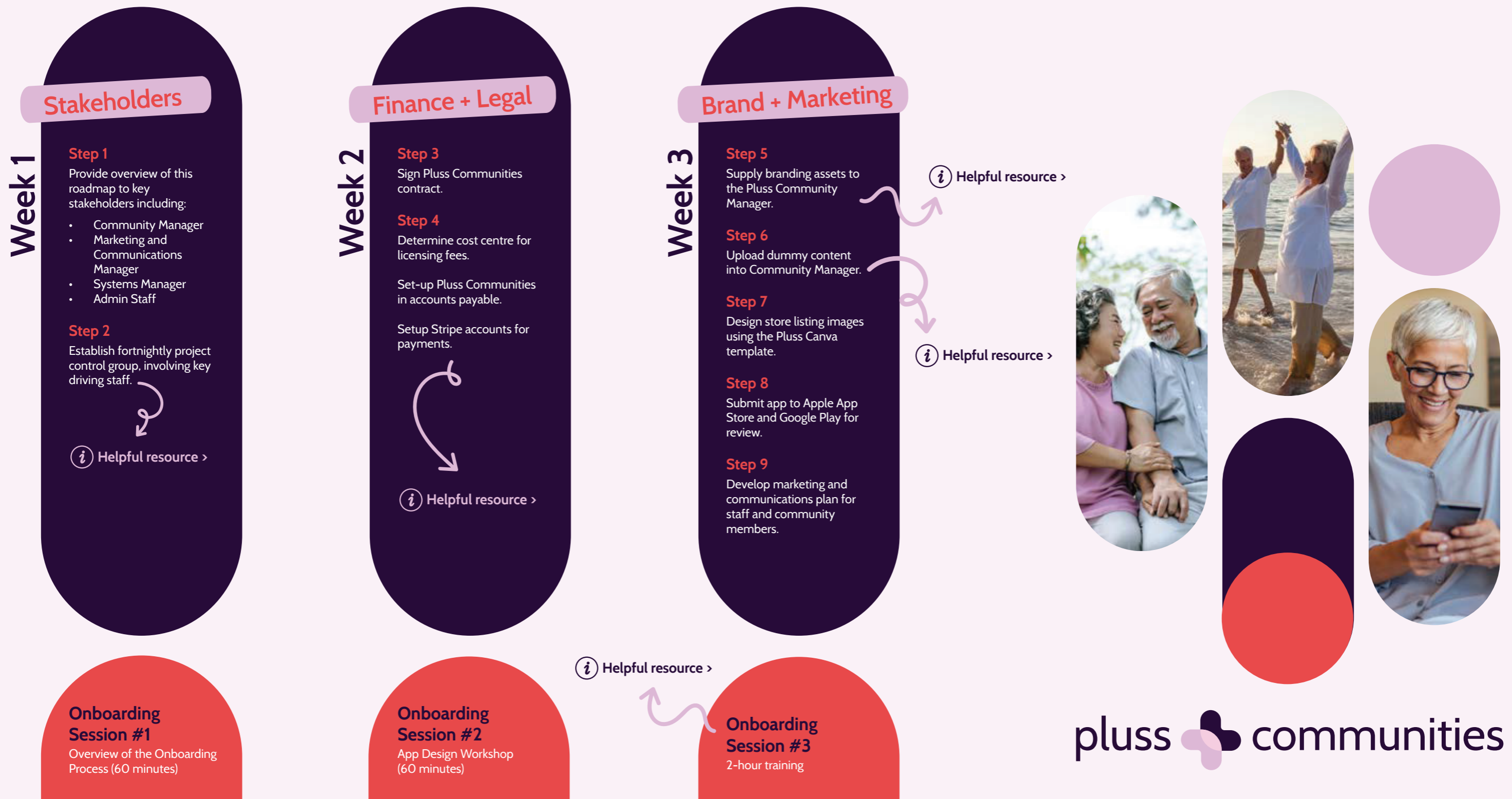


# Customer Onboarding Roadmap

A 2 month roadmap to organisation **onboarding success.**



Week 4

Community Management

**Step 10**  
Identify key staff users for each community.

[Helpful resource >](#)

Weeks 5-6

Content

**Step 11**  
Determine approval processes for content.

**Step 12**  
Prepare community app with initial content.

[Helpful resource >](#)

Week 7

Community Launch

**Step 13**  
Send communication to community introducing the app and include the following:

- Features of the app
- Info + onboarding session dates
- Login instructions

**Step 14**  
Run information session/s for members.

**Step 15**  
Upload member details as a CSV file and trigger welcome emails / SMS.

[Helpful resource >](#)

[Helpful resource >](#)

Week 8

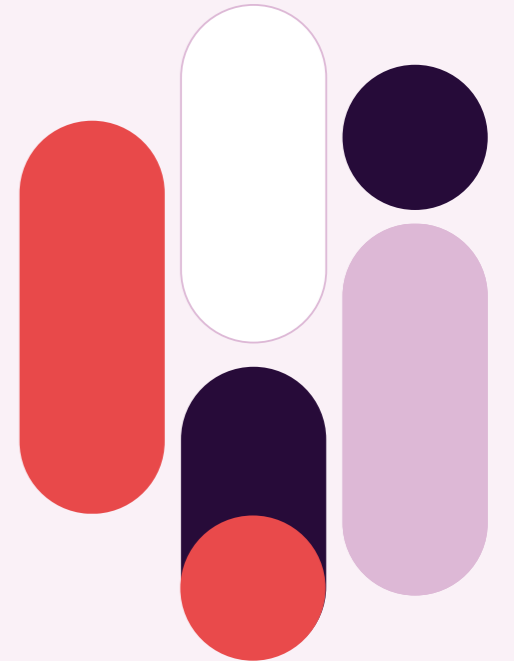
Community Launch

**Step 16**  
Run onboarding session/s offering one-on-one support.

**Step 17**  
Recruit and train community power users in creating content and events.

[Helpful resource >](#)

[Helpful resource >](#)



Onboarding Session #4  
2-hour training