

Thanks for submitting your onboarding ticket! Here's what to expect moving forward with Point Broadband:

- We will forward your information to Point Broadband within one business day.
- Point Broadband builds your account on their side. Your username will be your Embarc email address. Change the default password the first time you log in.
- Point Broadband assigns your leads directly to you inside SalesRabbit. You do not need to create your own SalesRabbit account.
- Point Broadband runs your product training. Your manager will confirm your session.
- Your manager will get you three things: your assigned turf, your SalesRabbit access, and your personal order URL. You are cleared to sell once you have all three.
- We will also print your badge and send it to the address you gave us in your ticket.

A note on timing

Point Broadband handles setup on their side, and their timing varies. Plan on up to two weeks before you are fully cleared. Your manager will tell you the moment your turf, SalesRabbit access, and order URL are all in hand. Please do not start knocking until you have all three, because orders placed without your personal order URL will not be credited to you.

Phone Port Letter of Authorization

Your submission confirmation email has a Phone Port Letter of Authorization attached. Print a copy and keep it with you. You need it any time a customer transfers an existing phone number over to Point Broadband, and the homeowner or tenant has to sign it as part of the porting process.

If you have any questions in the meantime, feel free to reply to this email. We are here to help make this process as smooth as possible.

Welcome aboard,
Embarc Solutions