

Welcome

Assured Home

Nursing INC

IMPLEMENTATION KICKOFF





Agenda

- Team Introductions
- Onboarding Timeline
- Account Registration
- Next Steps

Our Team

Get to know the team involved in your success.



Ritchel Olpindo

Implementation Specialist

ritchel.olpindo@activatedinsights.com

POC for your implementation



Customer Support

Technical Support Reps

customersupport@homecarepulse.com

Your POC after implementation



Billing

Accounting Specialists

billing@homecarepulse.com

Billing contact

Onboarding Timeline



Activated Insights	Implementation Specialist	Customer Support
Activities	• Registration • Action Items • Integration • Add learner accounts • Setup learning paths • Mass Assign Tool	• Product Training • Recap Meetings • Additional Support

Ongoing Support



Product Training Sessions
Once per week

Register at: www.homecarepulse.com/onboarding-education/

Training Manager Support:

customersupport@homecarepulse.com
877.809.5515

Hours of Operation:

Monday – Thursday: 8am-5pm MST
Friday: 8am-3pm MST

Learner Support:

help@homecarepulse.com

Hours of Operation:

Monday – Saturday: 8am-5pm MST



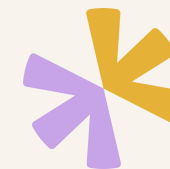
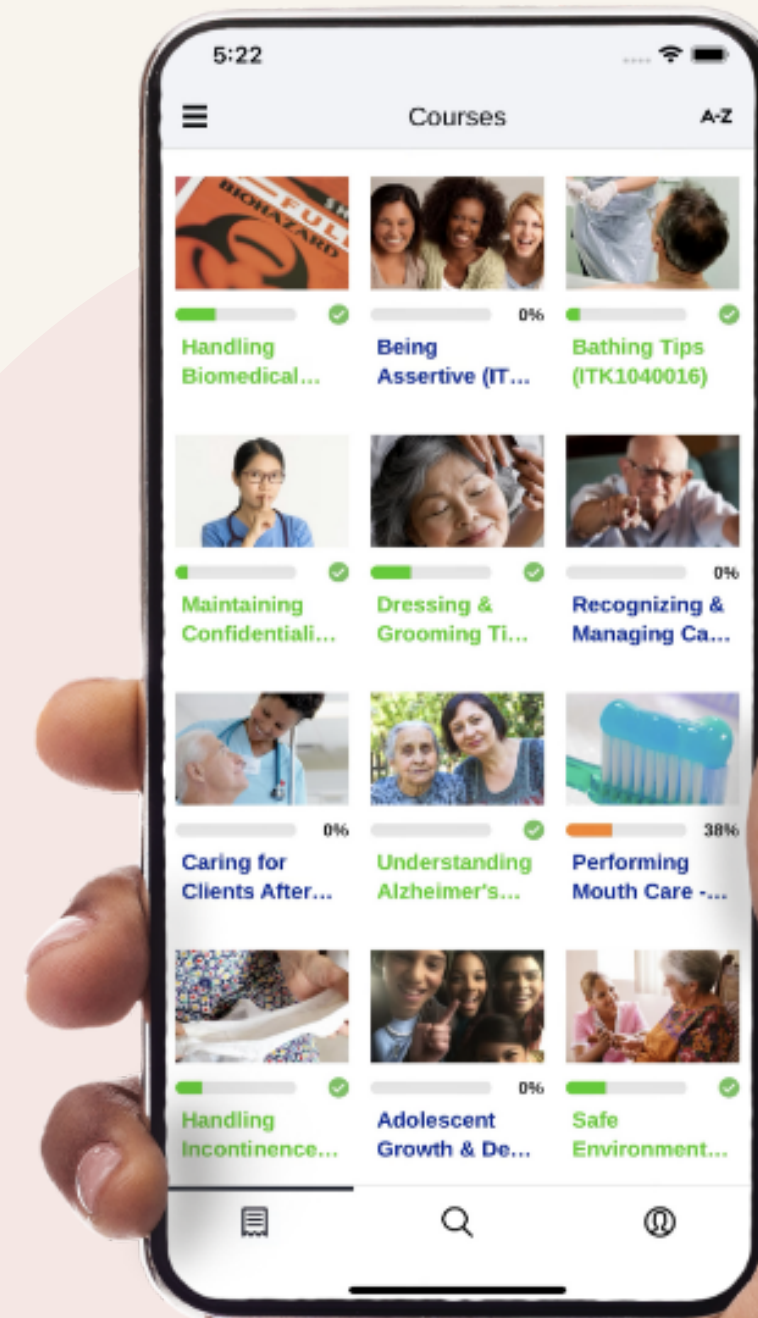
*Submit support tickets directly in the
platform through our ChatBot.*



HCP Training

On-the-Go Learning

Learners can access their assigned training anytime, anywhere through the HCP Training mobile app.



User Registration

Register at: my.homecarepulse.com

New User Creation (Management)

Site Access & Log-in(Management)



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Training Resources

Self Start Guide

Adding Caregivers

Course Catalog

Creating Learning Paths

Assigning Training

Training Reports

Michigan Home Care Training Regulations

Next Steps

Implementation Specialist

- **Send Recap Email
(Done)**

Assured Home Nursing INC

- **Use Training Resources**
- **Schedule a Training Call
(Done - March 25)**
- **Send Welcome Letter
(Optional)**

Questions?

customersupport@homecarepulse.com