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WELCOME TO TDS HEALTH

Client Onboarding Guide

CLIENT TESTIMONIAL

"One of my favorite things about working with the TDS Health team is the exceptional level of customer service. I've been a TDS Health customer for approximately 4 years, and everyone I've worked with has been extremely responsive, reliable, and kind."

MOLLY ANTOINE, MLIS
Library Supervisor, Baptist Health Sciences University

tds health

EASY ACCESS

We provide easy access to our platforms and products and work with you to determine the best methods for your users.

USER TRAINING

After your subscription starts, we want to help ensure that it is being used to its fullest potential. We're able to host webinars and provide tutorial videos and guides.

MARKETING SUPPORT

This guide provides an overview of tools available for marketing a subscription to your users. With resources such as videos, emails, handouts, logos and other graphics, we are able to provide what you need to promote your subscription.

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OUR COMMITMENT TO YOU

Client Onboarding Guide

Welcome to TDS Health, and thank you for your partnership! You selected our solutions for a reason, and our team is committed to understanding your goals and helping you achieve them. Your onboarding experience will be tailored to your organization's unique needs as we work together to define objectives and develop strategies for success. We strive to make implementation seamless with efficient account setup, easy access, and rapid adoption of our products. Throughout the process, TDS Health seeks to understand your initiatives, identify actionable opportunities to encourage user engagement, and measure the impact of those efforts.

The elements of a successful partnership with TDS Health:

- You will be assigned a dedicated Client Engagement Manager who will serve as your primary point of contact during your first 30 days.
- Your team will receive personalized assistance with account setup, including configuration based on your preferred access options and organizational needs.
- You will receive at least one customized training session designed to accelerate adoption, demonstrate value, and position your users for success.
- Ongoing training is available throughout your subscription, with additional sessions that can be scheduled as your needs evolve.
- You and your users will have access to a variety of resources, including user videos, recorded training sessions, quick guides, handouts, and more.
- Our Marketing team can provide customized promotional materials to help raise awareness and drive engagement with your subscription.
- Throughout your subscription, you will receive personalized support from your Account Manager via phone, text, email, or video conferencing.

Once our partnership begins, our team gets to work. The most successful onboarding experiences are built through collaboration. While we manage the majority of the implementation process, organizations that actively participate often achieve stronger adoption and greater long-term value. Understanding what success looks like for your team allows us to create a shared action plan for the first 30 days and beyond. By aligning on goals, priorities, and available resources, we can maximize the return on your investment in TDS Health. We look forward to supporting your success and helping your users get the most from our products!

tds health

CLIENT TESTIMONIAL

"The Client Engagement Team at TDS Health has been wonderful to work with. Their team has been responsive, supportive, and genuinely invested in helping us successfully implement and utilize the platform within our Diagnostic Medical Sonography program at Triton College. Whenever questions or challenges came up, the team was quick to provide guidance and follow-up support. They were patient during onboarding, attentive to our specific program needs, and consistently professional in their communication. It is clear that they care about building strong relationships with their customers and ensuring a positive experience. We appreciate the time and effort the team has dedicated to helping us navigate the system and look forward to continuing our partnership with TDS Health."

HEATHER AMWOZA

Chairperson, Diagnostic Medical Sonography Program, Triton College

BOARDVITALS ACCESS METHODS

Step #1: Choose Your Access Method

EMAIL DOMAIN

- Administrator provides all applicable email domains
- Users with designated email domain(s) can register by filling out the form and choosing a password at https://www.boardvitals.com/users/sign_up
- They will receive a welcome email to authenticate their email address as a username
- Next time, they login at https://www.boardvitals.com/users/sign_in

IP RANGE

- Administrator provides a list of IP ranges
- Users that are onsite within the designated IP range can register by filling out the form using their personal or institutional email address and choosing a password at https://www.boardvitals.com/users/sign_up
- They will receive a welcome email to authenticate their email address as a username
- Next time, they login at https://www.boardvitals.com/users/sign_in

EMAIL DOMAIN AND IP RANGE

- Administrator provides all applicable email domains and IP ranges
- Onsite Registration Instructions:
  - Users onsite for their first login can sign up at https://www.boardvitals.com/users/sign_up using any email address and the system will send an email with a validation link
- Remote Registration Instructions:
  - If first accessing BoardVitals remotely, users with designated email domain(s) can register at https://www.boardvitals.com/users/sign_up and the system will send an email with a validation link
- Next time, users login at https://www.boardvitals.com/users/sign_in

BOARD VITALS™

CLIENT TESTIMONIAL

"Most Comprehensive online board review resource for numerous specialties I have seen. Excellent quality and quantity of questions available. Wish I had this sooner."

GARY CHOY, MD

Attending, Harvard Medical School

BOARDVITALS ACCESS METHODS

Step #1: Choose Your Access Method *(continued)*

ROSTER OF USERS

- Administrator provides in Excel format the first name, last name and email addresses for all desired new users
- Once TDS Health/BoardVitals sets up access, users will receive a welcome email to verify their institutional email address
- Users will initially have the generic password "boardvitals" for initial access, with their username being their institutional email address
- Users then need to change their password to make it unique to them by going to "Reset Password" in the drop-down under their name on the top right hand corner of the BoardVitals platform home page

ADMINISTRATIVE ACCESS

- Customer provides the first name, last name and and email addresses for desired administrators
- Administrators can include anyone that would like to see usage and performance statistics such as faculty, residency leadership and more
- Administrative users set-up a user account using the method determined for their institution (one of the access methods above)
- If a designated administrator, they will login to the platform and see an Admin drop-down on the upper left of the page

BOARD VITALS™

CLIENT TESTIMONIAL

"This question bank is exactly what I need to prepare to take my pediatric boards. The scope of the material is extremely high yield and really focuses on what I need to know to be most successful when taking the boards. The answer discussions for each question are well written and are mini-lectures in and unto themselves. I would recommend this question bank to anyone looking to improve their general pediatric knowledge."

DR. ELLSWORTH

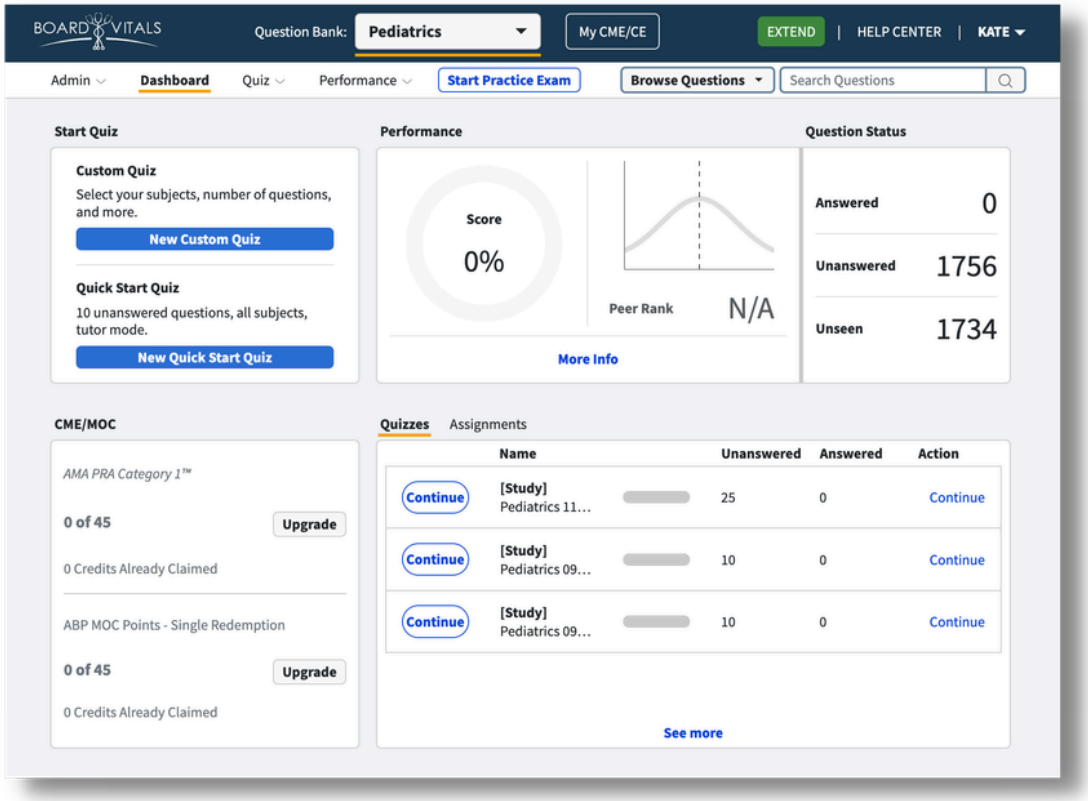
Neonatology Fellow, Mayo Clinic

BOARDVITALS PLATFORM OVERVIEW

Step #2: Learn How to Use the Platform

Available test banks are listed in the drop-down in the middle of the Dashboard. If the subscription contains more than one test bank, users can click Add/Manage Question Bank Favorites in that same drop-down and be taken to a page to choose priority test banks. Test banks can be ranked in order of preference.

See a list of subscribed test banks in the drop-down here



Email your Account Manager or support@boardvitals.com for support inquiries.

CLIENT TESTIMONIAL

"BoardVitals is the ideal complementary review source for any resident seeking to maximize their board exam review. The otolaryngology questions challenge you to apply your knowledge of frequently-tested ENT principles in a variety of fields, ranging from otology and facial plastic and reconstructive surgery to pediatric otolaryngoloy and head & neck oncology. Each question is written in a board-style format and each answer offers a detailed review of key concepts. Otolaryngology residents, myself included, have been waiting for this type of review material to be available to us and it's finally here. I highly recommend it!"

DANNY SOARES, MD

Otolaryngology/Plastics Fellow, Emory University

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BOARDVITALS TRAINING & TOOLS

Step #3: Access Training Materials

TRAINING VIDEOS

- BoardVitals Training Video: Add Delegates to Classes
- BoardVitals Training Video: How to Create an Exam Template
- BoardVitals Training Video: How to Create Classes
- BoardVitals Training Video: How to Create and Send Exams to Students
- BoardVitals Training Video: How to View Student Performance by Assignment
- BoardVitals Training Video: How to View Student Performance by Class
- BoardVitals Training Video: How to View Administrative Reports
- BoardVitals Training Video: Getting Started with a Subscription
- BoardVitals Training Video: Navigating the Dashboard
- BoardVitals Training Video: How Students Can Access Sent Exams
- BoardVitals Training Video: How to Earn CME Credits
- BoardVitals Training Video: Taking Quizzes

TRAINING HANDOUTS

- BoardVitals for Administrators and Instructors
- BoardVitals for Users
- BoardVitals Mobile App
- BoardVitals Tutor Mode

USER REGISTRATION VIDEOS

- BoardVitals Training Video: How to Access an Institutional Subscription via Email Domain Authentication
- BoardVitals Training Video: How to Access an Institutional Subscription via IP Range Authentication

BOARD VITALS™

CLIENT TESTIMONIAL

"We incorporated BoardVitals into our dental hygiene program and curriculum to help boost our National Board of Dental Hygiene Exam (NBDHE) outcomes. The platform is easy to access and manipulate for students and faculty and offers an excellent way to review key dental hygiene concepts and practices. Faculty use BoardVitals in the classroom as a quick assessment tool and in the post-clinic debrief session to review and solidify learning. Students can access their BoardVitals accounts at any time to review difficult subject areas and help prepare for the format of the NBDHE questions. Since incorporating BoardVitals into our program and curriculum, our NBDHE pass rates have improved from 85% to 100% for our student graduates. I would recommend BoardVitals to any dental hygiene program looking to improve student learning and licensure exam outcomes."

LAQUERA DARROW, RDH, BSDH, MED

Dental Hygiene Program Director, Phoenix College

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BOARDVITALS CUSTOM MARKETING SUPPORT

Step #4: Request Custom Marketing Materials

YOU HAVE IT HANDOUTS

Handouts are created based on how accounts are set-up and are to be available at a library desk, handed out to students at orientations and more.

YOU HAVE IT EMAIL

We can create a “You Have It” email, for you to forward to students, faculty or others in your contact database to promote an existing subscription and encourage registration.

WEB GRAPHICS

Let us know if we can create custom web graphics to use on your website, social media profiles, blog, LMS and more.

CUSTOM VIDEOS

If there is a need for custom video creation, let us know and we can work to create something that suits your specific needs.

BOARD VITALS™

CLIENT TESTIMONIAL

"Several of our May BSN grads who have passed the NCLEX have stopped in to say hi. Uniformly, they've said how great BoardVitals is!"

SUSAN BADER

Director, Learning Resource Center, Baylor University

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THANK YOU FOR PARTNERING WITH US

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"TDS Health is very quick to respond to requests for help, whether for quotes, statistics, or help with access issues. Requests have been addressed - and issues usually resolved - the same day."

JAN DANIEL
Technical Services Librarian, Greenville Technical College

CONTACT US

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