

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



STATPEARLS ACCESS METHODS

Step #1: Set-up User and Administrative Access

NO RESTRICTIONS

- Customer provides a high-resolution logo
- Administrator provides all applicable email domains
- TDS Health provides a URL to a StatPearls sign-up page that is unique to an institution
- Anyone with access to the link can register regardless of their credentials
- Next time, they login at <https://www.statpearls.com/account/login>

EMAIL DOMAIN RESTRICTED

- Customer provides a high-resolution logo
- Administrator provides all applicable email domains
- TDS Health provides a URL to a StatPearls sign-up page that is unique to an institution
- Anyone with a designated email domain(s) can go to that specific URL and register
- Next time, they login at <https://www.statpearls.com/account/login>

IP RANGE RESTRICTED

- Customer provides a high-resolution logo
- Administrator provides all applicable email domains
- TDS Health provides a URL to a StatPearls sign-up page that is unique to an institution
- Anyone within the designated IP range(s) can go to that specific URL and register
- Next time, they login at <https://www.statpearls.com/account/login>

EMAIL DOMAIN AND IP RANGE

- Customer provides a high-resolution logo
- Administrator provides all applicable email domains
- TDS Health provides a URL to a StatPearls sign-up page that is unique to an institution
- Anyone within the designated IP range(s) and the designated email domain(s) can go to that specific URL and register
- Next time, they login at <https://www.statpearls.com/account/login>



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STATPEARLS ACCESS METHODS

Step #1: Set-up User and Administrative Access

ROSTER OF USERS

- Administrator provides to TDS Health an Excel or CSV file with a list of users to register and it must include the first name, last name and email addresses for all desired new users
- Alternatively, an already-identified administrator can login to their StatPearls account, go to the Users tab in the LMS and invite users individually or by uploading a CSV file
- Once TDS Health/StatPearls imports the users, or an administrator uses the StatPearls LMS to do so themselves, the users will receive a welcome to set-up their accounts with a password

EZPROXY/PROXY SERVER

EZproxy/Proxy Server

- Customer provides TDS Health with a proxy IP address
- Customer will need StatPearls Stanza for their proxy config file:

Title StatPearls

URL <https://www.statpearls.com>

HJ www.statpearls.com

HJ statpearls.com

HJ <https://statpearls.com>

HJ <http://statpearls.com>

DJ statpearls.com

- Customer provides Proxy URL

ADMINISTRATIVE ACCESS

- Customer provides the first name, last name and email addresses for desired administrators
- Administrators are able to invite, add or remove users, create and manage groups, create and assign quizzes, utilize the private tester or assign readings to trainees
- If a designated administrator, they will login to the platform and see an admin portal on the left side panel as well as view other admins
- From the admin portal, they can access their institution's StatPearls Learning Management System



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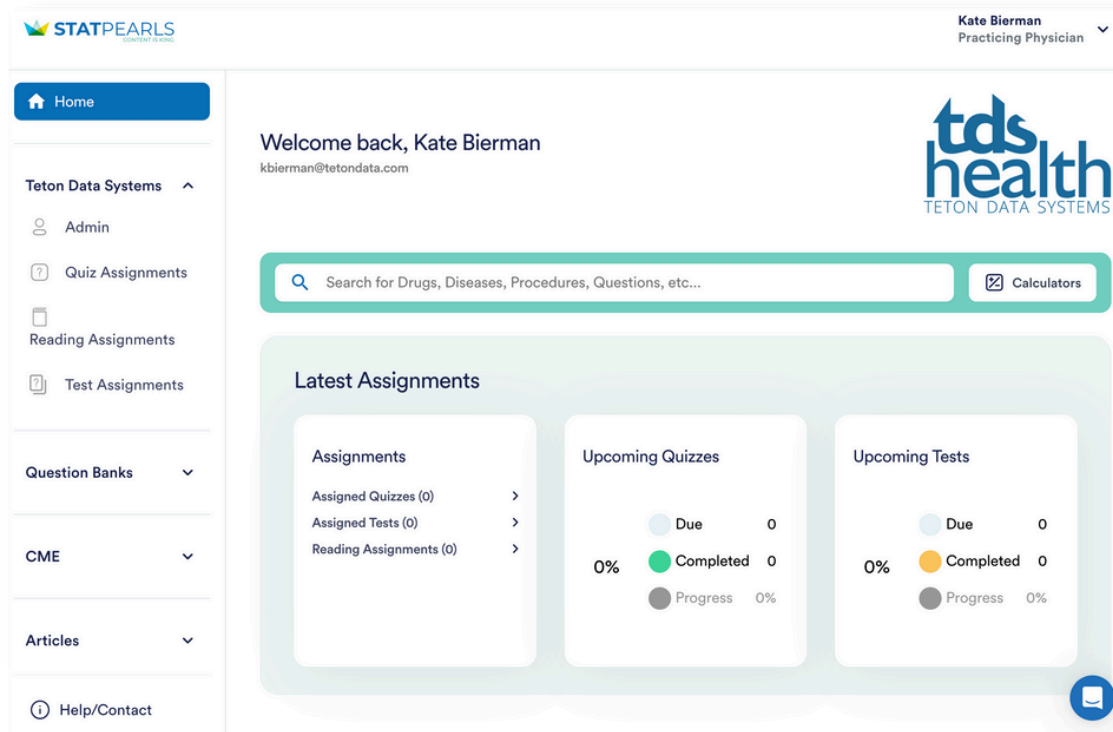
Medical Librarian and CME
Coordinator, PeaceHealth



STATPEARLS PLATFORM OVERVIEW

Step #2: Learn How to Use the Platform

See available question banks under Question Banks on the left-hand panel. If you are a designated administrator for your account, access the Admin portal and your institution's StatPearls Learning Management System on the left-hand panel. If your institution purchases the StatPearls Point of Care tool, you will see a search box and link to calculators as shown below. If you have access to CME, you will also have that portal on the left-hand side.



CUSTOMER TESTIMONIAL

"I have had the greatest support from TDS Health in providing timely, expert advice and resources at pricing that afforded our budgets the ability to sustain robust evidence-based resources...towards our goal of best patient outcomes."

CYNTHIA F. JOHNSON, MS

Medical Librarian, Salinas Valley Memorial Healthcare System

Email your Account Manager or support@statpearls.com for support inquiries.



STATPEARLS TRAINING & TOOLS

Step #3: Access Training Materials

Access the StatPearls Help Center [here](#). This portal is also accessible on www.statpearls.com after a user has registered, using the user profile drop-down on the upper right of the page. Click on Help & FAQs. Or, email your Account Manager or support@statpearls.com for support inquiries.

TRAINING VIDEOS

- [How to Create a Quiz](#)
- [How to Auto-Build a Test or Quiz From Readings](#)
- [How to Assign a Reading](#)
- [How to Create a Reading List](#)
- [How to Assign Test](#)
- [How to Assign a Quiz](#)
- [How to Add a Quiz Extension](#)
- [How to Review a Students Test or Quiz Results](#)
- [How to Test and Download the Lockdown Browser](#)
- [How to Check a Users Activity/Usage](#)
- [How to Login and Access LMS Admin](#)
- [How to Manage and Add Groups](#)
- [Accessing the LMS](#)
- [How to Access and Manage Users](#)
- [How to Access Groups/Classes](#)

TRAINING HANDOUT

- [StatPearls User Training Handout](#)



CUSTOMER TESTIMONIAL

"Working with customer service representatives over the telephone and with a regional sales representative is easy."

JEFFREY G. COGHILL, AHIP

Medical Librarian, East Carolina University



STATPEARLS 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

"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



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."

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