

Your Onboarding FAQs

Here are answers to common onboarding questions.

Have another question? We're happy to help — just email us at support@gojurni.com.

How long does onboarding take?

Most customers complete onboarding within a few days to a couple of weeks, depending on data readiness and internal coordination.

Can I move at my own pace?

Yes. The process is designed to be flexible so you can complete steps when it works best for your team.

Do I need to schedule meetings?

No. Onboarding is designed to be self-paced. If your setup is more complex, we'll schedule time with your team.

Who should be involved in onboarding?

Typically, one primary contact can complete most steps. You may also want to involve someone from IT for email allowlisting and, if needed, others from your team for data or outreach.

What is the driver file?

The driver file is your list of learners who should have access to Jurni. We use it to set up their accounts, so accuracy and completeness are important. If you have any issues with or questions about your driver file, please contact the Product Support team at support@gojurni.com for assistance.

Why do I need to contact IT?

To make sure Jurni emails reach your learners, your IT team needs to allowlist our system so messages aren't blocked or filtered.

What should I send to IT?

You can copy and paste this:

Jurni will send important updates like invitations, learner reminders, and account notifications from communications@gojurni.com and occasionally other @gojurni.com addresses.

To ensure these emails are delivered without filtering or delays, please allowlist gojurni.com (and optionally communications@gojurni.com) in your email security and spam settings.

What communications will learners receive?

Once you're live, learners will begin receiving Jurni emails designed to guide and support them. These messages are part of the experience and help encourage engagement from the start.

What if I need help during onboarding?

You can contact the Product Support team at support@gojurni.com anytime. We also provide reminders along the way.

What happens after I complete onboarding?

Once onboarding is complete, your Jurni experience will go live and learners will begin receiving communications from Jurni.

The Jurni team will check in after 30 days to review progress, answer questions, and support your continued success.