

# Userlane go-live checklist

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Use the checklist to make sure you are considering the most relevant topics before going live with Userlane on your application.

## 1. Make sure Userlane is implemented

- Implementation options
- Application URLs are set
- if needed: Exception URLs for HEART are set

## 2. Style Userlane your way

To ensure Userlane matches the way you present and talk to your end-users, you can adjust Userlane so it matches your brand.

- Colour configuration
- Default text configuration
- Avatar image configuration
- Welcome Slide configuration

## 3. Visibility of Userlane

To ensure Userlane is shown where and to who it is supposed to be shown to make sure to check these settings.

- Minimum screen size setting for whole Assistant
- Page segmentation check (incl. global segment, e.g. excluding Login Page)
- User segmentation check for Guides

**i** If your Assistant is not visible to your users, [have a look at this checklist!](#)

## 4. Languages

Define in what languages your Guides and Assistant should be available.

- Translations available
- Languages published
- Languages tested

## 5. Content & Communication

Make sure you have everything set up and have a clear plan on how to engage your users.

- Tooltips
- Validators
- Guides created
- Guides tested
- Guides published
- Announcements
- Surveys
- NPS
- Internal communication regarding Userlane Go-Live

⚠ Remove all test and trial content created while exploring Userlane content types.

## 6. Offer support to your end-users

Make it easy for your end users to receive support and easily find what they need.

- Error notification configuration
- Search tab configuration/Integration configuration
- Support contact/Help center link configuration

## 7. Activate Userlane

Check with your Customer Value Manager to ensure all is set and you can go live.

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