Ad Astra

Navigating the Client Portal & Tracking Down Best Practices

Presenter/Moderator: Christopher Triplett, CEM

Webinar Reminders

- Participants will be automatically muted
- 10-15 minutes will be allocated for answering questions following the presentation
- Please submit questions through the Q & A panel within the webinar

Agenda

- Navigating the Client Portal
    - Who needs access
    - How to get access
    - Time to Navigate
- Finding best practices
    - User to user experience sharing
    - Web based help tools
    - Ad Astra team members

Client Portal – Who Needs Access

- What is your internal support setup?
- Do you have a case process in place?
- Who are your Super/Power Users?

Client Portal – How to Get Access

- Visit https://adastra.force.com/ClientPortal/login
  - Sign Up for an account
- Reach out to your Client Experience team at Astra to inquire further

Client Portal – Navigation Time

- Demo

Best Practices – User Experience

- Chatter within the Portal
- Summits
- Aspire
- MAKE CONNECTIONS!

Best Practices – Web Based Help Tools

- Help Site
- Astra Ed
- The World Wide Web

Ad Astra Team Members

- Client Experience Manager
- Account Executive
- Technical Support
    - How-To Cases Reminder

Q&A

- If you haven’t already submitted a question, please feel free to use the Q&A box in the GoToMeeting to submit a question.
- We will do our best to answer all question posed, but know that you can always reach out to your Account Executive/Client Experience Manager if you have further questions.

Upcoming Webinars

- **1/22/2019 @ 11:00am CST:** *Ad Astra's Product & Services Roadmap*
- If you are interested in presenting an upcoming webinar or have topics you would like to see presented on, please reach out to Chris at ctriplett@aais.com.