



# Change Management Support Pack

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Comms template

All team members

# Pre-go-live internal announcement: company-wide

A customizable message for admins and employees to prepare them for the new system/tool.

**New Message** \_ ↗ ✕

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**Subject:** We're switching to a new [HR/Payroll](#) platform

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Hi [team/team members/all](#) ,

We're getting ready to switch to a new platform called **Remote** to manage [our HR, payroll, and contractor processes](#) .

**What this means for you:**  
Remote will make it easier to manage key tasks such as [onboarding, agreements, time off, and payments](#) all in one secure, global platform.

**What's next:**  
In the coming days, you'll receive an email from Remote to set up your profile. You'll be guided through what you need to do, step by step. We'll also share some instructions to help you navigate the platform and know what to expect.

To help you get familiar with Remote, we've prepared a helpful FAQ page with common questions and quick answers. You'll find it here: [FAQ link](#) .

We'll keep you informed throughout the process and are here to help if you have any questions.

Thanks for your attention,  
[Your name/team name](#)





# Go-live internal announcement: company-wide

A customizable message for admins to announce the new system/tool.

**New Message** \_ ↗ ✕

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**Subject:** Your Remote account is now active

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Hi **team/team members/all** ,

Our switch to Remote is now complete! You can now log in to start managing your **HR tasks, agreements, payroll** .

**What you need to do now:**  
You should have received an email from Remote inviting you to activate your account. If it's not in your inbox, please check your spam or promotions folder.

Once you're logged in, you'll be able to:

- View and update your profile and documents
- Submit time off requests (if applicable)
- Access your payslips or invoices
- Track key information in one place

To help you get started, we've prepared a short FAQ with answers to common questions: **FAQ link** .

If you have questions or issues logging in, let us know.

Thanks for being part of this transition with us!

**Your name/team name**



# Manager briefing email

Summary of what's changing, their role, and how to support their teams.

**New Message** – ↗ ✕

**Subject:** Important: upcoming change to how we manage [HR and payroll](#)

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Hi [manager name/all managers](#) ,

As part of our effort to streamline operations and improve support for our team, we're moving to a new platform called **Remote**. This platform will help us manage [HR tasks, agreements, payroll, and contractor management](#) in one centralized secure system.

**What's changing:**

Remote will replace [current system name](#) starting [insert go-live date](#) . [Team members will receive an email from Remote inviting them to activate their accounts and complete any required onboarding steps.](#)

**What we need from you:**

As a manager, your support is essential to ensuring a smooth transition. Here's how you can help:

- **Inform your team:** Encourage team members to check for the Remote onboarding email and complete the setup process.
- **Be available:** Your team may reach out to you with questions. We'll provide you with resources to support them confidently.
- **Flag any concerns:** If someone hasn't received an invite or runs into trouble, please let us know so we can follow up quickly.

We've created a FAQ to help you understand what's changing and how to guide your team: [FAQ link](#)

Thanks in advance for your leadership and support. This move will help us grow with consistency and care.

Best,

[Your name/team name](#)



# Optional: goodbye message to old vendor

Friendly message to notify previous provider if applicable.

**New Message** \_ ↗ ✕

Subject: Transitioning from [Vendor Name] – thank you for your support

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Hi [vendor contact name] ,

I wanted to personally let you know that we'll be transitioning away from [vendor name] as our [HR/payroll/contractor] provider, effective [insert date] .

We truly appreciate the support and partnership over the past [duration of partnership] . Thank you for your collaboration and for helping us manage our [HR/payroll/contractor] operations during this time.

As we move forward with a new provider, we're focused on ensuring a smooth and organized closeout of any remaining items. Please don't hesitate to reach out if there's anything you need from us during this transition.

[Your name/team name]



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