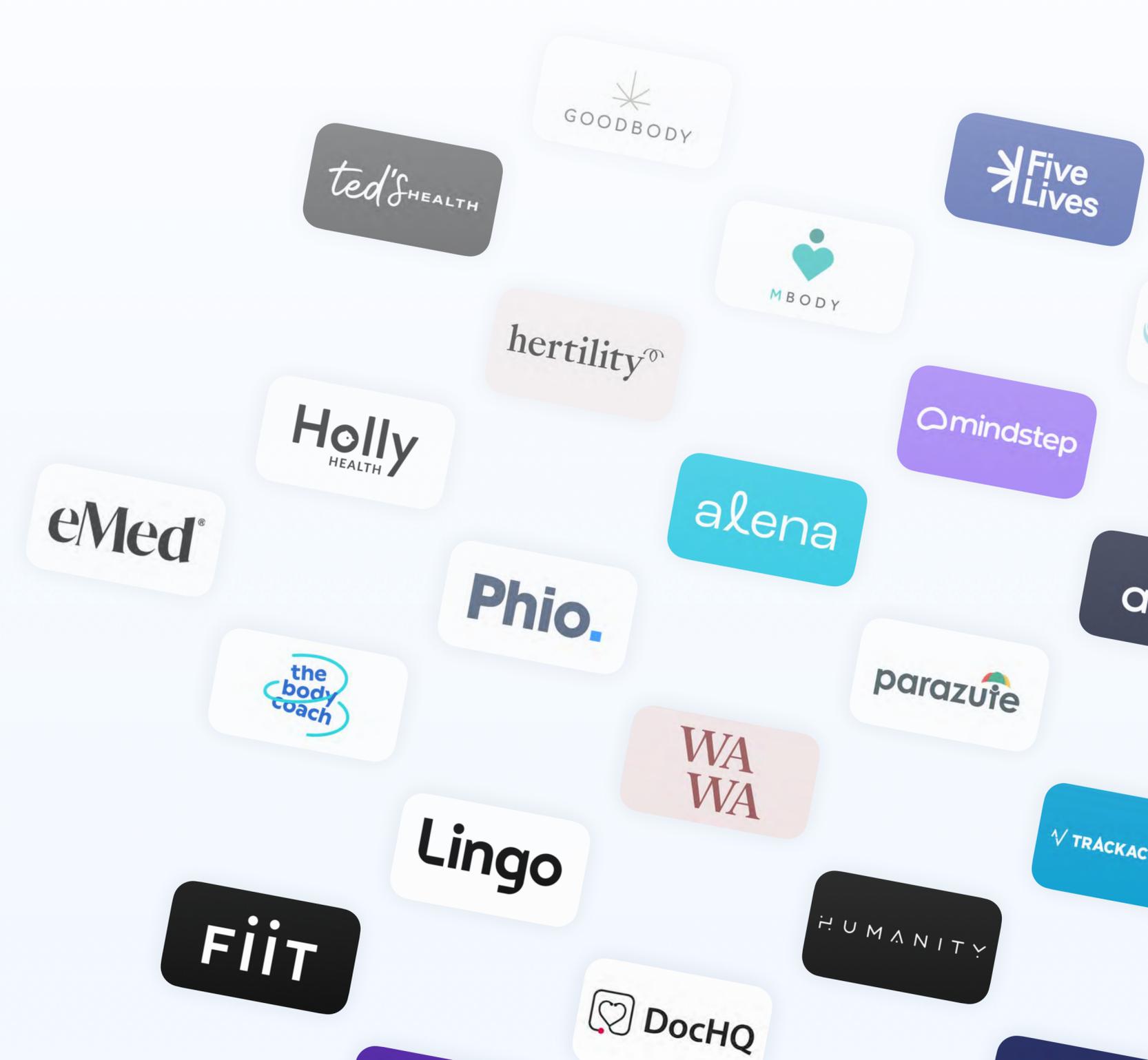




# Onboarding Kick-off

An overview of how to onboard with HealthKey



# Onboarding steps

- 1 Due Diligence Form
- 2 Partnership Agreement Contract and Commercials
- 3 Technical Integration (API, Deep Link or Voucher Code)
- 4 Create your account



## Step 1

# Due Diligence Process

To maintain our commitment to offering top-tier health and wellbeing products, services, and applications, all new providers must complete a brief survey as part of our assurance checks.

Please answer all questions to the best of your ability and indicate any areas under development.

We may follow up for further information or clarification.

## What's covered?

- Clinical Safety and Effectiveness
- Regulatory Compliance Data
- Security and Governance
- Accessibility, Equality & Diversity, and Sustainability
- Technical and Operational Viability

### Who needs to complete it?

Multiple teams/people

### How long does it take?

20 - 30 minutes. We aim to review the form within 3-4 days.

### How to complete it

Fill out the [Google Form here](#).



## Step 2

# Partnership Agreement

An outline of the basic terms needed to offer your service on the HealthKey platform

- **HealthKey Fee:** HealthKey charges a 10% fee on each sale, deducted from monthly invoices.
- **Onboarding Requirements:** Health Providers must complete the onboarding process, including providing accurate information and meeting due diligence assessments.
- **Data Protection:** Both parties must comply with data protection laws. HealthKey will securely handle Health Provider data.
- **Payment Terms:** Health Providers will invoice HealthKey monthly for total sales, minus the 10% fee. HealthKey will pay undisputed invoices within 30 days.
- **Termination:** Either party can terminate the agreement with 30 days' notice. Obligations accrued up to the date of termination remain effective.

## Commercials

Please let us know how much you would like to charge for your products/services and the discount you would like to apply. We find services with a customer discount are most popular. You can adjust these prices and discounts on your profile at any time. We can also review user engagement with your

### Who needs to complete it?

Your Commercial Team

### How long does it take?

20 minutes to review and sign

### How to complete it

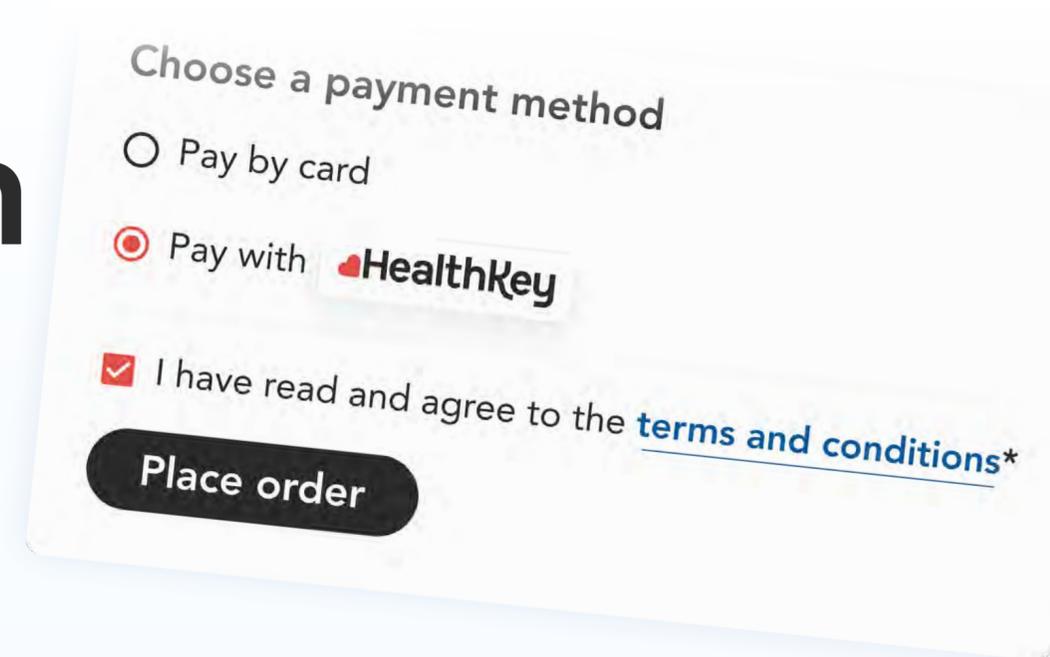
The contract can be signed [here](#).



## Step 3

# Integration: Full API Integration

The full API integration allows seamless interaction between your services and the HealthKey platform. This includes access to HealthKey resources and the ability to initiate payments on behalf of users using the OAuth2 protocol.



### How does it work?

- **API Access:** Integrate directly with HealthKey's API to manage user details, initiate payments, and more.
- **Authentication:** Use OAuth2 for secure access and operations.

### What we need

- API credentials setup in your environment.
- Testing with sandbox environment before going live.
- Arrange a technical call with our CTO to discuss the integration in more detail.

### Who needs to complete it?

Your Development Team

### How long does it take?

Typically takes around 5 days.

### How to complete it

Please see our [API Documentation](#).



## Step 3

# Integration: Voucher Code or Deep Link

Users will find your service on the HealthKey platform, purchase it, and then receive either a unique voucher code or a deep link to access the service. Please note, we're only able to support the voucher code or deep link integration for **1 service per provider**. If you offer multiple services we would recommend you explore the full integration.

### How does it work?

- **Voucher Code:** Users enter the unique voucher code on your specified link to access the service.
- **Deep Link:** Users click on the deep link to be directly taken to the service.

You will track the activation of these voucher codes or deep links and invoice HealthKey on a monthly basis.

### Who needs to complete it?

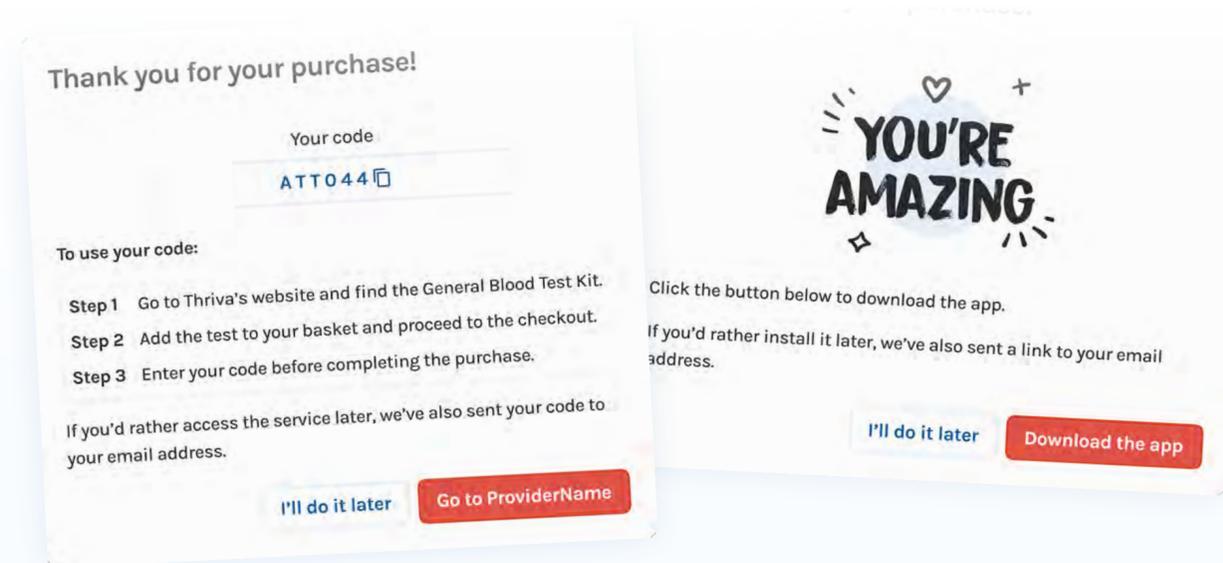
Your Development Team

### What we need

- A CSV file with at least 100 unique voucher codes or deep links (we will request more when needed).
- 1 or 2 voucher codes or deep links for testing purposes.
- Please also provide the URL where users can enter the code.
- If you're offering a subscription service, we require two endpoints, one to

### How long does it take?

We can upload your codes within 1-2 days.



## Step 4

# Create your provider account on HealthKey

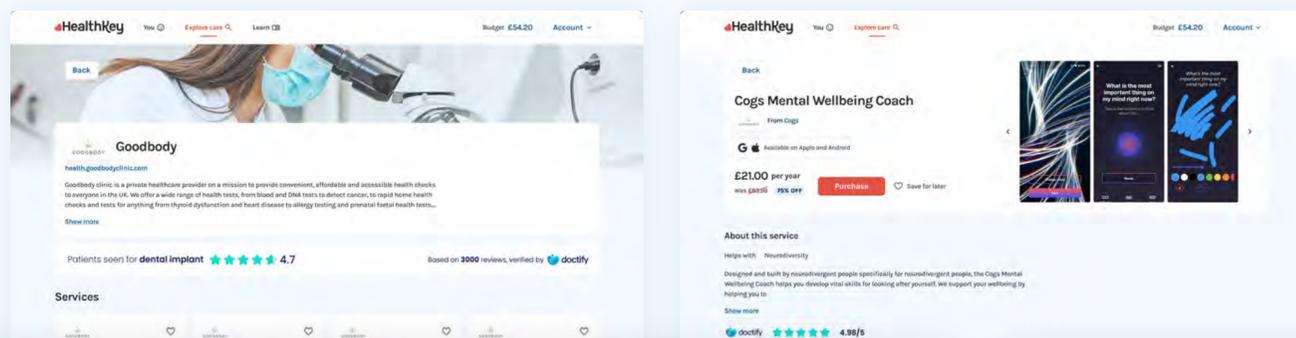
Create an account to set up your provider profile on the HealthKey portal. This profile will showcase your company and services to potential users.

## Creating your account:

1. **Create an Account:** Please use the link below. Multiple accounts can be created.
2. **Admin Access:** Let us know who would like admin access and we'll update your account.

## Adding content:

1. **Company Description:** Include a brief description of your company, your mission, and core values.
2. **Service Description:** Provide a concise summary of the services you offer, highlighting key benefits and features.
3. **Visuals:** Upload 2 images and your company logo.
4. **Content (optional):** Upload videos or blogs posts about your health area to our Learn hub.



### Who needs to complete it?

Your Marketing/Content Team

### How long does it take?

30 minutes to complete your profile. We aim to review content within 1-2 days.

### How to complete it

Use this link to [create your account](#). Detailed guidance can be found [here](#).



Finishing up

# Ways of working and contacts

## Main points of contact



**David**

CEO & Co Founder  
david@healthkey.health



**Tudor**

CTO & Co Founder  
tudor@healthkey.health

## How to work together



**Slack**

We can create a Slack channel to discuss the onboarding stages.



**Notion**

Use a Kanban board on Notion to share project updates and track progress.



Thank you

