Customize the KidKare Welcome Letter

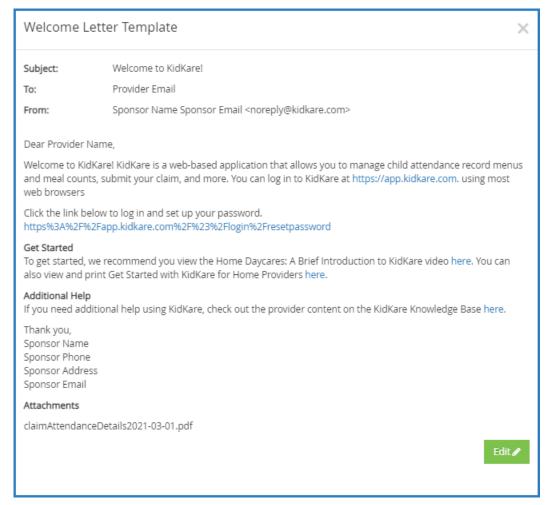
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You can customize the welcome letter sent to your providers when you first enroll them in your sponsorship. By default, this letter contains:

- · A brief, introductory message.
- A link to allow the provider to log in and reset their password.
- Get started information, including a link to Home Daycares: A Brief Introduction to KidKare and the Get
 Started with KidKare for Home Providers guide.
- A link to the KidKare Knowledge Base.
- A signature that includes your name and phone number.

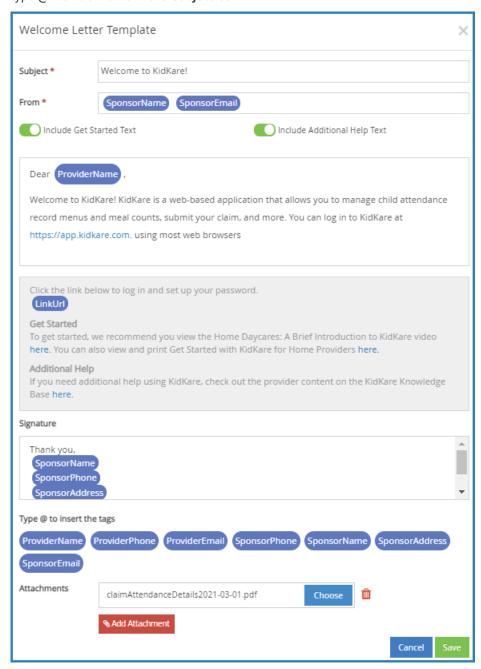
To customize the welcome letter:

- 1. Log in to app.kidkare.com.
- 2. Click . The Settings page opens.
- 3. In the **General Settings** section, click **Edit Welcome Letter Template**. The Welcome Letter Template pop-up opens.



4. Click Edit.

5. Update the **Subject** and **From** boxes, as needed. Variables you can use to fill-in certain information are listed at the bottom of the editor (SponsorName, ProviderPhone, and so on). To add one of these variables to your text, type @ and begin typing the variable to use. A list of available items displays as you type, so you can select the variable you need. For example, to add the provider's name to the Subject, you would type @**ProviderName** in the **Subject box**.



6. In the **Message** section, click next to **Include Get Started Text** and/or **Include Additional Help Text** to remove those sections. The toggle turns red, indicating that the section was removed. To add them again, click .

Note: You cannot change the text in these sections. You also cannot remove the log in link.

Click the first Message box and customize your messaging. Just as you did in Step 5, you can use variables to complete certain information, such as the provider's name.

- 8. Click the **Signature** box to customize your signature.
- 9. Click **Add Attachment** to add any attachments needed.
- 10. When finished, click **Save**.