



New manager handover pack

Recognising: Hanson Lu, unsplash.com/hanson-lu

Tasks for you as the outgoing manager.

Leaving your organisation / current role?
Good luck for your new adventure!

We know you must have a hundred things to sort out so we've prepared a handy handover checklist which you can use, well, to handover your program!

01

Add your colleague as a Program manager in your account.

This can be done via *Users > New user*. Fill in the details, including a 12-character password and tick **Program manager** on the right side under **Account roles**.

It is essential you do this as **we cannot grant manager access** due to security reasons.

02

Send an email to support@awardforce.com advising:

- you are no longer going to manage the program
 - introducing us to the new manager
 - who the new account owner will be (provide name and email).
- Read - [Who is an account owner?](#)

03

Put aside some time to give an overview of the account setup to your colleague and to us. We can only provide technical assistance but it's you who really knows your program!

The overview should ideally cover how the entry form has been configured. For example:

- "Judges need to see the before and after photos"
- "Doing it this way will help you send all the files to the PR team for post-award publication"
- "This is needed for John from HR"
- "This award category was only running for one year and can be removed for the next season"
- "We need to keep the galleries from each previous year open for viewing"
- "This question highlights why the entrant's contribution was key"

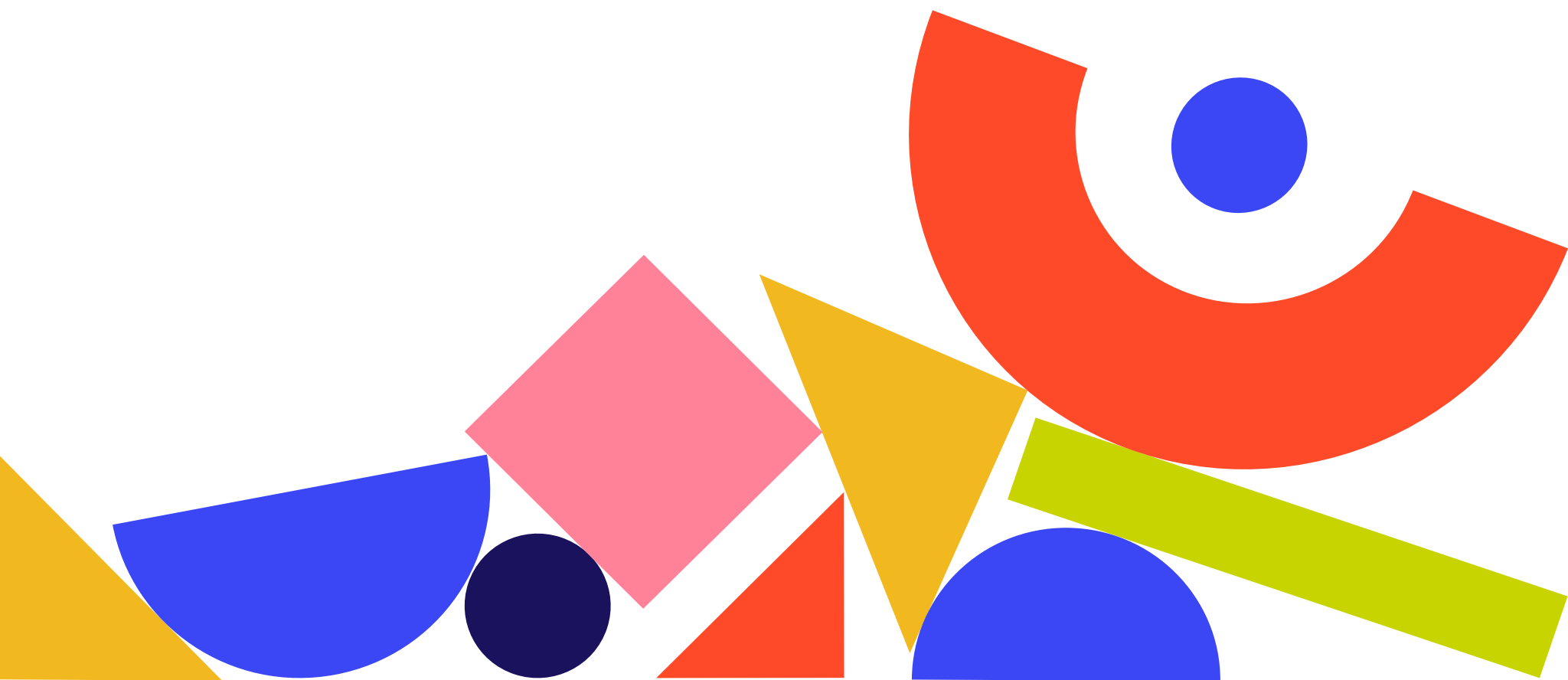
And so on! You could also include any processes you have implemented outside of Award Force for your colleagues (e.g export this report every Monday for team meeting)

One quick way of doing the overview is to create a video so your colleague(s) can refer to it anytime and generally thank you! There are some free tools for this such as:

- Inbuilt Quicktime on Mac
- Vidyard Chrome extension
- Zoom Clips

That's more than enough! Now you can pass this on to your colleague :)

(Bye, we will miss you!)



New Account owner / Program manager

Welcome to Award Force!

We hope you've had a good handover from your colleague and are well aware of the program's setup and requirements. To help you get into the thick of things, we've put together a few suggestions below:

01

For security purposes, we advise you to remove manager access for your outgoing colleague. To do so:

- Go to *Users* in the left-hand menu
- Search for their name, then click on their name in the list to edit the details
- Untick **Program manager** from the right hand side
- Leave **Entrant** as the only role.
- Click **Save**

02

Invest 11 minutes in watching these 3 videos to further familiarise yourself with Award Force's user experience — [Quick overview for entrant, judge and program manager](#).

03

The best way to learn a system is to use it! As you go from one section to another, use the 'Need help?' button freely on the right side of your screen. This shows relevant help articles and video tutorials to help you understand what a feature does and how to use it.

Below are some of our popular articles you may be interested in:

- [Start a new season](#)
- [Ultimate guide to broadcasts](#)
- [Create an About page](#)
- [Recommended steps to start judging](#)
- [All video tutorials](#)

If you feel you need personalised help, we offer a "New manager training program" for a nominal amount. You can read more about it and book your first session here:

[New manager training program](#)