



Onboarding FAQs - Stage 4: Pre Launch

Introduction

Welcome to the *Pre-Launch* section of the Claromentis onboarding FAQs. This section is designed specifically for customers who are currently going through onboarding or about to begin the process.

Here, you'll find answers to common questions about preparing your site for launch, reviewing content and permissions, testing functionality, and ensuring your organisation is ready for rollout.

You'll also note that these questions are separated into 5 sections for each stage of Claromentis onboarding:

1. [Kick Off & Install](#)
2. [Basic Training & Build](#)
3. [Content Creation](#)
4. [Pre-Launch](#)
5. [Go Live](#)

4. Pre Launch

How can we prepare for our site launch?

- Please ensure you have conducted some sort of soft-launch with a small group of users. You can find our guide on "[Running an Intranet Soft Launch](#)" [here](#).
- In addition, we have a range of "Launch Templates" customers can use to help communicate the launch (and introduce the digital workspace) to their end-users. You can find them here: [Launch Templates](#)
- Beyond this, this stage is all about reviewing, testing, and making sure your site is ready for wider adoption across the organisation. We recommend working through the [Pre-Launch Checklist](#) on Discover as this will help ensure nothing important is missed before launch day.

Who should be included in the soft launch?

- We recommend around 5-10 individuals across different departments
- Check out this Knowledgebase article for more information - <https://discover.claromentis.com/knowledgebase/articles/1007/en>

We are on a POC contract. Is there anything we need to do ahead of launch to ensure our licenses are up to date?

- Your Onboarding Account Manager will be aware of this, however please do let them know ahead of the launch how many users licenses you will need once you launch. Once we have confirmation from you, we will adjust the user license for your site accordingly and the billing will be adjusted to reflect this change.

Is there a checklist we can follow before launch?

- Yes, we have a dedicated Pre-Launch Checklist designed to help you review the most important areas of your site before going live.
- It covers both technical and content-related areas, including permissions, navigation, mobile responsiveness, branding, testing, and launch planning.
- If you're unsure about any section of the checklist, your Onboarding Account Manager will be happy to talk it through with you.
- You can find the checklist available on Discover here: [Pre Launch Checklist](#)

Is it possible for some of our Heads of Departments to manage some of the content on the site, without granting them full permissions?

- Yes, this is possible and recommended.
- We would suggest setting up a Role specifically for “Managers” or “Content Managers” and add those individuals to this, with permissions enabled for applications such as news, pages, knowledgebase etc, but not for the whole system.
- To do this, you must navigate to People > Admin

[Click here to access 5. Go Live
FAQs](#)

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Tags: [checklist](#), [onboarding](#), [soft launch](#), [templates](#), [pre-launch](#)