

Infopop Welcome Email - Redesign

If Knowledge is Power, Meet the Public Utility.

Welcome to your OpenTopic Community!

OpenTopic™ --- much more than a message board, an OpenTopic Community is a strategic business tool that helps increase site traffic, acquire customers virally, extend your company brand, increase commerce, and enhance customer relations.

Your new OpenTopic Community is "live" and ready for you to put it to work.

The resources provided for you in this introduction are:

1. The "address" for your OpenTopic Community
2. How to log on to your OpenTopic Community
3. How to set up your administrator Member Profile
4. How to upgrade to an OpenTopic Community from an existing Ultimate Bulletin Board
5. How to define your OpenTopic Community
6. How to customize the default Forums and Categories provided with your OpenTopic Community
7. Common Administrator tasks
8. Getting help - Customer Support information and resources

We estimate it will take approximately 30 minutes for you to set up your OpenTopic Community as described in the Welcome email.

1. Your OpenTopic Community "Address"

The URL, or "address" for your OpenTopic Board is:

<http://beckykaplan.infopop.net/OpenTopic/page/a/cfrm/s/268093012>

or:

<http://beckykaplan.infopop.net>

Tip: If your email package does not highlight the links, please paste them into your browser's address bar.

2. Logging in to your OpenTopic Community:

You'll need to log in to customize your community's settings as well as access the content on your OpenTopic Community. We have created an administrator account for you to accomplish both of these things.

Username: Admin

Password: jedupow

Tip: You can change this password after you click on the profile link {

3. Setting Up Your Administrator Member Profile:

Fill out a Member Profile to identify yourself to the rest of your OpenTopic Community as well as set appropriate security permissions from this page:

[\[http://WWW.GETAPPROPRIATELINK.COM\]](http://WWW.GETAPPROPRIATELINK.COM)

4. Upgrading to an OpenTopic Community from an existing Ultimate Bulletin Board:

Are you upgrading to OpenTopic from an existing Ultimate Bulletin Board (UBB)? If so, you can transfer your members and messages from the following page:

<http://beckykaplan.infopop.net/OpenTopic/page?a=aimprtcntnt&s=268093012>

Tip: Upgrading an existing UBB board retains XXXX settings...OPEN - what does it do? would be nice for admin to know there is less work to do up front

5. Defining an OpenTopic Community

One of the first things an administrator will want to do is describe the characteristics of the OpenTopic Community as well as customize other settings such as permissions and display styles. Click on this link to go to the Community Settings page:

<http://beckykaplan.infopop.net/OpenTopic/page/a/asts/s/268093012>

Tip: You will need to declare your OpenTopic Community's User and Legal policies. You may want to check into that now with your management and/or legal counsel.

6. Customizing default Forums and Categories:

We also suggest you change the names of the default forums in your community. Click on this link to rename them:

http://beckykaplan.infopop.net/OpenTopic/page/a/admn/a_admn/forums/s/268093012

Tip: We provided some Forums and Categories for you to start with. You can always add more by clicking here:

[\[HTTP://WWW.GETAPPROPRIATELINK.COM\]](http://WWW.GETAPPROPRIATELINK.COM)

OPEN: We want users/admins to be able to perform these tasks from within the control panel too - careful not to build a dependency on this welcome email for the shortcut links

7. Common Administrator Tasks

The most common tasks an OpenTopic Community Administrator will likely need to do are:

- Create a New Forum
- Add Categories
- Edit a Topic
- Move a Topic
- Delete a Topic
- Find a member's information
- Set colors and styles for the Community
- Add new images
- Edit Forum permissions

- Add new security groups

Click on the link below for an explanation of the steps required for each task:

[HTTP://WWW.GETAPPROPRIATELINK.COM](http://www.getappropriatelink.com)

OPEN: I know we don't have this yet but this could be (hopefully) a simple page or two added with numbered steps for some or all of the tasks listed above - could be a VERY big win for customer satisfaction and fewer support calls...)

8. Getting help - Customer Support information and resources

Infopop Corporation maintains multiple sources of information and customer support for OpenTopic Community customers:

a) To interact with a **community** of other OpenTopic Community users, go to:

<http://community.infopop.net>

Here you will find:

- information about OpenTopic
- tips on how to use it
- discussion with other OpenTopic users
- answers to your set-up questions
- news about product updates.

Look for a special 'OpenTopic Customer Updates' forum for you there.

b) To look through the **OpenTopic Knowledge Base** where common questions are answered, go to:

<http://infopopfaq.infopop.net/OpenTopic/page/a/cfrm/s/10009141/f/19209588>

c) If you have questions, feel free to email us for **Customer Support** (please include a description of the problem) at opentopic@infopop.com

Customer Support may ask for your "cluster." Infopop hosts all OpenTopic Communities in different "clusters" of networked servers. Each are maintained and monitored separately. We have assigned your OpenTopic Community to the **'egypt'** cluster.

Enjoy your new OpenTopic Community!

Sincerely,

The OpenTopic Team

<http://www.infopop.com>