



# The Onboarding Experience





# Onboarding Activities

|                       | <b>ACTIVITY</b>              | <b>DURATION</b>       | <b>DESCRIPTION</b>   |
|-----------------------|------------------------------|-----------------------|--|
| <b>KICKOFF CALL</b>   | Kickoff Call                 | <i>30 mins</i>        | Discuss goals and review onboarding schedule   |
| <b>ACCOUNT SETUP</b>  | inMotion Setup               | <i>1 day - 1 week</i> | Your Customer Success representative will set up your account and email the login credentials to you |
| <b>ADMIN TRAINING</b> | Self-Paced Learning          | <i>1 week</i>         | Follow Feature Overview Guide to familiarize yourself with the basic features of inMotion            |
|                       | Feature Overview Call        | <i>1 hour</i>         | Feature and functionality review, discuss settings and configuration                                 |
|                       | Self-Paced Learning          | <i>1 week</i>         | Follow Account Customization Guide for additional system use and configuration                       |
|                       | Account Customization Call   | <i>1 hour</i>         | Discuss additional questions, review opportunities for customization, and prepare for Team Training  |
| <b>TEAM TRAINING</b>  | Team Training                | <i>1 hour</i>         | Online training session with additional users  |
|                       | Requester/ Reviewer Training | <i>30 mins</i>        | Online training session with request submitters and reviewers  |
| <b>LAUNCH!</b>        | Usage Review Call            | <i>1 hour</i>         | Discuss usage patterns, features Q&A, reporting overview, and final rollout assistance               |