

Go Live Checklist

By now, you should have completed [integration with Cleeng](#) through one of the many ways possible. So you're almost there to start selling.

Before you go live, please make sure that the following points are in place. Otherwise, if you have any problems, please contact our [Support Team](#) or your dedicated account manager.

CLEENG ACCOUNT

<p>1. Do you have a Cleeng production account with the default currency selected?</p> <p>Note: You can change your default currency <u>only before the first transaction is made</u>.</p>	
<p>2. Ensure that you are using production endpoints* with your production ID.</p>	

*For each API, you have both a [sandbox and production environment](#) provided - see the example of [MediaStore SDK API](#). Sandbox endpoints are different from production ones, e.g. <https://mediastoreapi-sandbox.cleeng.com/customers> vs <https://mediastoreapi.cleeng.com/customers>. When going live, make sure you're using production endpoints.

PAYMENT SETTINGS

Make sure the payment settings are configured so that customers can pay for your content seamlessly:

<p>3. Is each payment method configured (is payment method ID generated by the Cleeng Support Team)?</p> <p>Web payments:</p> <ul style="list-style-type: none">• Card• Apple Pay• Google Pay	
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<ul style="list-style-type: none"> • iDEAL • PayPal <p>In-apps:</p> <ul style="list-style-type: none"> • Apple In-App Purchase StoreKit 1 • Apple In-App Purchase StoreKit 2 • Android • Amazon FireTV • Roku • Samsung TV • Vizio 	
<p>4. Make sure necessary webhooks are configured. This is necessary for payment operations, subscription upgrades and downgrades and termination of entitlements.</p>	
<p>5. (Only if you use Adyen)</p> <p>Make sure that your production website origin is added to allowed origins.</p>	
<p>6. (Only for non-Merchant users)</p> <p>Review your dunning action settings configuration for recurring payments (subscriptions) in the dashboard and update if necessary.</p>	

Please note that depending on the payment gateway and payment methods that you selected, and whether you use Cleeng's [Merchant](#), the configuration will differ and may require different settings by our support team.

OFFER SETUP

<p>7. Are offers properly set up? For details of the setup of each type of offer, see:</p> <ul style="list-style-type: none"> - Subscriptions - Passes - TVOD - Live pay-per-view 	
<p>8. (Only if want to sell versions of your offers specifically adjusted for customers in different countries, e.g. with adjusted price, currency, trial period)</p>	

Did you configure offer localizations ?	
<p>9. (Only if you want to define geo-restrictions for your offers)</p> <p>Did you configure geo-restrictions for your offers?</p>	
<p>10. (Only if you integrate with in-apps, e.g. Apple, Android, Roku, Amazon FireTV, Samsung TV or Vizio)</p> <p>Did you map your App store product IDs to your Cleeng offers in the offer setup?</p>	
<p>11. (Only if you offer subscription upgrades / downgrades)</p> <p>Did you set up subscription upgrades and downgrades for your offers in the dashboard?</p>	
<p>12. (Only if you offer subscription upgrades / downgrades)</p> <p>Did you configure the correct Subscription Switch Algorithms in the Offer Switch Settings tab of the Cleeng Dashboard?</p>	
<p>13. (Only if you use seasonal subscriptions)</p> <p>Did you define a seasonal schedule for seasonal subscriptions? Define at least 2 seasons in advance, as the next season's start date is the renewal date.</p>	

IN-APP SETTINGS

Refer to this section if you want to integrate with Apple, Android, Roku, Amazon FireTV, Samsung TV or Vizio..

<p>14. Did you configure the SKU / products (offers) in the App stores directly?</p> <ul style="list-style-type: none"> - Apple In-App Purchase StoreKit 1 - Apple In-App Purchase StoreKit 2 - Android - Amazon FireTV - Roku 	
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<ul style="list-style-type: none"> - Samsung TV - Vizio 	
<p>15. If yes, did you map your App store product IDs to your Cleeng offers in the offer setup?</p>	
<p>16. Did you configure the server notifications in the App store as per instructions:</p> <ul style="list-style-type: none"> - Apple In-App Purchase - StoreKit1 - Apple In-App Purchase - StoreKit 2 - Android - Roku - Vizio? 	
<p>17. Did you provide the information required for in-app settings to our Support Team (such as secret keys)?</p> <ul style="list-style-type: none"> - Apple Key for Apple StoreKit 1 integrations, - a service account key for Android, - a “Shared secret” for Amazon - API key for Roku? 	
<p>18. Did you make the connection to the currently supported integrations through the Integrations Hub of the SRM Dashboard for</p> <ul style="list-style-type: none"> - Apple StoreKit 2, - Samsung TV, - Vizio, - Pin-Pair Login ? 	

TERMS & CONDITIONS, CONSENTS SETUP

To add your own [Terms & Conditions and Marketing Opt-ins](#), you need to adjust settings according to Cleeng’s guidelines. This usually involves configuring your platform to include custom terms during user registration or within the account management flow, guaranteeing compliance and clear communication of your policies. To ensure it, follow the points below:

<p>19. Did you tick the respective sections in the Default Profile? (Dashboard > Admin & Tools > Capture section)</p>	
<p>20. Did you add a URL for the Terms & Conditions?</p>	

<p>21. Make sure you turn the Capture button to ON</p> <p>Important: In cases where a third-party tool is used for consent management, enabling the 'Capture' button is not required, as data handling is managed externally.</p>	
<p>22. Remember to incorporate Cleeng’s Terms & Conditions to external systems and ensure that they correctly handle user consent and access permissions in line with the platform's security and compliance needs.</p> <p>Important: When using external identity management systems with Cleeng, standard Terms and Conditions (T&Cs) are not automatically included in the user flow. This requires you to manage T&Cs separately within your external system to ensure compliance and proper user consent, as Cleeng will not enforce or display T&Cs by default in such setups.</p>	

ONLY FOR [CLEENG MERCHANT CLIENTS](#)

<p>23. Make sure you understand Cleeng Merchant fees/pricing.</p>	
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- PAYOUTS - ACCOUNT CONFIGURATION**

<p>24. Did you provide bank account details for your payouts? (Dashboard > Admin & Tools > Account > Billing Information?)</p> <p>Please be aware that the Cleeng Finance Team will reach out to you via email to confirm bank details before the first payout is made.</p>	
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- BRANDING REQUIREMENTS - MERCHANT**

[Cleeng’s Merchant Branding Requirements](#) mandate that all payment-related communications and interfaces reflect the Merchant's brand explicitly, ensuring a consistent and trustworthy customer experience.

<p>25. Make sure that all payment-related communications, interfaces, and branding elements (such as logos, colors, and company name) consistently and clearly reflect the Merchant's brand identity throughout the entire customer experience, from purchase to confirmation.</p>	
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EXTRA SECURITY CHECK

26. Ensure you have a captcha or other bot prevention mechanism implemented on your front-end application. Cleeng provides Documentation for implementing Google reCaptcha through MediaStore API and MediaStore Components .	
27. (Only for non-MediaStore Components integrations) Ensure you pass on the end-user IP address to Cleeng Merchant (for fraud filters to work properly) through this API .	

EMAIL CONFIGURATION

28. Are transactional emails set up?	
29. Did you upload your logo and pick your color for all system emails? Or configured a more advanced email setup through webhooks?	

COMMUNICATIONS

30. Ensure you inform your Cleeng account manager and other stakeholders about the go-live date and plan. The Cleeng account manager will also align the Hi5 Support team in case you took this service.	
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FINAL INTEGRATION TESTS

Make sure that you follow these best practices for final integration testing.

31. User Registration and Checkout Functionality Ensure that users can successfully register on the platform through various channels (web and app stores). After registration, verify that the checkout page is displayed correctly. This ensures	
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<p>the registration flow is properly integrated and the checkout experience is seamless.</p>	
<p>32. Offer Purchase Validation</p> <p>Test purchasing a subscription or any other available offer type, using different payment methods and app stores. After purchase, validate that users have access to the content associated with the offer. This ensures that payment systems and content access are properly integrated across multiple platforms.</p>	
<p>33. Recurring Billing Verification</p> <p>It's crucial to confirm that recurring billing processes work as expected. This includes checking that subscriptions renew correctly, and the payment system processes recurring charges without errors.</p>	
<p>34. Free Trials and Coupon Redemption</p> <p>Make sure users can successfully purchase offers with free trials or redeem coupons. This includes validating that the free trial periods are honored and the coupons are applied correctly during checkout.</p>	
<p>35. In-App Purchase Validation</p> <p>Test purchasing subscriptions and offers via in-app purchases on supported platforms (iOS, Android, etc.). Ensure that the payment process is smooth, the purchase is successfully registered, and users receive access to their content immediately.</p>	
<p>36. Subscription Upgrade and Downgrade Testing</p> <p>Verify that users can seamlessly upgrade or downgrade their subscriptions. Check that billing adjustments are applied correctly, proration rules (if any) are followed, and users' content access updates accordingly.</p>	
<p>37. Account Dashboard Display</p>	

After purchasing offers, verify that the customer account in the dashboard reflects the purchased offer(s) correctly.	
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CLEENG PRODUCT IMPROVEMENTS

38. Subscribe to Cleeng's release notes emails to keep up to date with new features and important product changes that may require action on your end.	
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If you checked all the above, congrats! Now you are set to launch for production and start building lifelong relationships with your subscribers.