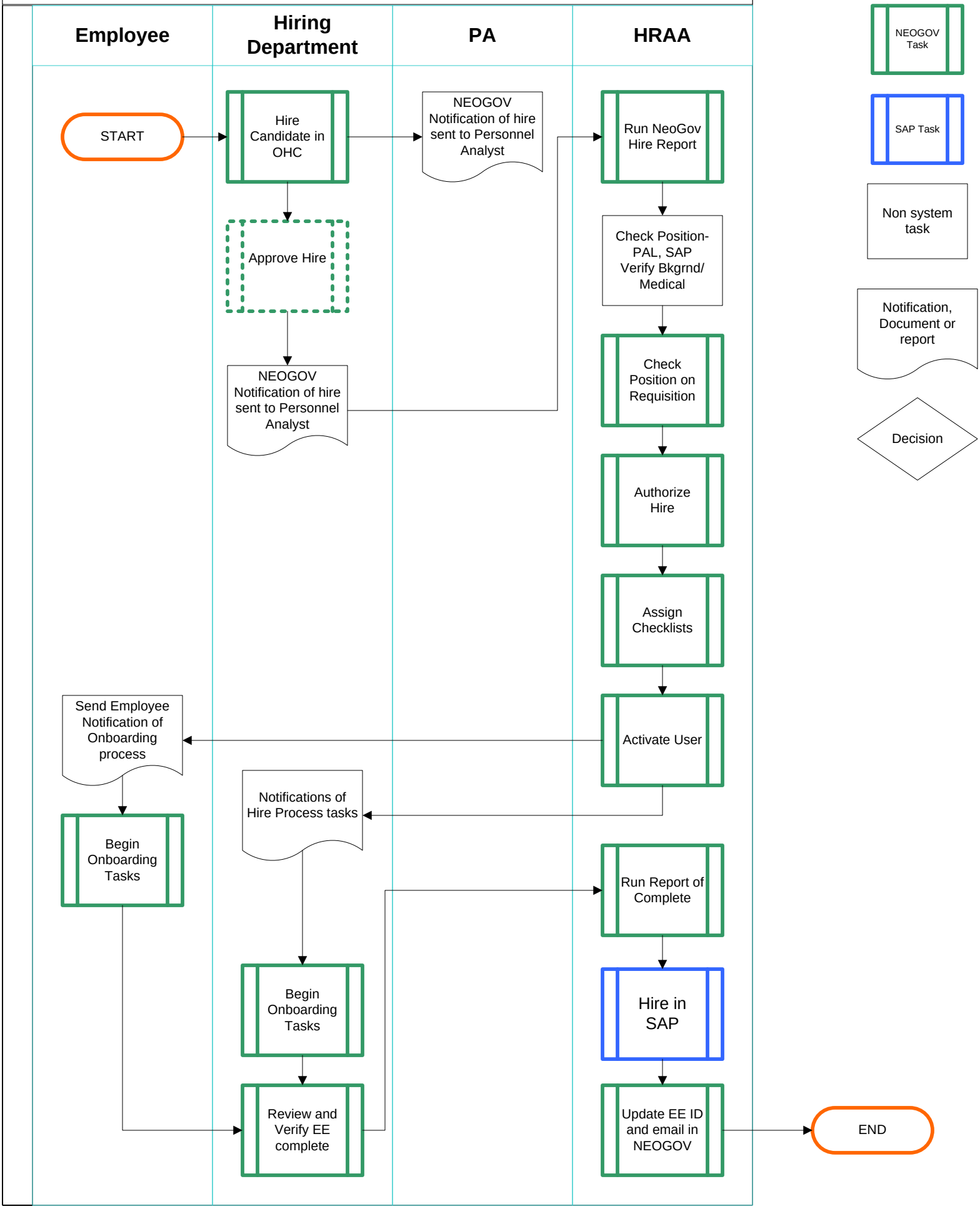Onboarding Process