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	KICKOFF		QUESTIONNAIRES		TESTING & TRAINING		DATA IMPORT (optional)		GO LIVE
Attend	Pre-kickoff call	Kickoff call	Questionnaire info gathering	Return completed questionnaires	Training session is scheduled and held	Library testing and internal staff training	Test data import to Attend	Final Go-Live data import	Final platform review and launch

	KICKOFF		QUESTIONNAIRES		TESTING & TRAINING		DATA IMPORT (optional)		GO LIVE
Reserve	Pre-kickoff call	Kickoff call	Questionnaire info gathering	Return completed questionnaires	Training session is scheduled and held	Library testing and internal staff training	Test data import to Reserve	Final Go-Live data import	Final platform review and launch

	KICKOFF		QUESTIONNAIRES		TESTING & TRAINING		APP LAUNCH
Connect	Pre-kickoff call	Kickoff call	Questionnaire info gathering	Return completed questionnaires	App Test build handoff	App testing	App launch

	KICKOFF		TRAINING	BUILDING & TESTING		GO LIVE
Create	Pre-kickoff call	Kickoff call	Training session	Content building	Test content and devices	Domain updates and site launch

	KICKOFF		TRAINING	BUILDING & TESTING		GO LIVE
Broadcast	Pre-kickoff call	Kickoff call	Training session	Content building	Test content and devices	Launch Broadcast

	KICKOFF		TRAINING	BUILDING & TESTING		GO LIVE
Schedule	Pre-kickoff call	Kickoff call	Training session	Content building	Test content and devices	Launch Schedule

	KICKOFF		QUESTIONNAIRES		TESTING & TRAINING		APP LAUNCH
Roam	Pre-kickoff call	Kickoff call	Questionnaire info gathering	Return completed questionnaires	App Test build handoff	App testing	App launch

	KICKOFF		QUESTIONNAIRES		TESTING & TRAINING		APP LAUNCH
Interact	Pre-kickoff call	Kickoff call	Questionnaire info gathering	Return completed questionnaires	App Test build handoff	App testing	App launch

Module Onboarding | Our step-by-step guide to a smooth onboarding experience and successful launch.

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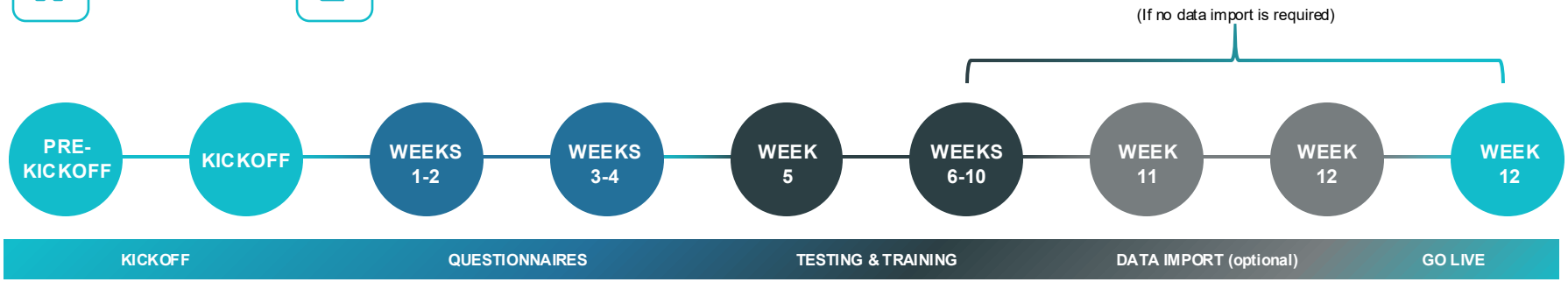
Attend

Reserve



Pre-kickoff call (before week 1)

What will we cover?
Call with all stakeholders to discuss your library's goals, review the onboarding process and set timeline expectations.

Kickoff call (week 1 begins today)

What will we cover?
You will be meeting with your newly assigned Customer Success Manager (CSM). They will provide you with questionnaires for each of your modules outlining what information we'll need and what custom preferences you would like to enable. This includes configuration questions for your new modules as well as ILS connection information, branding details, and domain and SSL certificate requirements.

Who should attend?
Anyone who will be responsible for gathering necessary configuration data and will be completing the questionnaires for your new Communico modules. If you've purchased multiple modules, you may only require a single kickoff call.

Questionnaire info gathering

What to expect:
At the conclusion of your kickoff call, you and your desired team members will have access to your SharePoint collaboration space. You should begin gathering your configuration details ASAP and aim to have your questionnaires completed and returned within 2 weeks.

Return completed questionnaires

What to expect:
Once all your completed questionnaires have been returned your CSM will begin your platform build. This includes all branding information required to build your headers and footers.

Reminder

Work cannot begin until all required information has been provided. Delays in providing all necessary information will result in an extended implementation timeline.

Training session is scheduled and held

What to expect:
Your CSM will reach out once your build is complete to schedule your platform training. Your training session is an interactive, virtual training session that typically takes 1-1.5 hours to complete. Following the session, you and your team will have the knowledge to immediately begin using your newly configured modules and you will be granted access to the platform so you may login and begin using it straight away. We will provide you with a recording of your personalized training session so you may have it for future reference.

Who should attend?
Platform training is geared toward users who will be full system administrators and staff members who will be responsible for training other team members.

Library testing and internal staff training

What to expect:
As you become more familiar with your modules you may find that some tweaks need to be made to your settings and work flows. During the testing period, you will be in contact with your CSM to discuss any change requests and updates that you may require.

During this time frame you will also be training your internal staff to use the platform.

Test data import to Attend and Reserve

What to expect:
Your CSM will be providing you with specific instructions explaining what data we can import into Attend and Reserve. You will provide your CSM with a .csv file containing the information for your Attend event and Reserve room booking import.

Once the file has been provided to your CSM they will review the data. You will be provided with data mappings to review prior to the test import being conducted. You will need to approve these mappings within one day of receiving them so your CSM may complete your test import.

Reminder

Failure to provide data in an acceptable format and delay in providing approved mappings will result in a delay of your test import.

Final Go-Live data Import

What to expect:
You will decide what date to cut off use of your current system and run a final export of the data you will be importing into Communico. You will provide your go-live data in the same format and file type as your test import the day before your targeted launch date. You will be required to review and sign off on your data import.

Reminder

It is imperative that provided go-live data is in the exact same format as your test import. Addition of unapproved fields, changes in formatting, and delay in final mapping approval will result in a delay of your go-live import.

Final platform review and launch

What to expect:
You will conduct your final review of the platform before you launch your new modules to your patrons.

Once your successful launch has been completed your CSM will conduct a call introducing you to the support team.

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Connect

PRE-KICKOFF | KICKOFF | WEEKS 1-2 | WEEKS 3-4 | WEEK 5 | WEEKS 6-10 | WEEK 12

KICKOFF | QUESTIONNAIRES | TESTING & TRAINING | APP LAUNCH

Pre-kickoff call (before week 1)

What will we cover?
Call with all stakeholders to discuss your library's goals, review the onboarding process and set timeline expectations.

Kickoff call (week 1 begins today)

What will we cover?
You will be meeting with your newly assigned Customer Success Manager (CSM). They will provide you with questionnaires for each of your modules outlining what information we'll need and what custom preferences you would like to enable. This includes configuration questions for your new modules as well as ILS connection information, branding details, and domain and SSL certification requirements.

Who should attend?
Anyone who will be responsible for gathering necessary configuration data for your new Communico modules. If you've purchased multiple modules, you may only require a single kickoff call.

Questionnaire info gathering

What to expect:
At the conclusion of your kickoff call you and your desired team members will have access to your SharePoint collaboration space. You should begin gathering your configuration details ASAP and aim to have your questionnaires completed and returned within 2 weeks.

Return completed questionnaires

What to expect:
Once all of your completed questionnaires have been returned your CSM will begin your mobile app build.

Reminder

Work cannot begin until all required information has been provided. Delays in providing all necessary information will result in an extended implementation timeline. This includes obtaining your Apple and Android developer accounts.

App test build handoff

What to expect:
Your CSM will schedule a call with you and will be providing you with an iOS test build. You will also be shown how to manage widgets such as your HTML banner and Recommended Reads carousel.

Who should attend?
Anyone that will be responsible for testing the mobile app and providing feedback on look and feel.

App testing

What to expect:
Once you have signed off on both your iOS and Android mobile app builds the Communcio team will submit them for review in each respective developer account. Once the apps have been submitted, we will need to wait for the builds to be processed and approved.

Reminder

Communico does not control the time frame in which each respective platform will approve your app. This process can take up to 7-10 business days and once approved, the apps will be pushed live to each app store. The main contact listed on your developer accounts will receive email notifications once this has occurred.

App launch

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Create

PRE-KICKOFF → KICKOFF → WEEKS 1-2 → WEEKS 3-4 → WEEK 5 → WEEKS 6-10 → WEEK 12

KICKOFF | QUESTIONNAIRES | TESTING & TRAINING | GO LIVE

Pre-kickoff call (before week 1)

What will we cover?
Call with all stakeholders to discuss your library's goals, review the onboarding process and set timeline expectations.

Kickoff call (week 1 begins today)

What will we cover?
You will be meeting with your newly assigned Customer Success Manager (CSM) to review what information is needed to begin building your new website.

Who should attend?
Anyone who will be responsible for gathering necessary configuration data for your new Communico modules. If you've purchased multiple modules, you may only require a single kickoff call.

Reminder

Communico provides the platform to design and build websites, and the training necessary to use the Create module. Communico is not responsible for designing and/or building the library website, but your CSM and our Support team are available to answer any questions that may arise.

Branding info gathering and supply

What to expect:
At the conclusion of your kickoff call you and your desired team members will have access to your SharePoint collaboration space. You should begin gathering your configuration details ASAP and aim to have your questionnaires completed and returned within 2 weeks.

Branded header and footer built

What to expect:
Once all of your completed questionnaires have been returned your CSM will begin your mobile app build.

Create site training session

What to expect:
Your CSM will schedule a call with you and will be providing you with an iOS test build. You will also be shown how to manage widgets such as your HTML banner and Recommended Reads carousel.

Who should attend?
Anyone that will be responsible for testing the mobile app and providing feedback on look and feel.

Site building

What to expect:
Once you have signed off on both your iOS and Android mobile app builds the Communcio team will submit them for review in each respective developer account. Once the apps have been submitted, we will need to wait for the builds to be processed and approved.

Domain updates and site launch

What to expect:
Your CSM will provide you with the final DNS update details that will need to be made on your end. On a specified date and time all updates will be made and your new site will be launched.

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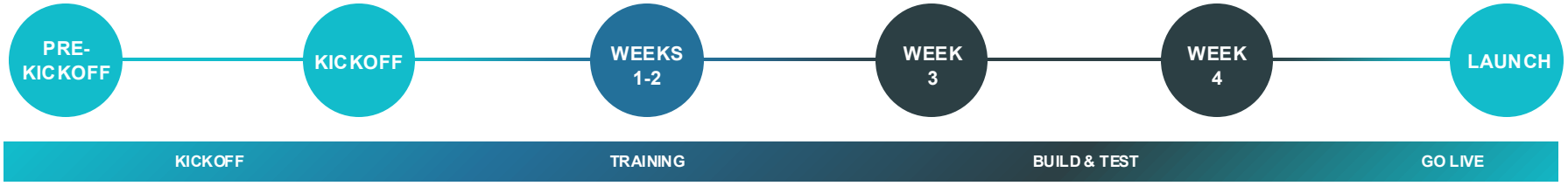
Broadcast



Pre-kickoff call

What will we cover?
Call with all stakeholders to discuss your library's goals, review the onboarding process and set timeline expectations.

Kickoff and training call

What will we cover?
Following your combined kickoff and training call you will have the knowledge and access to build digital content. Your Customer Success Manager (CSM) will be available to offer support and guidance during this time frame.

On average, it takes customers about 3-4 weeks to plan, configure, test, and launch their digital content.

If you've purchased multiple modules, you may only require a single kickoff call.

Broadcast training session

What to expect:
Your CSM will provide you with an overview of the Broadcast module. Your team will be taught how to configure and launch your new digital content.

At the conclusion of the call, system administrators will be granted access to your Broadcast module in its entirety. You will also be shown how to manage user permissions so you can grant your staff access at your discretion.

Build your digital content

What to expect:
Now that your training session has been held you can start building out your digital content. Your CSM is available to help should you have any questions.

Test your content and devices

What to expect:
Once you've configured your slide shows, we suggest taking time to test on the screen you plan to use to display your content to ensure everything has been built correctly and to your liking. You may also use this time to build your custom channels and show schedule.

Broadcast ready to launch

Schedule

PRE-KICKOFF → KICKOFF → WEEKS 1-2 → WEEK 3 → WEEK 4 → LAUNCH

KICKOFF	TRAINING	BUILD & TEST	GO LIVE

Pre-kickoff call

What will we cover?
Call with all stakeholders to discuss your library's goals, review the onboarding process and set timeline expectations.

Kickoff and training call

What will we cover?
Following your kickoff/ training call you will have the knowledge and access to build digital content. Your Customer Success Manager (CSM) will be available to offer support and guidance during this time frame.

On average, it takes customers about 3-4 weeks to plan, configure, test, and launch their digital content.

If you've purchased multiple modules, you may only require a single kickoff call.

Schedule training session

What to expect:
Your CSM will provide you with an overview of the Schedule module. Your team will be taught how to configure and launch your new appointment-based services.

At the conclusion of the call, system administrators will be granted access to your new Schedule module in its entirety. You will also be shown how to manage user permissions so you can grant your staff access at your discretion.

Build your digital content

What to expect:
Now that your training session has been held you can start building out your new appointment-based service options. Your CSM is available to help should you have any questions.

Test your content and devices

What to expect:
Once you've configured your appointment settings, we suggest taking time to test the configuration from both the patron-facing and staff-facing sides to ensure everything has been built correctly and to your liking.

Schedule ready to launch

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Roam

PRE-KICKOFF → KICKOFF → WEEKS 1-2 → WEEKS 3-4 → WEEK 5 → WEEKS 6-10 → WEEK 12

KICKOFF	QUESTIONNAIRES		TESTING & TRAINING		APP LAUNCH
Pre-kickoff call (before week 1)	**Kickoff call (week 1 begins today)**	**Questionnaire info gathering**	**Return completed questionnaires**	**App test build handoff**	**App testing**	**App launch**
What will we cover? Call with all stakeholders to discuss your library's goals, review the onboarding process and set timeline expectations.	**What will we cover?** You will be meeting with your newly assigned Customer Success Manager (CSM). They will provide you with questionnaires for each of your modules outlining what information we'll need and what custom preferences you would like to enable. This includes configuration questions for your new modules as well as ILS connection information, branding details, and domain and SSL certification requirements. **Who should attend?** Anyone who will be responsible for gathering necessary configuration data for your new Communico modules. If you've purchased multiple modules, you may only require a single kickoff call.	**What to expect:** At the conclusion of your kickoff call you and your desired team members will have access to your SharePoint collaboration space. You should begin gathering your configuration details ASAP and aim to have your questionnaires completed and returned within 2 weeks.	**What to expect:** Once all of your completed questionnaires have been returned your CSM will begin your mobile app build. **Reminder** *Work cannot begin until all required information has been provided. Delays in providing all necessary information will result in an extended implementation timeline. This includes obtaining your Apple and Android developer accounts.*	**What to expect:** Your CSM will schedule a call with you and will be providing you with an iOS test build. You will also be shown how to manage widgets such as your HTML banner and Recommended Reads carousel. **Who should attend?** Anyone that will be responsible for testing the mobile app and providing feedback on look and feel.	**What to expect:** Once you have signed off on both your iOS and Android mobile app builds the Communcio team will submit them for review in each respective developer account. Once the apps have been submitted, we will need to wait for the builds to be processed and approved. **Reminder** *Communico does not control the time frame in which each respective platform will approve your app. This process can take up to 7-10 business days and once approved, the apps will be pushed live to each app store. The main contact listed on your developer accounts will receive email notifications once this has occurred.*	

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Interact

KICKOFF	QUESTIONNAIRES	TESTING & TRAINING	APP LAUNCH

Pre-kickoff call (before week 1)

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App launch