

OnBoarding Process

Missions International School





>>> OnBoarding Process

Stage	Stakeholder
> Welcome	SmartSapp
> Kick Off	SmartSapp
> Parent Engagement	School
> <u>Data Gathering</u>	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



Send Welcome Email

You will be sent a Welcome Email

SmartSapp







Onboarding Timeline

Put together tentative activities schedule

> Pre-Kick off Meeting

Prepare all your questions based on the agenda shared

Kick off Meeting

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

Schedule Timelines

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

SmartSapp

SmartSapp

SmartSapp

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)





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

SmartSapp

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

Scanners Setup

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

SmartSapp

Account Activation

SmartSapp

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





Onsite Survey of campus infrastructure

SmartSapp

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

(1 Day)



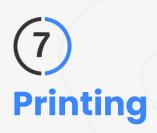
Training of School Responsible Personnel

SmartSapp

Training the school on the needed modules and support channels

(a day after Account Activation)





QR Codes Printing

Printing QR Codes for students (For Canteen module)

(3 Days)

SmartSapp



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)

Parents Zoom Call

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

SmartSapp

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

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

HPT, AM, School





> 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)

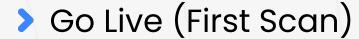
> Roadmap Review

Review with the School, the Roadmap of Modules Implementation

(1 Day)

SmartSapp





The team will be onsite to ensure School Responsible Personnel apply the learned knowledge & skills and to assist with any other requirements. (2 Days)







Stakeholders Easy Access of SmartSapp& Needs Identification

- 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)





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)





Thank You

Call: 050 160 8001

Email: contact@smartsapp.com