**WELCOME NEW AGENTS TO**

**SKYMAR AND IM-PRES-SIVE COMMUNICATIONS, LLC**

 PARTNERED WITH ARISE

***BELOW, IS EVERYTHING YOU WILL NEED. INCLUDING A LINK TO THE FAQ’S ON THE SKYMARCOMMUICATIONS.COM PAGE.***

***SKYMAR COMMUNICATIONS DOCUMENTS***





***IM-PRES-SIVE COMMUNICATIONS DOCUMENTS***





***ADDITIONAL DOCUMENTS AND WHO TO EMAIL***







 ***WHO TO EMAIL***

***It is important to make sure you are emailing the correct department for help. If you have not received a response within 72 hours, please contact Danielle Nixon by texting 561 720-9044 and she will ensure a call back from the requested department.***

**Texts should be in this format only**

**Name:**

**Cspid:**

**Email sent to which mailbox and date sent**

**Reason for the email**

***Allow us an additional 4-6 hours to have a representative reply to the sent email.***

***Here are all the emails addresses for both companies, the name of the Department Representative and the types of issues they all handle***

*Enrollment*

MARY GARCIA

***IMPRESSIVECOMMUNICATIONSALERTS@GMAIL.COM***

***ENROLLMENT@SKYMARCOMMUNICATIONS.COM***

* ***Background check reset***
* ***Background check status***
* ***Affidavit status***
* ***Course inquiries***
* ***Course links***
* ***When will the next course be available questions***
* ***Fingerprints***
* ***Course time changes***
* ***Reset a failed step***
* ***Interest no longer showing in the portal***

*Payroll*

***Jade G. or Alexis Collard***

***ImpressivePayroll@gmail.com***

***payroll@skymarcommunications.com***

* ***Change of address***
* ***Direct deposit changes***
* ***Name changes***
* ***Starmatic issues***
* ***Incorrect pay***
* ***Employee verification***

*General questions*

***Danielle Nixon, Tiffany Hill***

***Agentsupport@skymarcommunications.com***

***In the subject line please include the name of the company you are registered under***

***General questions that do not fit the above issues for the other email boxes***

* ***Referrals***
* ***Outage inquiries***
* ***Access issues***
* ***Portal errors***