here to help you
get started

customer welcome pack

read&write
Congratulations on investing in your staff by supporting them with award-winning literacy software Read&Write, from the market leading workplace, literacy and language support company Texthelp. In doing so you’ve recognised that effective communication - between colleagues, clients, customers and stakeholders - is essential to the wellbeing of your staff and continuing success of your organisation.

Many adults - 1 in 10 according to UK statistics - struggle with everyday reading and writing tasks like writing emails or reading reports, affecting their productivity levels, demotivating them and causing additional stress. By making Read&Write available to all staff you’re helping your workforce to be the best they can be, whatever their abilities or challenges, roles or responsibilities.

This welcome pack will help you get to know Read&Write and the support it can provide to your organisation. We want to help you get the most out of your investment so this pack contains everything we think you’ll need to roll Read&Write out across your organisation and get your staff using it.
Please choose a section...

1. Deploying R&W: Getting started
2. The IT stuff
3. Email template for Managers
4. Email template for all staff
5. Video: Getting started with R&W
6. Poster for staff
7. Training: Need help?

Click on the section you want to explore.
Deploying R&W: Getting started

helping you roll out Read&Write
Deploying Read&Write in your organisation

We want to make it as easy as possible for you to successfully roll Read&Write out across your organisation - and get staff using it. Here are the steps you should follow for successful deployment.

1. IT Staff: Work through the 'The IT Stuff' section of this Welcome Pack and it'll help you install Read&Write on your network.

2. Once installed, you’re ready to start rolling Read&Write out to staff!

3. Firstly, it’s a good idea to get Managers and Heads of Department on board. They’ll need to know about the benefits Read&Write can offer to all staff - and where they can access it. We’ve created this email template to help you communicate with them.
Now it’s time to introduce your staff to Read&Write and tell them about the fantastic investment you’ve made to support them. **This email template** will help you get the message across to staff.

It may be beneficial for the staff to watch **this video** detailing what Read&Write is all about and explaining why it can help them.

Got a staff bulletin board? **Here’s a poster** to tell staff more.
Need more help rolling out Read&Write? **Contact your customer support manager janice.mcclelland@texthelp.com** and she’ll be happy to help you.

Have you booked training? Texthelp’s ‘Certified Trainer’ course trains the trainers, ensuring you have the skill set within your organisation to deliver all future training to staff.

Need more help or want to find out more? Find out [here](#) how to contact us.
this section is for the IT Dept

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The IT stuff
Your download certificate will already have been emailed to you. Click the link within the certificate to get on to our Essentials webpage. It contains all the network setup information and will show you how to:

- Download the full MSI

When you are in the Essentials page, click on ‘Download installer’ in the left-hand side menu. This file is 1.4GB.

- Access the MSI Admin tool Guide and MSI Admin tool

Click on ‘Planning to Deploy’ in the left-hand-side menu on the Essentials page. This will instruct you how to edit MSI settings.

- For every Read&Write Site License installation, an Admin folder needs to be created before the install is started. This folder contains the licensing and activation information and can be on a Network Share or local machine if not connected to a network.

- Make sure this folder has the appropriate permissions so that the activation file can be created here when Read&Write is run for the first time. (Please note: if there are issues creating the activation file online we can manually create one and send it to you - just send an email with your serial number to support@texthelp.com).
Read&Write can be deployed in many different corporate network environments such as AppV, Citrix, Terminal Server, Symantec Virtualisation and through Systems management software such as Microsoft SCCM.

There are 2 options available during installation. Both the managed and unmanaged install options can be configured using the MSI Admin Tool.

- **Managed install:** This allows user settings to be saved to a specific location (in a Users folder).
- **Unmanaged install:** This is more common and saves user settings in the Windows roaming profile.

Read&Write can be deployed in many different corporate network environments such as AppV, Citrix, Terminal Server, Symantec Virtualisation and through Systems management software such as Microsoft SCCM.

Our **Support Site** is a good place to go if you have any queries. You’ll find loads of product information here, as well as information on deploying the software on platforms such as Citrix.

We’re always here to help! If you need a helping hand contact support@texthelp.com.
this helps roll it out to managers
Email template to Managers/Heads of Department

It’s a good idea to get Managers and Heads of Department on board. They’ll need to know about the benefits Read&Write can offer to all staff - and where they can access it. We’ve created this email template to help you communicate with them.

Download it here
this section is for HR
Email template to all staff

Now it’s time to introduce your staff to Read&Write and tell them about all the fantastic ways it can help them in their job. This email template will help you get the message across to staff.

Email template: All staff

Supporting your staff

(let your staff know)

download

let your staff know
what is Read&Write all about?

Video: Getting started with Read&Write
Video: Getting started with Read&Write

We want to make it as easy as possible for you to successfully roll Read&Write out across your organisation - watch and share this video with your staff to help them start using the software.
this section is for HR
Poster for staff

We want to help you get the word out to your staff that Read&Write is available to them company wide and how it can help them in the workplace. Use this poster to spread the word and help your staff make the most of the software.

Need support with everyday tasks like writing emails or reading online material?

Read&Write can read on-screen text aloud; convert text to easy listen format; screen mask and tint... and much more

Available for everyone to use, on every work PC and laptop

I can help you read & write

donload

p put on notice boards or in the loos for high visibility
have a look at our training portal
Training: Need help?

If your organisation could benefit from more in-depth training on Read&Write we're happy to help.

‘Train the Trainer’ - Texthelp’s Read&Write Certified Training Program

If you want to develop your own in-house trainers who can provide training to other staff, this is the program for you. Our trainers will deliver a full day of CPD accredited training in your premises for up to 10 delegates at a time:

**Training times:** 9.30am-3.30pm

**This training course has a total of 11 hours CPD:**
- 6 hours classroom based study
- +5 hours home study

**By the end of this course attendees will be able to:**
- describe the key features of Read&Write
- explain how to use the main features of Read&Write
- after completion of the assessment – train others in the use of Read&Write
This bespoke course is taught using demonstration and hands-on practical exercises tailored to your organisation’s needs.

Following the training, attendees are encouraged to practice using the software.

All training materials, including manuals and videos, are provided by Texthelp at no additional cost, to help reinforce learning.

Delegates are encouraged to develop an action plan relevant to their work environment, to help ensure successful roll-out of Read&Write across the organisation.

The training is suitable for both novice and experienced users of Read&Write.
Assessment

Following the training attendees may undertake the Texthelp Certified Trainer Assessment - an open book test which can be completed using the Read&Write software, with reference to the training manual and video tutorials. The assessment must be submitted to and marked by a Texthelp Trainer within 8 weeks post-training. During this period the trainer will be available for additional support as required.

On successful completion of the test the attendee will be provided with a Texthelp Certified Read&Write Trainer certificate and use of the Texthelp Certified Trainer Logo.

Cost: £1000 +vat for up to 10 delegates.

To discuss your specific training requirements or arrange a course contact Janice McClelland on 028 9442 8105 or email corporate@texthelp.com.
“By having someone in house who is competent and proficient in using Read&Write, this helps to be accessible to individuals who need that one-to-one support. We are able to show staff the different features and help them get sorted. It helps potential users within the organisation understand the assistive technology quickly and more effectively.” - Wirral Metropolitan Borough Council

“The training was intense but carefully laid out so that non-users, such as ourselves, could pick up what that particular part of the software could do to help. The Trainer explained and demonstrated each item clearly and was happy to go over it until it was understood by all. We were shown how to make use of the basics and moved on to more advanced settings. The knowledge I now have of Read&Write enables me to quickly demonstrate how to set up and the benefits of using the software until full training has been carried out. I can help give new users the confidence to ‘play’ with Read&Write and get a feel of the software so that when training is carried out their expectations are met.” - Foreign and Commonwealth Office

“Working in an organisation employing thousands of people, lots of whom benefit from this system, it has been brilliant to know that any time we get someone in the business who needs Read&Write we don’t need to group them together, book, wait or pay any money to have them trained, all we need is me and a guide and we are good to go. Cheaper, quicker way to support our staff- why wouldn’t you want a trainer qualified on every site!!!! ” - Sky TV
Support and Information

Please contact us via email or social media if you need any more support or information. Links are listed below.

@TexthelpWork  j.mcclelland@texthelp.com
@TexthelpSupport  Support@texthelp.com
About Texthelp

At Texthelp, we believe literacy is everyone’s passport to success. It’s our genuine desire to help people communicate that sparks us to create smart, friendly support technologies that enables everyone to read and write with confidence.

Join our conversations

Catch our blog, follow us on twitter or LinkedIn