




















Additional Locations & Registers

 Discovery Call	 Control Center Setup	 Install POS	 Pre-Launch	 Go Live	 Transition to Support
<p>Introduce the Onboarding Journey</p>	<p>Configure your account in Control Center</p>	<p>Install POS on register</p>	<p>Review setup and Configuration</p>	<p>Start using the new setup</p>	<p>Hand off to the support team</p>
<p> Via Phone</p> <p> 30-60 minutes</p> <p> Onboarding Manager</p>	<p> Merchant</p>	<p> Via Phone</p> <p> 30-60 minutes</p> <p> Training Specialist or Onboarding Manager</p>	<p> /  Via Phone or Email</p> <p> 30 minutes</p> <p> Onboarding Manager</p>	<p> Onboarding Manager</p>	<p> Onboarding Manager</p>
<ul style="list-style-type: none"> Review the Onboarding Journey, Go over some questions Review hardware and requirements 	<ul style="list-style-type: none"> Configure additional locations and settings that are being added Store location, Settings, Panels, Employees, etc Pricebook 	<ul style="list-style-type: none"> Install remote access software for helpdesk support Install latest version of POS on register 	<ul style="list-style-type: none"> Review the setup and Configuration of your account Verify you are ready to go live Answer any additional questions Schedule Go-Live 	<ul style="list-style-type: none"> Start using the new setup or software 	<ul style="list-style-type: none"> Transition to Helpdesk support for any future support Give Lifeline Support number, Email Address and Portal access