SmartSapp

OnBoarding Process

Dominion Christian Academy

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

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Welcome

Send Welcome Email

You will be sent a Welcome Email

SmartSapp

②

Kick Off

> ## Onboarding Timeline
Put together tentative activities schedule

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> ## Pre-Kick off Meeting
Prepare all your questions based on the agenda shared

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> ## Kick off Meeting
Discussions on School's needs, Smartsapp & School Expectations, Introduction of Account Manager and the Timeline,

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

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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**

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Data Receipt & Setup

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

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Scanners Setup

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

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Account Activation

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

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OnSite Infrastructure Survey

> ## Onsite Survey of campus infrastructure

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Assessing Internet Connectivity, Scanning/Operational Areas, Tablets/PCs availability, Staff availability for operation
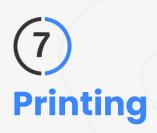
(1 Day)

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Training

> **Training of School Responsible Personnel**

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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)

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(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)**

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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

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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
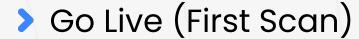**(1 Day)**

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Roadmap Review

Review with the School, the Roadmap of Modules Implementation

(1 Day)

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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 and to assist with any other requirements.
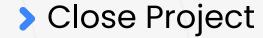
(2 Days)

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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)
> **(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)**

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Close Project

> Close Project

SmartSapp,
School

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**