

# CONNECT GREENFIELD ONBOARDING

Here's a full breakdown of timelines and responsibilities for essensys onboarding

**PROVISIONING**

**PRE GO-LIVE CONFIGURATION**

**Engagement Kick off Call**  
Pricebook / Tariff / Bandwidth Shaping  
PNG files / hex colors for Connect branding  
User emails (invites to Connect) & Key Contacts  
Intro to customer journey website  
Sales enablement

**Actions required from Kick Off Call**  
Pricebook completed / patching sheet returned  
Portal PNG logo / hex colors provided  
User / Contacts information provided  
Connect Built  
Branding completed  
Users invited

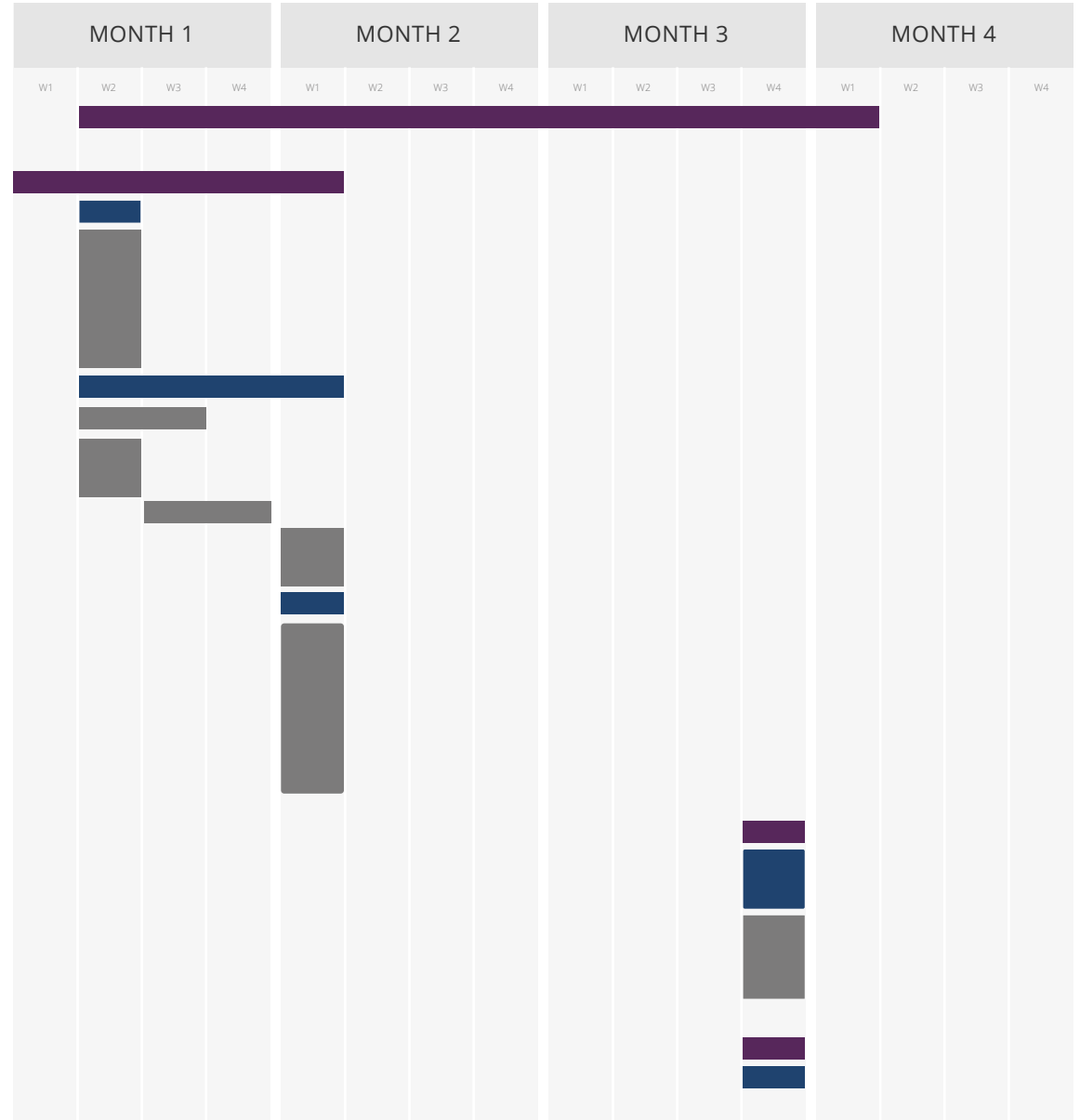
**Connect Configuration call**  
Success channels  
Bandwidth/Network Setup  
User Setup  
Clients  
Settings  
Confirm Third Party Applications (EVO, Airtame, etc)

**CONNECT SITE GO LIVE WEEK**

**Day 1 (on site / zoom) - troubleshooting**  
**Day 2 - 4**  
Setting Up Your first Connect Customer  
Phone Set Up, Printers and WIFI devices  
Moves, Adds, and Changes

**CONNECT ONGOING ENGAGEMENT**

**IT troubleshooting**



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- Forget Guest/MAC Networks
- Check Bandwidth Graphs
- Resetting WiFi Password
- Apple Device Profile
- Concurrent device limit
- How to Find MAC address for support
- WiFi MAC

### Billing & Reporting

- Standard Billing giving ability to export to CSV
- Usage to breakdown allocation for phone/bandwidth
- WiFi- (WiFi Statistics, Device Types)
- Support (Open Cases, Client Summary)
- Services- Active Services
- Network-(Service Status, High Bandwidth Usage)

### COLLATERAL

- Website IT info doc
- Security Documentation
- Network piece
- Connect T1 benefits piece
- Voice T1 benefits piece
- Bandwidth / wifi / device management T1 benefits piece

