

January 2018 Training Calendar

Training times are scheduled in
Pacific Time (PST)
 Eastern Time add 3 hours
 Central Time add 2 hours
 Mountain Time add 1 hour

Training times are scheduled in Pacific Time (PST)

To enroll: Click on the training class link you would like to attend and register. (Current client email address is required for registration.)

- **Introduction to PopCard** – This is a course for beginners new to using PopCard
- **PopCard 102** – A continuation to Intro to PopCard
- **Pop Mgr. Reports** – This training will go over reports and how to use them
- **Email Templates & Attachments** – How to create email templates and upload attachments to PopCard

Mon	Tue	Wed	Thu	Fri
1 New Year's Day	2	3 10:00 Intro. to PopCard	4 10:00 PopCard 102	5 10:00 Manager Reports
8	9 11:00 Intro. to PopCard	10 11:00 Email Templates	11 9:30 Intro. to PopCard 12:00 Manager Reports	12 10:00 PopCard 102
15	16 9:30 Intro. to PopCard 12:00 Manager Reports	17 9:30 Intro. to PopCard 12:00 PopCard 102	18 12:00 Intro. to PopCard	19 12:00 Email Templates
22	23 9:30 PopCard 102 12:00 Intro. to PopCard	24 10:00 Manager Reports	25 9:30 Intro. to PopCard 12:00 Email Templates	26
29	30 9:30 Intro. to PopCard 12:00 Manager Reports	31 9:30 Email Templates	February 1 12:00 Intro. to PopCard	2 10:00 PopCard 102

See page 2 for a more in-depth description of each class.

PopCard™ Training Session Descriptions

- Intro. to PopCard –** This course is an Introduction to PopCard™ for the first-time user or those that would like additional training. This course should be attended by all office associates using PopCard™. We will cover how to answer incoming phone and email leads, how to open a blank guest card and review the various tabs and features within the guest card. After taking Introduction to PopCard™ you will be ready to track and follow every lead!
(1 Hour Session)
- PopCard 102 –** This course is a continuation of Introduction to PopCard™. This course should be attended by all office associates using PopCard™ and who have already attended the Introduction to PopCard class. During this course, we will cover the merging of duplicate guest cards and give you helpful tips for completing and recording the main types of follow-ups you will perform with your prospects. In addition, we will address any questions you may have since you started using PopCard™.
(45 Minute Session)
- Email Templates & Attachments –** This course will demonstrate how to build customized, pre-defined email templates for your property. This will make the follow-up and communication with your prospects easier and faster with just a few clicks! Tired of searching your desktop for documents you send on a regular basis to prospects? Let us show you how you can upload documents directly into PopCard™ so they are at your fingertips.
(30 Minute Session)
- PopCard Manager Reports –** This course is an additional training for Managers and should be taken after attending Introduction to PopCard™. This course will demonstrate how to access your management reports from your PopCard queue and directly from our reports site. We will review some of our more commonly viewed reports and discuss how you can use the data generated to manage your property's needs and improve your team's performance. All terminology is defined to give you a better understanding of your PopCard reports.
(45 Minute Session)