Hi Ski & Ride School Pros,

Today's the day! After weeks of build-up, training, previews, and excitement, **Lesson Connect is officially LIVE.** This launch marks a huge milestone for our teams and for how we deliver exceptional experiences every day.

From creating digital class lists in the yard, to sharing photos in real time, to tracking skill progression – we are so excited for you to now have this powerful new technology.

We want to extend a heartfelt thank you to each of you. Your openness, flexibility, and willingness to embrace new technology made this all possible.

Your engagement in training, collaboration with leadership, and commitment to asking important questions over the past weeks have set us up for success. Together, we are building something that will strengthen our school and elevate the guest experience.

Your professionalism and teamwork continue to set the standard. We appreciate you.

Let's make this an incredible start to our 2025 / 2026 Winter Season! It's time to jump in!

What To Do Today

1. **Download the Lesson Connect App & Log In**
   If you haven't already, head to the App Store or Google Play and download the Lesson Connect app. Log in before you head out on snow.
   a. Follow the *installation instructions*

2. **Check in with your leadership team** before lessons start if you have any outstanding questions or access/ troubleshooting issues.

3. **Be ready and excited to address any guest questions** regarding Lesson Connect and Ski & Ride School in My Epic
   a. Ski & Ride School in My Epic features will not be available to guests until announced – stay tuned for the announcement coming in the next few days.
   b. [Review the guest FAQs](#)

4. **Report any technical issues or feedback to your leadership team for hypercare intake** - The launch of any new technology may come with challenges, and we are committed to supporting you through this exciting enhancement.

In Case You Missed It – What to Complete As Soon As Possible

1. **Complete Your LIFT Training**
   Make sure you've completed your Lesson Connect and Ski & Ride in My Epic LIFT module so you're ready to use the features with confidence.
   a. **Start LIFT Training → [The LIFT](#)**
2. **Complete Your BYOD Attestation & Device Election**
   Elect to use your own device (and receive the $35 monthly stipend) or request a company-provided device.
   a. **Complete BYOD Attestation via the LIFT Training linked above**
3. **Review the BYOD Knowledge Base Article**
   Double-check device compatibility, installation steps, and helpful FAQs.
   a. **View BYOD KBA → [BYOD KBA and Access Instructions](#)**

Need Support Today?

Office hours - Your leadership teams are ready and available to assist throughout launch day with **in-resort office hours for anyone needing help with downloading, accessing, or general app questions.** Check in with your leadership team to learn more about office hours and other resources available at your resort.

We expect a few small bumps as everyone begins using the platform, that's normal with any new technology. Your feedback helps us quickly resolve challenges, improve the experience, and support each other along the way.

Important Reminder:
When using Lesson Connect, never practice with live data unless you are actively working on a real lesson. You are welcome to explore the application and get familiar with its features. To avoid impacting live operations, please do so outside of normal operating hours. After 5:00 PM MST, you may create a class in the Lesson Builder screen to see the flow of building a class.

When exploring:

- **Do not add any guests** to your lesson.
- **Delete the lesson** you created after you are done by swiping left on the lesson in the Lesson Builder screen.

Links to all previous communications:

- SRS in My Epic app – [Guest Experience](#)
- SRS in My Epic app – [Instructor Experience](#)
- SRS in My Epic app – [Sup View](#)
- SRS in My Epic app – [Instructor FAQs](#)
- SRS in My Epic app – [Instructor Training Preview](#)
- SRS in My Epic app – [Guest Conversion Tactic](#)

Thank You for Being Part of This Launch!
Robin Barnes
Senior Director of Skier Services