



Reseller Account App Release Policy

ByteKast LXP
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Overview

A ByteKast Reseller is an entity or company that takes on the role of selling and supporting ByteKast as a Software as a Service (SaaS) to their customers.

Approved ByteKast Resellers represent the ByteKast platform and are mandated to, in alignment with ByteKast's Reseller Policies, to **handle the sales & marketing, to offer add-on services, manage the implementation process, and to support and provide training** to their customers that are subscribed to the ByteKast platform.

The Reseller's appointed team members will need to undergo relevant training and qualification in order to offer high quality technical and knowledge support for ByteKast subscribers and the users of these subscribers.

PURPOSE

The purpose of this document is to outline the account and app setup and release process and related conditions.

1. Pre-Order
2. Order
3. Account & App Setup
4. Apple Release
5. Account & App Setup Process

SCOPE

All employees, contractors, consultants, resellers, temporary and other workers within the Reseller's organisation and its subsidiaries must

adhere to this policy. This policy specifies requirements for handling support & knowledge queries, onboarding & training customers/subscribers, as well as marketing and selling ByteKast.

POLICY

1. Pre-Order Form Submission

Before an order is submitted to ByteKast, the Reseller needs to obtain important information from the customer, including:

- Account & App Names
- App Type
- Developer Account / Business Manager access (if required)
- Custom domain and technical contact (if custom domain requested)
- App Descriptions, keywords, Support URL & Marketing URL
- Agent Contact
- Support Contact
- App Assets & Story Palette
- App Distribution (Countries)

If any of the above items are not supplied, the order may be rejected.

Where items are pending (e.g. Developer Account access), these can be delayed until the app release date.

2. Placing an Order

2.1. Once ready, the Reseller can complete and submit the Order Form (available on ByteKast Reseller Portal).

2.2. Unless otherwise agreed, the Reseller will be invoiced for the setup fee once an order form is submitted. The invoice for the monthly subscription will be due in the

month after the account was set up. (Please refer to the Reseller Levels & Pricing Policy).

2.3. The Account and App will be setup within 2 weeks starting every Friday (10 working days) of the order form being received, unless:

2.3.1.The Order Form is rejected due to one or more missing requirements

2.3.2.The setup fee is not settled within a reasonable period of time

2.3.3.There are public holidays within those 2 weeks

3. Account & App Set Up

3.1. Account

Once the Order has been received and approved, the ByteKast account will be set up and the Agent will be invited. The Reseller should ensure that Agents are onboarded ahead of the account set up, and that they know how to invite Team members to their account.

Authoring can commence as soon as the account has been created.

3.2. Progressive Web App (PWA)

The web app will be set up first using ByteKast's default web domain: appname.ByteKast.io. Once the Android and Apple apps are released, custom domains can be pointed to the default domain.

3.3. Android / Release to Google Play Store

The Android app will be released to Google Play using the Everyday or Reseller's developer account unless the subscriber

provides access to their own Google Developer account. Android apps are usually approved within 2 days and do not undergo human review. Both public and invite-only apps are released to the store.

4. Apple Release

4.1. App Release Request

4.1.1. Once the subscriber is ready to release their app to the Apple store, an App Release Request must be submitted by the Reseller. Apps will be released on the Friday of the week in which the request is submitted (if the request is received by COB on a Thursday).

4.1.2. Apple apps will only be released if all requirements are met to satisfy the Apple guidelines (see 4.2 and 4.3).

4.2. Apple / Release to App Store: Public apps

4.2.1. Although the app is built upon setup, public Apple apps are only released to the store once content is ready.

4.2.2. Subscribers need to adhere to Apple's guidelines and policies in order to pass the Apple Review process, or risk app rejection. In order for an app to be released to the store, the following must be available:

4.2.2.1. Complete (or near complete) app content, i.e. published stories and streams

4.2.2.2.Categories: authors should use categories when publishing and differentiate content titles from category names

4.2.2.3.Simulated and Tested: authors should ensure that content has been reviewed and that all media is playing in the simulator.

For more information on the Apple Review process, go here: [https://
developer.apple.com/app-store/review/](https://developer.apple.com/app-store/review/)

4.3. Apple / Release to App Store: Public apps

4.3.1.Although the app is built upon setup, private apps are distributed to the subscriber's Enterprise or Apple/School Manager account once content is ready.

4.3.2.Subscriber's need to adhere to Apple's guidelines and policies in order to pass the Apple Review process, or risk app rejection. In order for an app to be released to the store, the following must be available:

4.3.2.1.Complete (or near complete) app content, i.e. published stories and streams

4.3.2.2.Categories: authors should use categories when publishing and differentiate content titles from category names

4.3.2.3. Simulated and Tested: authors should ensure that content has been reviewed and that all media is playing in the simulator.

For more information on the Apple Review process, go here: [https://
developer.apple.com/app-store/review/](https://developer.apple.com/app-store/review/)

Important: *Note that ByteKast does not facilitate the private distribution process and that subscribers will need an internal specialist to handle the release process once the app has been published to the Enterprise or Business/School Manager account.*

5. Account & App App Setup Process

5.1. To understand the roles, dependencies and responsibilities throughout the process of signing on a new ByteKast subscriber and creating their apps, [go here](#) or view the below process diagram.