

Onboarding overview

Hello! We're thrilled to welcome you as a Jostle customer. Over the next few weeks we'll guide you through the steps needed to build out your new intranet and get you off to a strong start.

The **Jostle**® platform's intuitive design makes setting up your new intranet a snap. Still, there's some planning, configuration, and training that needs to be done to ensure you're building a vibrant, long-lasting intranet community. By following our proven onboarding process, customers are easily able to launch within four weeks.

Why go through this?

Onboarding is a very important first step in your intranet journey. During this time we'll guide you through both the initial set-up and ongoing best practices.

Although some customers are able to set up their intranet by themselves, there are a number of reasons to work with our onboarding team to ensure that you're set up for ongoing success:

1. **Achieve your vision:** You likely have a vision for your intranet, and your dedicated Onboarding Manager will work with you to ensure your vision and objectives are achieved in the best way possible.
2. **Create an engaging intranet:** We'll guide you through the configuration and content creation steps to ensure that you launch an engaging intranet built for long-term success and the best employee experience.
3. **Get the most out of your intranet:** We'll show you how to use engagement tips, usage metrics, and product updates.

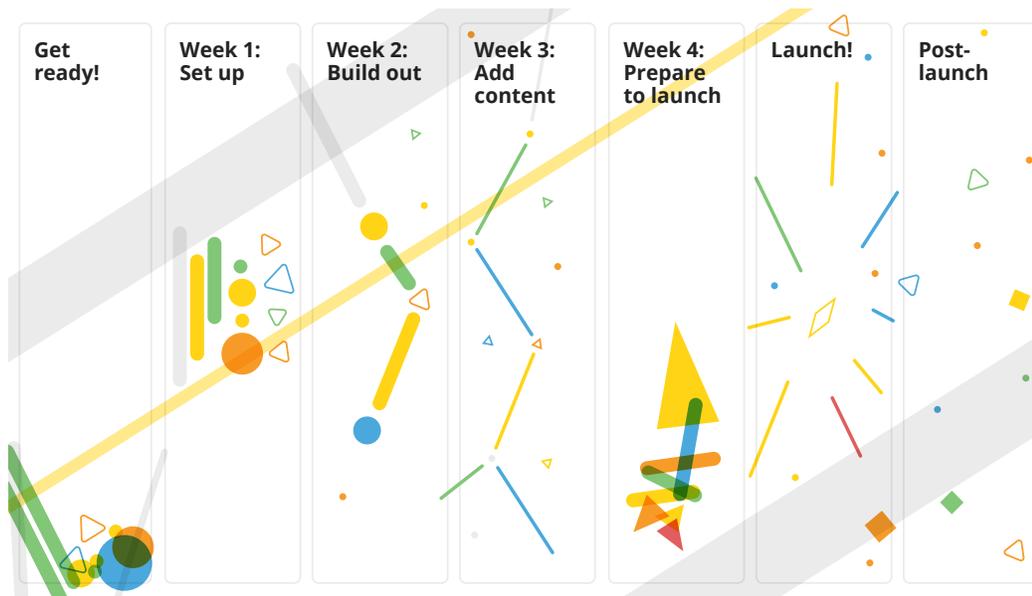
What can you expect at the end of onboarding?

Our proven methodology will allow you to deliver an intranet that's:

1. Configured to reflect your organization
2. Populated with your people and content
3. Managed by your own administrators and content contributors
4. Launched to and loved by your people

What does the process involve?

Our standard process follows a four-week plan with set up and post-launch activities as shown below. As one size doesn't always fit all, your Onboarding Manager will work with you to define a plan that best suits your overall vision, objectives, and timeline.



Keeping momentum

Lots of projects get started with a bang and then quickly fizzle as the details of what needs to be done start to seem overwhelming. To help keep you on track, we identify actionable next steps starting from when you sign up to get you ready for your kickoff call. From there, we have weekly calls and identify action items tailored to your objectives. We'll provide a weekly worksheet to help keep track of what we'll cover each week.

Knowing where you're going is key

As much as our experts can assist you, no one knows your organization and objectives like your own people. The best way to ensure a successful launch and life of your intranet is to have a clear vision that's understood and agreed to by all. Getting this established and communicated to your team prior to the kick-off call avoids confusion and sets the stage for success.

Resource requirements

Implementing your intranet is not difficult, but keeping it vibrant in a way that truly connects your people does require momentum and attention. That's why securing participation in both the Onboarding Phase and your ongoing intranet journey is key. In particular, involving subject matter experts who'll own content on your intranet, and getting executive sponsorship and commitment, will lead you to success.

A typical launch team includes:

- An implementation contact;
- Representatives from IT, HR, Communications, and Marketing; and
- An executive sponsor.

The implementation contact can reasonably expect to spend about 4-8 hours per week during the Onboarding Phase, and all of the other participants should only require a few hours per week.

The ongoing team will require:

- Subject matter experts to own content in the LIBRARY;
- A team of NEWS Reporters to keep your organization abreast of what's going on;
- A community champion that Jostle's Customer Success team will continue to work with to help you thrive;
- A few Systems Administrators to keep the nuts and bolts of your intranet in line with your company.

Although all of the people on your ongoing team don't need to be engaged during the Onboarding Phase, having some of the folks involved that we can train and share best practices with, goes a long way towards success. Similar to the project team, the time commitment isn't onerous and should be less than a few hours per month.

Next steps

Once you've signed up for your intranet, we'll introduce you to your Onboarding Manager who will:

- Provide your "Pre-kickoff worksheet"
- Set up a time for a kickoff call to review the overall process and get you started
- Provide information on SSO (if applicable) and branding
- Provide a link and instructions to your implementation contact to initiate your intranet