

## **Example Documentation: Teleclass**

Here's an example how-to document based on the above example of teleclass – this would live wherever you store your team documents. The idea is that you can turn to your project manager, online business manager, or VA, and say "We're doing a teleclass this month on the 15th, can you assign tasks and get the ball rolling on that?" All they have to do is turn to this list and put it into your project management system, and then everyone starts working on their respective pieces.

## **Policies:**

Currently using InstantTeleseminar, username and password is in master password spreadsheet. Call in information: the number is 1-555-5555 and conference code is 55555; the calls need to be scheduled ahead of time (how-to video is here: <a href="https://www.exampleurl.com">www.exampleurl.com</a>)

## Steps:

- 1. Business owner: Come up with class topic/name/outline and a quick description of benefits from attending class, send that to content manager
- 2. Content manager: Write draft of landing page and tweets to share teleclass, send to biz owner for approval
- 3. Business owner: Approve/edit landing page and tweets
- 4. Tech guru: Set up a list specifically for this teleclass (naming it with the month or topic i.e. SeptemberTeleclass), and then add opt-in forms to the landing page and change the template to the landing page template, add "Click to tweet" links to bottom of landing page and to signup confirmation page, as well as photos or anything else that's necessary
- 5. Virtual assistant: Schedule tweets for teleclass, 4x/day from day landing page is finished up until an hour or so before teleclass for times see social media policies here: <a href="https://www.exampleurl.com">www.exampleurl.com</a>
- 6. Tech guru: Create Facebook event (on Facebook page) for teleseminar, using copy taken from landing page
- 7. Virtual assistant: Invite people to FB event
- 8. Content manager: Write 3 reminder emails to list with teleclass info (two days ahead, three hours before, ten minutes before) and send to tech guru
- 9. Tech guru: Schedule emails to teleclass list: two days ahead, three hours before, ten minutes before
- 10. Business owner: Mention teleclass to newsletter the week before
- 11. Business owner: Send reminder email to main list on the Monday before the teleclass
- 12. Virtual assistant: Handle raising/lowering of hands on actual teleclass.