# Onboarding and Offboarding

Procedures we follow when you are on-boarded or off-boarded from a specific instance.


- Onboarding procedure
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Welcome to the open source side and thank you for choosing our services. We're thrilled to have you on board. Below is a step-by-step guide to help you navigate through our onboarding process:

**1. Choose Your Instance:**

- Visit the instance page of your preferred service (e.g., Nextcloud).
- Review the packages available, such as Nextcloud Starter or Nextcloud Medium+.

**2. Fill in the Online Form:**

- Select the package that suits your needs.
- Complete the online form, ensuring to provide accurate details about your company/organization/NGO.
- Specify the responsible persons for billing and technical/user support. If these roles differ, kindly mention it in the 'comment' section of the form.

**3. Acknowledgment and DNS Changes:**

- Expect a response from us within 1 or 2 business days to acknowledge your request.
- We'll proceed with the necessary DNS changes to install the software on the subdomain of your choice.

**4. Deployment Process:**

- Once DNS propagation is complete (usually within a few hours to a couple of days), we initiate the deployment of the software on our servers.

**5. Access to Your Instance:**

- Our support team will reach out to provide you with access to your instance.
- Start your 15-day trial period and explore the features.

**6. Utilize Support.cloud68.co:**

- Have questions during the trial? Visit support.cloud68.co to get quick and comprehensive assistance.

**7. End of Trial Period:**

- After the 15-day trial, our team will contact you via the email provided in the form.
- Let us know if you wish to proceed with a paid subscription.

**8. Congratulations, You're Ready!** □□

- Once you confirm your subscription, you're all set to enjoy the benefits of our managed hosting services.

Should you have any queries or require assistance at any point, our team is just a message away. We're here to make your open source experience seamless and enjoyable!

# Offboarding procedure

We appreciate the time you've spent with us, and we're sorry to see that you decided to offboard one of your instance(s). If you have decided to offboard one or more instances, we are here to make the process as hassle-free as possible. Below are the steps to guide you through the offboarding procedure.

**Step 1: Open a Support Ticket**

Please initiate the offboarding process by opening a support ticket through our dedicated support platform at (https://support.cloud68.co. In your ticket, kindly mention the specific instance and package you wish to get offboarded from.

**Step 2: Verify Main Contact Person**

To ensure the security of your offboarding request, make sure the request comes from the main contact person we have on record. Typically, this person is the one who filled in the instance request form.

**Step 3: Confirmation and Billing Cycle**

Once our support team receives your offboarding request, we will inform you about when your billing cycle will end. We'll also acknowledge that we have received the request and are initiating the offboarding procedure for your instance.

**Step 4: Data Backup**

As part of the offboarding process, we will send you a backup of your instance data up to the date of your offboarding request. This backup will include all materials necessary for you to reinstall the instance elsewhere or self-host.

Please note that we do not offer specific data extraction services (e.g., calendars from your Nextcloud instance or specific chats from a Mattermost channel) as a standard part of the offboarding process. However, we can provide this service at an additional cost, billed per hour. If you require such specific data extraction, please specify this in your support ticket.

**Step 5: Data Retention Period**

Upon sending you the backup data, we will inform you that the data will be available for a period of 10 calendar days. After this period, all data associated with your instance will be permanently deleted from our servers.

If you have any further questions or require additional assistance during the offboarding process, feel free to reach out to our support team through the existing support ticket.

Thank you for choosing our services, and we wish you the best.