



# Content Manager Guidance

## Onboarding Process

Getting access to Content Manager is easy! This document describes the high-level process of onboarding an agency or work group into Content Manager. If you have any questions, please contact the Records Management Program at [records.management@kingcounty.gov](mailto:records.management@kingcounty.gov).

Note that every King County agency is unique and there is no one-size-fits-all solution. Although time estimates below may vary for each work group, the steps will still be the same.

Step	Who will complete	Time estimate
1. Complete an onboarding request form	Records Management Lead  Records Management will follow-up with questions and help to fill in the gaps.	15 minutes
2. Determine which retention categories your office should have access to	Records Management Program in collaboration with the Records Management Lead*  *The Records Management Lead or other agency personnel <b>must</b> be responsive if Records Management has any questions.	Varies based on complexity of project – approximately 2 weeks
3. Build your office’s infrastructure in the system	Records Management Program	Varies based on complexity of project – approximately 1 week
4. Self-install Content Manager from the Software Center on each computer	Each end user	15 minutes per user
5. Take Content Manager online training courses	Each end user	1.5 hours per user
6. Begin using the system	Each end user	ongoing

