

# Onboarding Session Guidelines

## New to AvePoint?

Request Your Product Onboarding Session 

- Partners must make a purchase to be eligible for an onboarding session.
- To request an onboarding session, [fill out our form](#). Contacting AvePoint Support will not allow partners to request an immediate onboarding session.
- Partners are entitled to one session (up to 90 minutes) per product.
- The SLA for scheduling onboarding sessions is 1-2 business days.
- All onboarding sessions will be recorded and shared with the partner afterwards, so it can be referenced for future configurations.
- The onboarding session will only cover configurations directly related to the product requested. Prerequisite configurations (permissions, user creation, etc.) will be shared with the partner prior to the session. If these are not completed beforehand, the AvePoint engineer has authority to reschedule the session or perform these configurations with the partner. If configurations are completed during the onboarding session, it will limit what can be covered during the allotted time.
- Partners are expected to take an active role and “drive” during the onboarding session. This is intended to maximize the success of the onboarding session for the partner. The AvePoint engineer will not take control during the session.
- For Fly Server/SaaS, the AvePoint engineer will not configure the full migration plan during this session. We recommend a small subset of test data be used to validate the configuration.
- Onboarding sessions are not considered a “white glove” service. If that is the expectation, please discuss arranging a service engagement.