

# CRISIS TRACK

## Training Journey: Your Path to Crisis Track Mastery

### 1. Getting Started – Introductory Video

Gain a quick understanding of Crisis Track, its purpose, and the navigation basics you need to feel confident right away.

**Format:**

Short video hosted on the Training Center: [Crisis Track](#)

**Content:**

- ▶ What is Crisis Track?
- ▶ Key use cases (damage assessment, field data collection, reporting)
- ▶ Platform navigation overview
- ▶ Where to find support

### 2. Implementation Training – Weekly Client Onboarding

Start strong with the setup, skills, and guidance that help you successfully adopt Crisis Track from day one.

**Schedule:** Every Tuesday

**Format:**

Live virtual training (interactive, Q&A included)

**Focus Areas:** Admin, Operations, Mobile/Field Ops

- ▶ Initial system configuration
- ▶ Setting up user roles and permissions
- ▶ Uploading and managing GIS layers
- ▶ Building first workflows for disaster recovery reporting

### 3. Ongoing Learning – Refresher Training

Stay sharp and up-to-date with annual refreshers.

**Schedule:** Yearly virtual refresher training (sign-up required via Learning Portal)

**Format:**

Virtual session. Register [here](#).

**Content:**

- ▶ Updates on product enhancements
- ▶ Review of best practices for field data collection and reporting
- ▶ Common troubleshooting scenarios

**Two options:**

**On-demand videos:** Learn at your own pace through focused videos covering key Crisis Track functions

- ▶ [Damage Assessment](#)
- ▶ [Disaster Management](#)
- ▶ [All Hazards Emergency Management](#)

**Virtual Instructor-led:** Join our live, 2-hour sessions offered in March and November.

## 4. Advanced Learning – Custom Onsite Sessions

Strengthen your expertise through training tailored to your organization's specific needs and workflows.

**Format:**

Onsite (by request)

Contact your Client Success Manager (CSM) for more details.

**Topics (customized per client):**

- ▶ Advanced workflow design
- ▶ Data integration with other platforms
- ▶ Organization-specific use cases

## 5. Ongoing Support - Expert Guidance & Support Resources

Receive continuous access to experts and learning opportunities that help you solve challenges and make the most of Crisis Track over time.

**Ask-an-Expert (Office Hours)**

- ▶ 1st & 3rd Friday of each month (opposite to Implementation Training)
  - 1st Friday – 2PM EST
  - 3rd Friday – 11AM EST
- ▶ Open Q&A with trainers, CSMs, and product experts
- ▶ Register [here](#)

**Monthly Lunch & Learn Webinars:**

- ▶ Informal sessions for continuous learning and to share best practices.
- ▶ Schedule is [here](#)
- ▶ Register [here](#)

**Technical Support**

- ▶ [Help Center](#)
- ▶ Juvare's [Support Portal Center](#) remains available for urgent or time-sensitive issues.

### Keys to Success

- ▶ Begin with the Introductory Video to orient yourself.
- ▶ Attend your designated implementation Training soon after onboarding.
- ▶ Commit to the yearly refresher training to stay up to date.
- ▶ Participate in Ask-an-Expert and Lunch & Learn sessions.
- ▶ Engage your CSM for additional training requests (if deeper organizational adoption is needed).