

1-2 WEEKS

## DISCOVERY



Your agreement has been signed. Now we want to get to know you!

Your Onboarding Coordinator will meet with you to discuss the details of your new recreation management system.

### KEY STEPS

1. Schedule a Getting Started meeting with your assigned Onboarding Coordinator.
2. Fill out and submit your Client Needs Assessment.  
*↳ Your Onboarding Coordinator is always available to help you with this document!*
3. Schedule Merchant Options Review meeting to discuss credit card integration.

2-3 WEEKS

## CONSTRUCTION



The blueprints have been drawn to begin building your new MyRec.com system.

Equipped with the information collected during Discovery, we begin building your new MyRec.com system.

### KEY STEPS

1. Once we receive your completed CNA, your Onboarding Coordinator will review it and inform you of any additional information that may be needed.  
*↳ Your site build begins when we receive a complete CNA!*
2. Fill out any required forms for your merchant account, and gather credentials (if needed).
3. Schedule a meeting with your coordinator to review the public side of your site together.

3-5 WEEKS

## TRAINING



Everything is ready for you! Grab your team and we'll show you around.

Your Onboarding Coordinator will work with you to customize a training roadmap to ensure you're a MyRec.com pro.

### KEY STEPS

1. Schedule a few training sessions with your Onboarding Coordinator.  
*↳ The number of trainings will vary depending on your specific needs, but most clients receive two to four 90-minute sessions.*
2. Review any training videos assigned by your coordinator before the meeting.
3. If you are utilizing MyRec.com Payment Processing: Schedule a Merchant Training to cover all things finance!

CLIENT DIRECTED

## LAUNCH



Get ready to cut the ribbon and share your new site with your community!

You can begin accepting registrations, rentals, and payments, with ongoing support from our Client Services team.

### KEY STEPS

1. Enter any remaining data that needs to be added to your site, including programs, memberships, facilities, and any home page customizations.  
*↳ Your Onboarding Coordinator is available to advise you through setup and answer any questions.*
2. Launch your new site by sharing the link with your community!
3. The MyRec.com Client Services team will introduce themselves to you and take over as your ongoing source of support.