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MyRec.com
Recreation Software
1-866-466-9732 Info@MyRec.com

New Client OnBoarding Timeline

Sign Agreement	Congratulations! You have decided to simplify your recreation management with MyRec.com software by signing your agreement.
Welcome Kit / Initial Info	You will receive a welcome kit in the mail and a Getting Started email from your OnBoarding Coordinator. This email will contain information on items such as domain selection, banner choices, merchant contact, and a link to your Client Needs Assessment.
Complete Needs Assessment	The Client Needs Assessment Form is vital in the building of your department's recreation management system. **Site build cannot commence without this pertinent information.** Contact your OnBoarding coordinator if you have questions or need assistance.
Merchant Application	Select the merchant service you'd like to use to process credit cards. Merchant account application is your responsibility, but it is important for your MyRec.com OnBoarding Coordinator to know once you have submitted your application so that they can stay connected with the process. Once your merchant account is approved, MyRec.com coordinates the connection between your merchant account and our system.
Site Setup	Once the Client Needs Assessment has been submitted the MyRec.com team gets to work on your new site. Settings and cornerstone information such as budget groups, basic facility entry, disclaimers and a few programs/activities are entered.
Site Review	Your OnBoarding Coordinator will setup a conference call and screen share to show you your new site! Public side and administrative settings are reviewed. Items to be corrected or added are identified.
Site Correction	If any corrections or additions are identified in the site review they are then executed by the OnBoarding Coordinator.
Site Access	You are now granted access to your MyRec.com site. The account administrator can create their department's management users. Your new site can now be announced to the public for account creation or this can be delayed until after training.
Training Schedule Set	Training schedule is based on your unique department needs. Typically, there are between 1 – 3 one and a half hour trainings, more or less depending on the size, number of modules active and complexity of data. Trainings are conducted via a conference line and a screen share site called Join.Me.
Training / Data Entry	During the training process, we review account creation & management, registration and finance, public site details and reporting. Modules such as Reservations, Memberships, Point of Sale & Programs/Activities will be both training and hands on experience in the creation process. After training you will continue to enter data and consult with your OnBoarding Coordinator if necessary.
Announcement to Public	Even though your site is web-based, your customers will need your help to locate it in the beginning. Announcements, PSA's, email blasts, and linking to your site will be necessary and we will help guide you through this process.
Continued Support	You've made it through your OnBoarding experience! But you are never far from help if you need it. Our friendly and knowledge Client Support Staff are just an email (info@myrec.com) or call (1-866-466-9732) or away.