

# iNSPIRETEK

CUSTOMER PACK



WE'RE MAKING  
**THINGS SIMPLE**

# iNSPIRETEK

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# iNSPIRETEK

Welcome to the Family!

- 1** [CLICK HERE](#) to access **Customer HQ** which is your hub for all of the info and resources you will need on your journey
- 2** [CLICK HERE](#) to access **Introductory Videos** explaining who we are that you can share with your community
- 3** [CLICK HERE](#) to access our Customer HQ for **FAQ's, help articles** and logging technical support tickets.
- 4** [CLICK HERE](#) to check out our **Onboarding Resources** which will give you step by step videos & PDF's.
- 5** [CLICK HERE](#) to book into our **Customer Onboarding Sessions**. We'll cover the in's and out's of our platforms and how you can get the most out of yours!
- 6** [CLICK HERE](#) to check out our **Content Catalogue** with all of the latest programs available

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# iNSPIRETEK

A guide to setting up your organisation

\* If you are being invoiced via a contract signed with the iNSPIRETEK team, your organisation will be created and you will START at Step 5.

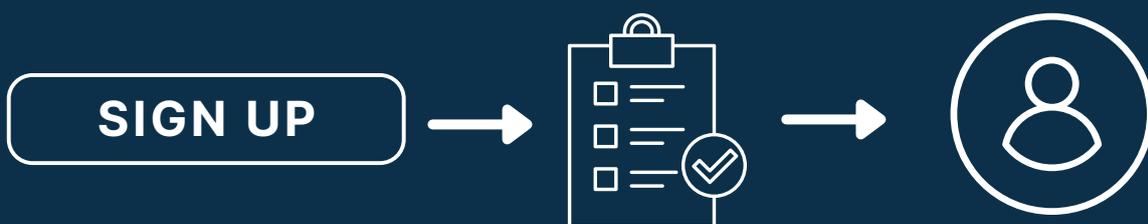
**1** Simply type the URL [insight.inspiretek.io/](https://insight.inspiretek.io/) - This will take you through to the sign in page

**2** Enter your email address and a secure password and click 'sign up'. A verification email will be sent to your inbox that will be valid for 12 hours. (Check your spam folder)

**3** Open your email and click the link. Input your details including your Organisations name

**4** Choose the subscription that reflects the one you have signed off on in your contract. Enter your credit card details, hit confirm and you are ready to go.

**5** Book in for a Monthly Onboarding Session [HERE](#) and learn how to get the most value out of the platforms.



# iNSPIRETEK

A guide to getting managers set up



1

Your organisation owner will invite you to the platform via an email invitation. Simply follow the prompts in this email and click on the link to the insight sign in page.

2

Once you're on the sign in page, add your email and click 'Send Code'. This will send a unique 6 digit code to your email. Use this code to sign in.

3

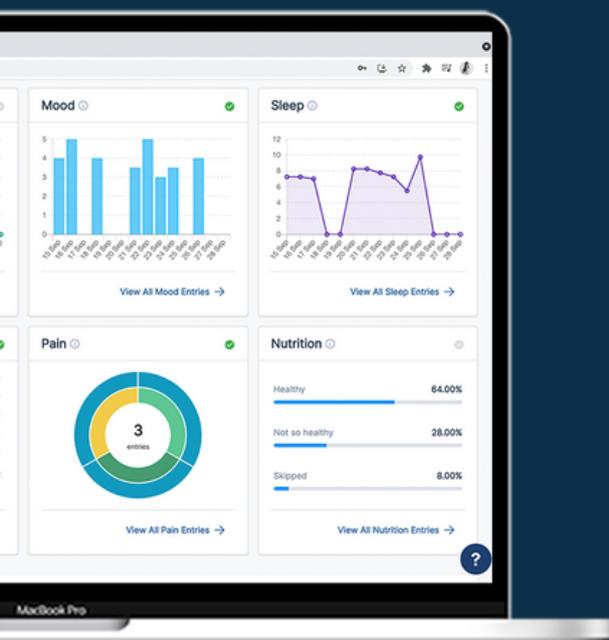
Welcome to your insight platform!

4

Bookmark or save this URL [insight.inspiretek.io/](https://insight.inspiretek.io/) for quick access to the **insight** sign in page.

5

Start by setting up your teams, click the '**create team**' button under the teams tab and invite your athletes by entering their email address.



invitation sent!

SIGN UP

# iNSPIRETEK



A guide to getting users onto the **infinite**® by iNSPIRETEK app

**1** Your manager will send you an invitation to join your club via email (check your spam folder)

**2** Click into this email, if you haven't already, follow the link to download the app

**Note:** Don't worry if you lose the email invitation. Head to your app store and download the app - **infinite by iNSPIRETEK**.

**3** Setup your account with our new passwordless feature. Enter your email address and receive a 6 digit verification code.

**4** In the app you will see in the top right corner, a '**hamburger**' menu, click this button.

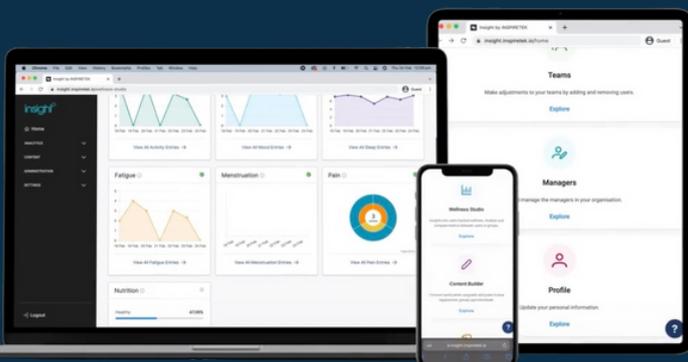
**5** Click '**My Teams**' to locate your invitation, now you can accept, join your club start tracking your wellness!



# iNSPIRETEK

Setting up for Success!

- 1** Customise your platform by adding your logos, branding and colours under Settings > Theme to create a personal experience for your community
- 2** Share administrator training resources, onboard your staff with the help of our resources on [Customer HQ](#)
- 3** Set up a [Content Program Schedule](#) for your staff using our handy template. It takes less than 2 minutes to create positive change in your community, simple!
- 4** Set a [Go Live Date](#) to onboard your community or choose a phased approach over a few days or weeks to get started.
- 5** Book into one of the [Monthly Onboarding Webinars](#) and be sure to keep an eye out for our monthly newsletter keeping you up to date on the latest engagement tips, content programs, new features and much more!



Head over to [Customer HQ](#) to check out all the resources, FAQ's and info to assist you and your team -



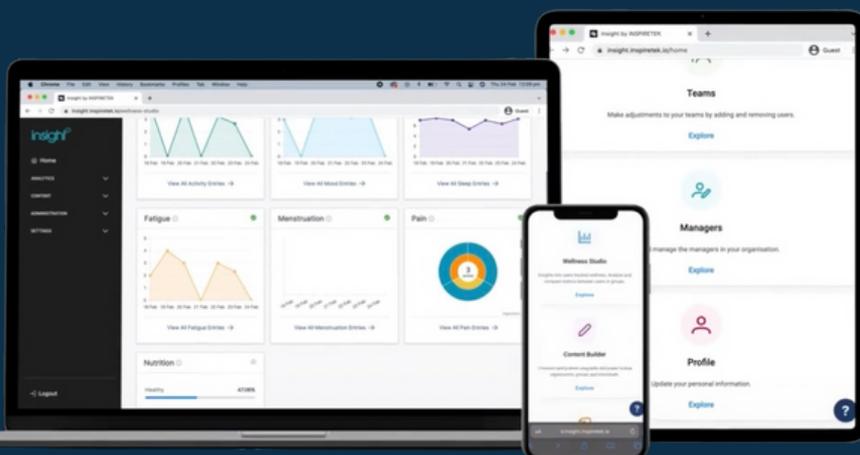
[www.inspiretek.io/customer-hq](http://www.inspiretek.io/customer-hq)



**1** [CLICK HERE](#) to watch our **insight** Onboarding Video.

**2** It's time to invite your managers via the 'Manager's' tab. These individuals will have access to managing teams as well as accessing user data. [CLICK HERE](#) to read our Help Article and learn more about **Manager Access Levels**.

**3** Click on to the 'Teams' tab to start inviting your community members, all you need is their email address. An email will be sent to prompt the user to download the **infinite** app. Ensure the member accepts the invite in the app. The invite will be located at the top right corner in the hamburger menu under 'My Teams'. [CLICK HERE](#) to read our help article to learn more.



*Connect with your end users seamlessly with the insight platform. Identify trends across teams and empower your organisation to drive change within your community.*

# iNSPIRETEK



infinite<sup>®</sup> Track, Reflect, Connect!

**1** Now that you have set up your teams through your insight platform, it's time to get your athletes and students on the infinite by iNSPIRETEK app.

**2** After you invite your athletes and students to their respective teams through the insight platform, they will receive an email notification from [support@inspiretek.io](mailto:support@inspiretek.io)

This email will prompt them to download the infinite by iNSPIRETEK app through the app store or google play store.

**3** They will need to sign up to the app using the same email address that was used when they received their team invite.

**Note:** If they don't receive an email, that's ok! They can still download the infinite by iNSPIRETEK app through the app store or google play store and setup their account.



*Our free, all-ages mobile app supports the daily wellbeing of athletes and students through an extensive tracking and reflection system alongside high quality, curated educational content tailored towards the users behaviours*

# iNSPIRETEK

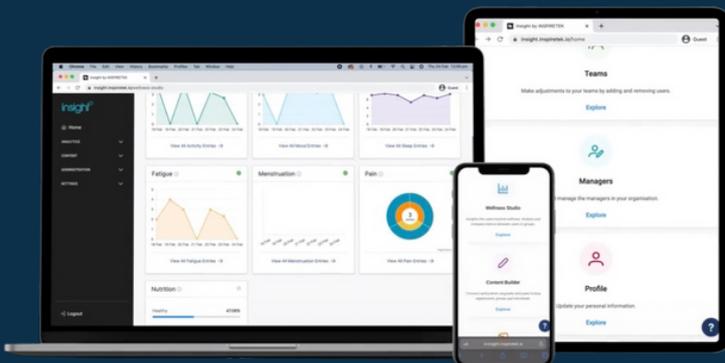
How to Connect, Analyse & Influence with **insight**<sup>®</sup>

## Getting the Most Value out of Your Platform!

Start by setting up **Regular Wellbeing Check Ins** where you or your team review the data in the insight platform. This might be daily, weekly or monthly depending on your organisation. Over time you will see trends in biometric entries and content engagement data across your community.

These insights allow you to make data driven decisions to adjust training methods and push out educational programs tailored to your users needs. Our content provides our end users with topics that vary between sports psychology, nutrition, sports science, general health and lifestyle as well as sports specific.

**insight**<sup>®</sup> allows you to connect with your users like never before, gain detailed insights into their wellbeing and identify trends across small or large groups in a simple and easy to use platform.



Head over to Customer HQ to check out all the resources, FAQ's and info to assist you and your team



[www.inspiretek.io/customer-hq](http://www.inspiretek.io/customer-hq)



## How to Connect, Analyse & Influence with **insight**<sup>®</sup>

### Filter & Export Data

Did you know you can filter and export the wellness data? Each biometric section has unique, pre built filters which allow you to look into specific data. This data is useful for monthly reports, giving feedback on progress and reminding your athletes and students of the improvements they have made.

*For example, you can view all upper back pain within your entire organisation over the past 6 months, export this data and share it with support staff such as your physiotherapy team. OR you could filter a team based on poor moods, then manually correlate this data against their sleep metrics via the export feature.*



### Note Sharing

As an Organisation you control which notes you would like the athlete/student to be able to share with you in your insight platform under Settings. The athlete/student is able to refine the note sharing options in the infinite app to ensure they are always in control of their own data.

*For example, athletes/students can choose to use the notes function as a personal diary and only share the trending wellbeing data with the organisation.*

# iNSPIRETEK

## Your Guide to Content

Did you know you can access evidence based wellbeing content as well as distribute your own custom content? Empower athletes with the knowledge and resources to thrive.

### Have You Posted Yet?

Use the content function to navigate to posts, programs, links and your media library. Choose between a Post (simple update including text, images or PDF's) or a Link (post including hyperlink, select or upload your content and share it with your entire organisation, specific teams or individuals in a matter of minutes.

*Is training cancelled? Has the game time moved?*

*Whatever it might be, simply create your message in the web platform through posts and share it directly to your team in minutes via the infinite by iNSPIRETEK app!*

### Create Your Own Programs or Access the iNSPIRETEK HQ Content

Upload media (videos, images, PDF's) into the Media Library on the web platform and publish it as a program to a specific team or your entire organisation. You will be able to track deidentified engagement metrics including total views, unique views, frequency and date.



# iNSPIRETEK

We've Got You Covered!

We will be with you every step of the way. Be sure to bookmark [CustomerHQ](#) - your one stop shop for support and resources.

[BOOK HERE](#)

## **Administrator Onboarding Sessions - 4 x month**

This is a 60 minute in depth session catered towards Organisation Administrators and Managers, covering the in's and out's of the platforms as well as tips on setting your staff and end users up for success.

[BOOK HERE](#)

## **General Staff Onboarding Sessions - 4 x month**

This is a 30 minute session giving your staff members an overview of the main functions of the platform as well as how to set up their teams and invite users into the infinite app.

[BOOK HERE](#)

## **Community Onboarding Sessions - 4 x month**

This is a 60 minute session catered towards your broader community including end users, parents and key stakeholders. Once you invite them into their teams, we will walk through how to get the most out of the infinite app touching on key topics such as educational content, wellness tracking & data privacy.

[BOOK HERE](#)

## **Catalyst for Change Forums - 1 x month**

This is a 60 minute session to discuss challenges and share learnings across the Global Inspiretek Community equipping you with strategies and practical skills to drive positive change in your community. Each session will be delivered by the iNSPIRETEK team alongside a range of Guest Speakers from your local sporting hero's to Olympic Champions.

Powered by

**iNSPIRETEK**

