# Sample Emails to Send to Users

## Template Email #1 – Send 2 weeks prior to launch

***<User Name or Team>***

What you do every day matters! I continue to be impressed by what we achieve for the people we support. We may not say it every day, but what you do is so very important, and our organization couldn’t exist without you. Recently, I found a new tool that I think will help us all in what we do. Quillo is a new app that our organization will be using to help us all – including you – stay connected, supported, and motivated. With Quillo, we’ll be able to communicate our appreciation (and other interesting and positive messages) more regularly.

What is Quillo? Designed specifically for people who support individuals with intellectual and developmental disabilities, Quillo was developed by people who have done the important work that you do.  This app uses short 60-second video messages (created by Quillo as well as by our organization) to share ideas, celebrate successes, and look at the work you do and the people you work with in new ways. You will be able to login to Quillo on your smartphone, a desktop computer, or both – at no cost to you!

If you would like to learn more about Quillo, you can go to the website at [www.myQuillo.com](http://www.myquillo.com) and learn more. I have also attached a one-page description of Quillo and how we want to use it here.

We are planning to launch the use of this app ***<date>***. Watch for another message in about a week. Until then, thank you for what you do!

*\*Optional: include as an attachment* **“*Quillo Intro to DSPs (template)”*** *from* [*www.myQuillo.com/Resources*](http://www.myquillo.com/Resources)*)*

## Template Email #2 – Send 1 week prior to Launch

***<User Name or Team>***

Thanks for all you do! With the launch date for Quillo drawing near, thank you for the interest you have shown in Quillo.

We will be launching Quillo, a smartphone and desktop app designed just for you on ***<date>***.  As mentioned in the previous email, Quillo was developed to build better relationships and better lives by sharing positive, supportive, and thought-provoking stories through 60-second videos. What you do every day is so very important and this tool will help you continue to make a difference in the lives of people with disabilities and in yours.

After the launch of Quillo on ***<date>***, you will start seeing stories from ***<insert organization name>*** as well as great messages from other direct support staff, self-advocates, and others from around the country.  Watch for a message on what to expect ***<date>*** with key instructions on getting started.

*\*Optional: include as an attachment* **“*Quillo Intro to DSPs (template)”*** *from* [*www.myQuillo.com/Resources*](http://www.myquillo.com/Resources)*)*

## Template Email #3 – Send 2 days before launch/uploading names

***<User Name or Team>***

We are excited to introduce a new app that our organization will be using designed just for you - people who support people with intellectual and developmental disabilities.  The app you are about to use, Quillo, was developed to build better relationships and better lives.  What you do every day is so very important and this tool will help you make a difference in the lives of people with disabilities.

We are planning to launch the use of this app ***<date>***. On the launch date, watch for an authorization email that will be addressed to you as follows:

From: no-reply@myQuillo.com

Subject: Please confirm your account

Here are the steps to complete set up:

1. Follow the instructions to set your password.  You will need this password to access the app after you download it from either the App Store or Google Play, depending on your device.
2. Download the app by searching for Quillo Red Road Ventures for [Apple/iOS](https://itunes.apple.com/us/app/quillo/id1273322694?mt=8) or [Android](https://play.google.com/store/apps/details?id=com.myQuillo.quilloapp&hl=en).
3. Once you download the app, open it and enter your password.  On the homepage, take the time to watch the **“Welcome! Tour the Quillo App”** video to understand how to use the app.  Simply type in “welcome” or “tour” at the top of page where it says, “Search for a video.”
4. You can also access Quillo on a desktop computer by visiting [www.myQuillo.com](http://www.myQuillo.com) and clicking “Desktop Login” in the top righthand corner.

Video messages are from people across the country and right here from ***<insert agency name>***.Take a few minutes each day – that’s all it is, one or two minutes – to get a boost for the day, consider a new idea, or hear a message that just might inspire you. We would also like you to share creative ideas about video messages or any feedback regarding your experience using the app. Talk with any member of the leadership team to share your ideas!

Thanks so much for helping us continue to change lives.