



AppHelp Cloud App Onboarding FAQs

1. Do I need anything to complete the Onboarding?

Yes! In addition to ensuring that you've received and charged your iPad, you'll need access to a laptop or PC to complete the Onboarding.

2. How long will it take to complete the Onboarding?

A Cloud App Onboarding session can last up to an hour. We'll show you how to get set up and use your new app, and answer questions you might have about its core features and functionality.

3. Do I need to book an appointment for my Cloud App Onboarding?

Yes! You will need book your Onboarding session which can take place in as little as 24 hours from the time you contact us. Simply go to your MyApps page to connect with us. If you've also purchased Staff Training, your AppHelp expert will book that session at the end of your Onboarding call.

4. What if I need to cancel my appointment?

We know running your business means plans can change unexpectedly so if you need to cancel your appointment, simply contact us at least 24hrs before the scheduled start time. If not, a cancellation fee may apply.

5. Do I have to purchase Staff Training---can't my staff just join me for the Onboarding?

While it's not mandatory to purchase Staff Training it's highly recommended. Ensuring that your staff all have the same knowledge of your new apps means that everyone will be able to work efficiently and effectively. Plus, the Onboarding session is really geared towards the business owner as we will walk you through admin-level features to manage your staff, business and apps. The Staff Training is designed to meet the specific needs of your front-line staff and how they interact with the apps on a daily basis.

6. What happens if I need help after my Onboarding?

Your Onboarding expert will follow up with you via email on any questions they weren't able to answer on the call. If you have additional questions, AppHelp offers an affordable, remote IT HelpDesk solution to support you with your hardware, cloud software and networking needs. If you didn't subscribe to the service when you purchased your Cloud App Onboarding, you can look for 'AppHelp IT HelpDesk' in the Marketplace at any time!

ABOUT APPHELP

AppHelp 'helps' businesses be more successful with their adoption and use of the latest in technology and cloud services. We ensure customers have the support they need to find, buy and use technology and software, giving businesses an easy and affordable way to address SaaS and IT needs, without having to own IT staff.