

# What to expect

## Provisioning and Onboarding

After processing your order, the AppDirect Marketplace will provision your licenses.

Occasionally, our Team will need extra information not originally included and may reach out to confirm that information, if necessary.

After processing your order, the AppDirect Marketplace will provision your licenses. You might receive an email with key information from the original provider as well, depending on the product procured.

The Customer Onboarding Team will reach out and schedule a Marketplace Orientation. They'll provide a walkthrough of the AppDirect Platform as well as answer any questions you may have.

## Resources

If you're looking for some more guidance on AppDirect, our Help Center contains a variety of content. For video guides on basics take a look at these [Marketplace How-To tutorial videos](#).

You can go over all our available enablement content on our [Help Center](#).



## Need help?

To submit a Support ticket, you can:

- Use our [form](#)
- Email us at [help@appdirect.com](mailto:help@appdirect.com)
- Call us at 833-427-7762
- Click the 'Chat' button at the bottom right of the page to start a live chat with an agent. *You must be logged into the AppDirect Marketplace to do this.*