

# Implementation Roadmap

Follow this roadmap to implement Onboard at your property and ensure on-site success!



## KICKOFF CALL

- Onboard POC's meet and greet
- Overview of Onboard amenity services
- Implementation timelines/expectations
- Packaging/property program details
- Next steps

## CONFIGURATION

- Addendum added
- PMS integrated

## SITE TEAM TRAINING

- Need-to-knows for managing the amenity announcement and launch
- Review available enrollment incentives
- Adding/removing resident charges
- Resident FAQ review
- Onboard support resources for site teams and residents

## ANNOUNCEMENT

- Begin hyping the amenity to residents
- Enrollment incentive training
- Review amenity fee and addendum requirements

\*Note: A standard implementation can span 60–120+ days; variables include construction needed, bulk provider penetration, and enrollment method.



## GO LIVE/LAUNCH

- The bulk services go live at the property!

## CHARGE AUDIT

- Ledgers reviewed by Onboard service team reviews for accuracy to enrolled/unenrolled residents

## FINAL CHECKPOINT

- Confirm that charge accounts are accurate
- Address any escalated situations or outstanding items
- Open-forum Q&A for completion of the implementation
- Collateral and additional resources

## IMPLEMENTATION COMPLETE!

## ONGOING POST-LAUNCH

Ongoing resources include the following:

- ✓ Community Support
- ✓ Resident Support
- ✓ Account Manager
- ✓ Landing Page of Information
- ✓ Knowledge Base (Coming Soon!)

Be sure to complete our onboarding satisfaction survey—**your feedback matters!**

**You're all set!**

Questions or concerns? Reach out to the Onboard team at [info@letsonboard.com](mailto:info@letsonboard.com)!