



OnBoarding Process

Sunflower School



OnBoarding Process

Stage	Stakeholder
› Welcome	SmartSapp
› Kick Off	SmartSapp
› Parent Engagement	School
› Data Gathering	SmartSapp & School
› Onsite Infrastructure Survey	SmarSapp
› Training	SmarSapp
› Printing of QR Codes	SmarSapp
› Parent Engagement/Communication	SmarSapp & School
› Pre-Go Live	SmarSapp & School
› Go-Live	SmarSapp & School
› Follow-Up	SmarSapp & School
› Observation & Feedback	SmarSapp
› Close Project	SmartSapp & School

1

Welcome

> Send Welcome Email

You will be sent a Welcome Email

SmartSapp



2

Kick Off



» Onboarding Timeline

Put together tentative activities schedule

SmartSapp

» Pre-Kick off Meeting

Prepare all your questions based on the agenda shared

SmartSapp

» Kick off Meeting

Discussions on School's needs, Smartsapp & School Expectations, Introduction of Account Manager and the Timeline,

SmartSapp

» Schedule Timelines

Schedule agreed Timelines in calendar & share Google Document (**on Day of Kickoff**)

SmartSapp

3

Parent Engagement

> School Engaging their Parents

School

Your Account Manager will share videos and guide with you to use in engaging your parents on SmartSapp

(2 Weeks)



4

Data Gathering



> Share Data Templates

You will receive your school & students Setup Data Sheets via Email for Data Gathering **on 1st day of implementation - Next day after first meeting**

SmartSapp

> Data Receipt & Setup

Your school together with your students, parents and staff will be setup upon receipt, **2 days after data receipt**

SmartSapp

> Scanners Setup

School's assigned scanners will be configured and delivered (devices), **(a day after Data Setup)**

SmartSapp

> Account Activation

Responsible personnel to activate their accounts before training **(2 Days)**

SmartSapp

5

OnSite Infrastructure Survey

» Onsite Survey of campus infrastructure

SmartSapp

Assessing Internet Connectivity,
Scanning/Operational Areas, Tablets/PCs
availability, Staff availability for operation

(1 Day)



6

Training

> Training of School Responsible Personnel

SmartSapp

Training the school on the needed modules and support channels

(a day after Account Activation)



7

Printing

» QR Codes Printing

Printing QR Codes for students (For Canteen module)

(3 Days)

SmartSapp



8

Parent Engagement / Communication



➤ Comms to parents

Communicate through your active channels about SmartSapp Download SMS Before sent
(2 Days)

School

➤ SMS Blast

SMS Blast will be sent to parents for SmartSapp download
(1 Day)

SmartSapp

➤ Parents Zoom Call

Accounts Manager and School to Organise a zoom call with parents
(1 Day)

SmartSapp,
School

➤ Prompt for Download

Send out reminders to parents for prompting them to download
(1 Day)

School

➤ Users App Download

Reinforce the need to download the app to achieve 70% downloads before Go-live
(3 Days)

HPT, AM, School

9

Pre-Go-Live

» Pre-Go-Live Drills

Pre-go-Live drills at school

Marking scanning points, Prescanning test to get parents aligned during Go-live, and Hands-on scanning trial for scanner operators

(1 Day)

SmartSapp

» Roadmap Review

Review with the School, the Roadmap of Modules Implementation

(1 Day)

SmartSapp,
School



10

Go-Live

» Go Live (First Scan)

The team will be onsite to ensure School Responsible Personnel apply the learned knowledge & skills and to assist with any other requirements.

(2 Days)

SmartSapp,
School



11

Follow Up



➤ Stakeholders Easy Access of SmartSapp & Needs Identification

SmartSapp,
School

- Meet with Stakeholders to gather the type of Reports needed per (Daily, Weekly Monthly & Annually)
(Day of Go-Live)
- Meet to identify other stakeholders who need training and Train on site
(2 Days)
- Create bookmarks and a desktop shortcut to app on PCs for key stakeholders
(Day of Go-Live)

12

Close Project

» Close Project

Review a sign off and evaluation form presented by SmartSapp

Present Handing Over Notes to all stakeholders

Sign off and handing over to designated Account Manager if required

(After Last Go-Live Day)

SmartSapp,
School



Thank You

Call: 050 160 8001

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