Greetings,

As we've been hard at work with our Secure Code Warrior training program, we just wanted to put out a quick reminder that the platform *also* gives you access to Secure Code Warrior's own Support Team and help center.

It can be found here directly - https://help.securecodewarrior.com/hc/en-us

Ways to get support

- Use the 'Support' widget in our platform. (Click here for more details.)
- Submit a ticket via our Support Helpdesk
- Click the 'Contact Support' button at the bottom of any Knowledge Base article
- Email support@securecodewarrior.com

When to reach out to Secure Code Warrior Support

There may be times where --rather than contacting your team lead or admin-- it's quicker and easier to use the in-platform Support widget or visit the help center itself.

Below are a few reasons or issues where you can reach out to support directly

- If you can't log in to the platform despite having an account
- To report technical issues (broken functionality, can't start an assessment, can't join a tournament, etc.)
- To report an issue with any of the challenges
- If you have a question that isn't covered in our Knowledge Base
- To report a security issue

This is not to say you should contact support first, we just wanted to note there are additional ways for you to independently seek assistance as you navigate through our security training program.

As always, your primary contact for information, feedback, and concerns regarding the training program is [NAME/EMAIL]. They will be able to offer advice and guidance as needed.

Good communication is central to a successful security training program. It can help generate interest from your developers while also keeping them in the loop with what's going on and what is expected from them.

The previous page shows an example of how and why you might want to introduce the Secure Code Warrior Support Team and Help Centre to your developers.

It's intended as a quick note to inform developers that they can actually do a lot of their own platform admin around common questions.

By letting them know how and why they can contact our Support Team, it can effectively help reduce a lot of admin work for the AppSec or Program Leads by letting us take care of the frequently asked questions or commonly experienced issues.

There's a lot of room to adjust information to make it relevant to your organization and the path your security program is on.

A few things to keep in mind when creating communications:

- **Be clear** - Provide clear expectations and directions
- **Be concise** - Avoid information overload or too many subjects in one message
- **Be informative** - Offer relevant and helpful information Devs need
- **Be transparent** - Be open with your teams about what's happening and why
- **Be empathetic** - Show that you understand your Dev's busy schedules

Keeping these things in mind will help you hone in on the key information behind the message you intend to share with your teams.