

how do i...

FREQUENTLY ASKED QUESTIONS

Below are answers to questions that commonly arise as you're beginning to use Launch™. The email address you should use for **all inquiries** is: support@comevo.com.

TASK	INSTRUCTIONS	WE WILL COMPLETE WORK WITHIN:
Add New Management Console Log-ins	Send email to request new log-in. You will receive an email from noreply@comevo.com with a link and temporary password.	24 hours
Create a New Module	Send the name for the new module. After created, it will be in your Manage Course drop-down menu.	24 hours
Create a Template	Submit your Next Steps document (along with the necessary images) to your Go Live Coordinator.	10-14 days
Add (or Change) Your Template Colors	Send the RGB or HEX color codes for your main and secondary colors.	24-48 hours
Add (or Change) Your Logo	Send a vector file (.eps or .ai) of your logo.	24-48 hours
Add (or Change) Your Main Image	Send a .jpg or .jpeg file of your image. The image must be a minimum of 1028px wide.	24-48 hours
Batch Upload Photos/Images	Send a link to a file-sharing program (such as Dropbox) with your photos/images.	24-48 hours
Batch Upload Documents	Send a link to a file-sharing program (such as Dropbox) with your PDFs.	24-48 hours
Upload Videos	Send a link to a file-sharing program (such as Dropbox) with your videos.	24-72 hours
Add a Closed Captioning File	Send a .vtt file (also known as a timed text file) named the same as the video.	48 hours
Add Written Content	Send a Word document that is broken down by sections and pages. Include quizzes (questions and answers).	10-14 days