream Page, and Nomination submissions for your private voting system. As a Company Admin, you have the ability to create and configure Badges, as well as enable and disable them.

[Link to Knowledge Base:
Badges: Step-by-Step](#)

Redwood Services

Admin

Badges Step by step
Badges

Recognition Nominations Share

Edit Badge

Nurse of the Year!

Description?

The Nurse of the Year is someone who personifies what it means to be a nurse: compassionate, knowledgeable, ethical, helpful and thoughtful.

Additional details?

Shows on the badge page

Limit award winners to:

No limit

Quick nomination

Quick nomination allows managers or admins on the Recognitions view in Company Admin or Manager Portal. They can select these badges to nominate the recipient of a recognition.

Allow sender to nominate themselves

Badge sending limits (per user)?

1 Monthly

Roles (60 people) Learn more

Manager

This is a dynamic role.

Watch on YouTube

Save Cancel



Approving Recognitions

If your organization has chosen to have an approval process for Recognitions, you will have the ability as a Company Admin to approve or deny recognitions. Approval processes ensure there is oversight of quality and frequency of recognitions being sent, as well as help with managing the budget.

[Link to Knowledge Base: Approval Processes](#)

Approving and Denying Recognitions Admin

Sender: Please select a user
Sender role: All
Recipient: Please select a user
Receiver role: All
Receiver department: All
Receiver country: All
Receiver team: All

Approve recognition?
Please confirm recognition message and points.

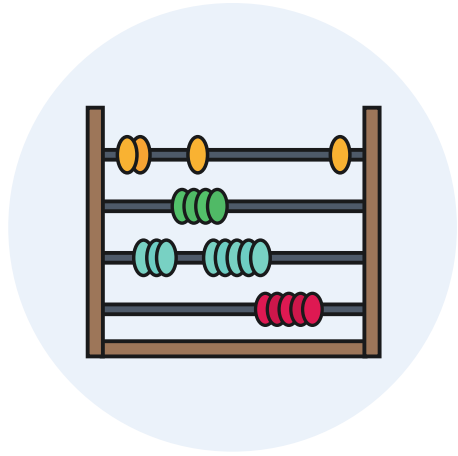
Sender: Beca Caldwell
Recipient: Ashley Butler

Recognition Message:
Great job today on the presentation! Very informative and the team will greatly benefit from this knowledge share.

Recognition Points:
10

LINK	DATE	SENDER FULL NAME	RECIPIENT FULL NAME	BADGE
rg06ageq		Beca Caldwell	Ashley Butler	Quality
rg06ageq	June 13, 2024 2:00PM	Beca Caldwell	Ashley Butler	Quality
rflv3fku5		Brittany Espinoza	Samantha Liravongsa	Quality
rflv3fku5	May 2, 2024 10:21AM	Brittany Espinoza	Samantha Liravongsa	Quality

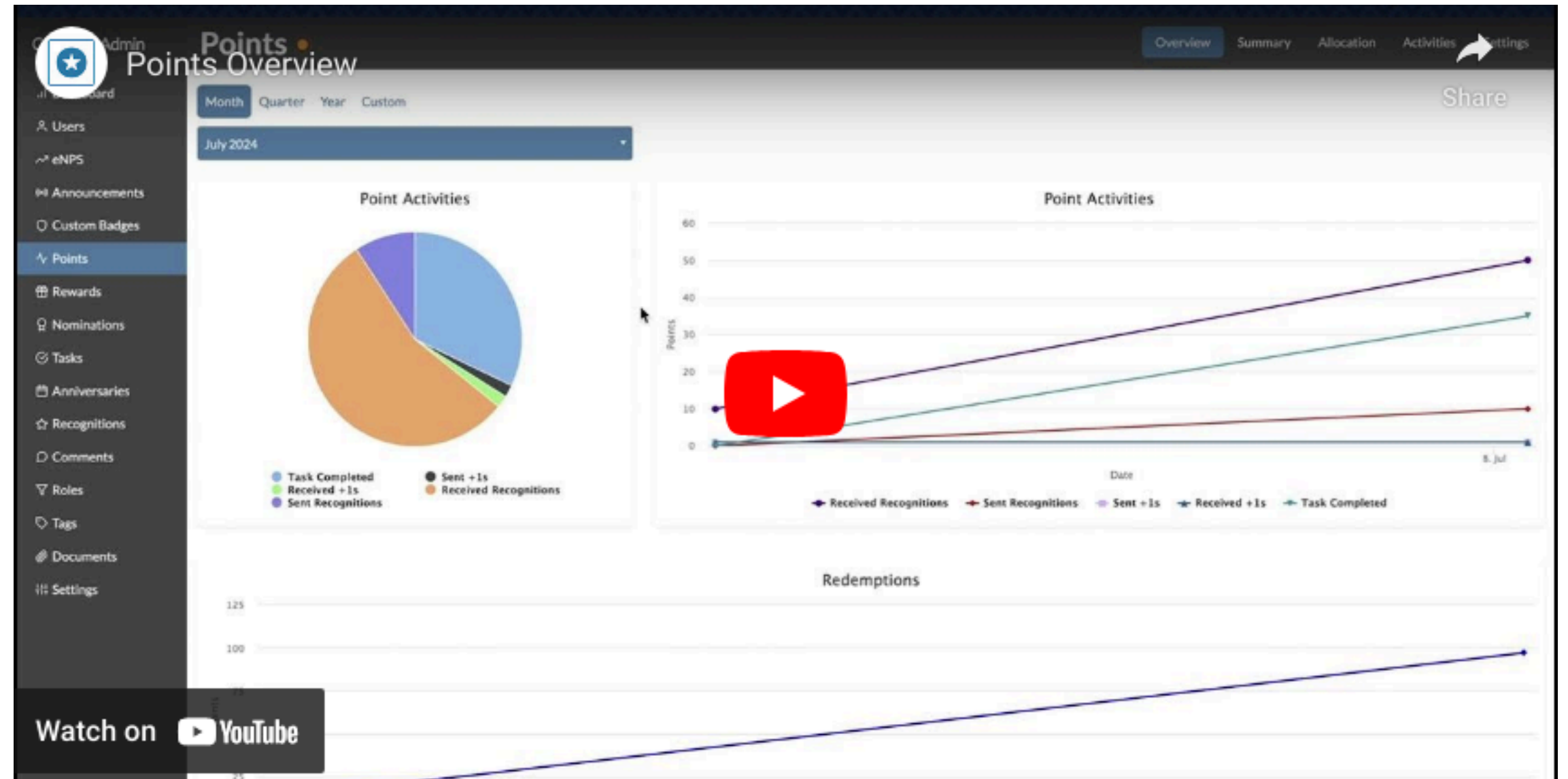
Watch on YouTube



Points Overview

As a Company Admin, it's helpful to see how employees are earning their points. Many employees also tend to have outstanding points that have yet to be redeemed. Not only does the Points tab give you insight into how many points are out there, but over time, this will give you an idea of what should be budgeted for Rewards in the future.

[Link to Knowledge Base:](#)
[Points: Step-by-Step](#)





Creating a Rewards Catalog

The screenshot shows the 'New reward' form in the Rewards management system. The form is titled 'New reward' and includes the following fields and options:

- Title of reward:** adidas
- Reward type:** gift card
- Delivery type:** instant
- How often can this be redeemed by each employee? optional:** 10 (No Limit)
- Reward options:** 5, 10, 20 (with 'Remove' buttons for each)
- Rewards Manager optional:** Please select a manager (dropdown menu)
- Enabled:**

A video player is overlaid on the form, showing a red play button. The video player has a 'Watch on YouTube' button at the bottom left.

Company Admins are the owners of their organization's Reward Catalogs where employees can redeem their points. Rewards can include automatically fulfilled gift cards, gift cards that require approval from an Admin or Rewards Manager, or experiences and swag that your organization manages, which are referred to as Company-fulfilled Rewards or Custom Rewards.

[Link to Knowledge Base:
Rewards Step-by-step Instructions](#)



Approving & Denying Reward Redemptions

As a Company Admin, if your org has a Rewards approval process, you will have the ability to approve or deny Reward redemptions in order to help manage Rewards budgeting and to have oversight of what is being fulfilled.

[Link to Knowledge Base:
Approving or Denying Rewards](#)

ID	DATE	FULL NAME	REWARD TYPE	DELIVERY TYPE	POINTS	VALUE	REWARD LABEL	STATUS	ACTIONS
27roKa3j	December 11, 2023 10:27AM	Beca Caldwell	gift card	Instant	2	\$2	\$2	Pending approval	Approve Deny
24gByOnP	December 11, 2023 9:23AM	Samantha Liravongsa	Swag	Fulfilled by Redwood Services	15	\$15	XS	Denied	
D7axzvyP	November 15, 2023 10:59AM	Beca Caldwell	Experience	Fulfilled by Redwood Services	200	\$200	coffee with the boss	Delivered	View details
wjqdpkX7	November 14, 2023 8:07AM	Alex Grande	Swag	Fulfilled by Redwood Services	25	\$25	XS	Delivered	View details
2PR2O8pP	November 9, 2023 1:20PM	Brittany Espinoza	Experience	Fulfilled by Redwood Services	200	\$200	coffee with the boss	Pending approval	Approve Deny
wjdp877	November 9, 2023 10:09PM	Brittany Espinoza	Experience	Fulfilled by Redwood Services	200	\$200	coffee with the boss	Pending approval	Approve Deny

Watch on YouTube



Creating a Nomination Campaign

As a Company Admin, you can create Nomination Campaigns within Recognize that allow employees to privately cast votes, and Company Admins to view accumulated submissions.

[Link to Knowledge Base:
Nominations: Step-by-step](#)

The screenshot displays the 'Nominations' section of the Recognize app. It features a 'Step by step' guide for creating nomination campaigns. Two campaigns are visible: 'Employee of the Month' with a red star icon and the description 'This person showed leadership qualities by being fearless in what they believe is right around the company values.', and 'Boss of the Month' with a red Superman icon and the description 'Your boss went above and beyond to help the team grow this month.' A red play button icon is overlaid on the 'Boss of the Month' description. A blue 'Nominate' button is located at the bottom of the screen. The top navigation bar includes 'Stream', 'Recognize', 'Tasks', 'Stats', 'Users', and 'Badges'. A 'Share' button is visible in the top right corner. A 'Watch on YouTube' banner is at the bottom left.



Creating & Managing Tasks

The screenshot shows the 'Tasks' section of the Recognize admin interface. The left sidebar contains navigation options: Admin, Users, eNPS, Announcements, Custom Badges, Points, Rewards, Nominations, Tasks (highlighted), Anniversaries, Recognitions, Comments, Roles, Tags, Documents, and Settings. The main content area displays a table of tasks with columns for Task Name, Points, Category, Status, and Actions. A red YouTube play button is overlaid on the table.

Task Name	Points	Category	Status	Actions
Wellness Challenge - Walk a Mile	20		Active	Edit, Disable
Wellness Challenge - Walk a Mile	10	Wellness Initiative	Active	Edit, Disable
Complete the end of year survey	10	Training	Active	Edit, Disable
Complete e-learning	10		Manager	Active, Edit, Disable
Perfect Attendance	10	Wellness	Cleaning staff	Active, Edit, Disable
Safety Training	10		Active	Edit, Disable
Donating Blood	10		Active	Edit, Disable
Sign in to Recognize!	5		Active	Edit, Delete
Send 5 Recognitions	5	Engagement	Active	Edit, Delete
Meditate for 15mins	5	Wellness	Active	Edit, Disable
Fast to resolution	5		Active	Edit, Disable
Send 5 Recognitions	5		Disabled	Edit, Activate
Send 5 Recognitions	5		Manager	Active, Edit, Delete
Wellness Challenge - Walk a Mile	5	Wellness	Active	Edit, Delete
Newsletter	5		Active	Edit, Delete
Compliance Training	5		Active	Edit, Disable
Send 5 Recognitions	5	Wellness	Active	Edit, Delete

Within Recognize, Tasks work like incentives. As a Company Admin, you will have the distinct ability to create and assign Tasks to users for various initiatives to give users the opportunity to earn points upon completion. You will also be able to manage these Tasks from the Tasks tab, as well as resolve Task submissions from employees.

[Link to Knowledge Base:
Tasks: Step-by-Step Instructions](#)



Managing Anniversary & Birthday Badges

The screenshot shows a web application interface for Redwood Services. At the top, there's a navigation bar with the title 'Anniversary and Birthday Overview Video' and a 'Share' button. Below this is a 'Users' section with a 'Current admins' list including names like Pam Young, Tim Pharris, Jessica Taff, Jesse Savagn, Frank Williams, Alex Grande, David Jones, David Jones, Beca Caldwell, Peter Phillips, Brittany Espinoza, Nikki Whitehead, Kate Winslet, Mike Dave Ayers, and Ashley Butler. Below the list are two charts: 'Users By Status' (a pie chart with categories: active, disabled, invited, invited_from_recognition) and 'Teams' (a sunburst chart with a legend listing various departments like Human Resources, IT, SF - Product Support, etc.). A red YouTube play button is overlaid on the 'Users By Status' chart. A 'Watch on YouTube' banner is at the bottom left.

If your organization is using the automated Anniversary and Birthday feature, you'll be able to manage these Badges as an admin. You can customize the messaging and Badge images, as well as turn Badges on and off.

[Link to Knowledge Base: Anniversaries Step-by-Step](#)



Running Recognition Reports

Recognition reports can give you more insight on the good things that have been happening with your organization! These reports can also be exported for your various reporting needs.

[Link to Knowledge Base:
Reporting for Company Admins](#)

The screenshot displays a user interface for a recognition report. At the top left, there is a blue star icon and the text "Recognitions Step by step". Below this is a blue gear icon and the text "Thank You". To the right, a list of recipients is shown, including Tara Brooks, Ryan Foster, Annabella Morrison, Briony Reed, Kimberly Henderson, Kimberly Richards, Lilianna Wright, Martin Scott, Eric Morrison, Stuart Barrett, Michael Roberts, Frederick Howard, and others. Below the list, there is a "Like this recognition" button and a "View Certificate" link. A video thumbnail is visible, showing a group of people in a meeting. The video is titled "Sent from Joyce Foster 1 day ago". At the bottom, there is a "Watch on YouTube" button and a "Comments" section.



Running Comment Reports

If you're curious to see a detailed report for comments, you can pull this information as a Company Admin from the 'Comments' tab in the Company Admin Portal. This can be useful to see what sorts of buzzwords are trending at your organization, or if particular recognitions are gaining comment traction - perhaps these can be showcased as example recognitions or highlighted for engagement purposes.

[Link to Knowledge Base:
Reporting for Company Admins](#)

Comments Report

Month Quarter Year Custom

2023

Export

Export search results

Share

Show 25 entries

DATE	FULL NAME	EMAIL	CONTENT	RECOGNITION	HIDE
December 7, 2023 6:29AM	Alex Grande	alex@redwoodhealthclinic.com	Great work you Nikki! Thanks Beca for the recognition.	fr93ta	Hide
November 12, 2023 7:48PM	Alex Grande	alex@redwoodhealthclinic.com	Awesome to	fq7h9c	Hide
October 26, 2023 10:22AM	Alex Grande	alex@redwoodhealthclinic.com	Great work Brittany	fpuuf2j	Hide
October 10, 2023 8:18AM	Alex Grande	alex@redwoodhealthclinic.com	Happy birthday!	fppt6jd	Hide
October 10, 2023 7:56AM	Alex Grande	alex@redwoodhealthclinic.com	I wish I saw was there to see it!	fpmt2or	Hide
September 29, 2023 11:31AM	Alex Grande	alex@redwoodhealthclinic.com	Happy birthday!	fpqo65v	Hide
September 29, 2023 11:31AM	Alex Grande	alex@redwoodhealthclinic.com	happy friday!	fpbaco2	Hide

Watch on YouTube



Creating & Assigning Company Roles

Company Roles can be created by your org in order to set specific permissions for either Badges or Reward Catalogs. For example, you may want to set a Company Role of 'CEO' to allow only your CEO to send a special Badge, or you may want to limit a Reward Catalog to a certain location for a specific currency (i.e. United States for US Dollar).

[Link to Knowledge Base: Adding & Assigning Company Roles in Recognize](#)

The screenshot shows the 'Roles Overview' page in the Recognize app. The top navigation bar includes 'Roles Overview Video', 'Redwood Services', and a user profile for 'Becca Caldwell'. The main content area is titled 'Users' and features a 'Current admins' section with a list of user avatars. Below this is a 'Users By Status' pie chart with a red play button overlay, and a 'Teams' section with a circular chart and a legend. The legend lists various departments and locations, including Human Resources, IT, SF - Product Support, System Solution & Deployment, Product Development, Santa Cruz - Executives, Food services, Security, Sacramento, Oakland, Engineering, Operations, Oakland - IT, Shasta - IT, Santa Cruz - IT, Santa Cruz - System Solution, Oakland - Food services, Shasta - Security, San Francisco, and Shasta. A 'Watch on YouTube' banner is visible at the bottom left of the screenshot.



Creating Tags

Tags can be very useful for reporting purposes to see how initiatives are faring across multiple programs. For example, if you've got both a Nomination program and a Social Recognition program for Wellness, you can pull a report to show traction for these if you are using tags at your Company. Tags are optional, and can be turned on or off in the Company Admin Settings.

[Link to Knowledge Base:
How to Use Tags with Recognize](#)

The screenshot displays the 'Admin Tags' interface for Redwood Hospital. The interface includes a sidebar with navigation options: Dashboard, Users, Announcements, Custom Badges, Points, Rewards, Nominations, Tasks, Anniversaries, Recognitions, Comments, Roles, Tags, and Documents. The main content area is titled 'Tags' and shows a search bar with 'Motivational' entered and a 'Create Tag' button. Below the search bar is a table with the following data:

NAME	RECOGNITIONS	TASKS	EDIT	DELETE
Cost saving	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete
Engagement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete
Innovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete
Monthly Training	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete
Safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete
Training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete
Wellness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	Delete

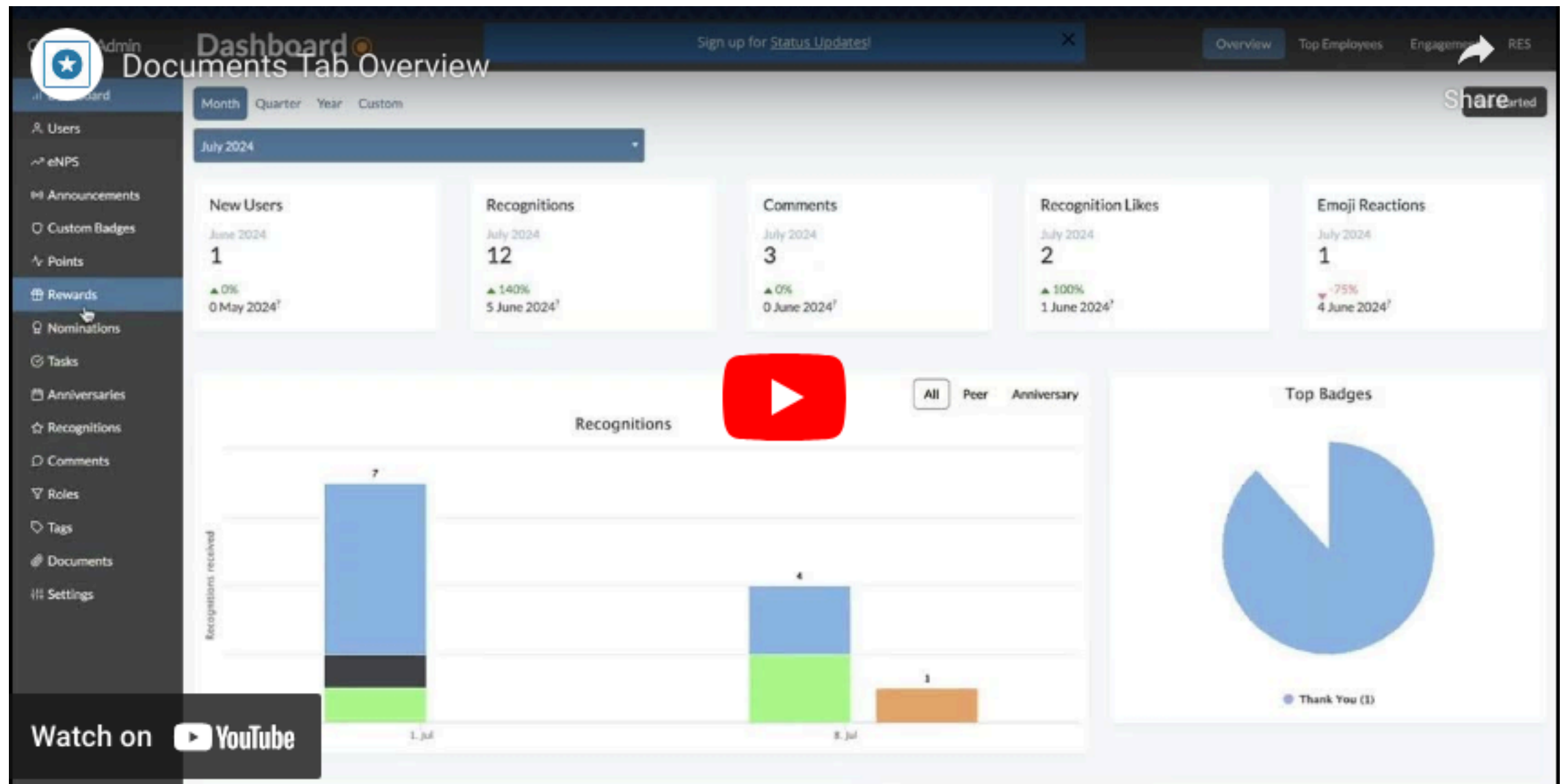
A large red YouTube play button is overlaid on the 'Training' row. At the bottom of the interface, there is a 'Watch on YouTube' button.



Document Center

The 'Document Center' is where you will be able to download any reports you've run. Likewise, if there are files that need to be uploaded by a Company Admin (i.e. for a Bulk Recognition), this is where they will be uploaded.

[Link to Knowledge Base:
Overview of the Documents Section
in the Company Admin Portal](#)





Global Settings

As a Company Admin, you will have access to the global settings for your organization under the 'Settings' tab. These settings allow for customization for your user experience, and allow you to turn on/off certain aspects of Recognize for your users. Please let your Customer Success Manager know if you have any specific questions about your organization's settings.

The screenshot displays the Recognize Admin interface. On the left is a dark sidebar with a navigation menu including: Admin, Users, eNPS, Announcements, Custom Badges, Points, Rewards, Nominations, Tasks, Anniversaries, Recognitions, Comments, Roles, Tags, Documents, and Settings (highlighted). The main content area is titled 'Settings Overview Video' and features a large red YouTube play button. Below the video, the 'Security & privacy' section is visible, containing several toggle switches: 'Private user profiles' (checked), 'Disable passwords' (unchecked), 'Disable signups' (checked), 'Allow users with only mobile phone number' (checked), 'Allow users to invite others' (unchecked), and 'Allow users to join teams' (unchecked). A 'Change session timeout period' dropdown is set to '1 month'. Below this is the 'Programs' section, with 'Recognition' settings including 'Allow SMS notifications for recognitions' (checked), 'Filter on peer recognitions by default on the Stream page' (checked), and 'Limit sending to within company only' (checked). On the right side, there is a 'Theming' sidebar with a 'Share' button and a list of categories: Security (selected), Recognitions, Nominations, Announcements, Tasks, Reactions, Leaderboards, Hall of Fame, Rewards, Yammer, Microsoft, Google, Workplace by Facebook, Slack, Webhooks, User settings, Manager settings, Points, User Management, and Kiosk Mode.

Recognize Notifications

There are several emails you may get from the Recognize platform as a Company Admin that you'll want to pay attention to, including approval emails, redemption emails, and a monthly recognition summary for your org.

Hi there
Initech, Inc.



User671 UserLastName671
redeemed A Company
Sweatshirt

Please approve this reward. Otherwise if you deny it, you may want to email the employee and tell them why.

See them to fulfill the reward. Thank you for being part of the recognition process!

Approve Or Deny

Implementation & Launch Resources

[Launch Checklist](#)

[Implementation Guide](#)

[Settings to Check Prior to Launch](#)

[Post-Launch Retrospective](#)

Budgeting Resources

[Reward Budget Planning](#)



Communication Resources

[Creating a Launch Communication Strategy](#)

[Welcome Graphics \(great for Announcements\)](#)

[Recognize Stickers](#)

[Recognize Program Teaser Graphics](#)

[Getting Started with Microsoft Teams](#)

[One Pager](#)

[Recognize Certificate Templates](#)

How to Find & Use Recognize's Help Center

If you need a step by step guide tutorial, or just some inspiration, you have access to Recognize's Help Center which includes links to articles, videos, and other resources. If you've got a topic in mind, you can type it into the search bar to find all relevant content. For example, try searching 'Rewards' to pull relevant FAQ articles covering Rewards.

[Link to Recognize's Help Center](#)

The screenshot displays the Redwood Hospital Recognize Help Center interface. At the top, the Redwood Hospital logo is visible in the upper right corner. The main heading reads "Hi Beca, We're Here to Help". Below this, there is a prominent "Getting Started Guide" button and a search bar with the placeholder text "Search here to get answers to your questions." and a search icon. To the left of the search bar, an illustration shows two people looking at a laptop with question marks above them. To the right, an illustration shows a person at a computer with a speech bubble containing three dots. Below the search bar, the "Popular Questions" section lists several topics: "Having Trouble Signing In?", "How to Change Personal Notification Preferences?", "How to Locate Reward Redemptions In Recognize?", "Rewards: Deposit Money for Gift Cards?", "How Do Points Work?", "How to Give a User Company Admin Access?", and "View all questions". At the bottom, the "Help Links" section contains buttons for "Resource Documents", "Videos", "FAQ Overview", "Website Status & Uptime", "Product Updates", and "Articles".



Recognize

Recognize Training Resources for Employees

User & Manager Training Webinars

Our User & Manager Training Guides can be used if you're looking for a more customized approach for onboarding employees to the Recognize platform. These allow employees to learn about Recognize at their own pace.

If you'd prefer to have your employees' questions answered live, our Training Webinars might be a better approach. Though they aren't custom-tailored for your program, they provide just enough detail for your staff to help them navigate the platform and be successful.

General User Training:

[Recognize User Guide - With Rewards \(PDF\)](#)

[Recognize User Guide - No Rewards \(PDF\)](#)

[Customizable Recognize User Guide \(Canva\)](#)

[User Training Webinar](#)

Manager Training:

[Manager Training Guide - With Rewards \(PDF\)](#)

[Manager Training Guide - No Rewards \(PDF\)](#)

[Customizable Recognize Manager Training \(Canva\)](#)

[Manager Training Webinar](#)

Incentivize Training

An approach we recommend to motivate employees to complete training and ultimately bolster adoption is to incentivize training completion. Using Recognize's Tasks feature, you can assign a task to complete Recognize Training to all employees (and any new employees that come onboard after launch), and offer points to those who report they've completed it.



- 1.** Enable Tasks for your organization and create two Tasks, one for Recognize User Training and one for Recognize Manager Training.
- 2.** Assign the User Training task to all users upon launch, and the Manager Training task to all managers with direct reports.
- 3.** Once users and managers complete training, have them submit completion of the task along with their certificates* within the Recognize portal.
- 4.** Have your company's admins approve completed training tasks so that users can receive points to use on Rewards!
- 5.** Consider having at least one Reward for which employees will be able to redeem their first earned points.

*Example certificates can be found at the end of this packet.



Email Templates

Employees

Template 1: User Training Without Points Incentive

Subject: Welcome to [Company Name] - Join Our Recognition Platform!

Dear [Employee Name],

Welcome to the [Company Name] team! We're excited to have you on board and want to introduce you to our employee recognition platform, Recognize.

Recognize is a powerful tool designed to foster a positive work environment by allowing colleagues to appreciate each other's efforts and achievements. Here's what you need to know:

- Recognize integrates seamlessly with our existing tools like [Microsoft Teams and Sharepoint]
- You can send and receive recognition for great work, fostering a culture of appreciation
- The platform includes our recognition programs for [peer-to-peer recognition, anniversaries, and nominations]

To get started, we invite you to [sign up for Recognize platform training](#). This training session will cover everything you need to know to make the most of this engaging tool. We encourage you to attend this training to learn how to effectively use Recognize and contribute to our positive workplace culture.

If you have any questions, please don't hesitate to reach out to the HR team. Welcome aboard, and we look forward to recognizing your contributions!

Best regards, [Your Name]

Employees

Template 2: User Training With Points Incentive

Subject: Welcome to [Company Name] – Join Our Recognition Platform and Earn Points!

Dear [Employee Name],

Welcome to the [Company Name] family! We're thrilled to have you join us and want to introduce you to our employee recognition platform, Recognize. Recognize is a powerful tool that helps us build a positive work environment by enabling team members to appreciate each other's efforts and achievements. Here's what you need to know:

- Recognize integrates seamlessly with our existing tools like [Microsoft Teams and Sharepoint]
- You can send and receive recognition for great work, fostering a culture of appreciation
- The platform includes our recognition programs for [peer-to-peer recognition, anniversaries, and nominations]

To help you get started, we're offering a special incentive for new employees. When you complete the Recognize user platform training, you'll earn [50 points towards our Rewards program]. These points can be redeemed for various rewards in our catalog, including gift cards, company swag, and more! To claim your points, follow the instructions for [submitting a completed Task](#) for the task called "Recognize User Training" and include a screenshot of your training completion certificate that you'll receive once you've attended the training.

[Sign up now](#) to reserve your spot!

This training session will cover everything you need to know to make the most of this engaging tool. By attending, not only will you learn how to effectively use Recognize, but you'll also get a head start on earning rewards.

If you have any questions about the training or the points incentive, please don't hesitate to reach out to the HR team. Welcome aboard! We're excited to start recognizing your contributions.

Best regards, [Your Name]

Managers

Template 1: Without Points Incentive

Subject: Important Training Invitation: Recognize Manager Portal

Dear [Manager's Name],

As a [new] manager at [Company Name], we're excited to invite you to participate in an upcoming Manager Portal training session for our employee recognition platform, Recognize. This training is designed to equip you with the tools and knowledge to effectively use our recognition platform, enhancing your ability to lead and motivate your team.

[Sign up here](#) to reserve your spot!

During this session, you'll learn how to:

- Navigate the Manager Portal efficiently
- Access important team metrics and reports
- Recognize and reward your team members effectively
- Utilize features designed to boost team engagement and productivity

Your participation is crucial in fostering a culture of recognition within our organization, so we hope you'll take advantage! If you have any questions, please don't hesitate to reach out to [Contact Person/Department].

Best regards, [Your Name]

Managers

Template 2: With Points Incentive

Subject: Earn Points While Learning: Manager Portal Training Invitation

Dear [Manager's Name],

We're thrilled to invite you to an upcoming Manager Portal training session, for our employee recognition platform, Recognize. As a new leader at [Company Name], your participation is vital in driving our recognition initiatives forward.

[Sign up now](#) to reserve your spot!

What you'll gain:

- Comprehensive understanding of the Manager Portal features
- Skills to effectively recognize and reward your team
- Insights into team performance metrics and reporting
- Strategies to boost team engagement and productivity

To sweeten the deal, we're offering a special incentive for attending: [Earn 50 points] upon completion of the training! These points can be redeemed for various rewards in our catalog, including gift cards, company swag, and more! To claim your points, follow the instructions for [submitting a completed Task](#) for the task called "Recognize Manager Training" and include a screenshot of your training completion certificate that you'll receive once you've attended the training.

Your active participation is crucial in cultivating a strong culture of appreciation within our organization. We're excited to have you on board for this important training. If you have any questions, don't hesitate to contact [Contact Person/Department].

Best regards, [Your Name]



Recognize

EXAMPLE

CERTIFICATE OF COMPLETION

Recognize Manager Training



Recognize

EXAMPLE

CERTIFICATE OF COMPLETION

Recognize User Training