The Helpful Village Learning Experience

How customers go from first trial to confident, everyday use

Self-paced guides · Searchable Help Center · Live webinars · Community

Six resources, one connected learning path

Customers start simple and go deeper only when they need to. Every resource points to the next.



QuickStart Guide

Short step-by-step tour of the key features

1



The Manual

Exhaustive index of every Training Doc

2



Help Center

Searchable Zendesk library of Training Docs

3



Webinars

Two live sessions every month

4



Slack Community

Ask customers and the HV team

5



YouTube Channel

Training videos on demand

6

Step 1: The QuickStart Guide



Where every trial begins

A short, step-by-step walkthrough of the key features of Helpful Village.

Short by design

Covers only what a new Village needs to get running on day one.

Step by step

Each step builds on the last, so customers are never guessing what comes next.

Focused on key features

The core features a Village uses every day, nothing more.

A launchpad, not a wall

When a question goes beyond the QuickStart, it hands off to the Manual.

Steps 2 & 3: The Manual and the Help Center

If the QuickStart doesn't answer a question, the Manual does. It is the exhaustive, detailed list of every Training Doc, and each doc lives in the Help Center.



A question comes up

The QuickStart covers the basics. For anything beyond it, the customer opens the Manual.



The Manual

An exhaustive, detailed index of all Training Docs. Every entry references the full document.



Help Center (Zendesk)

Where each Training Doc actually lives. An interactive, searchable database customers can browse or query directly.

Steps 4-6: Learning with other people

Documentation answers the 'how.' These channels add context, conversation, and a chance to learn from other Villages.



2

webinars per month

Live Webinars

Live sessions organized by the Helpful Village team, twice every month.



1

shared workspace

Slack Community

A collaborative space where customers ask questions of one another and of the Helpful Village team.



24/7

on demand

YouTube Channel

A library of training videos customers can watch and rewatch at their own pace.

The right resource for every kind of question

“I'm just getting started”	→	**QuickStart Guide**
“I need the full picture on a feature”	→	**The Manual**
“I want to search for a specific answer”	→	**Help Center (Zendesk)**
“I'd rather see it demonstrated live”	→	**Webinars (2 per month)**
“I want to hear how other Villages do it”	→	**Slack Community**
“I prefer to watch at my own pace”	→	**YouTube Channel**

Learning that scales with the customer



Start fast

The QuickStart gets a new Village running without reading everything first.



Go deep on demand

The Manual and Help Center hold every Training Doc, organized and searchable.



Never learn alone

Webinars, Slack, and YouTube keep customers connected to the team and to each other.

Free for everyone, with a fast lane available

Every resource in this deck is included with Helpful Village at no cost. Villages that want to move even faster can add personalized training.



Free training resources

Included with every Helpful Village account:

- QuickStart Guide and Manual
- Help Center (Zendesk)
- 2 live webinars per month
- Slack community
- YouTube training videos



1-on-1 training

For Villages that want to accelerate their learning curve even faster, schedule a private session with a Helpful Village specialist.

Available for a fee, booked in 30-minute periods

Still have a question? We're here to help



Contact the Helpful Village support team

Submit a request and a member of our team will get back to you.

support.helpfulvillage.com/hc/en-us/requests/new

Or search the Help Center first: most questions already have an answer waiting.