

# Cast & Crew: The New Experience FAQ

## Overview

Cast&Crew is modernizing with a New Experience that brings together our applications—MyCast&Crew, Start+, Hours+, Studio+, and Reporting+—into one seamless, mobile-friendly platform. This creates a single, intuitive destination where you can access notifications, personal information, settings, and documents without navigating across multiple products.

You can move seamlessly between tasks while maintaining project context, eliminating the need to navigate multiple applications to find related information.

Designed to work consistently across desktop and mobile, Cast & Crew delivers a streamlined, familiar experience wherever work happens supporting faster action, greater clarity, and improved efficiency across the production lifecycle.

## Getting Started

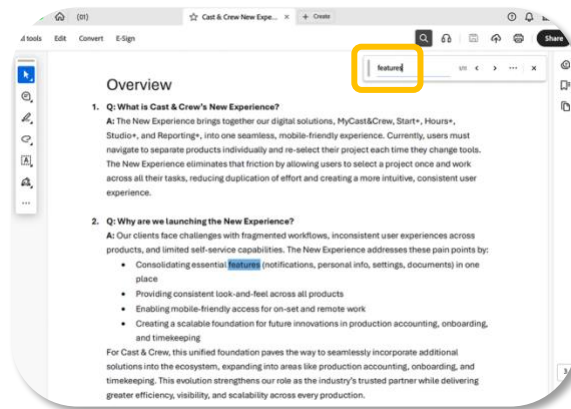
Opt-in via a banner through MyCast&Crew, Start+, Hours+, Studio+ and Reporting+ classic. You can also submit an inquiry using our [Contact Us](#) page on the Cast & Crew website or request a demo from [Product Solutions](#) or your [Sales](#) Representative.

## Table of Contents

FAQ Pro Tip .....	3
Overview.....	4
What's New, What's Better? .....	8
MyCast&Crew .....	8
Start+ .....	9
Hours+.....	9
Studio+ .....	9
Reporting+ .....	11
Mobile (MyCast&Crew, Start+, Hours+, Studio+) .....	13
Rollout Timeline & Adoption .....	13
Requirements & Setup .....	14
Opt-In Experience.....	15
Usability .....	16
Support & Training .....	19

## FAQ Pro Tip

When viewing a PDF, use the Search tool in the upper right corner to quickly find information related to your keywords.



# Overview

## 1. Q: What is Cast & Crew's New Experience?

**A:** The New Experience brings together our digital solutions, MyCast&Crew, Start+, Hours+, Studio+, and Reporting+, into one seamless, mobile-friendly experience. Currently, you must navigate to each individual application and re-select your project each time you change apps. The New Experience eliminates the extra steps by allowing you to select a project once, and work across all your tasks, creating a more intuitive, consistent experience.

## 2. Q: Who benefits from the New Experience?

**A:**

- **Payroll and Production Accountants** – Manage payroll setup, processing, and reporting across one or multiple projects
- **Studio Executives and Finance Leads** – Oversee project setup, payroll operations, and financial data
- **UPMs, Project Admins, and Department Heads** – Manage onboarding, timecards, and approvals for your teams
- **Approvers** – Review and finalize offers, timecards, or payroll submissions
- **Crew Members (Union & Non-Union, Below-the-Line)** – Complete onboarding, sign offers and submit timecards

## 3. Q: Which Cast & Crew solutions are included in the New Experience?

**A:** At launch, the New Experience includes:

- MyCast&Crew
- Start+ (Onboarding)
- Hours+ (Timekeeping)
- Studio+ (Secure File Management)
- Reporting+

Future integrations will expand into the following Cast & Crew solutions, in this order:

- PSL+
- DPO
- Onboarding and Timekeeping
- CAPS+

**4. Q: Is the New Experience mobile-friendly?**

**A:** Yes. You can access the New Experience on desktop, tablet, or mobile devices. The platform features responsive, mobile-optimized navigation designed to provide quick, intuitive access across all devices, which is especially valuable for crew members on-set who need to check pay stubs, timecards, and documents.

At launch, mobile functionality within each app (MyCast&Crew, Start+, Hours+) will mirror what's currently available in those individual products. If a feature is mobile-friendly in the standalone app today, it will be mobile-friendly in the New Experience. We're prioritizing seamless navigation between apps on mobile, with expanded mobile functionality planned for future releases.

**5. Q: Is the new mobile experience going to be a separate app?**

**A:** No, the mobile experience remains web-based, not a separate app.

**6. Q: What are the key features of the New Experience?**

**A:**

<b>Feature</b>	<b>Benefit</b>
<b>In-App Notifications</b>	You can view alerts from all apps in a single, centralized Notification Center. Clicking any notification automatically routes users to the relevant app and page. Email notifications will continue to be sent as they currently are, but the same notification data will now also appear in the unified in-app notification center, giving you a complete view of all alerts across the platform in one location.
<b>Modern Global Navigation</b>	A consistent, scalable navigation structure across all products makes it easier to find what you need. You always understand your current context within the platform and can move between apps and features easily and intuitively.
<b>My profile</b>	An easy place for you to check your contact information.
<b>Project Selector</b>	Choose a project once, and that context persists as you navigate between apps. You can easily switch between projects, and your selected project remains active throughout your session across the entire suite.
<b>UI Reskinning</b>	All pages across the platform will receive a visual refresh with updated colors, typography, and tags for a modern, consistent look. This modernized design creates a cohesive experience across all applications.

<b>Self-Service User Management</b>	Admins can create users, assign permissions, and manage project access directly within the platform—no need to contact Support. You can also view your own permissions to understand what access you've been granted.
<b>Mobile-Friendly Design</b>	If a feature is mobile-friendly in the classic version of the product today, it will be mobile-friendly in the New Experience.

**7. Q: Will you lose access to features you use today?**

**A:** No. The New Experience maintains feature parity with the classic Cast & Crew digital solutions. All existing functionality is available in the New Experience.

**8. Q: What is the Notification Center?**

**A:** The Notification Center, located at the top of the Global Navigation, consolidates notifications you would typically receive via email into a single in-platform feed.

**9. Q: What is the Projects Page?**

**A:** The Projects Page is the landing page for non-crew (production) users who have access to at least one payroll digital product such as Start+, Hours+, or Studio+. It centralizes all projects they have access to, so they can select the project they want to work in before navigating into workflows. Projects are sorted by Payroll Start Date, with the most recent productions appearing at the top.

**10. Q: What is the Project Users page?**

**A:** The Project Users page centralizes access management for a specific project. Users with Project Admin permissions can add new users, update roles and permissions, and remove users, all without needing to contact the Support team or manage access product by product. In this first phase, access management covers Start+, Hours+, and Studio+.

**11. Q: What is the difference between Global Navigation and Secondary Navigation?**

**A:** The platform has two navigation layers:

- Global Navigation is platform-level and gives you access to dashboards and tools that don't require a specific project to be selected
- Secondary Navigation is project-level and appears once a project is selected, surfacing the workflows and tools specific to that project

## 12. Q: How does the New Experience integrate with MyCast&Crew Project Onboarding?

**A:** The New Experience and MyCast&Crew are closely integrated to streamline the project onboarding process. We've redesigned the data input workflow to be more intuitive and flexible, breaking it into manageable pieces so you no longer need to complete all setup steps at once.

Two main improvements:

- **Phased onboarding** – You can now submit project information in stages. Payroll data is the highest priority—once submitted, we can begin work immediately. You can then add additional details (payroll accounts, user lists, approval workflows) as that information becomes available, rather than being blocked until everything is ready.
- **Centralized user permissions** – Instead of managing permissions separately by product (Start+, Hours+, etc.), admins now control all user access at the project level in one location. This consolidates what was previously a siloed process and provides deeper capability to manage users across the platform.

## 13. Q: Where is Project Onboarding?

**A:** Project Onboarding remains inside MyCast&Crew and can be accessed through the New Experience.

## 14. Q: Can I track the status of my project setup?

**A:** Yes. We've released a dedicated Setup Tracker page that provides full transparency into the onboarding process. You can see:

- **Your action items** – Tasks assigned to you that need completion
- **Setup progress** – Current status of your project setup
- **Labor configuration status** – Where labor setup stands in the process
- **User assignments** – Any tasks assigned to specific users on your team

This visibility helps clients understand exactly what's needed from them and where your project stands at any point in the setup process.

## What's New, What's Better?

### 15. Q: How is the New Experience different from what I have today?

**A:** Today, you move between separate applications with different navigation, inconsistent notifications, and no unified project context. The New Experience provides:

- **One Connected Ecosystem:** Seamless navigation between products with persistent project context
- **Unified Notifications:** All alerts from across products in one Notification Center
- **Modern Navigation:** Consistent left-nav structure and mobile-friendly design
- **Self-Service User Management:** Admins can create/manage users and permissions without contacting Support

### 16. Q: Do I have to select a project every time I switch between applications?

**A:** No, that's one of the key improvements in the New Experience. Once you select a project, the entire platform stays anchored to it as you move across apps and workflows. All solutions like Start+, Hours+, Studio+, and Reporting+ automatically load within that selected project context.

### 17. Q: Will I be automatically timed out if I'm inactive in one application while using another?

**A:** The New Experience features improved session management across multiple tabs. Previously, if you were working across multiple applications in different tabs, you could be automatically logged out of an application simply because it appeared "inactive," even if you were actively working in another tab. Now, because all applications exist within one unified platform, you will not be logged out as long as at least one tab remains active. If all tabs are inactive for 15 minutes, you will receive a logout warning alert, which will remain on screen for 5 minutes before the session ends.

## MyCast&Crew

### 18. Q: Where did the Personal Dashboard go?

**A:** The Personal Dashboard has been separated from the Payroll and Crew List dashboards, which only display data for a specific project. To access the Personal Dashboard, navigate to MyCast&Crew in the Global Navigation. This distinction makes it clearer which dashboards are project-specific, and which show data across all projects.

## Start+

### 19. Q: Where do I find Start+ and Hours+ in the New Experience?

**A:** Start+ and Hours+ appear in the Global Navigation for crew members and for users who have both crew and production access. If you don't see Start+ and Hours+, it may be because these solutions are not yet accessible for your specific role or project.

### 20. Q: What's new with the layout in Start+?

**A:** The horizontal spacing in Start+ is tighter in the new experience. If column headers or action buttons on the right side appear cut off, try reducing the zoom level in your browser for the best viewing experience.

### 21. Q: Where did My Offers go?

**A:** My Offers does not appear alongside production navigation links like Create Offers. To view My Offers, navigate to Start+ through the Global Navigation. Since My Offers displays offers across all projects, it lives at the global level rather than within a single project.

## Hours+

### 22. Q: What's new with the navigation tabs in Hours+?

**A:** The in-app navigation tabs have moved from left to right screen alignment to better align with the New Experience navigation, creating a faster and more consistent platform experience.

### 23. Q: What's better about filters in Hours+?

**A:** Filters have moved to the right side of the screen to make more room for the New Experience navigation on the left. You can also collapse both the Hours+ filters and the Global navigation to maximize screen real estate, which is especially helpful on data-heavy screens.

### 24. Q: Where did User Settings go in Hours+?

**A:** User-specific settings are now found under the Preferences tab, making it easier to distinguish between project and workflow admin settings and personal user preferences. Both were previously represented by the same gear icon.

## Studio+

### 25. Q: What's new with how I open files and folders?

**A:** Folders and files can now be opened only by clicking directly on the name or icon within a row. Clicking elsewhere in the row will no longer trigger navigation. When you hover over a row, the folder or file name and icon will change color to indicate where to click. This change was intentional to reduce accidental navigation.

**26. Q: Where did Settings go?**

**A:** Settings have been moved from the breadcrumb dropdown to a dedicated Settings icon on the Organization Level page. This makes Settings easier to find and reduces clutter in the breadcrumb menu.

**27. Q: Where did the options to Create Folder and Create Project go?**

**A:** These actions have been moved from the breadcrumb dropdown to a dedicated icon on directory pages. The icon is only visible to users with the appropriate permissions.

**28. Q: Where did Manage Users and Groups go?**

**A:** Manage Users and Groups has been moved from the breadcrumb dropdown to its own dedicated icon on directory pages. It is only visible to users with user and group management permissions. Shared Management, for any shared files is also found here.

**29. Q: What's better about uploading files?**

**A:** The upload experience has been improved to make the destination clearer and more visible. Whether uploading from the Home page or a directory page, you will now see a dedicated section in the Upload Widget that displays the current folder hierarchy and selected destination, so you always know exactly where your files are going before they upload.

**30. Q: Can I switch clients within the Upload Widget?**

**A:** No. To upload to a different client, you will need to navigate to that client via the directory tree or Home page first, then upload. This prevents accidental cross-client uploads and ensures files always go to the right place.

**31. Q: Where did the filters go on directory pages?**

**A:** Filters have moved from a left-hand slide-out panel to a Filters icon in the page header. The functionality remains the same, just in a new, more consistent location.

**32. Q: What's the difference between the two search options on directory pages?**

**A:** There are now two distinct search experiences:

- The navigation bar search at the top performs a global search across the entire application
- The header search on directory pages is scoped to the current directory only

**33. Q: Where did bulk actions go?**

**A:** Bulk actions have moved from the page header to a dedicated action bar that appears at the bottom of the screen when one or more files or folders are selected. This makes bulk actions easier to see and use, especially in long lists.

**34. Q: How do I access file and folder actions?**

**A:** All file and folder actions are now accessed through the ellipsis (⋮) menu on each row. Right-clicking on a row no longer opens the action menu. This creates a more consistent and predictable experience across the platform.

**35. Q: Where are my Studio+ notifications?**

**A:** Notifications have moved from the Studio+ application header into the Global Navigation, where all notifications across all solutions are now centralized.

## Reporting+

**36. Q: What is new with Reporting+?**

**A:** If you have access to Reporting+ classic, you will have access to Reporting+ in the New Experience. This is a newly redesigned application with all the reporting capabilities from Reporting+ 1.0/2.0, with the addition of TCO and CAPSPay Payroll reports, serving our Commercials and Live Entertainment clients.

**37. Q: What's the difference between Reporting+ in the New Experience and previous versions of Reporting+?**

**A:** Each version of Reporting+ has built on the last, and Reporting+ in the New Experience brings it all together:

- **Reporting+ 1.0** offered custom report building capabilities but had a limited template library and an outdated interface.

- **Reporting+ 2.0** introduced a more modern, user-friendly experience with ready-to-use report templates — but removed the ability to build custom reports.
- **Reporting+ in the New Experience** combines the best of both: a single, intuitive self-service experience where you can run templated reports *and* build custom reports — all in one place. It also introduces several new capabilities:
  - Advanced filtering across all report types
  - Saved Reports for easy access to your most-used reports
  - Export to Excel or PDF
  - Report preview before downloading

### 38. Q: What kind of data is included in Reporting+?

**A:** Cast & Crew payroll and accounting data is available in both Reporting+ Classic and in the New Experience. The accounting data is sourced from PSL+. CAPSPay Payroll data is only available in the New Experience.

### 39. Q: Which reports are available?

**A:** Cast & Crew Payroll Reports sourced from Cast & Crew payroll (available in Classic and New Experience):

- Vacation & Holidays
- Employee Roster
- Generic Census Detail
- Generic Census Summary
- Production Incentive – Illinois
- Film Tax Credit Employment Report - New York
- Payroll Register

Cast & Crew Accounting Reports sourced from PSL+ (available in Classic and New Experience):

- PSL+ User Access
- Purchase Order List
- Ledger Bible
- Trial Balance
- Detailed Purchase Order History
- Vendor Listing
- Vendor Spend Summary by Project
- Vendor Payment History

CAPS Payroll Reports sourced from CAPSPay (available in New Experience only):

- Payroll Register – Employee Summary
- Payroll Register – Grand Total
- Payroll Register – Invoice Details
- Invoice Detail Breakdown
- Payee Wages Breakdown
- Wages by State
- Invoice Ledger Condensed

#### 40. Q: Is Reporting+ mobile responsive?

**A:** No, Reporting+ is not mobile responsive. We believe that with the number of fields available to users, formatting the application for mobile or tablet view would not be a suitable user experience.

## Mobile (MyCast&Crew, Start+, Hours+, Studio+)

#### 41. Q: What's new with mobile navigation?

**A:** The mobile navigation experience has been updated. Previously, each application had a menu that opened a side panel. Now, an app-specific page link appears horizontally at the top of each app, and you can tap the arrow or swipe left and right to browse additional pages. The menu is now reserved for Global navigation, including global and project navigation links.

## Rollout Timeline & Adoption

#### 42. Q: Is there going to be an Early Adopter Program?

**A:** We will **not** have an Early Adopter Program for this rollout. Instead, there will be a General Availability Phase released on March 26, 2026, which invites you to voluntarily switch to the New Experience during the 60-day opt-in period. You will benefit from:

- Ability to toggle back to the classic view anytime during the voluntary period
- Priority support
- Opportunity to provide feedback that shapes the product roadmap
- Recognition as industry innovators

#### 43. Q: Do CAPS and Media Services users have access to opt into the New Experience?

**A:** Yes. All users with a MyCast&Crew account will see a banner inviting them to opt in to the New Experience, providing access.

**44. Q: Is the New Experience mandatory, or can I opt out?**

**A:** Here's the estimated timeline sunsetting the Classic applications:

- **Mar 26 - May 31:** Voluntary opt-in period. You can toggle between the New Experience and Classic apps anytime
- **End of May:** The New Experience becomes the default, but you can still access the Classic apps if needed
- **Later in 2026:** Classic applications will be sunset, and all users will be on the New Experience

## Requirements & Setup

**45. Q: Which web browsers best support Cast & Crew?**

**A:** Cast & Crew works best on these browsers:

- Chrome
- Firefox
- Safari

For the best experience, we recommend keeping your browser up to date with the latest version.

**46. Q: What are the requirements to access the New Experience?**

**A:** You'll need two things:

- An active MyCast&Crew account
- A stable internet connection

**47. Q: Which team is responsible for set up on the New Experience?**

**A:** The Setup team continues to own the setup process and will send the Project Onboarding link to you. The process remains largely the same, with one key improvement: you now have the flexibility to submit project requests in three parts rather than all at once, making the setup experience more manageable.

**48. Q: Is there a fee associated with the New Experience?**

**A:** There is no additional fee associated with the New Experience since it's an evolution of Cast & Crew's digital solutions.

## Opt-In Experience

### 49. Q: Will I have to use the New Experience right away?

**A:** No. For at least the first two months after launch, the New Experience will be offered as a voluntary opt-in experience to support a smooth transition and give you time to get comfortable with the new platform. The voluntary opt-in period is March 26 - May 31, 2026.

### 50. Q: How will I be invited to try the New Experience?

**A:** A banner will appear at the top of your existing application inviting you to try the new experience. The banner will be expanded by default and will appear across all integrated platform applications.

### 51. Q: Which applications will display the opt-in banner?

**A:** The opt-in banner will be available in MyCast&Crew, Start+, Hours+, Studio+ and Reporting+.

### 52. Q: How do I switch to the New Experience?

**A:** During the voluntary opt-in period, you can toggle into the New Experience with a single click through the opt-in banner. Instructions will also be provided to you via email communications, in-app notifications, and Help Center articles. You can toggle back to the Classic app anytime during this period.

### 53. Q: What happens when I click "Try New Experience" in the opt-in banner?

**A:** You will be shown a confirmation modal that confirms your intent to switch, briefly explains what the New Experience means, and sets expectations before the transition.

### 54. Q: What will CAPS and Media Services users see when they enter the New Experience?

**A:** You will see the same content and applications you currently have access to through your MyCast&Crew account and any integrated Cast & Crew apps that you have access to within the New Experience. The content remains identical; what's different is the presentation. The New Experience features a new system design interface with updated colors and fonts. You can access all your applications exactly as you do today, just within the New Experience environment.

# Usability

## 55. Q: Will I need a unique login to access the New Experience?

**A:** You will use the same multi-factor-authentication (MFA) login credentials you use today to log in to MyCast&Crew.

## 56. Q: What's the workflow when logging into the New Experience?

**A:** The login experience is straightforward and role based. Here's what happens:

### Step 1: Select a Project

After logging in, Payroll Accountants and Studio Finance Execs will select which project they want to work on. Crew members will automatically land on the Crew Dashboard.

### Step 2: Navigate Using Two Navigation Layers

*Global Navigation (Left Sidebar)* This always stays visible and gives you access to Cast & Crew's digital applications. The specific apps you see depend on your permissions:

User Persona	Global Nav Options	Lands On...
Crew Member	<ul style="list-style-type: none"> <li>• Projects</li> <li>• MyCast&amp;Crew</li> <li>• Start+</li> <li>• Hours+</li> <li>• More Apps (if they have access to more apps)</li> </ul>	Crew Dashboard
Payroll Accountant	<ul style="list-style-type: none"> <li>• Projects</li> <li>• MyCast&amp;Crew</li> <li>• Studio+</li> <li>• Reporting+</li> <li>• Intelligence</li> <li>• More Apps</li> </ul>	Payroll Dashboard (in Project Hub w/ last selected project)
Crew Member AND Payroll Accountant	<ul style="list-style-type: none"> <li>• Projects</li> <li>• MyCast&amp;Crew</li> <li>• Start+</li> <li>• Hours+</li> <li>• Studio+</li> </ul>	Payroll Dashboard (in Project Hub w/ last selected project)

	<ul style="list-style-type: none"> <li>• Reporting+</li> <li>• Intelligence</li> <li>• More Apps</li> </ul>	
Studio Finance Executive	<ul style="list-style-type: none"> <li>• Projects</li> <li>• MyCast&amp;Crew</li> <li>• Studio+</li> <li>• Reporting+</li> <li>• Intelligence</li> <li>• More Apps</li> </ul>	Projects Page

*Project Hub (Appears After Project Selection)*

**Step 3:** Once you select a project, a second navigation layer appears, letting you move between different applications within that project.

**Important Note:** The Project Hub uses the same codebase across platforms. This means when the Start+ team makes an update, it automatically appears in the New Experience, ensuring consistency across your experience.

### 57. Q: How does the Notification Center work?

**A:** The Notification Center brings all alerts together in one place. Here's how it works:

**Accessing notifications:** Click the bell icon in the Global Navigation to open the Notification Center. You'll see alerts from all your apps in a single view.

**Taking action:** Each notification includes actionable steps. When you click a button, you'll be routed directly to the right app to complete what's needed.

**Why it matters:** No more checking multiple products for updates. Everything you need to act on is consolidated in one hub, so you can stay on top of your work efficiently.

**Please note:** If a Studio+ notification contains multiple call-to-actions (CTA) i.e., multiple files and each one has a direct link to a file location, that notification will not display any CTA buttons in the Notification Center.

### 58. Q: Who is a Project Administrator, and what can they do?

**A:** A Project Administrator is designated during project onboarding. Project Admins are typically production accountants, department heads, or studio finance leads. Project Admins can:

- Manage project-level user permissions
- Oversee onboarding and timekeeping approval flows

- Invite new project users
- View and update user permissions
- Configure project settings (expanded capabilities over time)

#### 59. Q: What if I have multiple roles?

**A:** This depends on whether you have multiple roles within the same account or separate accounts.

- **Multiple roles within ONE account (same login):** If you have multiple roles assigned to a single MyCast&Crew account, (for example, you're both a Crew Member and Department Head in Hours+), you'll see combined permissions within that application. Your Global Navigation will display all the apps you have access to based on your roles.
- **Multiple separate accounts (different logins):** If you have two separate accounts with two different login credentials, (for example you have a personal Crew Member account and a business Payroll Accountant one), you'll have separate MyCast&Crew accounts and will need to opt-in to the new experience on both.

#### 60. Q: How do I access applications outside the New Experience?

**A:** You can access additional applications through the "More Apps" button within the New Experience, maintaining the same workflow you're familiar with today. The "More Apps" button will only appear in the Global Navigation if you have access to other integrated apps besides the New Experience products (MyCast&Crew, Start+, Hours+, Studio+, Reporting+).

#### 61. Q: How can I access PSL+, DPO, Onboarding and Timekeeping, and CAPS+?

**A:** These solutions are not part of the initial release but will be incorporated in a future phase. In the meantime, you should continue accessing them the same way you do today:

- PSL+ - Desktop application that must be downloaded and installed
- DPO - Accessible via the DPO [website](#) or by downloading the app from the Google Play or Apple App Store.
- Onboarding and Timekeeping – Web-based application, accessible via browser as usual
- CAPS+ - Web-based application, accessible via browser as usual

#### 62. Q: How does the Project Selector work?

**A:** The Project Selector allows you to see all projects you have access to and select one. Once selected, the project context persists as you navigate between apps (MyCast&Crew, Start+, Hours+,

Studio+, and Reporting+). This eliminates the need to re-select the project every time you switch between apps.

**63. Q: Will CAPS and Media Services have access to the Project Selector?**

**A:** Only if your projects are paid through the Cast & Crew payroll system. Users with Studio+ or Reporting+ access can still reach those applications via global navigation based on your role and permissions.

**64. Q: Why wouldn't I see a certain application in my Secondary Navigation?**

**A:** The Secondary Navigation only displays apps a user has access to for that specific project. If an app doesn't appear, contact your Project Admin to request access.

## Support & Training

**65. Q: How can I contact Support if I encounter an issue with the New Experience?**

**A:** The New Experience includes a "**Get Help**" button, located at the bottom of the Global Navigation on the left. This will open the in-app Resource Center. You have two options for reaching support:

- **Message Plus Support** – Opens the client's email with the [plus.support@castandcrew.com](mailto:plus.support@castandcrew.com) address pre-populated in the To: field
- **Find the Right Contact** – Links directly to the [Contact Us](#) page in the Help Center, where clients can browse all available support contacts

**66. Q: What training is available?**

**A:** We're providing multiple training resources:

- **Video Tutorials:** Step-by-step guides on switching to the New Experience, key features, and workflows
  - [Cast & Crew's New Unified Experience Overview](#)
- **Help Center Articles:** Written guides covering "How to Switch," "What's Different," FAQ, and troubleshooting
  - [Cast & Crew's New Unified Experience Overview](#)
- **EDGE Webinars:** Weekly EDGE live webinars will be hosted for the New Experience
- **Live Support:** Standard support for all users