

Thank you for your App order!

Your project time-lines and details are enclosed >>>



What happens now?

We want you to get your new App as soon as possible so that you and your contacts can start enjoying it. To ensure that you get a perfect end product as fast as possible there are just a few things we need from you. Once we have these then our team can get to work on your special App. Please note that you will not be chased or followed up to provide this information. Please go to the following URL to provide this information www.myfirmsapp.co.uk/yoursilverapp

If you have a technical problem in filling out the online form, we have included a printed version at the back of this document. However, your App will be delayed whilst we wait for the printed version.

How long does the project take?

The following time-lines are estimates only, and may take less or more time depending on the complexity of the design chosen and the length of our waiting list.



Design (6-8 working days, we aim to deliver in 5-6)

Once you have chosen your preferred design (using the link above) and provided us with your logo. Our designers will brand and design your App and pass this directly to the development team. Depending on our work flow at the time, this process can take 5 – 6 working days.

A note on your designs, you will be sent splash screen designs and homepage designs. The splash screen will load when you load the App the first time or after closing it. Please note that if the App remains open and is not closed (using clear memory or task manager) the App will load the home page immediately. The splash screens are designs to show for only a few seconds to visually draw the in your App user and present your branding. If you have any preferred imagery that you would like considered then please supply these when you fill in your data using the link above – they do need to be high-resolution files.



Development (7-10 working days)

Once our App development team has your designs then they will begin the bespoke code part of your App. This includes linking the App into your social media channels and your blog (if compatible). Due to the complex nature of Apps and the requirement to test on multiple devices this part of your project can be time consuming and takes 7 – 10 working days depending on our work flow at the time.



Submission to Apple Store and Google Play (Estimated 10 - 15 days)

Once your App has been designed and developed our team have to submit your new App to the App store and Google store for approval. There are no time constraints for either store to approve or reply to App submission. And because they approve every App by hand at times there can be a delay at this part of the process that is completely outside of our control. However, it typically takes between 10 - 15 working days.



Summary (22 - 31 working days)

Your new Silver App may take approximately between 22 - 31 days to design, develop and launch in the Apple and Google Play stores. This is from the day we receive the information we require from you.

Project Key Milestones

Stage 1	Design	Start - 2 Weeks
Stage 2	App development	3-4 Weeks
Stage 3	Submission to Apple App Store and Google Stores	5th Week
Stage 4	You add your content to the App	5-6 Weeks
Stage 5	App approved / 1:1 call discussing how best to promote your App	7th Week

Adding your content to the App

When the App is submitted to Apple and Google you will be provided with a login to update your content to the App. This content can then be updated, reviewed or edited at any time by you in real time in the future. For a non technical person this may initially seem a little daunting. However once you do it once or twice you will see it's as simple as copy, paste from your existing website. We do offer a service to clients who do not have the time or inclination to add this content, we make a small one off charge of £95 to do this. To request this simply email support@myfirmsapp.co.uk and one of our team will get in touch.

Questions, help, advice and friendly support

We are a small family run business and understand the importance of 'being available' to our valued clients. You can call our team anytime on 0800 803 0826 or email support@myfirmsapp.co.uk



Online form questions

If you're unable to fill in the online form, we have included the questions below. If you can fill in the document and post / scan / email it back to us, that will allow us to begin the project. We strongly advise using the online form for speeding up this process and ensuring that the data gets to us more efficiently than via post.

1: Primary Contact for all communications

Who should we treat as the primary contact within your business for this project?

Name: Email:

This is the person we will send communications to. This includes all App passwords, logins, links to access your designs and App content. You are then free to circulate and collate feedback as may be required internally. This aids efficiency of communications and helps us give you the very best level of service.

2: Company address to appear on the app

Address line 1:

Address line 2:

City / Town: County: Post code:

3: Company contact details to appear on the app

Telephone:

Fax:

Email address:

4: Additional contacts to get copies of data submitted through the app's contact form

Name:

Email:

Name:

Email:

Please let us know if there's more contacts, along with their details and we will add these into the app's code.



5: Logo file

Please email us a copy of your logo file to support@myfirmsapp.co.uk. This needs to be high resolution and ideally in a working format such as .ai, .eps, .psd, with associated fonts included where applicable. If you only have flat logo files, eg: jpgs or pngs, these need to be at least 1600px in width. We ask for working files so that we can scale the logo to various sizes required by the app, due to the app being supported across so many devices with different screen dimensions and resolutions. Please contact us if you need assistance, and a logo redrawing service is available depending on the current logo file you can provide.

6: Your company details

Name: (30 character limit)

The name entry above is used for your app entry in both app stores and in the description of your app. Due to restrictions on app store lengths, we impose a 30 character limit. Please be aware that the name entered above will be the exact name used, so any spelling mistakes or grammar errors will not be corrected.

Abbreviation:

The abbreviation entry above is used for underneath your app icon on a phone / tablet. Due to restrictions in length, we recommend an abbreviation of ten characters or less in length. Please be aware that the name entered above will be the exact name used, so any spelling mistakes or grammar errors will not be corrected.

Company website URL:

Company RSS Feed:

An RSS feed is a method to supply your website/blog content to external 'RSS Readers' and various other services such as your new app. Most blogs or websites have this functionality and if you are having trouble locating this feature please contact your web designer for assistance.

7: Your social media profiles

Facebook:

Twitter:

LinkedIn:

Skype Username:

Skype Password:

I do not have one or more company profiles please contact me to quote for these.

We would recommend setting these up as company profiles where possible, so that the app feeds into a main social media profile. We would also recommend that you create an account for each social site listed above, as the app can start to feed information to the profile, which you can always return to and update your social media profile details at a later date.

8: Miscellaneous links

Cloud Accounting:

The url to the login page for the cloud accounting system that firm may use, it needs the option here to add others as some firms use two or three systems across their client base. Along with the URL we need to ask people for the name of that button e.g. Xero, Orbit, Kashfow etc.

Client portal / Secure document exchange:

The url for the login for the client portal or SDE that the firm may use with their clients.

Online payment:

The url to the online payment page the firm may use with their clients.

Analytics Email:

This email will be used to receive Google Analytics information regarding usage of your app.

9: Splash page comments

The splash page loads the first time an App is opened or after it's been completely closed. Do you have any comments on the design for your splash page? If you have an image you would like us to consider using will need to email the largest version of it you have. Images need to be 2048px (w) x 1536px (h) at 72 dpi, please email to support@myfirmsapp.co.uk

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Ways of getting this information to us

Please use the online form at <http://www.accountancyapp.co.uk/yoursilverapp/>

Alternatively:

Fill in the form and post it to:

MyFirmsApp

37-39 Victoria Road,

Darlington,

DL1 5SF

Or:

Fill in the form and scan the answers, then email to support@myfirmsapp.co.uk

