

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.



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.



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



DITKI ACCESS METHODS

Step #1: Set-up User and Administrative Access

EMAIL DOMAIN

- Administrator provides all applicable email domains
- Users only with designated email domain(s) can register by filling out the form and choosing a password at <https://ditki.com/register/group>
- Users will be required to select an institution using the drop-down list
- Users will receive a welcome email to verify their email
- Next time, they login at <https://ditki.com/login>

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 and choosing a password at <https://ditki.com/register/group>
- Users will be required to select an institution using the drop-down list
- Users will receive a welcome email to verify their email
- Next time, they login at <https://ditki.com/login>

EMAIL DOMAIN AND IP RANGE

- Administrator provides all applicable email domains and IP ranges
- Users with designated email domain(s) or those that are onsite within the designated IP range can register by filling out the form and choosing a password at <https://ditki.com/register/group>
- Users will be required to select an institution using the drop-down list
- Users will receive a welcome email to verify their email
- Next time, they login at <https://ditki.com/login>



CUSTOMER TESTIMONIAL

"An excellent resource that I have used while studying for my internal medicine boards. I wish that I had known about this resource earlier in my career."

RINA YADAV, DO

Hematology Oncology Fellow,
University of Kentucky



DITKI ACCESS METHODS

Step #1: Set-up User and Administrative Access

ROSTER OF USERS

- Administrator provides in CSV format the first name, last name and email addresses for all desired new users
- Once TDS Health/Ditki sets up access, users will receive a welcome email to verify their institutional email address
- Users will be assigned a password for initial access, with their username being their institutional email address
- Users can log in login with this username and password at <https://ditki.com/login>
- Users can then change their password to make it more memorable to them by signing in and going to “change password” in the drop-down on the upper right of the platform

ADMINISTRATIVE ACCESS

- Customer provides the first name, last name and email addresses for desired administrators
- Administrative users will use their institutional email as a username and will be given a password to login at <https://ditki.com/login>
- If a designated administrator, they will login to the platform and see the "institutional analytics" tab on the drop-down under their name on the upper right of the home page
- If an educational institution, administrators can also provide their course syllabus to TDS Health for Ditki to create custom features specific to faculty needs



CUSTOMER TESTIMONIAL

“Ditki helps me review topics that I encounter daily and has made me a better clinical educator. It has had a significant role in my early medical career.”

BRANDON PEARCE, DO

Chief Resident, Internal Medicine,
Ascension St. Vincent Hospital

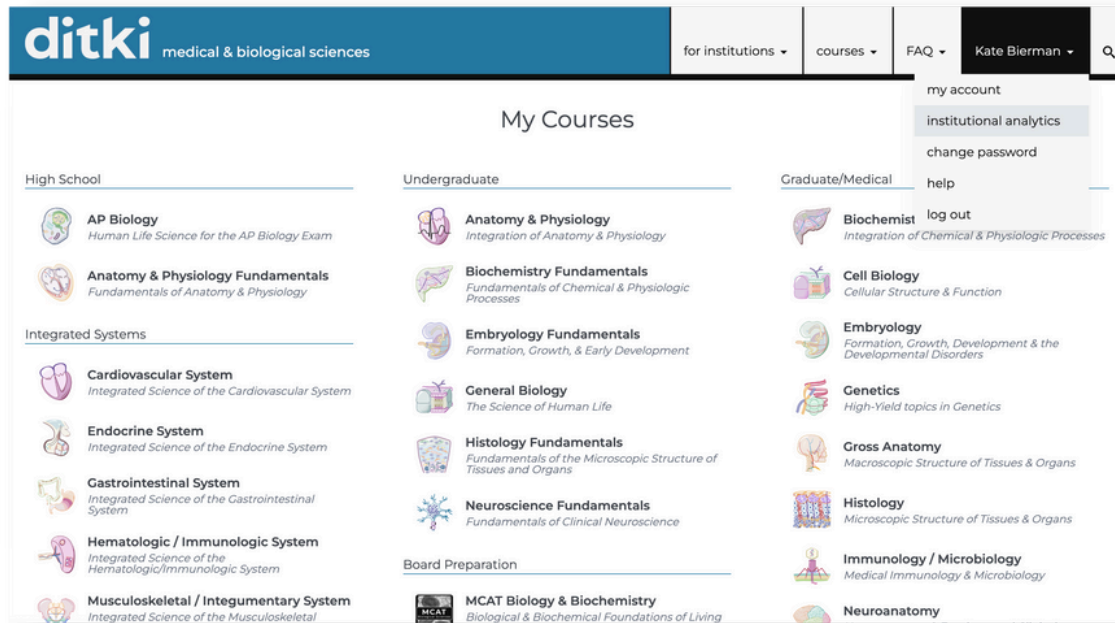


DITKI PLATFORM OVERVIEW

Step #2: Learn How to Use the Platform

See your institution's available courses on your home page after logging in. Click into the desired course to view its content. If you are a designated administrator for your account, access the "institutional analytics" tab on the drop-down under your name on the upper right of the home page.

Click "institutional analytics" to be taken to the administrative portal.



Email your Account Manager or click [here](#) for support inquiries.



CUSTOMER TESTIMONIAL

"Ditki helps me review topics that I encounter daily and has made me a better clinical educator. It has had a significant role in my early medical career."

BRANDON PEARCE, DO

Chief Resident, Internal Medicine,
Ascension St. Vincent Hospital



DITKI TRAINING & TOOLS

Step #3: Access Training Materials

Access the Ditki FAQ for Institutions [here](#), which provides step-by-step or video instructions for group access or administrative functionality. Access the FAQ for individuals [here](#), which provides step-by-step or video instructions for basic user functionality. Or, email your Account Manager or click [here](#) for support inquiries.

TRAINING VIDEOS

- [Ditki Training Video: Overview Demonstration](#)
- [Ditki Training Video: Institutional Registration](#)
- [Ditki Training Video: Administrative Features](#)
- [Ditki Training Video: Create Your Own Assessments](#)
- [Ditki Training Video: Student Features](#)
- [Ditki Training Video: Study Plans](#)

TRAINING HANDOUTS

- [Ditki Group Access Instructions](#)
- [Ditki Subscription Overview](#)
- [How to Best Use Ditki](#)



CUSTOMER TESTIMONIAL

"Ditki is, simply put, a game-changer. It allowed me to have a tactile and visual component that greatly improved my retention and understanding."

KATHERINE GERIC

Medical Student,
Marian University



DITKI CUSTOM MARKETING SUPPORT

Step #4: Request Custom Marketing Materials

YOU HAVE IT HANDOUT

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

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 access.

WEB GRAPHICS

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

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

"I still use Ditki given its ease of use, question bank, and their continuous improvement of the lessons...a must for anyone wanting to go into neurology or neurosurgery."

SOTIRIS MITROPANOPOULOS
MD, MSC

Neurology Professor,
University of Florida



THANK YOU FOR PARTNERING WITH US

Customer Onboarding Guide



CONTACT US

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ADDRESS

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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