

# CRM - GBU Novecare

Get access to the tool ([Salesforce.com](#))

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Complete [this form](#) to get access to Salesforce / CRM

After you get access, join the [Novecare CRM users Chatter Group](#) to keep updated on tips and tricks or announcements regarding CRM

## Who can help you in the Novecare Team?

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**Global Support :** [Pam Accardi, CRM Program Manager](#)

**Opportunities :** [Dan Nguyen \(EMEA/LAM/NAM\)](#), [Mildred Estrada \(APAC\)](#)

**Leads & Samples :** [Aude Trepier](#)

Additional support is available from our [Key Users](#)

## Training materials

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To begin, watch the [Onboarding Training Video](#) and review the [Onboarding Training Slide Presentation](#) to get familiar with CRM. The best practice is to receive training from a colleague or counterpart in your team already using the CRM Process

Novecare specific training guides are available in the [Novecare Key User file](#). If you do not find what you are looking for in the Key User File, [additional training guides are available here](#)