

OnBoarding Process

Lucino International School





SmartSapp Modules

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



>>> 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



Receive Welcome Email

SmartSapp

School receives Welcome Email and Onboarding Process







> Onboarding Timeline
Prepare Onboarding Timeline for schools,

SmartSapp

> Pre-Kick off Meeting
Prepare first meeting agenda

SmartSapp

Nick off Meeting

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

SmartSapp

Schedule Timelines

SmartSapp

Schedule agree Timelines in calendar & share Google Document

3 Parent Engagement



School's Engaging their Parents

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

School





Share Data Templates

School Setup Data Sheet and Email for Data Gathering

School to completed template and submit to SmartSapp

Data Receipt & Setup

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

Scanners Setup Setup School's scanners (devices),

Account Activation

Responsible personnel to activate their accounts before training

SmartSapp & School

SmartSapp

SmartSapp

SmartSapp





Onsite Survey of campus infrastructure

SmartSapp

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

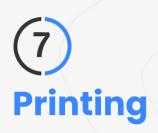


Training of School Responsible Personnel

SmartSapp

Training the school on the needed modules and support channels





> QR Codes Printing

Printing QR Codes for parents (For Canteen module)

SmartSapp







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

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





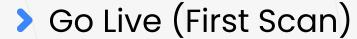
SmartSapp

> Roadmap Review

Review with the School, the Roadmap of Modules Implementation







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







Stakeholders Easy Access of SmartSapp& Needs Identification

- 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

(12) Observation & Feedback



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

SmartSapp

- 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



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

- 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

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