



## Onboarding FAQs - Stage 5: Go Live!

### Introduction

Welcome to the *Go Live* 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 launch day, user adoption, ongoing support, and what happens after your site officially goes live.

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](#)

### 5. Go Live!

#### Are we still using Discover Projects?

- Your onboarding project on Discover will be archived 6 months after the final Onboarding Call 5: Handover
- In this call, your Onboarding Account Manager will detail everything you need to ensure you're able to manage the site independently and access support when you require it.

#### What if I have a specific requirement that is not currently met by the existing Claromentis solution?

- [Submit a Support Ticket](#): If you're unsure whether the functionality exists, submit a support ticket for our team to review and assist you in determining if the feature is available.
- [Submit a Change Request](#): If you're certain the functionality doesn't exist, or you have a specific use case for the intranet, you can submit a change request via this form: [Change request form](#). This request will be reviewed internally, and we will provide feedback. Some change requests may involve chargeable custom work, for which we will provide a quote. If a custom change is not feasible, we may recommend submitting the request as an idea via our Ideas Submission Form: [Ideas submission form](#). These ideas are regularly reviewed, and if the change has broad applicability, it may be selected by the product team for inclusion in our product roadmap for a future release.

#### I have an idea for a new feature, do you consider feature requests?

- We welcome and encourage feature requests. If you have an idea for a new feature, you can submit it through our Ideas submission form: [Ideas submission form](#).
- Our team regularly reviews these submissions, and if your idea has broad applicability, it may be considered for inclusion in our product roadmap for a future release. We appreciate your input and look forward to your suggestions.

#### How often is the system updated and will I be notified of these updates?

- Claromentis releases system upgrades roughly once per month. Some releases may include small bug fixes, while others may feature upgrades

and new functionality. Upgrades are not automatic and need to be coordinated by your administration team by submitting an upgrade request via our Discover portal: Upgrade request form.

- You can view detailed information about the upgrades, including what's included, through our product change log on the Discover platform: [Product change log](#).
- We recommend upgrading your system at regular intervals to ensure it benefits from stable maintenance and overall product improvements.

### What happens if something isn't working as expected, like a bug or an issue I am experiencing?

- If something isn't working as expected, you have a couple of options to address the issue:
- Self service: Use our Knowledge Base repository to ensure you're following the correct instructions. You can also use our AI chatbot, CLAIR, to get directed to the relevant article. CLAIR is available on the Discover platform, accessible through the chat box icon at the bottom right of your screen.
- [Submit a support Ticket](#): If the issue persists, you can submit a support ticket. Our support team will assist you directly. If it's identified as a bug, they will raise a bug report and request a review and fix.

### How do we adjust our licenses?

- You can do this by submitting a License Request on Discover: [License Request](#).

### I need help with InfoCapture for phase 2 - what are my options?

- We have dedicated E-Learning Courses for InfoCapture, as well as a wealth of information available via the Discover Knowledgebase guides:
  - [E-Learning Course](#)
- We also have a dedicated InfoCapture consultancy service available. Clients are able to request co-form building, changes to existing forms, IC consultancy and dedicated IC training. To request this, please submit a ticket via the InfoCapture Consultancy request form on Discover: [IC Consultation Form](#)

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Created on 12 May 2026 by [Abigail Yap](#). Last modified on 19 May 2026

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