

# Super Site Customer Success Checklist

A Super experience relies on a partnership between us. This checklist is a list of some of the things we need from you in order to be your best partner.

## Getting Started

- Complete the Customer Intake form: <https://www.superwebpros.com/resources/intake-form/>
- Schedule your onboarding call: <https://calendly.com/superwebpros/onboarding-meeting>
- Log into ProHQ & make sure you can communicate with your Web Pros: <https://app.superwebpros.com/portal/customers/>
- Set up secure password sharing: <https://www.lastpass.com>

To get LastPass set up, please visit this article: <https://www.superwebpros.com/docs/sharing-passwords-via-lastpass/>

## Information We Need from You

In most cases, this information can be added to ProHQ or Google Drive. See below for links.

- Style guide or branding information

Don't have branding or style guide information? No problem, we have pre-defined font pairing and mood boards for your use. Just choose the ones you like and let us know which to use for your website!

- Color Palette

Visit this Facebook album to browse pre-defined mood boards with Pro-fessional color palettes:

<https://www.facebook.com/media/set/?vanity=superwebpros&set=a.2675906195854782>

- Typography/Font Choices

Visit this Facebook album to browse pre-defined mood boards with Pro-fessional font

pairs: <https://www.facebook.com/media/set/?vanity=superwebpros&set=a.2620069924771743>

- Technical information

- Access to your existing website
- Access to your registrar (e.g., Go Daddy, register.com, namecheap.com, etc)
- Access to your webhost (if different)
- Access to your DNS provider (if different from above...rare, unless you're using Cloudflare)

- Content

- Super Site selection

Which Super Site would you like us to implement or modify (for custom projects)? This will form the basis for your project.

**If no style guide is shared or specified, we will assume the default styles of the Super Site are sufficient and will use the included fonts and colors.**

- Product/service information\*

If you're managing your own content, then this isn't necessary. If you ordered a content migration or custom content, we'll need product & service information for **each individual page** you ordered.

- Media

Any media you want to have on the website (e.g, headshots, team photos, product/service galleries.) **Except in rare cases, videos should be hosted on a service like Vimeo or YouTube and those links are what should be shared with us.**

**Marketing information**

Don't have one or more of these? No problem. Just let your Project Pro know and we'll make sure to get it configured for you before the site goes live!

Access to Google Analytics

Access to Google Search Console

Access to Google Tag Manager

Access to Email Service Provider (e.g., Mailchimp, Constant Contact, etc)

Created By Super WebPros -