



## Frequently Asked Questions for New Clients

***What is the first thing I should do after I sign up for Front Office Rocks?*** The first step is to log into the manager account with the manager credentials (email and password) you chose when you set up your Front Office Rocks account. The manager account is designed to be a master account where you can add/delete students, access your billing information, and track your employee's progress through notification emails and the student summary section. The next is to set up each staff member or "student" that will be using the site for training including the account manager if they would like to review the videos and take the quizzes that follow as well. They will each need their own individual log in (email and password) in the student section.

***Can all the users use the same email address?*** No, each student needs their own individual email address and password when you add them to the system. This allows each student's progress and scores to be reported to the manager account.

***Is there a list of all the videos somewhere?*** Yes. After logging in, you can find a complete list of all videos under the document tab located in our main menu navigation and visiting Other Documents/Video List/List of Current Videos on Our Site.

***What other things beside the training videos should I expect with Front Office Rocks?*** In addition to our documents section, which is a great resource of information that you can download, edit and use for your office, we have an Ask Laura section on the top right of the page. Here you and your team can search for questions asked by other clients or send questions directly to Laura if you need more information or can't find what you are looking for. You can also sign up for our Front Office Rocks newsletter and keep an eye out in your mailbox around the 1<sup>st</sup> Wednesday of the month for great information and tips for your practice.

***How can I find information on specific topics I want?*** There is a search function on the top right of the website. You can put in the subject of the topic you are looking for and everything on the site pertaining to that subject will be listed for you such as videos, documents, Ask Laura questions, etc.

***How else can I stay connected with Front Office Rocks?*** Follow us on Facebook and You Tube - new content is added multiple times throughout the week to keep you and your team motivated and learning.

***What If I need to update my billing or contact information?***

You are able to update your payment details, billing address, email and phone number from the manager's account by visiting the "my account section" and selecting either payment settings or account information. If you need to change your billing date or subscription type, please email us.

***What If I still have questions?***

You can go to our Ask Laura section to post your question or contact us directly at [sales@frontofficerocks.com](mailto:sales@frontofficerocks.com), (800) 914-3595 x102.