



# OnBoarding Process

**Lucino International School**





## › SmartSapp Modules

- › Child Security
- › Connected Community
- › Academic Reports
- › Fee Payment
- › Etc.

# OnBoarding Process

Stage	Stakeholder
› <a href="#">Welcome</a>	SmartSapp
› <a href="#">Kick Off</a>	SmartSapp
› <a href="#">Parent Engagement</a>	School
› <a href="#">Data Gathering</a>	SmartSapp & School
› <a href="#">Onsite Infrastructure Survey</a>	SmarSapp
› <a href="#">Training</a>	SmarSapp
› <a href="#">Printing of QR Codes</a>	SmarSapp
› <a href="#">Parent Engagement/Communication</a>	SmarSapp & School
› <a href="#">Pre-Go Live</a>	SmarSapp & School
› <a href="#">Go-Live</a>	SmarSapp & School
› <a href="#">Follow-Up</a>	SmarSapp & School
› <a href="#">Observation &amp; Feedback</a>	SmarSapp
› <a href="#">Close Project</a>	SmartSapp & School

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## Welcome

### » Receive Welcome Email

School receives Welcome Email and Onboarding Process

SmartSapp



## 2

### Kick Off



#### » Onboarding Timeline

Prepare Onboarding Timeline for schools,

SmartSapp

#### » Pre-Kick off Meeting

Prepare first meeting agenda

SmartSapp

#### » Kick off Meeting

Discuss School's needs, Smartsapp & School Expectations, Introduction of AM and the Timeline,

SmartSapp

#### » Schedule Timelines

Schedule agree Timelines in calendar & share Google Document

SmartSapp

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## Parent Engagement

### > School's Engaging their Parents

Account Managers to share videos and guide to  
school to engage their parents on SmartSapp

School



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## Data Gathering



### ➤ Share Data Templates

School Setup Data Sheet and Email for Data Gathering

SmartSapp &  
School

School to completed template and submit to SmartSapp

### ➤ Data Receipt & Setup

Format and Setup School Profile, Student-Parents and Staff Information,

SmartSapp

### ➤ Scanners Setup

Setup School's scanners (devices),

SmartSapp

### ➤ Account Activation

Responsible personnel to activate their accounts before training

SmartSapp



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## OnSite Infrastructure Survey

### » Onsite Survey of campus infrastructure

SmartSapp

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





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## Training

### > Training of School Responsible Personnel

SmartSapp

Training the school on the needed modules and support channels



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## Printing

### » QR Codes Printing

Printing QR Codes for parents (For Canteen module)

SmartSapp



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## Parent Engagement / Communication



### > Comms to parents

School to communicate through their channels about their Download SMS Before the blast

School

### > SMS Blast

Send SMS Blast to parents to download

SmartSapp

### > Parents Zoom Call

Accounts Manager and School to Organise a zoom call with parents

SmartSapp & School

### > Prompt for Download

Send out reminder to school to prompt users for downloads

School

### > Users App Download

Send out reminders to prompt app users for download to achieve 70% downloads

SmartSapp & School

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## Pre-Go-Live

### » Pre-Go-Live Drills

Pre-go-Live drills at school

SmartSapp

### » Roadmap Review

Review with the School, the Roadmap of Modules Implementation

SmartSapp &  
School



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Go-Live

## » Go Live (First Scan)

The team will be onsite to ensure School Responsible Personnel apply the learned knowledge & skills

SmartSapp &  
School



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## 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)
- » Meet to identify other stakeholders who need training and Train on site
- » Create bookmarks and a desktop shortcut to app on PCs for key stakeholders

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## Observation & Feedback

SmartSapp

### » Observe Go-Live and Give Feedback to R&D for Consideration

- » Identify issues and relay feedback to SmartSapp Team
- » Document the school culture and integrate SmartSapp into their culture
- » Gather Reports for other modules with observations and questions
- » Observe how school currently manages issues that SmartSapp modules seek to solve





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## Close Project

### ➤ Observe Go-Live and Give Feedback to R&D for Consideration

SmartSapp &  
School

- Present a sign off and evaluation form to the school
- Prepare Handing Over Notes
- Present Handing Over Notes to all stakeholders
- Sign off and hand over school to designated Account Manager if required



# Thank You

**Call: 050 162 6872 /3 /4**

**Email: [support@smartsapp.com](mailto:support@smartsapp.com)**