

Training & Support you can count on

See why 98% of our customers say they love our support!

Our customers receive intensive, hands-on training and support from Day 1 to make sure your agency can quickly become Employee Navigator experts.



Case builds

We work closely with your agency to get your first two customers successfully built on Employee Navigator. We'll schedule 1 on 1 calls to help you setup up your first two cases together, from creating a company through training your HR we're here every step of the way.



Implementation coordinators

We assign all new customers an implementation coordinator as your primary contact to ensure our training meets the unique needs of your agency.



Live and recorded webinars

We provide training webinars that can be watched live or on demand and include everything from the basics of company setup to complex carrier file feeds.

Ongoing Support

Phone & email support

Get in touch with our family & knowledgeable support team to answer any questions you have. We're available from 9:00 AM - 7:00 PM EST.

Training webinars

From system training, new integrations, or best practices we conduct a variety of live webinars throughout the year to ensure you get the most out of Employee Navigator.

1-on-1 call for modern carrier & payroll integrations

We have a team available to discuss our modern carrier & payroll integrations. We'll schedule 1-on-1 calls to show you the full power of automation that we deliver you and your customers.

Help center

Our online help center provides our customers with 24-7 access to support articles and resources.

Optional Training



Consulting calls

Our experienced consulting team is available for in-depth strategic discussions with your agency to address your company's unique objectives.



On-site training *

We offer optional onsite training for brokers looking for a more hands on approach.



Annual conference

Join over 900 customers & partners in Washington D.C. to learn best practices, get hands on training from our team, and become an Employee Navigator expert.

*** Additional fees apply**