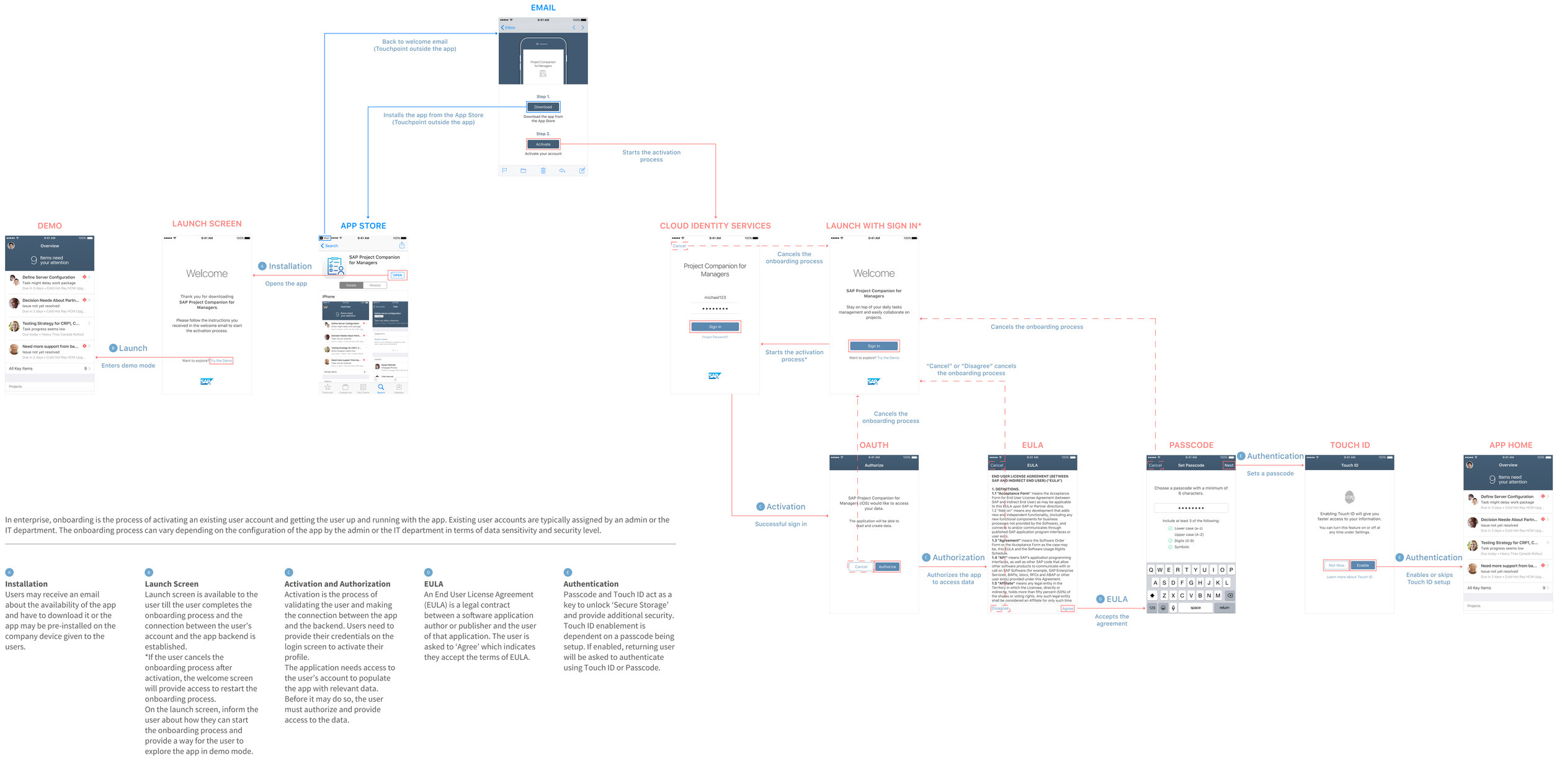
Onboarding Process Flow



In enterprise, onboarding is the process of activating an existing user account and getting the user up and running with the app. Existing user accounts are typically assigned by an admin or the IT department. The onboarding process can vary depending on the configuration of the app by the admin or the IT department in terms of data sensitivity and security level.

A

Installation
Users may receive an email about the availability of the app and have to download it or the app may be pre-installed on the company device given to the users.

B

Launch Screen
Launch screen is available to the user till the user completes the onboarding process and the connection between the user's account and the app backend is established.
*If the user cancels the onboarding process after activation, the welcome screen will provide access to restart the onboarding process.
On the launch screen, inform the user about how they can start the onboarding process and provide a way for the user to explore the app in demo mode.

C

Activation and Authorization
Activation is the process of validating the user and making the connection between the app and the backend. Users need to provide their credentials on the login screen to activate their profile.
The application needs access to the user's account to populate the app with relevant data.
Before it may do so, the user must authorize and provide access to the data.

D

EULA
An End User License Agreement (EULA) is a legal contract between a software application author or publisher and the user of that application. The user is asked to 'Agree' which indicates they accept the terms of EULA.

E

Authentication
Passcode and Touch ID act as a key to unlock 'Secure Storage' and provide additional security. Touch ID enablement is dependent on a passcode being setup. If enabled, returning user will be asked to authenticate using Touch ID or Passcode.