

Welcome to MedTrainer

Here's What You Can Expect from MedTrainer's software Onboarding and Implementation.

Our Customer Success Team will guide you through this thoughtfully designed process to ensure a seamless setup. Rest assured that we have your success in mind and we are committed to supporting you every step of the way.

Meet Within one business day of contract signing	Receive login information	Meet your onboarding team	Set goals for your organization and make a plan to achieve them
Prepare Start within 7 business days if you're ready	Add employee rosters	Determine access levels	Configure your account
Train Start within 10 business days if you're ready	Learn how to personalize your account	Receive individual module training	Finalize plan for launch, including how to support your users
Go Live Start within 14 business days if you're ready	Launch to end users	Incorporate tracking and reporting into your workflow	Uplevel your experience with an additional support package
Stay in Touch For the remainder of our relationship	Learn best practices and how your peers are using MedTrainer	Get product and compliance industry updates bimonthly via email	Join our quarterly customer webinars



Meet

Account Creation and Introduction

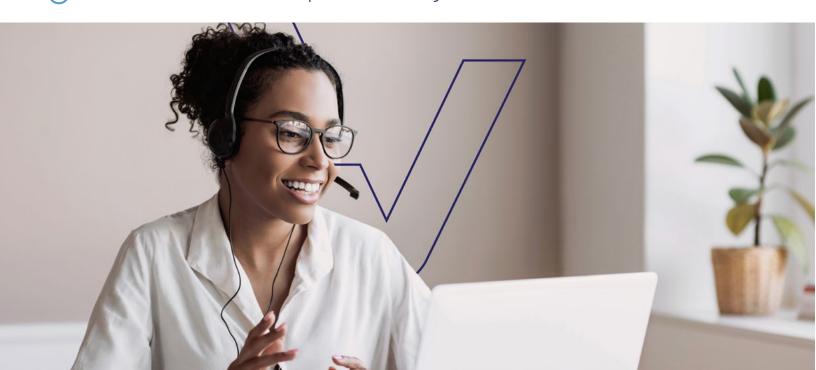
- You'll receive a welcome email within one business day, introducing your onboarding team with their contact information.
- You will be contacted by phone to schedule the onboarding call and confirm you can log in.
- You'll fill out a pre-onboarding eight-question survey that helps your onboarding team with your company goals and streamlines the onboarding process for improved efficiency and impact.

Prepare

Onboarding Call

Here's what you can expect:

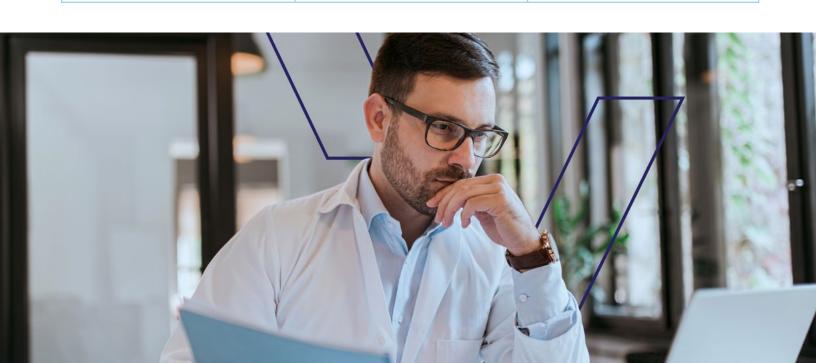
- Spend about an hour on the call.
- Receive an overview of the onboarding process.
- Review your contract, including confirming products and user quantity.
- Complete training on how to use the Organization Management module, including setting up company and employee settings, locations, and positions.
- Receive a spreadsheet to complete your employee roster so your onboarding team can add employees to your account (this must be done prior to training).
- Schedule future sessions of in-depth module training.



Train

Process varies based on the subscriptions you purchased.

MedTrainer Learning	MedTrainer Compliance	MedTrainer Credentialing
One-hour training for super admins and admins with overview of the following modules:	Two one-hour training sessions for super admins and admins with overview of the following modules:	Two one-hour training sessions for super admins and admins with overview of the following modules:
 Course Library Admin Dashboard Student Dashboard Onboarding Path Reports Company Settings 	 First Training Documents & Policies Contract Management Safety Plans Admin Dashboard Student Dashboard Student Dashboard Second Training Incident Reports SDS Management OSHA / HIPAA Toolkits Onboarding Path Reports 	 First Training Credentialing Locations Provider Profiles Exclusions Enrollments Part 1 Second Training Enrollments Part 2 Admin Dashboard Enrollment Dashboard Documents Reports Company Settings
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Go Live

As part of MedTrainer's basic support package, all customers receive:

- Access to the training video library
- Access to the Support Center, available 24/7
- Live training via video (two hours per year)

Customers who purchase a standard support package will receive everything above, along with:

- Additional user configuration, a designated customer success manager, and up to five hours of live training via video
- MedTrainer Learning customers will get help with creating course bundles and onboarding paths
- MedTrainer Compliance customers will get help configuring incident reports
- MedTrainer Credentialing customers will get help configuring reports, and information loading

Customers who purchase a premium support package will receive everything above, along with:

- MedTrainer Learning customers will get help assigning courses and preparing for surveys
- MedTrainer Compliance customers will get help uploading documents
- MedTrainer Credentialing customers will get help creating a workflow for uploading and managing provider insurance information
- Up to 10 hours of live training via video

Stay in Touch

Stay up to date on the latest product information in the Support Center. Go.

Watch step-by-step training videos. Watch Now.

Get monthly updates in the customer newsletter. Subscribe.

Contact Customer Service

Email: support@medtrainer.com

Phone: 844-596-6553

Contact Sales

Phone: 888-337-0288

