

Artez – New Mobile Apps and Renewals Set-up Process

NEW MOBILE APP

Step 1: Fill out the Mobile App Checklist

- Our Project Delivery Manager will send you the Mobile App Checklist which outlines all the information we need from you
- It also has a list of the 23 images we require to build the app
- Please send the completed checklist and images to the Project Delivery Manager
- If you have any questions, please contact the Project Delivery Manager directly

Step 2: Sign the Professional Services Agreement (PSA)

- Your Account Manager will send you a PSA detailing the costs and terms of your app purchase – please sign and return

Step 3: Mobile App Checklist review

- The Mobile App Team will review your checklist and images
- If there are any changes needed, the Mobile App Team will follow up to request more information

Step 4: Mobile app development and testing

- App development and QA will take four to six weeks
- Once completed, the app is submitted to Apple and Google

Step 5: Mobile app live

- App will be live on Google Play usually within 24 hours of submission
- App will be live on the Apple App Store up to two weeks after submission because Apple has a two week review process
 - In rare cases, the app is not approved by Apple and changes will need to be made which might take a few days
- Your Account Manager will let you know when the app is live and send you the links to your app in the stores, next steps and helpful hints

What if I'm not ready to use the mobile app immediately?

Please follow up with the Project Delivery Manager and your Account Manager about two to three months before you would like your app to go live.

Who do I contact if I have questions about the Mobile App Checklist?

Please contact the Project Delivery Manager directly.

What if my organization cannot create the images?

FrontStream Professional Services can create the images for a fee – please request a quote from your Account Manager.

MOBILE APP RENEWAL PROCESS

A mobile app is live for one year from the original *go live* date. Three months before your renewal date your Account Manager will contact you to see if you would like to renew your mobile app.

Step 1: Renewal or new build

- You can choose to renew your mobile app which means that the app will now be associated with your new event and you will only pay the annual fee
- If you would like to change any images or content, the app will be rebuilt and you will pay the annual and set up fees

Step 2: Mobile App Checklist

- If you would like to renew your app, your Account Manager will send your previous year's checklist and you will only need to update the Event ID, the Event URL and the Mobile App Version Message (this is the brief message that will be displayed in the "App Version Update" prompt for existing app users)
- For a new build, you will be sent your previous checklist or a blank form to update and return

Step 3: Sign the Professional Service Agreement

- Your Account Manager will send you a PSA detailing the costs and terms of your app purchase – please sign and return

Step 4: Mobile App Checklist review

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- If there are any changes, the Mobile App Team will follow up to request more information

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What if I don't want to renew my mobile app?

Please let your Account Manager and your app will be removed the App Store and Google Play.

Can I renew my mobile app before the renewal date?

Yes, please contact your Account Manager to get the process started.