

Digital Transition Rollout Checklist

Ten steps for a phased rollout that doesn't leave the old system running in parallel forever.

- ☐ Assign one person as the owner of the digital rollout.
- ☐ Pilot one module — usually billing — before switching everything.
- ☐ Migrate resident records with full payment history, not just current balances.
- ☐ Reconcile old vs new numbers before going live.
- ☐ Deliver role-specific staff training, not one generic walkthrough.
- ☐ Onboard residents in batches, not all at once.
- ☐ Demonstrate the resident app in person at move-in.
- ☐ Set and announce a hard cutoff date for the old system.
- ☐ Keep a read-only archive of old records for a defined period.
- ☐ Check adoption 30 and 90 days after go-live, not just at launch.