

Phases of Implementation Guide



Table of Contents

Step 1: Sign Konica Minolta quote	2
Step 2: Sign Kno2 quote.....	2
Step 3: Register for Kno2	2
Step 4: Enable Kno2 Connector in PointClickCare Marketplace	2
Step 5: Kno2fy is activated.....	2
Step 6: New fax number or Port Fax Number form	3
Step 7: Fax number porting (if needed)	3
Step 8: Schedule training with Kno2.....	3
Step 9: Schedule training for the Konica Minolta Healthcare MFP	3

Kno2 Implementation Walkthrough

Step 1: Sign Konica Minolta quote

1. Client purchases Healthcare MFP from Konica Minolta.
2. Konica Minolta will provide the client with the [Client Questionnaire - PointClickCare](#) so Kno2 can provide preliminary pricing and engage the client regarding the PointClickCare connector capabilities and cloud faxing.
 - a. Available in the Konica Minolta Resource Hub: <https://kno2.com/konica-minolta-resource-hub/>

Step 2: Sign Kno2 quote

1. Kno2 will provide a quote to the client based on completion of the [Client Questionnaire - PointClickCare](#).
2. Client executes Kno2 quote and attaches completed onboarding spreadsheet.

Step 3: Register for Kno2

1. Kno2 will register all physical locations from the onboarding spreadsheet.
2. Kno2 will send the client's designated Kno2 administrator an account creation email.
3. Client will complete Identity Proofing for Kno2fy and create account password.
 - a. [Why do I need to ID proof?](#)
4. Kno2 will automatically create a [records@\[clientdomain\].kno2fy.direct.com](mailto:records@[clientdomain].kno2fy.direct.com) address for each location as part of the setup by Kno2's Healthcare Network Services team.
5. Kno2 will send a welcome email to the client with information on next steps.
 1. This will guide the client through the process and introduce the Healthcare Network Services team at Kno2, who will help complete the onboarding process for client's Kno2 subscription(s).

Step 4: Enable Kno2 Connector in PointClickCare Marketplace

1. Client submits request in the PointClickCare Marketplace to enable the connector with Kno2, granting permission for the connection between Kno2 and each individual care location(s) using PointClickCare.
2. PointClickCare sends Kno2 a request to approve the PointClickCare facilities requested by the client.
3. Kno2 approves the PointClickCare Connector request for the facilities requested by the client.

Step 5: Kno2fy is activated

1. Kno2's Healthcare Network Services Team activates the client's Kno2fy subscription.
 - a. Client will receive activation email once active.

Step 6: New fax number or Port Fax Number form

1. Kno2 will send the client the “Fax Number Porting” form OR Kno2 will issue a new fax number if the client requested fax during quote process.

Step 7: Fax number porting (if needed)

1. Client will complete fax porting request with assistance from their current telephony (fax) vendor.
2. Kno2 work with the client’s current telephony vendor to port the fax numbers while ensuring no downtime of inbound and outbound faxing occurs.

Step 8: Schedule training with Kno2

1. Client will schedule Kno2fy training via email by responding to the scheduling email received during onboarding.
2. Kno2 will instruct the client on PointClickCare Connector enablement for each Kno2 subscription provided for each client location.

Step 9: Schedule training for the Konica Minolta Healthcare MFP

1. Client will schedule time to learn the Konica Minolta Healthcare MFP features and how to use the Konica Minolta connector powered by Kno2.
 - a. **Please Note:** This training will be conducted by your Konica Minolta Healthcare MFP vendor.