

UEA Onboarding Support Emails (For Channel Partners)

Please replace the placeholders like "[email]" with the appropriate information.

Feel free to tailor the language or details to better match the relationship and communication style between your channel partners and their customers.

Subject: Welcome to Unity Education Accelerator – We're Here to Support You!

Dear {First Name},

Congratulations on your purchase of Unity Education Accelerator! We're thrilled to see your commitment to enhancing real-time 3D education programs and helping your students achieve their goals.

As your dedicated channel partner, we want to ensure that your onboarding experience is seamless and enjoyable. Here's how we can assist you, along with specific support contacts for various needs:

- 1. Guided Onboarding Support:** If you have any questions or need assistance, we're just an email or a phone call away. Reach out to Unity Education Support at education-support@unity3d.com for any issues related to your onboarding email, certification product vouchers, UEA admin changes on Xvoucher account, or other questions about certifications, learning credits, or UEA benefits in Unity Learn.
- 2. Exclusive Resources:** Once onboarded, you'll gain access to the [Partner School Portal](#), Unity Professional Development, and Industry-Aligned Curriculum available in Unity Learn. Please check your inbox for the Unity onboarding email, containing essential information and steps to activate your Unity Learn benefits.
- 3. Learning Credits Assistance:** Your membership includes 30 Unity Learning Credits. For assistance with your Xvoucher account or trouble with fields in the Xvoucher platform, please contact Xvoucher Customer Support at support@xvoucher.com.

4. **Missing Email from Xvoucher:** If you didn't receive the email from Xvoucher with your account link, contact Unity Education Support to check the account setup.

Should you need any support, please don't hesitate to reach out to us at [email] or call us at [phone number].

We look forward to partnering with you and seeing the incredible things you will accomplish with Unity!

Best Regards,