



InTouchLink

PROPERTY ONBOARDING

What To Expect During Onboarding

Welcome & Kickoff

1

- ▶ You'll be contacted by InTouchLink to schedule a quick kickoff call.
- ▶ We'll confirm your goals and answer any questions.

Setup & Customization

2

- ▶ InTouchLink will assist and train you on how to setup your menus, activities, and key content.
- ▶ InTouchLink will remotely configure your community's custom-branded TV channel.
- ▶ You'll see a working preview of your beautiful new channel before anything goes live.

Go Live

3

- ▶ Your channel will go live on residents' TVs and/or devices using Xfinity infrastructure. Residents can also access through their web portal and phone apps.
- ▶ No technical setup on your end — InTouchLink will do it all.

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Training & Support

4

- ▶ Your staff will receive tailored training.
- ▶ Easy-to-follow guides and videos will be provided.
- ▶ Unlimited platform support from InTouchLink .

Check-In & Feedback

5

- ▶ We'll schedule short weekly or bi-weekly check-ins to gather feedback and ensure everything is running smoothly during initial onboarding.
- ▶ We'll share usage insights and next steps for post-pilot success.

Post Onboarding

After the 60 - 90 day pilot period, if your team loves it (and we think you will), we'll help transition into full deployment with ongoing training, content refreshes, and white-glove support — all continuing over Comcast's infrastructure.

Why It's Easy

- ▶ No hardware installs (using IP solution)
- ▶ Fast deployment
- ▶ You're never on your own — our team supports you every step of the way

Questions?

Reach out anytime to your Xfinity Communities contact or directly to: Xfinity@intouchlink.net

Let's make resident engagement impactful together!