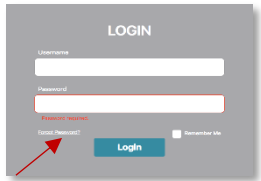
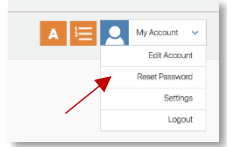
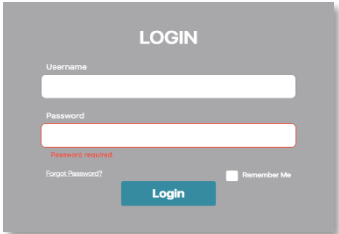
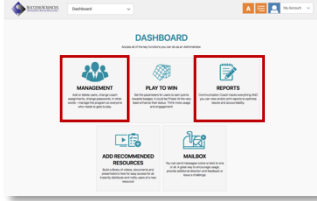
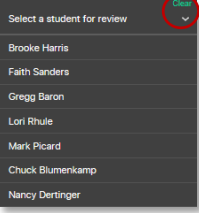

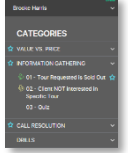
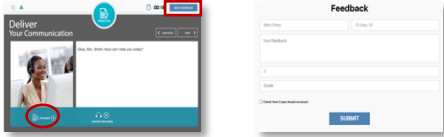


QUICK START GUIDE

Communication Coach Log Instructions for Coaches

Welcome to Communication Coach! Our program is up and running, ready for you to log in and begin your journey to greatness. Below are easy-to-follow instructions to get you started today.

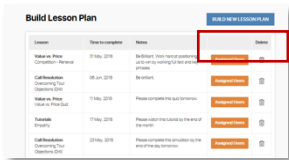
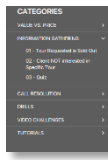
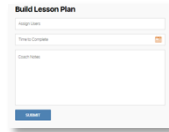
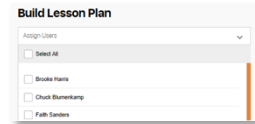
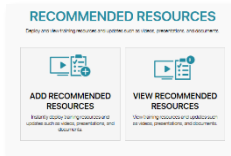



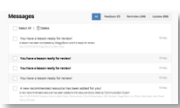
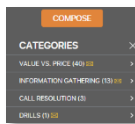
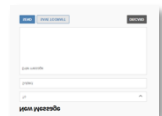





STEP 1		TROUBLESHOOTING / FAQ			
STEP 1	GETTING STARTED	<p>You will receive an email sent to you from Communication-coach@success-sciences.com</p> <ul style="list-style-type: none"> • Your username • A predetermined password • The website address: www.verizon.communication.com2.com <p>*Note: Mail may go to spam if you have not added it to your contact list.</p>		<p>I did not receive my email: If you don't receive the email, you can press "forgot password" on the home page to get the username and password resent to your email.</p> <p>Changing your password: You can also change your password after you login by hovering over My Account in the upper right-hand corner and clicking Reset Password. Enter the required information to reset your password.</p>	
	TIPS:	<ul style="list-style-type: none"> ✓ Save your Communication Coach website as a favorite for easy access ✓ Make sure to have your browser open to full screen <p>You will ONLY get your username, password and website in the email sent by your Company Admin</p>		 	
STEP 2	LOG IN	1. Go to your Communication Coach website		2. On your Dashboard, you will be able to access to manage users, review usage reports, and read/ compose correspondence	
		<p>- Insert your username and password</p> <p>- Click LOGIN</p> 		<p>a) Management: This is where you add new users, update a user's profile, change coach assignments</p> <p>b) Reports: Here you can review all usage reports for any user in Communication Coach</p> 	
STEP 3	USER REVIEW & EVALUATION	<p>1. Select a student for review.</p> <p>This includes the complete list of simulations available to you.</p> 		<p>2. The category list will now appear.</p> <p>Their name will now appear in the top box. You can close the list by clicking on the down arrow next to the name.</p> 	
		<p>3. The category list will now appear.</p> <p>The yellow microphone in front of the lesson title indicates that the user has submitted that lesson for your review.</p> 		<p>4. Listen to the user's recording and leave your feedback. **You can compare to the Example Recording using the Toggle Button</p> 	

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Below are easy-to-follow instructions to get you started today.

STEP 4	BUILD A LESSON	<p>1. To build a new lesson – click on Build New Lesson Plan in the upper right corner.</p> 	<p>2. Select the lesson you want to assign from the Category tree.</p> 	<p>3. From this screen you will assign the lesson to users, set the deadline for completion and add any notes for the user.</p> 	<p>4. Click on the arrow to the far right to show the list of users assigned to you as their coach. Note – be sure to close the drop-down box of names to access the other fields</p> 
STEP 5	RECOMMENDED RESOURCES	<p>From here you can:</p> <ul style="list-style-type: none">- Add new resources- View current resources you have added for your learners to view- View resources added for you by your supercoach and your company admin 	<p>You can easily add new resources by entering the file name in the appropriate field.</p> 	<p>On the lower half of the screen enter the users you want to assign this resource to the title and a brief description.</p> 	<p>This screen lets you see all of the resources you have added.</p> 
STEP 6	MAILBOX	<p>The main Mailbox screen shows you all the messages you have sent. Any message in bold means you have not read it yet.</p> 	<p>You can compose a message to any user(s) by clicking on the Compose button at the top of the Category Tree.</p> 	<p>Here you can simply send a message to any or all users assigned to you by filling in the fields</p> 	
STEP 7	REPORTS	<p>As a coach, Reports gives you the information you need to effectively coach and guide your people to using CC optimally</p> 	<p>Session Report gives you an overview of how the user spent his/her time for each session</p> 	<p>Coach Activity Shows what lessons you have reviewed for each user.</p> 	<p>Quiz & Quiz Details Report These reports give you an overview of the results for each quiz taken, the number of times the user attempted the quiz, and the details of each quiz.</p> 
STEP 8	MANAGE USERS	<p>As a coach, you can update a user's profile as changes occur. To search for a specific user, fill in the first or last name and click Search.</p> 	LOGOUT	<p>To end your session and log out of the program, hover over My Account in the upper right-hand corner and click Logout.</p> 