

APPYNESS ONLINE CUSTOMER JOURNEY

Welcome Email



You receive a **welcome email** containing:

1. Intro video
2. Appyness software
3. Welcome Pack
4. Lesson materials
- 5.. Digital Wellbeing Survey

1. Watch video



You watch the intro **video** that explains how Appyness Online works.

2. Install



Next you install the **Appyness Software**. If you have any difficulties with this, you can check the **troubleshooting guide** in the welcome pack.

3. Print & read materials



Then you can print and read the **materials**, including the **Welcome Pack** and **Lesson Materials**

4. Follow-up call



One week after sending the Welcome Pack, Zeeko will **call** you to **check in**.

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5. Select & Train Peer Leaders



Next you select your **Peer Leaders – 6th Class students** who will help the younger students to learn. We recommend using **8-10** per class. You can train the peer leaders by showing them the intro video and giving them the materials.

6. Pre-Survey



Before beginning the **lessons**, the younger students complete the **Digital Wellbeing Survey**, to assess their level of **Digital Wellbeing**.

7. Initial Report



Zeeko will send you a **short report** of the initial results from the survey.

8a. Prep



Now you can begin the lessons! Before each lesson, the peer leaders can **practice** presenting at home.

8b. Deliver



During the lesson, some of the peer leaders will act as **presenters** (leading the class like a teacher) and some will act as **group leaders** (supporting group discussions)

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9. Notify



Once you're **finished the lessons**, you can **notify Zeeko** and we'll send you the second **Digital Wellbeing Survey**.

10. Post-Survey



The younger students can complete the **second Digital Wellbeing Survey** to see how they've **improved**.

11. Final report



Congratulations! You've now **finished** the program. Zeeko will send you a **short report with the final results** and some **top tips** for Internet Safety.