toggl track

Toggl Onboarding Packages

Expert-led onboarding to set your team up for success — whether you're just getting started or scaling across hundreds.

Setup
Build your foundation with confidence
$600

Perfect for smaller teams (up to 30 people) with straightforward setups, where the team lead is largely self-sufficient but wants expert reassurance that everything is configured correctly from the start.

What's included:

- Expert consultation on account setup and admin essentials
- Admin and team training sessions to get your team tracking accurately
- Access to onboarding guides and videos for admins and end users

Enable
Get your whole team productive, fast
$1,200

Ideal for teams of 30–49 people with growing complexity (larger number of projects or clients). Get expert guidance to configure your workspace correctly and train your team to track confidently from day one.

What's included:

- Three sessions: Guided account setup, admin training, and user training
- 5-day transition period with proactive check-ins and troubleshooting support before moving to regular support channels
- Access to Customer Success Dashboard tools for bulk uploads
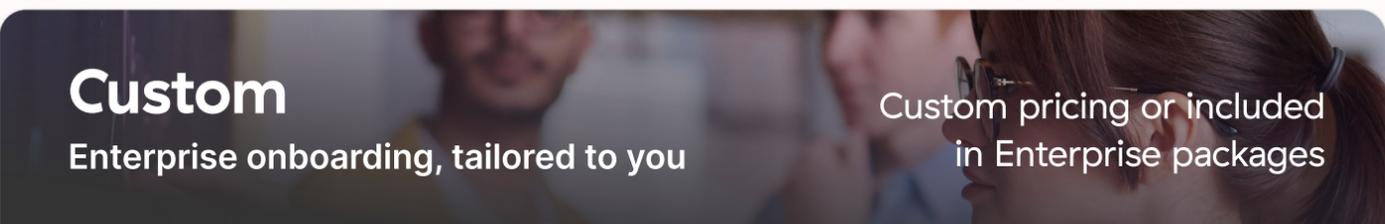- Access to onboarding guides and videos for admins and end users

Scale
Optimized for complexity, data, and integrations
$2,400

For bigger teams with complex requirements such as data migration, larger datasets (>50 projects/clients), integrations, or advanced reporting needs.

What's included:

- 6 hours of live sessions, which includes account setup, admin and user training, reporting training, with personalised data analysis
- Guidance on integrations and workflow optimization
- 14-day transition period with proactive check-ins and troubleshooting support before moving to regular support channels
- Access to Customer Success Dashboard tools
- Personalized self-serve onboarding guides & videos

Custom
Enterprise onboarding, tailored to you
Custom pricing or included in Enterprise packages

For organizations (typically 70+ people) with complex workflows, integrations, or multi-tool setups. This is our highest-touch onboarding experience, built entirely around your business.

What's included:

- Fully tailored consultation and onboarding plan
- Enterprise-level support for data, integrations, and user training
- Custom materials and resources built for your workflows

Setup
Build your foundation with confidence

Perfect for smaller teams (up to 30 people) with straightforward setups, where the team lead is largely self-sufficient but wants expert reassurance that everything is configured correctly from the start.

PRICE
$600

What's included?

➡️ **Live sessions:** Three 30-minute sessions with a Customer Onboarding Specialist, designed to combine guidance with tailored Q&A. Each session is recorded and shared afterwards.

- **Account setup review:** We'll go through your prepared workspace setup (projects, clients, and user roles) to confirm it supports your team's use case and reporting needs.
- **Admin training:** We'll guide your admin through the most important settings (permissions, billing settings, basic reporting) so they know how to maintain the account, onboard new users, and avoid common misconfigurations.
- **Team training:** A live training session for all end users to ensure everyone knows how to track time correctly — keeping your team accurate, consistent, and aligned from day one.

➡️ **Self-Serve Resources**

- Access to onboarding guides and videos for admins and end-users.

When should you choose *Setup*?

- ✔️ You want peace of mind that your workspace is configured correctly
- ✔️ You prefer a quick, no-fuss onboarding that still gets expert eyes on your setup
- ✔️ You want to launch fast without spending extra on full-service onboarding

With *Setup,* you'll get...

- ✔️ **Confidence from day one**: Start knowing your setup supports your goals.
- ✔️ **To avoid rework**: Get it right the first time and prevent costly mistakes later.
- ✔️ **Faster launch:** Your team can start tracking right after your session.
- ✔️ **Affordable expertise:** Professional validation at a lean price point.

Enable
Get your whole team productive, fast

Ideal for teams of 30–49 people with growing complexity (larger number of projects or clients). Get expert guidance to configure your workspace correctly and train your team to track confidently from day one.

PRICE
$1,200

What's included?

➡️ **Live sessions:** 3 hours of training with a Customer Onboarding Specialist, designed to combine guidance with tailored Q&A. Each session is recorded and shared afterwards.

- **Account setup:** Guided walkthrough of workspace configuration, adding users, and setting up first projects and reports. Ensures everything is structured correctly from the start.
- **Admin training:** Hands-on training for admins covering project management, user management, and reporting. Builds admin confidence to maintain and scale the workspace.
- **Team training:** A live training session for all end users to ensure everyone knows how to track time correctly — keeping your team accurate, consistent, and aligned from day one.

➡️ **Extra Support**

- 5 days of chat/email support to answer follow-up questions after onboarding.
- Tool Dashboard access for bulk uploading data (projects, clients, users) to speed up setup.
- Guides and training videos for both admins and end-users as reference material.

➡️ **Self-Serve Resources**

- Access to onboarding guides and videos for admins and end-users.

When should you choose *Enable*?

- ✓ You need a structured onboarding that covers everyone — not just setup
- ✓ You want your leads equipped with best practices to manage your workspace
- ✓ You want every team member confident and consistent from day one
- ✓ You're looking for the right balance of expert support and flexibility

With *Enable*, you'll get...

- ✓ **Smooth adoption**: Your team learns directly from experts.
- ✓ **Faster setup:** Bulk upload tools eliminate manual busywork
- ✓ **Empowered team leads** euipped to manage and expand with ease.
- ✓ **Peace of mind:** Follow-up support ensures nothing slips through the cracks.

> This has been the **most painless process** to onboard our entire global business. I have been involved in rolling out programs in many businesses and this has been the best experience by a mile.

Sherril Rankin,
Associate Director, Operations at Instinctif Partners

Scale
Optimized for complexity, data, and integrations

For bigger teams with complex requirements such as data migration, larger datasets (>50 projects/clients), integrations, or advanced reporting needs.

PRICE
$2,400

What's included?

➡️ **Live sessions:** 6 hours of training with a Customer Onboarding Specialist, designed to combine guidance with tailored Q&A. Each session is recorded and shared afterwards.

- **Account setup and data structure support:** Collaborative configuration of your workspace (projects, clients, teams, tags, billable rates) to ensure your setup matches real workflows and scales with you.
- **Admin training:** Deep dive for admins on managing projects, users, and reporting so they can confidently run the system without relying on Customer Success for every change.
- **Team training:** Live training for the full team to ensure consistent adoption, accurate time tracking, and strong data quality.
- **Reporting and data analysis:** Guidance on how to analyze data and set up dashboards so reporting delivers immediate business value.
- **Integration Scoping/Setup/Q&A:** Consulting to connect Toggl Track with your existing tools — ensuring adoption doesn't add extra tech burden.

➡️ **Extra Support**

- 14 days of chat/email support to answer follow-up questions after onboarding.
- Tool Dashboard access for bulk uploading data (projects, clients, users) to speed up setup.
- Guides and training videos for both admins and end-users as reference material.

➡️ **Behind-the-scenes Preparation**

- Reviewing your organizational structure and workflows
- Preparing workspace recommendations tailored to your setup
- Creating demo data and sample dashboards
- Following up with tailored resources post-sessions

When should you choose *Scale*?

- ✅ You're rolling out Toggl to 50+ users and need a process that scales
- ✅ Your setup is complex and requires strategic alignment
- ✅ You need your data and integrations working smoothly from day one
- ✅ You want accuracy, adoption, and confidence across your organization

With *Scale*, you'll get...

- ✅ **An optimized setup** with no messy rework down the line.
- ✅ **Independent, confident teams** ready to maintain and grow usage.
- ✅ **High adoption** with consistent data and clean reporting from the start.
- ✅ **Peace of mind:** Follow-up support ensures nothing slips through the cracks.

> " The custom Toggl Track Jira and API integration enabled us **to scale the number of projects** from 30 to 150 while reliably syncing data from both tools.

C. Raschl, Software Architect, Netconomy

Custom
Enterprise onboarding, tailored to you

For organizations (typically 70+ people) with complex workflows, integrations, or multi-tool setups. This is our highest-touch onboarding experience, built entirely around your business.

What's included?

- **Tailored Consultation and planning:** Deep discovery of your organization's workflows, structure, and tools. We create a custom onboarding roadmap that matches your priorities and rollout strategy.

- **Custom Admin and End-User Sessions & Training:** Bespoke mix of admin enablement, team training, integration support, and advanced reporting workshops designed around your business needs.

- **Advanced Technical Support:** Guidance on API usage, custom integrations, and data migration. Collaboration with your technical teams to embed Toggl seamlessly into your stack.

- **Enterprise-Level Support:** Extended post-onboarding support, custom resources, and ongoing expert guidance as part of your enterprise relationship.

When should you choose *Custom*?

- ✓ You're managing 70+ users or multiple business units
- ✓ Your onboarding needs go beyond standard configuration
- ✓ You want a partner who aligns with your internal processes
- ✓ You value a dedicated expert team to ensure seamless rollout

With *Custom*, you'll get...

- **Tailored onboarding**, with every step designed for your unique setup.

- **Seamless integrations** to connect Toggl directly into your ecosystem.

- **A future-proof configuration**, with scalable structures across teams and tools.

- **An enterprise partnership:** A collaborative rollout, not just a setup.

> "
> We needed to automate a detailed report based on Toggl Track data to avoid manual work. The report [built by Toggl CS engineers] turned out to be very helpful and **is exactly what we need.**

Joanna Burkiciak, Tax Specialist at Netguru

netguru

Onboarding Packages Comparison

What's included	Setup	Enable	Scale	Custom
Best for	Small teams (<30), simple data structures	Mid-sized teams (30–49), moderate complexity	Large teams (50+), complex data/integrations	Enterprises (70+), advanced/unique needs
Price	$600	$1200	$2400	Custom/Enterprise
Self-serve guides & videos	✅	✅	✅	✅ (Customized)
Admin training and expert setup review	✅	✅	✅	✅
Guided account setup	✅	✅	✅	✅
Team training	✅	✅	✅	✅
Access to Customer Success Dashboard tools for bulk uploads	—	✅	✅	✅
Extended post-onboarding support	—	5 days	2 weeks	Enterprise-level
Personalised data analysis and reporting training	—	—	✅	✅
Integrations and workflow optimization guidance	—	—	✅	✅
Personalised self-serve guides	—	—	✅	✅ (Fully bespoke)
Fully custom onboarding plan	—	—	—	✅

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