

# On-boarding procedure

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](https://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!

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