

# Helping your Grower get on board

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## 1. Overview

Your grower is interested in coming on board with one of our programs? Fantastic! Follow this guide to help them find the correct product, subscribe and share your data with them.

## 2. Product Selection

This is the big one, there are three primary options available to a grower – selection will depend on individual requirements.

### **Manager Mobile Bundle**

This is rapidly becoming the most common choice. This package includes up to three mobile Apps (iPhone/iPad) and a “reporter” version of our windows software, with the CornerPost connectivity pack to join it all together and link to the agronomist.

### **Manager Premium**

This is the option for a grower that is both grazing and cropping or wants access to the full version of the program. This also comes with the three mobile apps for iPhone and iPad, and the CornerPost connectivity pack to link to an agronomist.

### **Manager Standard**

This last one enables the grower to enter all information into the Windows software, but does not include any mobile apps or CornerPost connectivity. This cannot be linked to an agronomist and is a stand-alone package.

### **Spray Lite App**

This is an App only purchase which gives the user access to the Application section of the Mobile App only. Recommendations are received and marked as complete either with or without weather Details, this is linked via CornerPost to another registered subscription holder.

For further information and pricing options, get your grower to call us on 07 3220 2959 or fill out our online Pricing Request form here: <http://backpaddock.com.au/products/request-product-pricing/>

### **3. WebConnect or Local?**

A Local installation may be more suitable for users that are in a poor internet connectivity area (eg satellite) or prefer to do most of their work offline. WebConnect is a suitable choice for those with good internet access at home.

### **4. Register as a New Client**

Your grower has selected their product and is ready to move ahead with a purchase. Get them to fill in this form on our website with you as the Agronomist. Make sure the correct option is selected between WebConnect and Local.

<http://backpaddock.com.au/new-product-registration/>

### **5. What now?**

The New Client Registration form is automatically emailed to our Accounts department, who will send the grower an invoice for the selected product, and the Support team.

The Support team will set up the new user in the system, along with any CornerPost relationships between grower and agronomist. The new user will also receive emails to install the program if a local installation has been selected.

Once a paid invoice has been received the support team will issue licences for both products and mobile apps, and email some instructions on how to get started. The support team will also email the agronomist with instructions on sharing the file with the grower.

### **6. Full steam ahead!**

Your grower is now on board with our software and using it, and has access to online training and resources to help them get the most out of their product.

We often like to provide a start-up session for agronomist and grower together to decide what each user expects from the program and each other. This should be booked online here:

<http://www.backpaddock.com.au/help-desk/>

Apart from that, you are off and racing! See below for other tips on accessing Support.

## **7. Help please!**

We at Back Paddock understand that everyone is different and learns in different ways. To facilitate this and make our products more accessible for everyone, we have a plethora of different ways and means of obtaining assistance in any situation.

### **7.1 Call Us**

Call our HelpDesk on 07 3220 2959, available Monday to Friday 7:30am-6pm AEST.

### **7.2 Online Consultant (chat)**

Chat to our HelpDesk online! Go to <http://www.backpaddock.com.au/help-desk> and click Site Consultant to get started, also available from within the Adviser program by clicking File > Help

### **7.3 How To Guides**

Visit: <http://www.backpaddock.com.au/help-desk/> for the full list of How To guides and Manuals organised by program.

### **7.4 YouTube Videos**

That's right, we're on YouTube too! Check out our channel here  
<https://www.youtube.com/user/BackPaddockSupport>

### **7.5 Email Us**

Send us an email any time, we will respond by the next business day. Reach us on  
[Support@backpaddock.com.au](mailto:Support@backpaddock.com.au)

# Welcome aboard!

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**Back Paddock Team.**

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