

# Contractor Onboarding

A core part of launching Fixflo across your business is getting your core contractors bought into the benefits of Fixflo and trained up on how they can manage their jobs through our contractor portal and contractor mobile app.

There are a number of best practices that we advise you to implement to help ensure Fixflo is adopted by your contractor base. Please note that this will take time and is ultimately down to repetition and consistency around setting your expectations of them once Fixflo has launched.

## Initial Launch

### ***Fixflo generated welcome emails***

We recommend sending a welcome email to your entire contractor base at least two weeks ahead of your launch date, to give them time to download the app, create a password and familiarise themselves with Fixflo training materials.

You have the ability to customise this template within your Fixflo system and bulk send to all contractors at once. An example of this email is below (it would have your branding on it)

## Fixflo

Dear Shelley,

Welcome to Fixflo - our online repair and maintenance solution. Fixflo allows us to request quotes and instruct works through to you. To set up your account please click the button below.

[Click here to set up your account](#)

Fixflo includes the following benefits for you:

1. Email alerts and push notifications for all jobs
2. Mobile app and online portal to track and manage all jobs, appointments, quotes and invoices
3. Easy way to communicate with us and tenants

Please view [this video](#) to familiarise yourself with Fixflo and for more information [click here](#).

Please note that you will receive reminder emails if you have outstanding tasks due. You can change your notification settings from your profile within your Fixflo account.

To ensure that you continue to receive requests for quotes and jobs from us, it is important to follow the instructions in [this link](#) to make sure you receive all system notifications. Please also let us know if your email address changes.

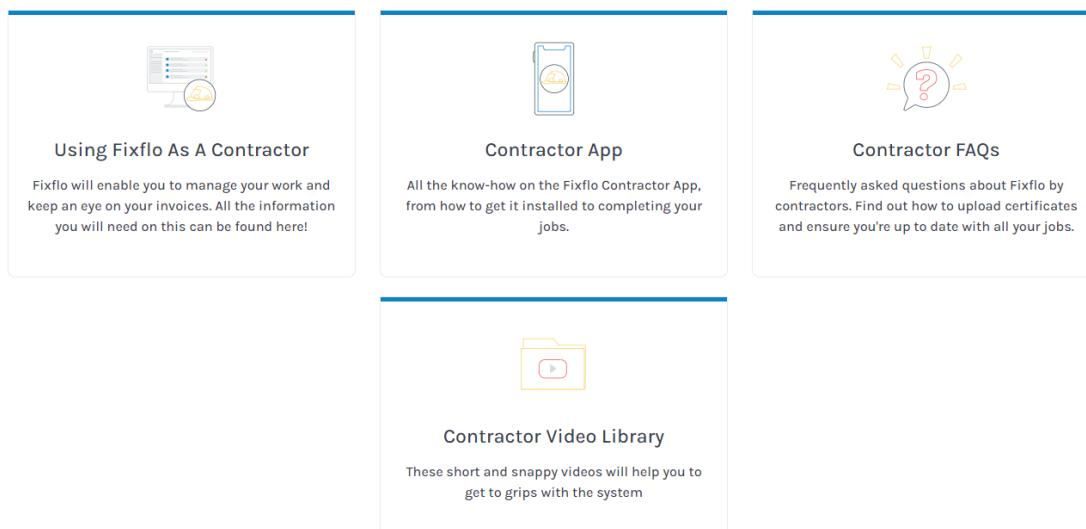
Please download the Fixflo Contractor App to help keep track of all jobs and notify us of updates on the go - for the iPhone app, please [click here](#) or [click here](#) for the Android app. For a short introductory video on how the app works, please [click here](#).

Thank you for your co-operation. If you have any questions about this email please contact us.

### ***Fixflo training materials***

The welcome email links out to core training materials that we have created to help get contractors up to speed with all things Fixflo.

We have a dedicated help site for your contractors - <https://contractor-help.fixflo.com/support/home> - which has a range of videos, guides and answers to FAQs, all of which are available for your contractors and your team to refer back to for guidance at any stage.



### ***Team training on the contractor side of Fixflo***


We recommend that your team get familiar with the contractor side of Fixflo too, so that they can help answer any questions or queries that crop up when your contractors first start using Fixflo. We have a guide on this [here](#), where we suggest that your core staff have a test contractor profile that they can use to simulate how a contractor would access and progress jobs on Fixflo.

We also have video guides that walk your team through the contractor process at each stage of the issue progression journey that are available in the above guide.

\*If there are any technical issues we recommend contractors email [support@fixflo.com](mailto:support@fixflo.com) and we will ensure that we get back to them and help resolve their issues where possible.

### ***In-product training***


On our contractor portal, there are in-product tutorials that aim to step the contractor through key parts of the product and give them information about how to complete certain key actions. With this approach, we are trying to help train and educate your contractor base at scale and empower them with the knowledge to get the most value out of our product for their own business. A few examples are below:



## Welcome to Fixflo

### Let's get started...

It's great to have you on-board! Please take a few moments to watch our short introduction video below, which runs through some useful tips and tricks to help you get up to speed with Fixflo.



Watch on YouTube

Contractors

We recommend visiting our [help page](#) for more useful tips.

If you have any questions please use the support widget below or [send us an email](#), we'll be happy to help!

Please keep an eye out for further pop-ups in the near future, as they'll help you make the most out of your Fixflo system.

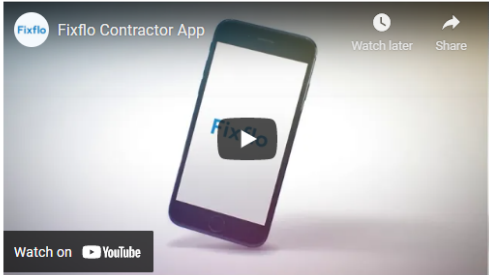
[Got it, thanks](#)

Previewing

## Have you downloaded our contractor app?

The Contractor app is a great way for you to stay up to date on any issues that have been assigned to you.

Please watch the video below for more information.



Watch on YouTube

To download the app, click the relevant link below. Or for further information, visit our [contractor app help page](#).

[Android](#)
[iPhone](#)

### ***Calls with your top contractors***

For those contractors who do a high volume of work for you, we recommend scheduling 15 minute calls with them to give them a heads up that Fixflo is being rolled out, explain the key benefits/reasoning behind why you are doing this and set expectations of how you want them to use the software.

Clients have found this method to be really effective as contractors appreciate the personal touch/relationship management piece behind the 1-1 reach out, rather than just relying on one email to communicate your message and embed the behaviour change. It is all about repetition and reconfirming your new policy and approach to managing jobs via Fixflo through different channels and different touchpoints.

### ***Reviewing your T&Cs + blanket policy***

We know that relationships vary contractor to contractor, however, ultimately you are trying to get to a place where the majority of your contractors are using the full Fixflo suite; for appointment booking, completing jobs, quoting for jobs, communication and invoicing.

Being strict with what processes and methods you allow is inevitably an effective way to stimulate change and widespread adoption amongst your contractors. Clients who have amended their T&Cs with contractors to say that use of Fixflo is mandatory have seen widespread adoption of Fixflo over time.

## **Monitoring adoption**

### ***App downloads***

Our mobile app assists your contractors with managing jobs whilst they are out and about.

You will be able to see who has downloaded and installed either the iPhone or Android versions of the app, which in turn allows you to then target those that haven't but may see benefit from doing so.

3 results [Options](#)

	Shelley's Plumbing (Shelley Fowler) Ref: C061737522 Plumber	<div data-bbox="1109 1541 1380 1601">This contractor has downloaded the Android contractor app</div> <div data-bbox="1181 1612 1292 1646"> </div>
	Jenson Painters (Mr Jack Jenson) Ref: C013792388 Decorator, Telephony/IT	<div data-bbox="1181 1724 1292 1758"> </div>
	Ed's Home Heating Repairs (Ed Baker) Ref: C042520533	<div data-bbox="1212 1836 1276 1870"> </div>

### ***Number of invoices submitted per user type***

Streamlined invoicing is one of Fixflo's key features, so being able to track and monitor what % of invoices are being submitted by contractors vs. your own staff is key to understanding adoption trends overtime. Ideally we want you to be able to identify contractors who are not using this part of the product . We provide an in system report that allows you to track trends.

*\*Please note we are working on a range of similar metrics*

### ***Building Fixflo into Contractor Performance reviews***

As you build up your use of Fixflo and depending on what features you use, there is the potential to build up occupier feedback of contractors, staff feedback on contractors, average job duration per contractor and spend variance over time (if costs are being submitted) all of which are key data points to be able to include in your performance reviews with your key contractors.

If you make it clear that Fixflo is going to be incorporated into these from the beginning, this can act as another incentive for contractors to get behind using Fixflo.