QUICK START GUIDE Getting Started with Social Dashboard Ninja

CapsLock

Ctrl

app.socialdashboard.ninja

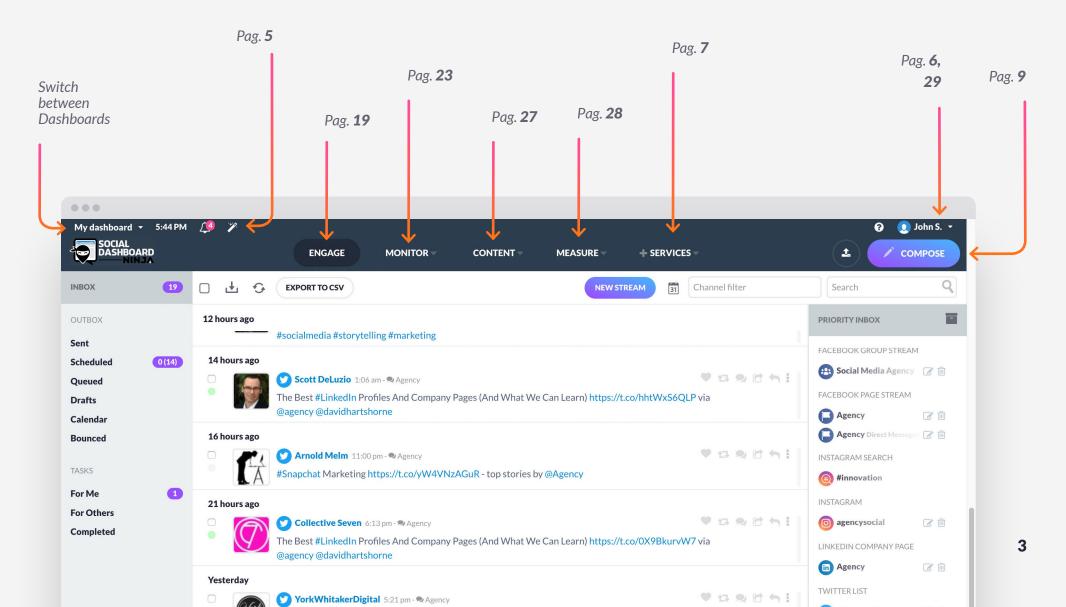
Table of Contents

The Dashboard	3
Signing In	4
Setup Wizard	5
Services - Add Your Social Profiles	6
Service Lists - Group your social media services	7
Composing Messages	8
a. <u>Basic Messages</u>	9
b. <u>Adding Images & Videos to your Messages</u>	10
c. <u>Scheduling posts</u>	11
d. <u>Smart Queues</u>	12
e. <u>RSS, Content and Trends</u>	13

Engage - Interacting on your social media profiles	14
a. <u>Profile Information</u>	15
b. <u>Engage - Your Inbox, Outbox and Tasks</u>	17
Monitor - Keyword and reputation monitoring	18
a. <u>Keywords</u>	19
b. <u>Search - Real time search on Facebook & Twitter</u>	20
Content - How to add new content	21
Measure	22
Preferences - Control your Settings and Preferences	23

The Dashboard

Below are the main areas of your **social media dashboard**, for each area we have noted the section of the *Quick Start Guide* and the corresponding page.



Signing in

To **sign in** to Social Dashboard Ninja visit <u>app.socialdashboard.ninja</u>.

Add your (1) Username and (2) Password. If you click (3) Remember me? it will autofill your username and password next time you visit this page.

Please be aware that this will automatically log you in when you revisit <u>app.socialdashboard.ninja</u>, so be cautious when using this option on a public or shared computer.

Click **(4) Lost your password?** to reset your password via the email linked to your account.

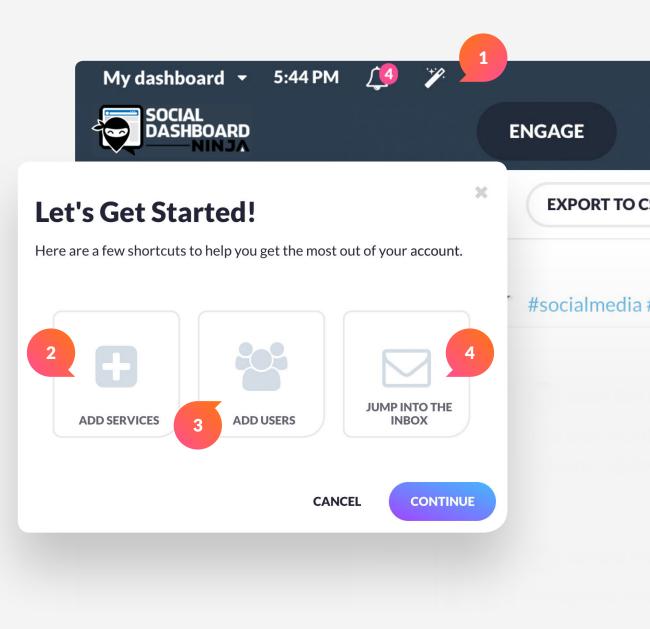


Setup Wizard

Once logged in you will be able to use the **(1) Setup Wizard**, which can be found on the top left of your screen.

The Setup Wizard will take you through (2) adding Services, (3) adding users and going straight to your (4) Priority Inbox.

We will show you how to use these separate areas throughout this *Quick Start Guide*.



SERVICES

Add Your Social Profiles

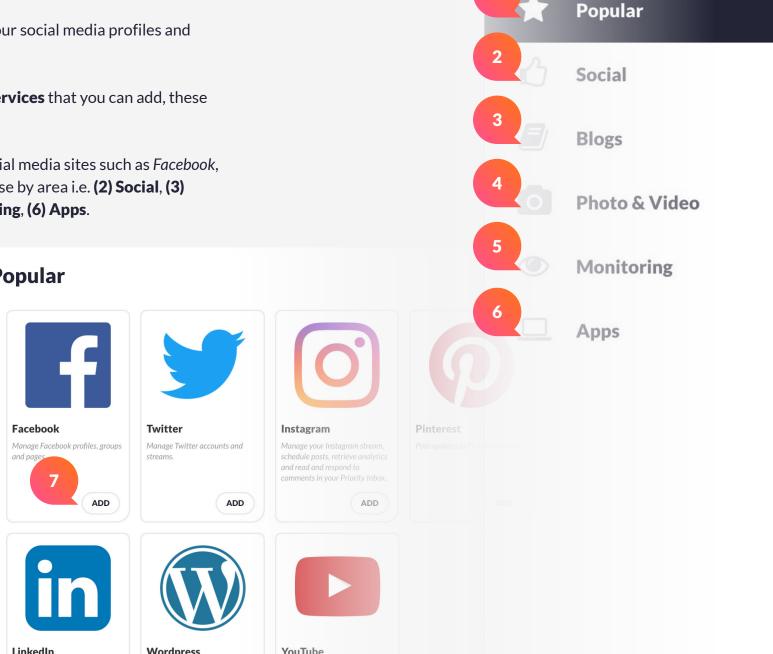
The Services area allows you to add your social media profiles and services with Social Dashboard Ninja.

There are a number of **social media services** that you can add, these have been grouped for convenience.

Choose from the most (1) **Popular** social media sites such as *Facebook*, Twitter, Instagram and LinkedIn or choose by area i.e. (2) Social, (3) Blogs, (4) Photo & Video, (5) Monitoring, (6) Apps.

To add a service, click the (7) add button on the service. You will then be prompted to enter the corresponding login details to authenticate with these social networks.

Popular



SERVICES LIST

 $\bullet \bullet \bullet$

SERVICES

Add Services

My Services

Services Lists

My dashboard 🝷 5:44 PM

57/360

Social Dashboard

Group your social media services

You can create service lists to post to multiple services at one time. Simply select the list when composing your message instead of individual posting services.

Click on (1) Add a new list to create a new list.

Then add the **(2) List Name**, **(3) List Color**, **(4) Consumers** (users who can post to this list) and **(5) Contributors** (users who can add additional services to this list) and **(6) Create List**.

To add more services to your list, simply click **(7) Add Service**. To find services that have been already added to a list, simply **(8) search** for them.

ENGAGE

Client Service

USA Clients list

e 1

List

5

MONITOR

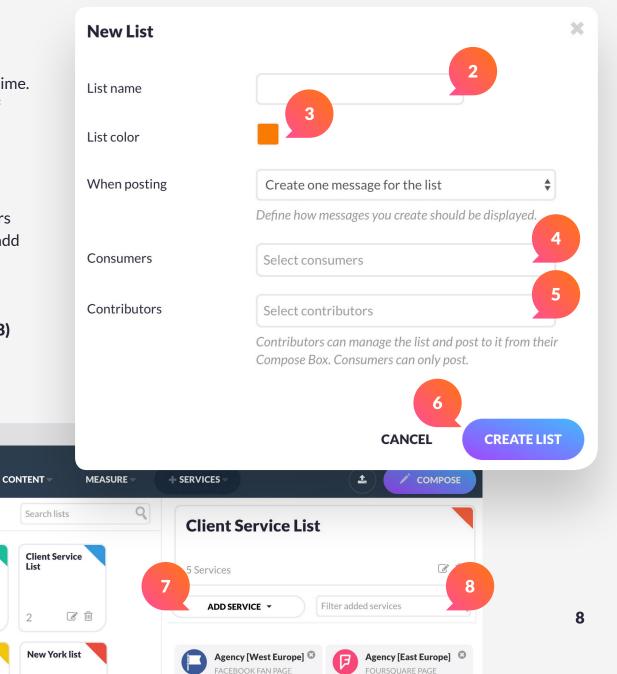
21

list

Agency HQ List

Europe Client

1



Each created list can be viewed in the Service Lists section.

<u>/</u>4 🏏

9

1

Add a new

÷

list

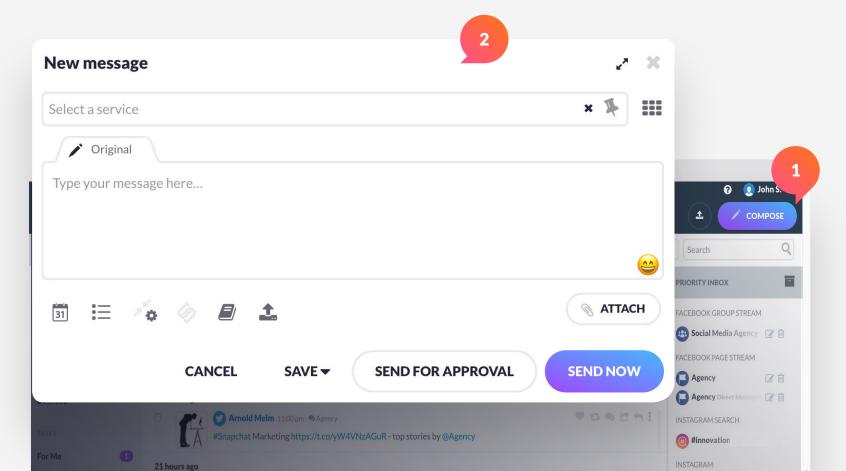
Client #2

Service List

Composing Messages

You will find the **(1) Compose button** located at the top right of *Social Dashboard Ninja* dashboard wherever you are.

Once the Compose button is clicked, a pop-up box will appear where you can start to **(2) compose your message**. You can publish or schedule to one or more social media sites at the same time, although we recommend using content tailored to each platform. It is also possible to save messages as drafts to review later.

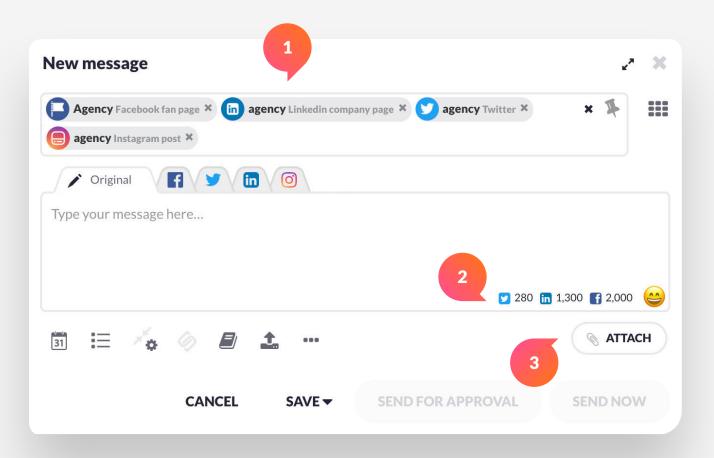


9

a. Basic Messages

Select the **(1) service** (social platform and profile) that you would like to post to, or multiple services if required. The **(2) character count** for that particular social network will appear if relevant.

Then, start composing your message. All URLs are automatically shortened and a preview will be shown. If you'd like to add additional content to your post (like an image or video), you can do this by clicking **(3) Attach**.



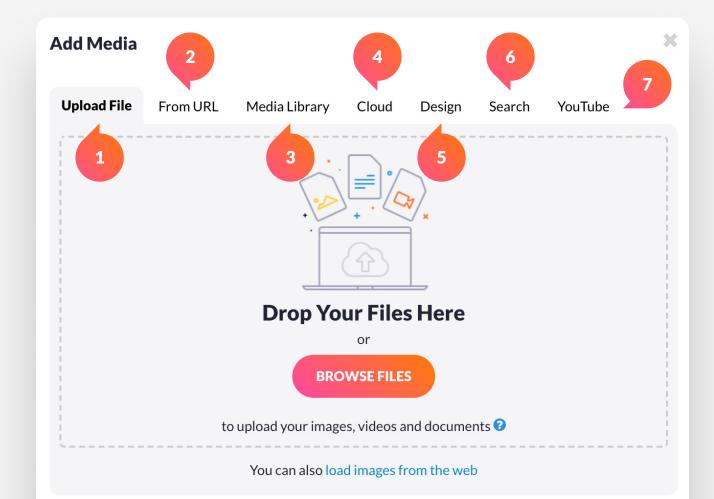
b. Adding Images & Videos to Your Messages

There are a number of ways in which you can attach a file to your social media posts.

It's possible to **(1) upload a file**, source an **(2) image from a URL** and choose content from your **(3) Media Library** or the **(4) Cloud** (e.g. Dropbox and Google Drive).

Social Dashboard Ninja has also integrated with Canva, giving you a full **(5) design suite** to create a range of content assets such as Facebook covers, blog headers and Pinterest posts.

To further enhance your social media management, it's also possible to **(6) search for a royalty free image on Google and Flickr** or search for a **(7) YouTube video** without leaving the dashboard.



c. Scheduling posts

You can (1) schedule each post by (a) date, (b) time or even the (c) pre-calculated optimal time.

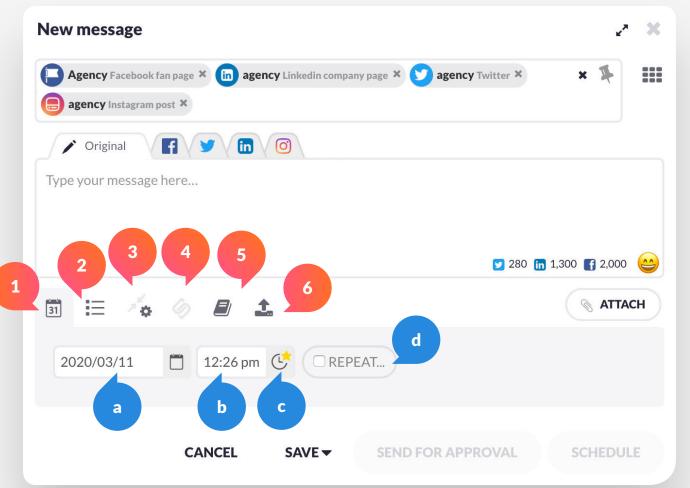
The Social Dashboard Ninja's optimal time algorithm takes into account the optimal times for all services on a user account based on your bestperforming content.

It is also possible to **(d) repeat your message** or add your message to a **(2) Queue** which allows you to randomize the repetition of multiple messages to avoid spamming.

All links in the compose box are automatically shortened with *bit.ly*. To improve tracking in Google Analytics, you can add **(3) custom URL parameters** to each URL. You can also add popups to designated links with **(4) Snip.ly**.

If you get stuck for ideas, you can access your (5) RSS Feeds, additional content and trending hashtags directly from the compose box.

For bigger campaigns, you might prefer to **(6) Bulk upload** your messages in a CSV file, with or without images instead of writing them individually.



COMPOSING MESSAGES

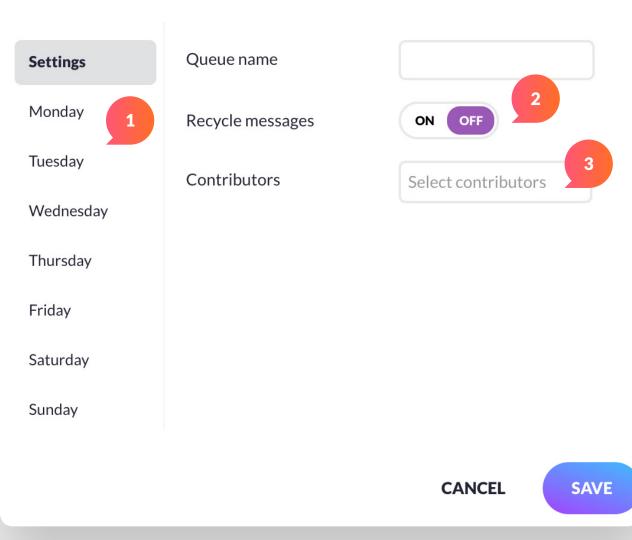
d. Smart Queues

While in the compose box, you can add your social media messages to a *Queue* that allows you to **(1) publish them at set times throughout the week**. Queues are ideal for automatically publishing content that is not time sensitive.

By selecting to **(2) recycle messages**, your messages will be repeated until you delete them. We suggest that you only set a Queue on repeat if you will be regularly adding new messages to a Queue.

Multiple users can act as (3) Contributors and add posts to Queues they have access to.

New Queue



X

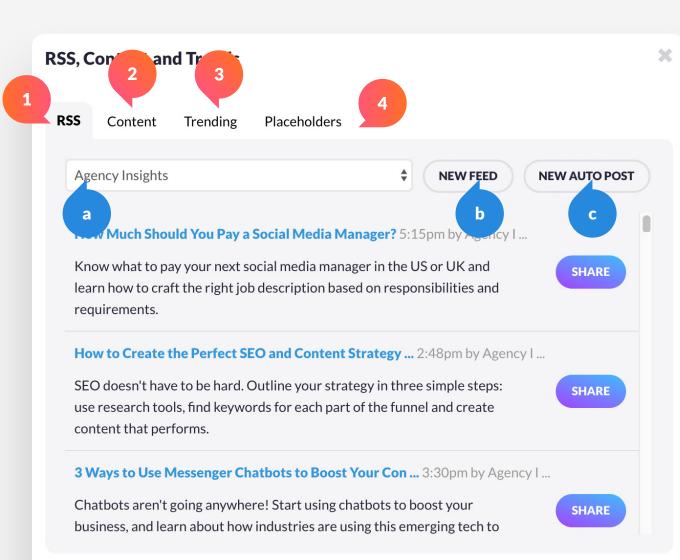
COMPOSING MESSAGES

e. RSS, Content and Trends

Content curation is made simple with the additional content features in the dashboard. Click **(1) RSS** to share content from an RSS feed. Then, simply select your **(a) saved RSS feed** or **(b) add a new feed to your account**. The **(c) Auto Post** feature lets you automatically post new articles from an RSS feed.

If you have content in a Content Library, you can access it by clicking on **(2) Content**. This is where your team can save the best social media posts and other useful content you might have come across.

To see what's (3) **Trending**, select the appropriate city or region, then check for hashtags that you can use in your posts. (4) **Placeholders** are used to personalize social media messages and email campaigns.

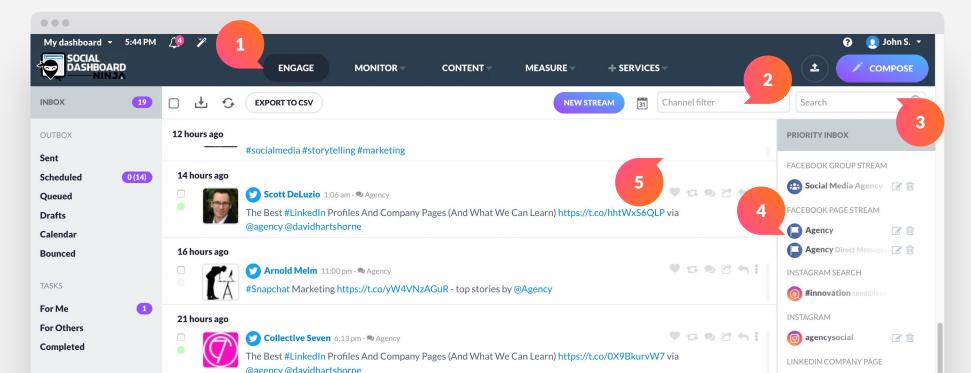


ENGAGE

Interacting on your social media profiles

The **(1) Engage button** is available in the top menu of the dashboard, no matter which page you're on.

Your **Priority Inbox** collates all of your social media activity into one convenient stream, prioritizing the most important messages. (2) **Filter by social media channel** or use a (3) **manual search** to find specific messages and user profiles. You can also (4) **choose to view an individual stream in real-time** by selecting it from the right sidebar. When replying to others directly from the Engage section, make sure to take note of the social network by the corresponding logo next to the profile name. (5) Use the Like, Retweet, Show Conversation, Repost, Reply, Translate, Archive, Assign and Reply social engagement options that enable you to engage on your social media profiles directly from the dashboard.



ENGAGE

a. Profile Information

Click on a contact's name or username to see their profile information. This will give you an overview, starting with their **(1) Bio**.

Take note that Twitter accounts will have the most information and options available.

(2) Timeline:

Contact's activity timeline

(3) Mentions:

Shows their recent mentions

(4) Favorites:

Posts they have "liked"

(5) History:

Your conversation history with the contact

(6) Advanced:

Shows an extended bio with more social profiles, location, topics and influence thanks to integration with Peer Index

Joseph Michael @ScrivenerCoach



Helping people become published authors, novelists, and even professional bloggers who literally wake up delighted to write every morning.

location St. Louis, MO joined 16 Jul 2013

CLOSE SAVE CONTACT UNFOLLOW REPLY

DM

FULL PROFILE

×

ENGAGE - PROFILE INFORMATION

Below you will see a range of options:

(a) Full Profile: See the full profile of the contact.

Note that you will be taken to their social profile on the native network.

(b) DM: Direct message the contact.

Please note, this option is only available via Twitter and will not be available if the contact isn't following you.

(c) **Reply**: Reply to the contact on that social network

New Contact

General

Other

Social

Notes

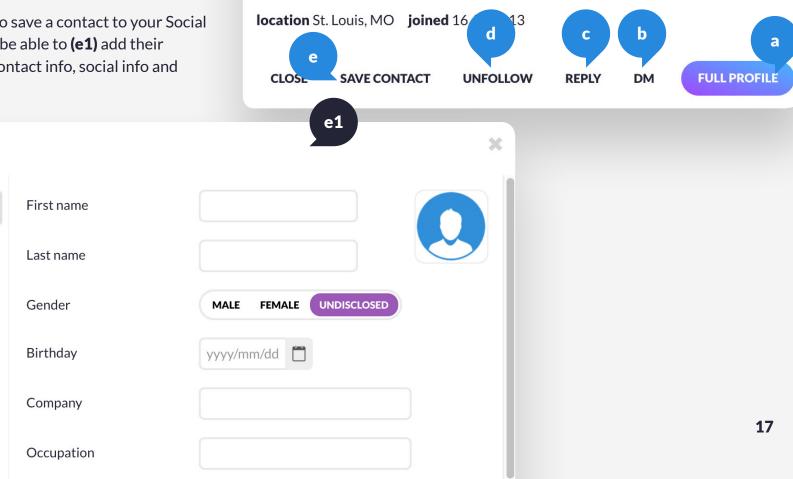
Mailing lists

Contact info

- **(d) Follow**: Unfollow (or follow) the contact on that particular social network
- (e) Save Contact: This allows you to save a contact to your Social CRM. If you select this, you will be able to (e1) add their general information including contact info, social info and notes.

96,927	79,494	3,278	18,336	
FOLLOWERS			TWEETS	

Helping people become published authors, novelists, and even professional bloggers who literally wake up delighted to write every morning.



ENGAGE

b. Inbox, Outbox and Tasks

You will see this section on the left-hand side of your dashboard. Once you click on **(1) Inbox**, you will arrive at your Priority Inbox where you can engage with your followers and prospects.

The **(2) Outbox** section holds all of your sent and scheduled social media messages:

- Sent: Posts which have already been published
- Scheduled: Dated list of your scheduled posts
- **Queued:** Dated list of your queued posts
- Drafts: All of your drafted posts
- (*) **Calendar:** This interactive calendar displays your past and scheduled posts by day, week or month.

Each post can be drag and dropped to rearrange your schedule. Messages can be filtered by Scheduled, Queued, Sent, Team Member or Social Channel.

• **Bounced:** This is a list of posts that have bounced. Posts may not send if the connection was lost between the platform and the social media site, or if another issue prevented the social site from processing your post. You can assign **(3) Tasks** to your team or other departments to boost efficiency. This area relates to messages that have been sent for approval and tasks that have been assigned:

- For me: Tasks assigned to you
- For others: Tasks assigned to your team members by you
- **Completed:** All completed tasks

	•••	
	My dashboard 🝷 5:44 PM	L 🦉 🎾
1	SOCIAL DASHBOARD NINJA	ENGAGE MONITOR CONTENT
	INBOX 2	
	OUTBOX	12 hours ago
	Sent	#socialmedia #storytelling #marketing
	Scheduled 0(14)	14 hours ago
1	Queued	□ Scott DeLuzio 1:06 am - 🏽 Agency
	Drafts	The Best #LinkedIn Profiles And Company Pages (And
	Calendar	@agency @davidhartshorne
	Bounced	16 hours ago
3		C Arnold Melm 11:00 pm - Agency
	TASKS	#Snapchat Marketing https://t.co/yW4VNzAGuR - to
	For Me	21 hours ago
	For Others	
	Completed	
		The Best #LinkedIn Profiles And Compa 18 Pages (And @agency @davidhartshorne
		Yesterday

MONITOR

Keyword and Reputation Monitoring

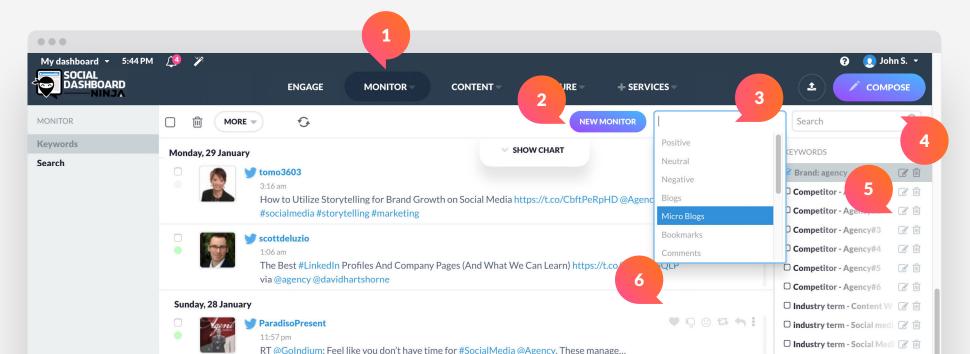
The **(1) Monitor** section allows you to monitor social media platforms for specific keywords, brand mentions, your target audience and competitors. To set up a new term or series of terms to monitor, click **(2) New Monitor**. When you do, a pop-up box will appear, here you can choose whether you wish to monitor **keywords** or **review sites** for your business.

Once you have multiple monitoring streams set up, you can (3) filter results by type: *Micro blogs* (social sites), *blogs*, *news*, *videos* and *review sites* and even by *positive*, *neutral* or *negative* sentiment. You can also (4) manually search for user profiles or more keywords. It is possible to edit the conditions of each monitoring stream at any given time by clicking the **(5) edit button** right next to your stream name and updating it. Up to three monitoring streams can be viewed at the same time.

It is also possible to engage with mentions directly from the dashboard by using the **(6) social engagement buttons**. Here you can *like* posts, *share, reply* or set sentiment as *negative* or *positive*.

The next few pages provide instructions on how to setup a **keywords** monitoring stream and a **review sites** monitoring stream.

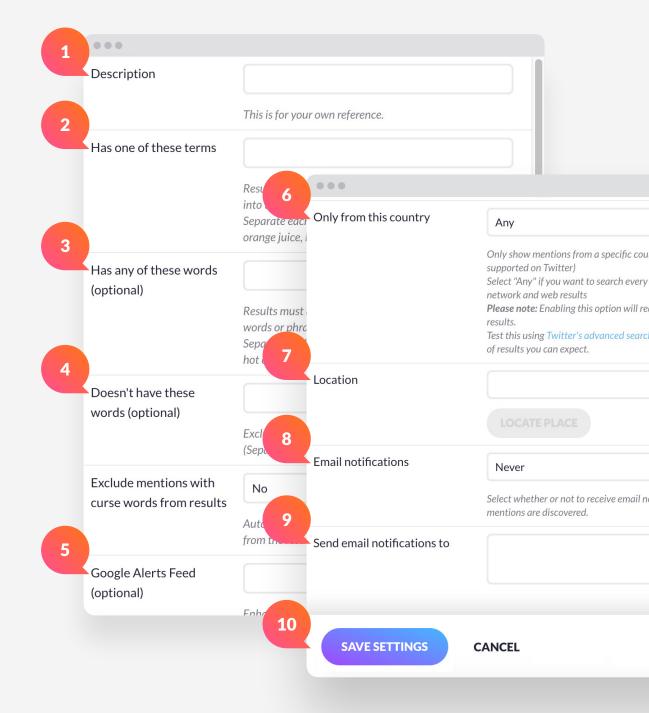
19



MONITOR

a. Keywords

- (1) Description: This is for your own reference
- (2) Has one of these terms: Your main keyword or phrase, this is a mandatory field
- (3) Has any of these terms (*optional*): An additional keyword that would also need to be included for the post to be brought through
- (4) Doesn't have these words (optional): Exclude entries containing particular keywords
- (5) Google Alerts Feed (optional): Add the URL to a Google Alerts Feed to enhance results
- (6) Only from this country: Choose whether to only show mentions from a specific country
- (7) Location (longitude, latitude and distance in miles): Narrow down results by location even further
- (8) Email notifications: Choose the frequency (daily, weekly) for receiving monitoring results via email
- (9) Send email notifications to: Add the email addresses you would like to send the alerts to (if selected)
- (10) Save settings: Make sure to save your settings, you can amend your monitoring service at any time



MONITOR

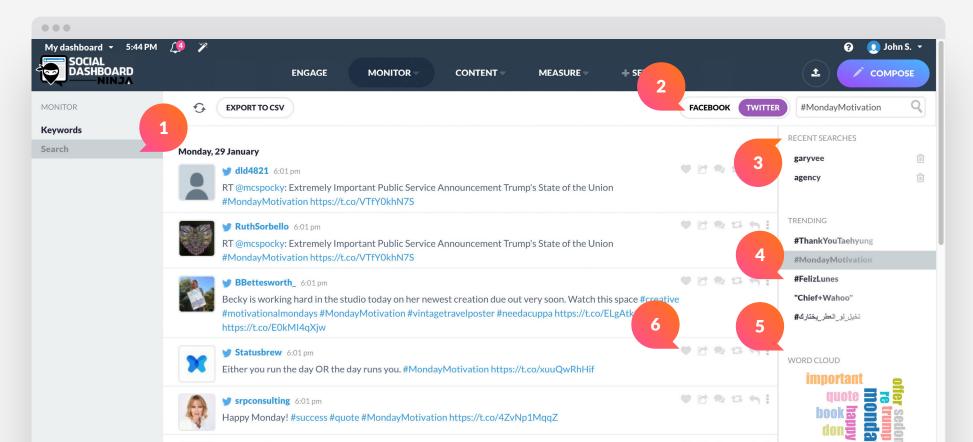
b. Real Time Search on Facebook & Twitter

This section enables you to **(1) search** for keywords and mentions in real-time on **(2) Facebook Or Twitter**.

In the right sidebar are your (3) recent searches and (4) trending hashtags.

At the very bottom-right corner of the page is the **(5) Word Cloud** that includes all of the most popular keywords currently trending.

You can engage with your audience on your social media profiles directly from the dashboard by using the **(6) social engagement buttons** (such as *like*, *share* and others).



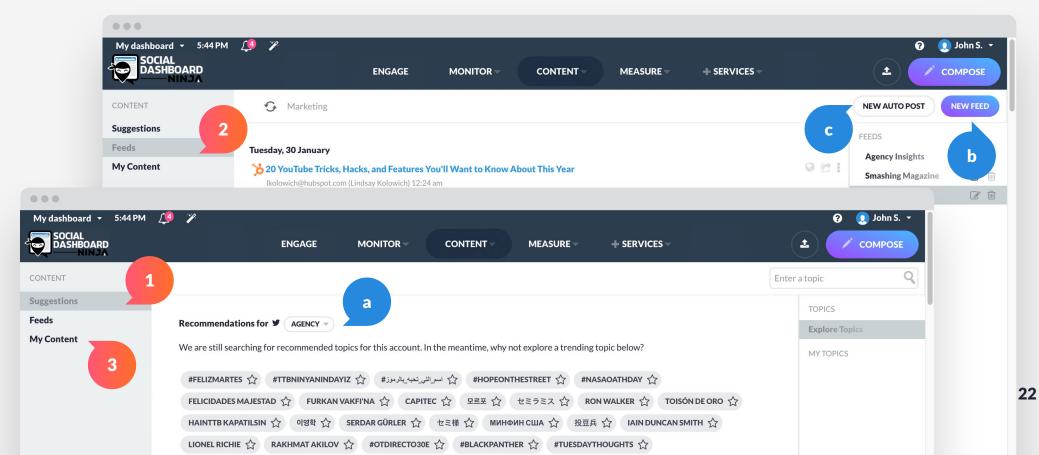
How to Add New Content

The Content section of the dashboard allows you to manage your content suggestions, RSS feeds and Content Libraries.
(1) Content suggestions are similar to the real-time search within Monitoring in terms of functionality. Here you can search for topics and (a) filter them by *Influencer*, *Relevance* or *Top Articles*.

The **(2) Feeds** section makes life more convenient if you are used to using RSS feeds. Simply add a **(b) New Feed** and receive all the latest news and blogs in your dashboard.

If you want to share a particular RSS feed (e.g your own), you can set up an **(c) Auto Post**. With this option, you can choose to automatically share content, including their frequency and amount. It's possible to publish posts automatically, queue or save them as drafts.

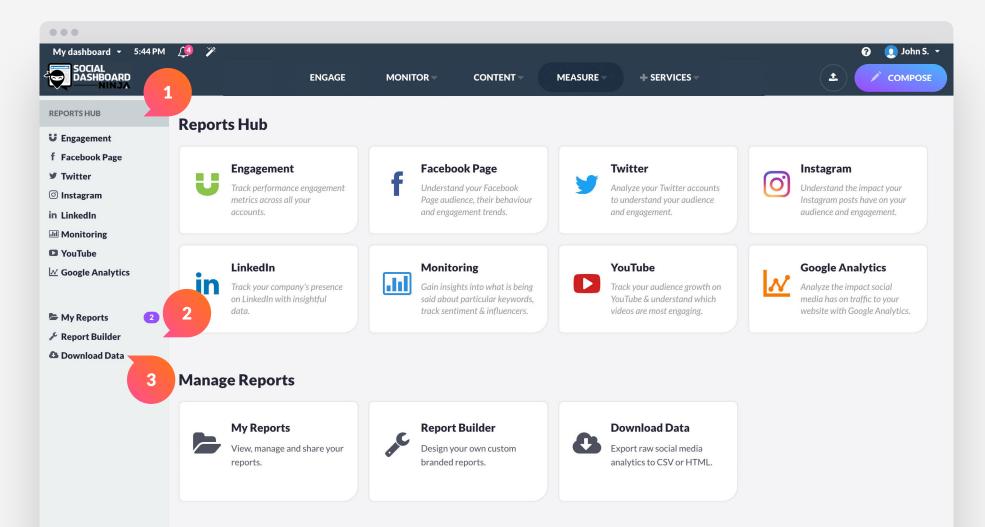
Your content library rests in the **(3) My Content** section. Here you can add messages that you have written or already published (via the Compose box). You can also save articles to read or work on later.



Measure

The measure section allows you to measure the impact of your social media activities.

For quick insights you can use the **(1) Reports Hub/Quick Reports** and for deeper insights, you can **(2) build your own reports**. It is also possible to **(3) export raw data in CSV**. For a more detailed breakdown of how the Reports Hub can be used, visit the <u>Reporting Guide</u>.



Control Settings and Preferences

You can view a high level overview of your account information in **Preferences**. To access this area, click on the **Logged in user's dropdown** at the top right corner of the dashboard. Then click on *Preferences*, just under *Settings*.

Here you can view and edit your **(1) Contact and Location Information**, as well as choose whether to receive desktop **(2) Notifications** or not.

You can choose how to shorten your links and set your (3) Publishing Preferences. To reset your cache and change your security question go to (4) System Settings.

Once you have made the adjustments, make sure that you click **(5) Save** on each section to save the changes you have made.

My dashboard 👻 5:44 PM 🗯 🌮	l 🚺 🚱
SOCIAL DASHBOARD 1 ENGAGE MONITOR CONTENT MEASURE + SERVICES 2	CON
ADMIN	
Users Contact Information 2 Personal Sett	
Company Name or company Marketing Team	
Custom Fields	
Subscription Email socialmedia@agency.com	
SETTINGS Subscribe to feature updates 4	
Preferences	
Username agencysocial	
Password Reset password	
Location Information	
Time zone United Kingdom *	
(GMT 00:00) Europe - London	
Language English : English	
Clock format 12 - hour 🗢 5	
SAVE	



It GI

Q

S

2

Tab

CapsLock

Ctrl

app.socialdashboard.ninja