PLAYipp

Onboarding

What is included in the PLAYipp Onboarding?

The purpose of our onboarding process is to ensure that our clients get the best possible start and a deep understanding of how PLAYipp can be a key solution to their communication needs through digital information screens. All onboarding is conducted by PLAYipp's Customer Success experts, often in your local market.

To ensure a great experience and top-quality results, it's important to carefully consider who participates in the sessions and to complete the preparation steps between them.

All clients who receive onboarding have lifetime access to our Customer Success team via chat and email. This reflects our customer-centric approach and PLAYipp's strong commitment to your success.

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The onboarding will include:

Start up meeting (1 hour)
We will identify your needs and educate your organization's admin on structure, layout, and permissions.

During this part of the onboarding process, we will focus on setting up a new account in PLAYipp. We will guide you through creating a layout and screen structure, and demonstrate best practices when managing permission levels.

Sync with admin (30 minutes)
To make the most of this session, please ensure that you have prepared by setting up the screen structure and user permissions beforehand. Together, we will review the setup to ensure everything is configured correctly and answer any questions before the next phase of education.

Education (1 hour)
The organization's admin will decide who should attend the general training on PLAYipp. In this session, we will focus on how to publish content (such as images and videos) to your screens. We will also cover the use of Quicknotes, which allows you to create content with text and images directly in PLAYipp. You will learn how to create Quicknote templates and reuse them, as well as how to establish connections for integrations.

Follow-up (30 minutes)
(Approximately 4 weeks after the education session)
Ongoing support and education will be provided through the Customer Success team. Make sure to provide the correct email address to avoid missing important updates.