

Onboarding

Your first steps to success

Onboarding Steps

Step 1: Fill out the onboarding form

Submit required info to onboard to Fiber First.

Go to embarcsolutions.net ---> on the home page, click on the “Onboarding” button ---> select “Fiber First” on the list of providers ---> Fill out all the required information and upload your professional photo. Your badge and gear will be sent to you shortly after you complete the registration to the address you provide.

Step 2: Training

Complete initial training webinar with Fiber First.

After you complete the onboarding form, you'll be contacted shortly after to complete a Fiber First training before you can sell. If you haven't been contacted 1-2 business days after you've submitted the form, please notify onboarding@embarcsolutions.com

Step 3: Register your online sales rep account

Gain access to the sales rep portal for all the resources available to you.

Once your onboarding is completed (3-4 business days) you will be sent your REP ID number via your manager, email, or text message. You will need this ID to register your Fiber First sales rep account at d2d.fiberfirst.com. Once you've reached the site, click on “Register Now” and fill out the form to complete your sales rep registration. You will need your REP ID number upon registering.

Step 4: Sales Rabbit access

Gain access to sales rabbit to work your leads.

Fiber First uses the application “Sales Rabbit” to assign leads. You'll be contacted via your manager, text, or email with your Sales Rabbit once your onboarding is completed. Disposition every lead to retain them and request more.

Important Things to Remember

1. Always make sure your rep ID is included in the last page of the order entry submission, so you are compensated for the sale.
2. When submitting an order, you will be creating the customer's Fiber First account and their password. Use the same password every time and let them know what password you assigned them. Let them know that after they log in using their email address and username, they can click on the “change password” tab and change their password.
3. Make sure the customer understands that “autopay” is required, and if their payment info isn't added at the same time the order is submitted, the order will be cancelled until they add their payment info by logging on to my.fiberfirst.com.

4. Make sure you always log out of the customer's account (the tab button at the top right of the login page will show their name. Click on the customer's name and log out).
5. Fill out the Fiber First Smartsheet for any order assistance or issues you have with your customers.
[Smartsheet link](#)
6. You will be assigned your own unique URL for you to run orders and schedule them. This will be sent to you once your onboarding is completed.
7. For any technical or support issues, have the customer reach out to Fiber First customer support at 833-FIBRGIG (833-342-7444)