

LOG IN / RESET PASSWORD

1. From a computer, phone or tablet use a web browser to go to the login page-
2. Click **"Lost Your Password?"**.
3. Enter your email address.
4. Click **"Get New Password"**.
5. Check your email account.

NOTE- Make sure to check your spam or junk folder if you do not see the email in your inbox.

6. Click the link in the email.
7. Create a new password then click **"Reset Password"**.
8. Go back to the login page.
9. Log in with the new password.

CREATE/ADD AN INQUIRY

1. From the left side menu click **"Inquiries"** then **"Add New"**.
2. Enter a title for the inquiry and add the inquiry content into the text field.
3. Add the inquirer as a contact by typing in the name (click the drop down arrow). Click the **"+"** icon to create a new contact or use to edit an existing contact.
4. Assign an owner to the inquiry.
5. Assign one or more categories to the inquiry.
6. Click **"Create Inquiry"**.

ANSWER AN INQUIRY

1. Find the inquiry from the Dashboard or click **"Inquiries"** then **"All Inquiries"** from the left side menu.
2. Click on the inquiry title or **"Edit"**.
3. Type or paste the answer in the text box or use the library button to use a pre-made inquiry answer.
4. Select **"Send Response"**.
5. Click the **"Send Response"** button.

FOLLOW AN INQUIRY

1. Click **"Inquiries"** then **"All Inquiries"** from the left side menu.
2. Search for the inquiry or create a new inquiry.
3. Click **"Edit"** and start typing the name of the person you want to add as a follower.
4. Click **"ok"** when done.

ASSIGN AN INQUIRY

1. From the left side menu click **"Inquiries"** then **"All Inquiries"**.
2. Search for the inquiry or create a new inquiry.
3. Click **"Edit"** next to **"Owner"**.
4. Click **"Edit"** start typing the name of the person you want to follow.
5. Click **"OK"** when done.

COMMENT ON AN INQUIRY

1. From the left side menu click on **"Inquiries"** then **"All Inquiries"**.
2. Search for the inquiry or create a new inquiry.
3. Type a message in the activity box.
4. Select **"Comment"**.
5. Click the **"Comment"** button. The comment will now appear above the activity box and all followers of the inquiry will receive.

NOTE-Comments are internal only.

LOG AN INQUIRY RESPONSE

1. From the left side menu click **"Inquiries"** then **"All Inquiries"**.
2. Search for the inquiry or create a new inquiry.
3. Add all info (to log) into the activity box.
4. Select **"Log Response"**.
5. Click the **"Log Response"** button.

EXAMPLE USE - Add Inquiries taken by phone.

ADD A NEW CONTACT

1. From the left side menu click **"Contacts"** then **"Add New"**.
2. Under **"Add New User"** (Use the bottom 2 fields) type in the username and email address of the new contact.
3. Change the role to **"Contact"**. make sure the **"Skip Confirmation Email"** box is checked.
4. Click **"Add New User"**.
5. Click **"Edit User"** to add more contact information or to add the contact to a contact group.

NOTE- The user name should be one word, first and last name, no spaces all lower case.

NOTE- The contact user name created will NOT provide login access to Jetty.

CREATE A POST

1. From the left side menu click **"Posts"** then **"Add New"**.
 2. Type in the post subject (headline).
 3. Check a category under the **"Categories"** section.
 4. Type or paste content into the text editor window.
- To view the draft of the post click **"Preview"**.
- To insert a photo click **"Add Media"**.
- To save a draft of the post without publishing click **"Save Draft"**.
- To publish the post immediately click **"Publish"**. or future) click on the **"Edit"** text link next to **"Publish Immediately"**, select a date.

SEND A DISTRIBUTION

1. From the left side menu click **"Posts"** then **"All Posts"**.
2. Find the Post to distribute.
3. Hover over the title and click **"Edit"**.
4. Scroll down to the **"Distribution"** section, check the group(s) to distribute to and click **"Publish"**.

CREATE A STATUS BOARD

1. From the left side menu click **"Boards"** then **"Add New"**.
2. Type in a title and type or paste information into the text editor window.
3. Click **"Publish"**.

ADD A FOLLOWER TO A STATUS BOARD

1. From the left side menu click **"Boards"** then **"All Boards"**.
2. Click on the title of the board to add the follower to.
3. Click **"Edit"** start typing the name of the person to add as a follower.
4. Click **"ok"** when done.

VIEW ALL STATUS BOARDS

1. From the left side menu click **"Boards"** then **"All Boards"**.