

Now that you have completed your System Administration, System Administration Healthcare or Introduction to Workflow course, you are ready to take on the day-to-day responsibilities of your OnBase solution. However, we know that bridging the gap between training and the real world can be challenging on your own.

To assist your needs as you get your feet underneath you, Hyland offers a 30-day mentoring program post-training, with the goal of filling any gaps and helping you improve your administration capabilities.

The System Administration Mentoring includes:

- System Administration Workshop - 2 hours
- Experienced System Administration Mentorship - 8 Additional hours

System Administration Workshop

Every OnBase solution is unique and we want to help you become comfortable and confident as a system administrator in your own environment. This two-hour workshop provides an avenue for one-on-one mentorship to:

- Review how your organization uses OnBase, working to identify key areas of the solution to be aware of, such as any customization, integrations or critical backend services and processes;
- Answer questions around best practices you learned during training, and how you could incorporate those into your solution;
- Review your daily, weekly, and/or monthly administrative tasks list;
- Discuss upgrade strategies and best practices; and
- Schedule your remaining eight hours of mentorship.

System Administration Mentorship

Over this 30-day period, you will have access to an experienced software and solution expert for eight (8) additional hours. These experts, who are frequently in the field working with customers, are well-versed in core OnBase functionality and administration best practices.

You can use the eight hours to tackle challenges your users and leadership have presented you, walk through the creation of new aspects to your solution, or simply validate your overall strategy and approach on a given topic. Whether you schedule a weekly call or two over that period, or prefer to reach out as needed, we will be here to help you advance your system and improve your administration capabilities.

How do you get started?

The total cost of the System Administration Mentorship program is \$1000.00 and direct customers may register for this service within 90 days of completing System Administration, System Administration Healthcare, or Introduction to Workflow. When you are ready to get started, fill out the 'Request a Mentor' form on the course page on Training.Hyland.com.