



# **Use Global File Cache**

## **Global File Cache**

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# Use Global File Cache

## End-user training

You will want to train your users on the best practices for accessing the shared files through Global File Cache.

This is the final phase of the Global File Cache deployment, the end-user implementation phase.

In order to prepare and streamline the end user on-boarding process, use the email template below that will help you to educate end users on what it means to work in a "central data" environment. This will help your users leverage all of the benefits of the Global File Cache solution. We have also published a video that can be shared to "train" users where needed.

Customize and forward the following resources to end users to prepare them for roll-out:

- User Training video  
[End user training video](#)
- Email Template  
[Mac Email Template \(.emltp\)](#)  
[Windows Email Template \(.msg\)](#)
- Onboarding Communications  
[Word Document \(.docx\)](#)

See Chapter 13 in the [NetApp Global File Cache User Guide](#) for additional material.

## Additional information

Use the following links to learn more about Global File Cache and other NetApp products:

- Global File Cache FAQ
  - See a list of frequently asked questions and answers [here](#)
- [NetApp Global File Cache User Guide](#)
- NetApp Product Documentation
  - See additional documentation for NetApp cloud products [here](#)
  - See additional documentation for all NetApp products [here](#)
- Customer support for Global File Cache users with Cloud Volumes ONTAP is available through these channels:
  - Guided Problem Solving, Case Management, Knowledgebase, Downloads, Tools, and more go [here](#)
  - Login to the NetApp Support at <https://mysupport.netapp.com> with your NSS credentials
  - For immediate assistance for a P1 issue call: +1 856.481.3990 (Option 2)
- Customer support for Global File Cache users utilizing Cloud Volumes Services and Azure NetApp Files is available through standard support from your provider. Please contact Google Customer Support or Microsoft Customer Support respectively.

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