Welcome to FocalPoint Focus!

FAQs

WHAT IS A COACH ACCOUNT?

An account to use for your own strategic planning and execution related to your coaching business. This free account lets you learn the software while getting the benefit of executing your own strategic initiatives.

Add your area reps, coaching staff, mentor, home office or assistants by selecting Administration > Manage Users > Invite Users.

HOW DO I CREATE AN ACCOUNT?

In the FocalPoint library, click "Create Account."

HOW DO I LOGIN?

From the FocalPoint website or library, click "FP Focus Login."

WHERE CAN I FIND HOW-TO RESOURCES?

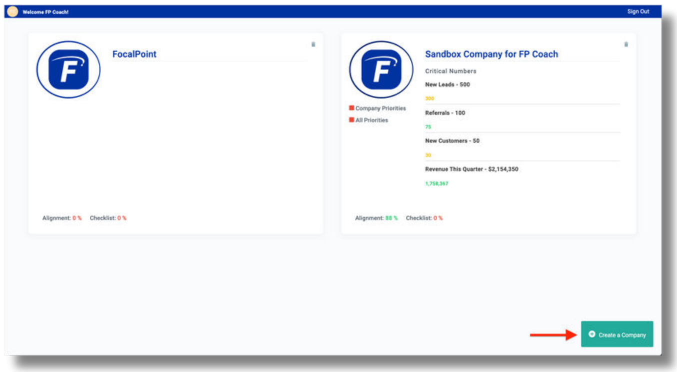
The Align Academy and Align YouTube How-To Playlist. You can view the full list of FAQ's by clicking the question mark in the top right of the software.

WHAT IS A COACH SANDBOX ACCOUNT?

The sandbox account is a fully populated account for a hypothetical company. Use your coach sandbox to explore the software on your own, experiment to find your style, and use the features in a practice environment. You can create your coach sandbox from your "Manage Companies" page, which you can access by clicking on the name of your coach account in the upper right hand corner. See Client Management below.

MY CLIENT IS INTERESTED IN THE SOFTWARE, NOW WHAT?

1. Click "Create a Company" in the bottom right hand corner of your "Managed Companies" page.



2. Fill out the form - The "Main Contact" is the person at your client's company who is the decision maker for the software purchase.

3. We will contact this person via email asking them to set up time with an Align Advisor for a general overview of the software. Although not required, we highly encourage you as the coach to join our initial call with your client. You will be copied on all emails during the software introduction process.

Pricing

Pricing information for various packages and tiers of users can be found on our pricing page or by speaking to one of our advisors.

You will earn 10% commission on all subscription fees generated from your coached client accounts!

ADDING USERS BEYOND THE INITIAL TIER

At any tier and throughout the year, clients may add users above the initial user count. Additional users will be charged the per user cost pro-rated to the annual contract. All packages include a minimum number of user licenses determined by the tier.

ANNUAL RENEWALS

All subscriptions are Annual subscriptions. Prior to the annual renewal date, your client can opt to move to a higher package tier. To do this, they should contact their Align Customer Success Advisor prior to renewal.

WHAT OTHER ALIGN SERVICES CAN I OFFER TO MY CLIENTS?

More information about various additional services offered can be found here.

Client Management

HOW DO I FIND MY CLIENT COMPANIES?

1. Login by clicking "FP Focus Login" on the FocalPoint website.
2. When you first log in, you should see your "Managed Companies" page.
--> If you are not automatically sent there, access the "Managed Companies" page by clicking on the company name in the upper right hand corner of the software.

Ongoing Support

FOCALPOINT INTERNAL IT

Please contact the FocalPoint IT team with any technical questions - helpdesk@focalpointcoaching.com.

The Align Technologies is here to support you and your clients along the way!

Contact us Monday - Friday 9 AM - 5 PM CST
Advisor@aligntoday.com | 1 (888) 315 - 4049