

SCOPE OF SUPPORT

Cloud App Onboarding and Staff Training

This document provides comprehensive scope of support for AppHelp's Cloud App Onboarding and Staff Training solutions

PRODUCT DESCRIPTION

AppHelp's Cloud App Onboarding solution aims to help business owners successfully setup, use and manage many of the most popular Cloud Applications sold in a Marketplace. Business owners can purchase multiple units of the Cloud App Onboarding solution to receive set up assistance on a variety of supported apps (see Appendix A).

Owners/ Admins can rely on AppHelp's **Onboarding** edition for assistance with their initial software set-up, helping them get up and running in no time so they can focus on what matters—running their business.

AppHelp also offers standalone onboarding solutions for apps in key verticals such as Point of Sale (eg. talech) and Field Service (eg. ServiceM8) (See Appendix B). By purchasing these standalone onboarding solutions along with Cloud App Onboarding, business owners can receive training on a range of simple to complex apps.

The **Staff Training** edition is designed to show all other frontline users how they will typically interact with the application.

- (1) **Onboarding (remote)**: geared towards business owners and admins, this one-time session will walk through initial user login, how to input company information and an overview of the admin-level features and functionality used most often.
- (2) **Staff training (remote)**: capped at 15 participants, this training is geared towards other frontline employees. The Staff Training provides an overview of the core features and functionality participants will use on a daily basis. Note that the Staff Training add-on is available for select apps only (see Appendix C).

Customers looking for ongoing support (ie. once Onboarding is complete) for their applications should be presented with IT HelpDesk Support (subscription or incident).

SCOPE OF SUPPORT

The below is for illustrative purposes only and is not a comprehensive list of the contents of the onboarding.

Deputy Onboarding	FreshBooks Onboarding
Initial setup	Initial setup
Employee management: creating employees, setting access level, assigning trainings, setting pay rate, etc.	Payments: enabling credit card payment and linking bank account information.
Employee communication: assigning tasks and using the newsfeed, etc.	Client and Project creation: importing business card information, populating relationships and history, etc.
Schedule creation: scheduling employees, publishing schedules, shift status, using templates, etc.	Estimates: creating estimates, attaching receipts and configuring expense settings, etc.
Timesheet and payroll: approving and exporting timesheets, etc.	Invoices: creating and sending invoices, configuring for client and tax information, overview of statuses, building recurring invoices, etc.
Mobile apps	Time-tracking: tour of time-tracker interface, editing and deleting entries, etc.
Reports	Mobile apps
Q&A	Reports
	Q&A

Out-of-scope items include customization, other advanced features and guidance on app-specific considerations such as HR regulations, Accounting best practices, etc.

Note: AppHelp Cloud App Staff Training covers similar content but is adapted for an end-user rather than admin audience.

PREREQUISITES / REQUIREMENTS

Before starting their Onboarding session, the admin/ business owner must ensure they have:

- > Active and functioning broadband internet access at their location
- > Telephone service (cellular or landline)
- > Purchased and have access to the application purchased via “My Apps” in a Partner’s Cloud Marketplace
- > Up-to-date operating system software installed on all devices in order to receive support
- > If they have purchased Staff Training: The Onboarding session must be completed first
- > Participants in the Staff Training need to bring a cell phone

EXCLUSIONS

- > Linux is not supported.
- > Each Onboarding SKU is applicable to a single app: customers can purchase multiple units of Cloud App Onboarding 1) to receive Onboarding on the same app multiple times or 2) receiving Onboarding on different apps.

TERMS

- > Active subscription required for the application
- > Service is delivered over the phone with screen share where possible
- > Service only includes the above and excludes all other services
- > If the SMB customer cancels their Onboarding appointment <24 hours before the appointment, a \$100 rebooking fee will apply.

APPENDIX A



List of applications supported by Cloud App Onboarding:

- > Deputy
- > FreshBooks

APPENDIX B

List of AppHelp's standalone Onboarding solutions, available as separate SKUs:

- > POS: talech
- > Field Service: ServiceM8

APPENDIX C

List of in-scope applications for Cloud App Staff Training:

- > Deputy