From purchase to live: how onboarding works

Getting started · https://schoolyland.com/docs/from-purchase-to-live-onboarding/

From the moment we have what we need, your platform goes live within **two business days**. Here is exactly what happens, and what we need from you.

Step 1: The intake form

Right after purchase you're taken to a short setup form (also reachable any time at schoolyland.com/setup). It asks for:

- **Your details**: name, business name, purchase email and order number, plus the email that should own the WordPress admin account.
- **Where your platform should live**: see the domain options below.
- **Optional branding**: logo, primary brand color, a homepage image, a short "what you do" paragraph and founder bio. If you include them, your platform is delivered with them already in place. If you skip them, you can add everything later.

Step 2: Your domain

Three options, all fine:

1. **Your own domain**: best if the domain has no live site on it, or you're replacing that site. Before you send the form, replace your domain's nameservers at your registrar with the two the form shows. The change can take a few hours to spread, and sending the form right after you make it is fine.
2. **A subdomain of your domain**: e.g. *courses.yourdomain.com*. Your existing website stays untouched. Before you send the form, add one CNAME record in your domain's DNS, as the form shows.

3. **No domain yet**: we set you up on a free *yourname.schooly.land* address. You can move to your own domain later.

Step 3: We build, license and connect

The two-business-day clock starts from the later of: (a) a complete intake form, and (b) your domain pointing to our servers. In that window we install and configure the full platform, license every premium plugin, connect the systems to each other, set up your email sending domain and switch on your AI layer.

Step 4: Delivery

You get an email with your WordPress admin credentials and your platform's address. From that moment the platform is yours. Good first moves: learn your two logins, then connect your AI.

What delivery includes, and what it doesn't

Delivery is the working machine: every included system installed, licensed, connected and live on your domain. It does not include graphic design, content creation, or migrating data from other platforms. We commit to the infrastructure. The business you run on it is yours. Full details in the Terms of Service.

If something holds it up

The clock doesn't run while we're waiting on you: an incomplete form or an unpointed domain pauses it. If we're late by more than 14 days after both conditions are met, you're entitled to cancel for a full refund, as set out in the Terms of Service.