

# WELCOME TO TDS HEALTH

## Customer Onboarding Guide



### EASY ACCESS

We provide easy access to our platforms and products and work with you to determine the best methods for your users.

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### USER TRAINING

After your subscription starts, we want to help ensure that it is being used to its fullest potential. We're able to host webinars and provide tutorial videos and guides.

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### MARKETING SUPPORT

This guide provides an overview of tools available for marketing a subscription to your users. With resources such as videos, emails, handouts, logos and other graphics, we are able to provide what you need to promote your subscription.

## CUSTOMER TESTIMONIAL

*"One of my favorite things about working with the TDS Health team is the exceptional level of customer service. I've been a TDS Health customer for approximately 4 years, and everyone I've worked with has been extremely responsive, reliable, and kind."*

**MOLLY ANTOINE, MLIS**

Library Supervisor, Baptist Health Sciences University

# OUR COMMITMENT TO YOU

## Customer Onboarding Guide

Welcome to TDS Health and thank you for your partnership! You have purchased our products for a reason and our team is here to understand exactly that. Your onboarding experience will be customized to your business needs as we work with you to realize objectives and craft strategies for success. We look forward to making access easy for you and your users with seamless account set-up and quick implementation and use of our products. TDS Health strives to know your internal initiatives, put actionable items in place to drive the desired behavior of your users and measure the success derived from these activities.

The elements of a successful partnership with TDS Health:

- You will be provided a dedicated Customer Engagement Manager who will serve as your point of contact during your first 30 days
- Your team will receive assistance in customizing their experience with account set-up based on a variety of access options and your unique needs
- You will receive a minimum of one customized training session focused on quick adoption, realizing value and getting you and your users set up for success
- You will have access to ongoing training throughout your time as a TDS Health customer, as additional training sessions can be scheduled during the life of your subscription
- You and your users will have access to a variety of user videos, recorded training sessions, training handouts, quick guides and more
- Our TDS Health Marketing Team can provide custom marketing materials to promote your subscription to users
- Throughout your subscription, you will receive personalized customer support by your Account Manager through phone, text, email or video conferencing

Once we finalize our partnership, our team gets to work. Onboarding is the most effective when we work together. While we take most of the burden off of your hands, customers that dedicate themselves to this process see great value and avoid challenges such as lack of adoption.

Understanding what you consider success is critical to designing the action plan we will both follow in the next 30 days and beyond. Agreeing on desired goals and the required resources is important to maximizing the value from your investment with TDS Health. We look forward to a strong adoption of our products and we are here to support you!



## CUSTOMER TESTIMONIAL

*"Our experience with TDS Health has been a very positive one in every way. Their customer service has always been very responsive to our requests. Accessing the content has been seamless, intuitive and easy."*

### MICHAEL GRAHAM

Medical Librarian and CME  
Coordinator, PeaceHealth



# BOARDVITALS ACCESS METHODS



## Step #1: Choose Your Access Method

### EMAIL DOMAIN

- Administrator provides all applicable email domains
- Users with designated email domain(s) can register by filling out the form and choosing a password at [https://www.boardvitals.com/users/sign\\_up](https://www.boardvitals.com/users/sign_up)
- They will receive a welcome email to authenticate their email address as a username
- Next time, they login at [https://www.boardvitals.com/users/sign\\_in](https://www.boardvitals.com/users/sign_in)

### IP RANGE

- Administrator provides a list of IP ranges
- Users that are onsite within the designated IP range can register by filling out the form using their personal or institutional email address and choosing a password at [https://www.boardvitals.com/users/sign\\_up](https://www.boardvitals.com/users/sign_up)
- They will receive a welcome email to authenticate their email address as a username
- Next time, they login at [https://www.boardvitals.com/users/sign\\_in](https://www.boardvitals.com/users/sign_in)

### EMAIL DOMAIN AND IP RANGE

- Administrator provides all applicable email domains and IP ranges
- Onsite Registration Instructions:
  - Users onsite for their first login can sign up at [https://www.boardvitals.com/users/sign\\_up](https://www.boardvitals.com/users/sign_up) using any email address and the system will send an email with a validation link
- Remote Registration Instructions:
  - If first accessing BoardVitals remotely, users with designated email domain(s) can register at [https://www.boardvitals.com/users/sign\\_up](https://www.boardvitals.com/users/sign_up) and the system will send an email with a validation link
- Next time, users login at [https://www.boardvitals.com/users/sign\\_in](https://www.boardvitals.com/users/sign_in)

### CUSTOMER TESTIMONIAL

*"Most Comprehensive online board review resource for numerous specialties I have seen. Excellent quality and quantity of questions available. Wish I had this sooner."*

**GARY CHOY, MD**

Attending, Harvard Medical School



# BOARDVITALS ACCESS METHODS

## Step #1: Choose Your Access Method (*continued*)

### ROSTER OF USERS

- Administrator provides in Excel format the first name, last name and email addresses for all desired new users
- Once TDS Health/BoardVitals sets up access, users will receive a welcome email to verify their institutional email address
- Users will initially have the generic password "boardvitals" for initial access, with their username being their institutional email address
- Users then need to change their password to make it unique to them by going to "Reset Password" in the drop-down under their name on the top right hand corner of the BoardVitals platform home page

### ADMINISTRATIVE ACCESS

- Customer provides the first name, last name and email addresses for desired administrators
- Administrators can include anyone that would like to see usage and performance statistics such as faculty, residency leadership and more
- Administrative users set-up a user account using the method determined for their institution (one of the access methods above)
- If a designated administrator, they will login to the platform and see an Admin drop-down on the upper left of the page



### CUSTOMER TESTIMONIAL

*"This question bank is exactly what I need to prepare to take my pediatric boards. The scope of the material is extremely high yield and really focuses on what I need to know to be most successful when taking the boards. The answer discussions for each question are well written and are mini-lectures in and unto themselves. I would recommend this question bank to anyone looking to improve their general pediatric knowledge."*

#### DR. ELLSWORTH

Neonatology Fellow, Mayo Clinic



# BOARDVITALS PLATFORM OVERVIEW



## Step #2: Learn How to Use the Platform

Available test banks are listed in the drop-down in the middle of the Dashboard. If the subscription contains more than one test bank, users can click Add/Manage Question Bank Favorites in that same drop-down and be taken to a page to choose priority test banks. Test banks can be ranked in order of preference.

See a list of subscribed test banks in the drop-down here

The screenshot shows the BoardVitals dashboard interface. At the top, there is a navigation bar with the BoardVitals logo, a 'Question Bank' dropdown menu currently set to 'Pediatrics', and buttons for 'My CME/CE', 'EXTEND', 'HELP CENTER', and 'KATE'. Below the navigation bar, there are tabs for 'Admin', 'Dashboard', 'Quiz', 'Performance', and 'Start Practice Exam'. The main content area is divided into several sections: 'Start Quiz' with options for 'Custom Quiz' and 'Quick Start Quiz'; 'Performance' with a circular progress indicator showing 'Score 0%' and a line graph for 'Peer Rank N/A'; 'Question Status' with a table showing 'Answered: 0', 'Unanswered: 1756', and 'Unseen: 1734'; 'CME/MOC' with progress indicators for 'AMA PRA Category 1' and 'ABP MOC Points'; and 'Quizzes' with a table of quiz assignments.

Name	Unanswered	Answered	Action
[Study] Pediatrics 11...	25	0	Continue
[Study] Pediatrics 09...	10	0	Continue
[Study] Pediatrics 09...	10	0	Continue

## CUSTOMER TESTIMONIAL

"BoardVitals is the ideal complementary review source for any resident seeking to maximize their board exam review. The otolaryngology questions challenge you to apply your knowledge of frequently-tested ENT principles in a variety of fields, ranging from otology and facial plastic and reconstructive surgery to pediatric otolaryngology and head & neck oncology. Each question is written in a board-style format and each answer offers a detailed review of key concepts. Otolaryngology residents, myself included, have been waiting for this type of review material to be available to us and it's finally here. I highly recommend it!"

**DANNY SOARES, MD**

Otolaryngology/Plastics Fellow,  
Emory University



Email your Account Manager or [support@boardvitals.com](mailto:support@boardvitals.com) for support inquiries.

# BOARDVITALS TRAINING & TOOLS

## Step #3: Access Training Materials

### TRAINING VIDEOS

- [BoardVitals Training Video: Add Delegates to Classes](#)
- [BoardVitals Training Video: How to Create an Exam Template](#)
- [BoardVitals Training Video: How to Create Classes](#)
- [BoardVitals Training Video: How to Create and Send Exams to Students](#)
- [BoardVitals Training Video: How to View Student Performance by Assignment](#)
- [BoardVitals Training Video: How to View Student Performance by Class](#)
- [BoardVitals Training Video: How to View Administrative Reports](#)
- [BoardVitals Training Video: Getting Started with a Subscription](#)
- [BoardVitals Training Video: Navigating the Dashboard](#)
- [BoardVitals Training Video: How Students Can Access Sent Exams](#)
- [BoardVitals Training Video: How to Earn CME Credits](#)
- [BoardVitals Training Video: Taking Quizzes](#)

### TRAINING HANDOUTS

- [BoardVitals for Administrators and Instructors](#)
- [BoardVitals for Users](#)
- [BoardVitals Mobile App](#)
- [BoardVitals Tutor Mode](#)

### USER REGISTRATION VIDEOS

- [BoardVitals Training Video: How to Access an Institutional Subscription via Email Domain Authentication](#)
- [BoardVitals Training Video: How to Access an Institutional Subscription via IP Range Authentication](#)



### CUSTOMER TESTIMONIAL

"We incorporated BoardVitals into our dental hygiene program and curriculum to help boost our National Board of Dental Hygiene Exam (NBDHE) outcomes. The platform is easy to access and manipulate for students and faculty and offers an excellent way to review key dental hygiene concepts and practices. Faculty use BoardVitals in the classroom as a quick assessment tool and in the post-clinic debrief session to review and solidify learning. Students can access their BoardVitals accounts at any time to review difficult subject areas and help prepare for the format of the NBDHE questions. Since incorporating BoardVitals into our program and curriculum, our NBDHE pass rates have improved from 85% to 100% for our student graduates. I would recommend BoardVitals to any dental hygiene program looking to improve student learning and licensure exam outcomes."

**LAQUERA DARROW, RDH,  
BSDH, MED**

Dental Hygiene Program Director,  
Phoenix College



# BOARDVITALS CUSTOM MARKETING SUPPORT



## Step #4: Request Custom Marketing Materials

### YOU HAVE IT HANDOUTS

Handouts are created based on how accounts are set-up and are to be available at a library desk, handed out to students at orientations and more.

### WEB GRAPHICS

Let us know if we can create custom web graphics to use on your website, social media profiles, blog, LMS and more.

### YOU HAVE IT EMAIL

We can create a "You Have It" email, for you to forward to students, faculty or others in your contact database to promote an existing subscription and encourage registration.

### CUSTOM VIDEOS

If there is a need for custom video creation, let us know and we can work to create something that suits your specific needs.

### CUSTOMER TESTIMONIAL

*"Several of our May BSN grads who have passed the NCLEX have stopped in to say hi. Uniformly, they've said how great BoardVitals is!"*

### SUSAN BADER

Director, Learning Resource Center, Baylor University



# THANK YOU FOR PARTNERING WITH US

Customer Onboarding Guide



## CONTACT US

### PHONE

1-800-901-5494

### EMAIL

support@tetondata.com

### ADDRESS

PO Box 4798  
235 East Broadway Ave  
Jackson, WY 83001

### SOCIAL



## CUSTOMER TESTIMONIAL

*"TDS Health is very quick to respond to requests for help, whether for quotes, statistics, or help with access issues. Requests have been addressed - and issues usually resolved - the same day."*

**JAN DANIEL**

Technical Services Librarian, Greenville Technical College