

# The Onboarding Experience

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## Onboarding Activities



	ACTIVITY	DURATION	DESCRIPTION
KICKOFF CALL	Kickoff Call	30 mins	Discuss goals and review onboarding schedule
ACCOUNT SETUP	inMotion Setup	1 day - 1 week	Your Customer Success representative will set up your account and email the login credentials to you
ADMIN TRAINING	Self-Paced Learning	1 week	Follow Feature Overview Guide to familiarize yourself with the basic features of inMotion
	Feature Overview Call	1 hour	Feature and functionality review, discuss settings and configuration
	Self-Paced Learning	1 week	Follow Account Customization Guide for additional system use and configuration
	Account Customization Call	1 hour	Discuss additional questions, review opportunities for customization, and prepare for Team Training
TEAM TRAINING	Team Training	1 hour	Online training session with additional users
	Reviewer Training	30 mins	Online training session with reviewers
LAUNCH!	Usage Review Call	1 hour	Discuss usage patterns, features Q&A, reporting overview, and final rollout assistance