

Introduce yourself in the chat!  
What is your institution and  
where in the world are you?

*I'm in Philly, but originally from  
Birmingham, AL!*

# Message 101 for Counselors

Learn about the platform and what you can do!

Kelsey Seale

# Message 101 for Counselors

Learn about the platform and what you can do!

Kelsey Seale

# Agenda

1. Personal Settings
2. Platform Structure
3. 1-1 Messaging
4. Quick group messaging
5. Advanced Search
6. Copy / Paste from a list
7. Edit contact info
8. Support Options
9. Q&A
10. Close



# Message for Counselors 101

4

The screenshot displays the Modern Campus Message interface. The top navigation bar includes links for Messages, Contacts, Programs, and Analytics, along with icons for Implementation, Alumni, settings, calendar, and help. The left sidebar contains a search bar, a list of folders (All (52), Action Needed (18), No Action Needed (34), Sent), flag type filters (All, Flagged Only, Unflagged Only), and program filters (Alumni Relations, Annual Giving). The main content area shows a list of messages sorted by newest, with the first message from Felix Saunders selected. The right pane shows the details of this message, including the sender's name, email, and the message body.

**SEARCH**

Search messages

[advanced search](#)

**FOLDERS**

- All (52)
- Action Needed (18)
- No Action Needed (34)
- Sent

**FLAG TYPE**

- All
- Flagged Only
- Unflagged Only

**PROGRAMS** [ALL](#) | [NONE](#)

- Alumni Relations
- Annual Giving

**Messages** **Contacts** **Programs** **Analytics** **Implementation Alumni** **Settings** **Calendar** **Help**

**Inbox** **Exports** **New Message**

**Sort by Newest**

Message	Date
<input type="checkbox"/> <b>Felix Saunders</b> ALUMNI RELATIONS (2008) No	9/16/20
<input type="checkbox"/> <b>Lawrence Dixon</b> ALUMNI RELATIONS (2011) no thank you	9/16/20
<input type="checkbox"/> <b>Kellie Douglas</b> ALUMNI RELATIONS (2008) sure thing	9/16/20
<input type="checkbox"/> <b>Carrie Watts</b> ALUMNI RELATIONS (2010) so exciting!	9/16/20
<input type="checkbox"/> <b>Shawn Gibbs</b> ALUMNI RELATIONS (2008) no	9/16/20

**Felix Saunders**  
Alumni Relations (2008)

No problem at all. Hope you can attend a game this season. Go Silkies!

Alumni Relations - 9/16/20 | 07:35 PM

Hey Felix, can we count on you to make a donation today on Giving Tuesday?

Alia Degen - 11/18/20 | 03:15 PM

Hi Felix,

Are you interested in attending an upcoming Alumni Social? There will be ice cream! 🍦

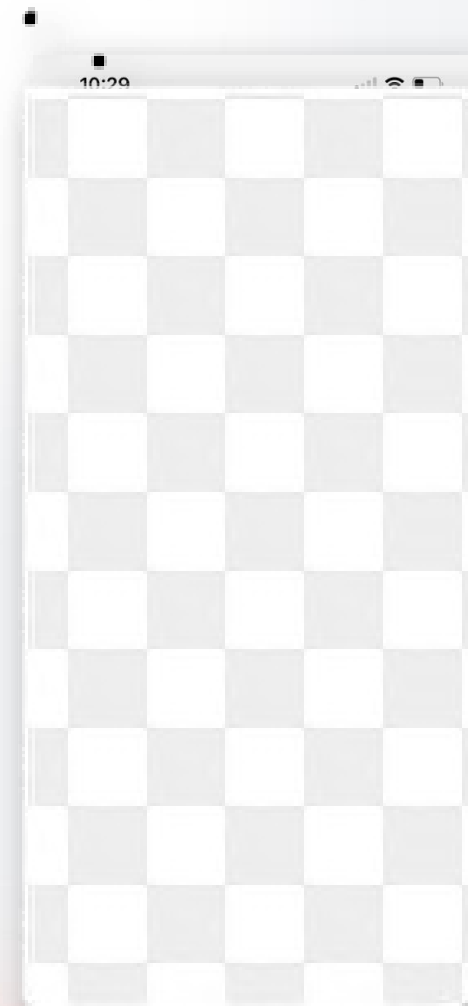
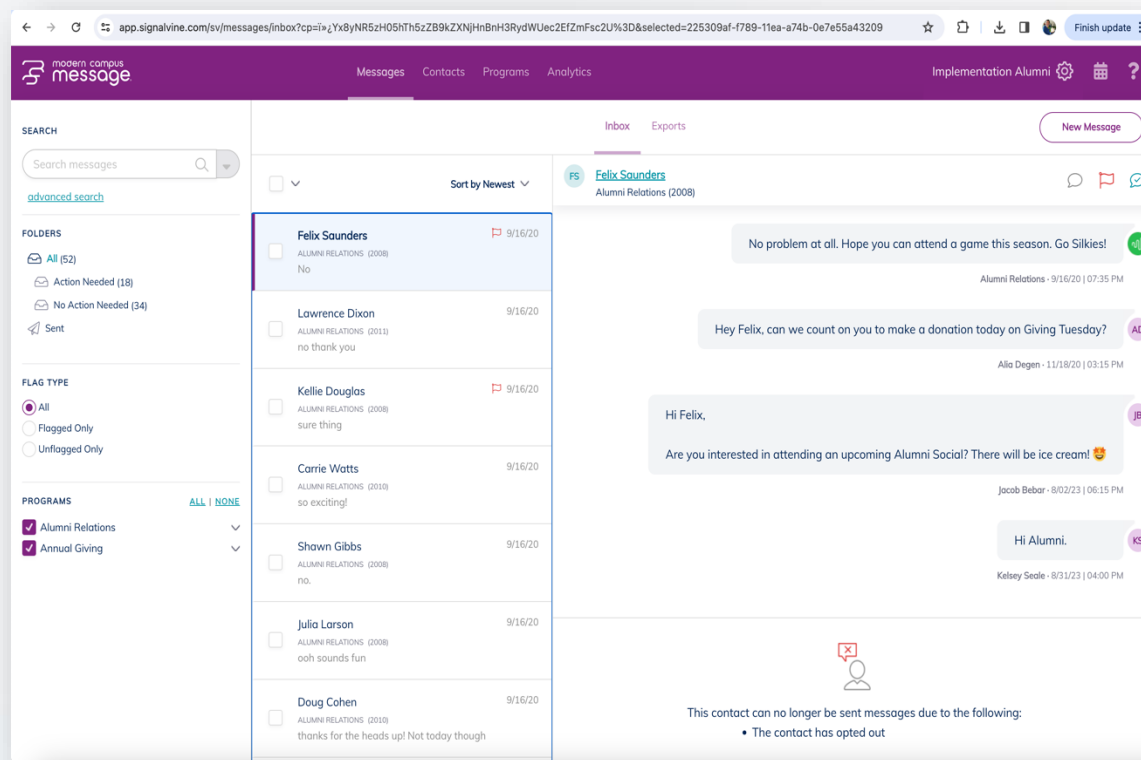
Jacob Bebar - 8/02/23 | 06:15 PM

Hi Alumni.

Kelsey Seale - 8/31/23 | 04:00 PM

# Web App

## Search “Modern Campus Message”



# Your Role in Message

## Account Admin

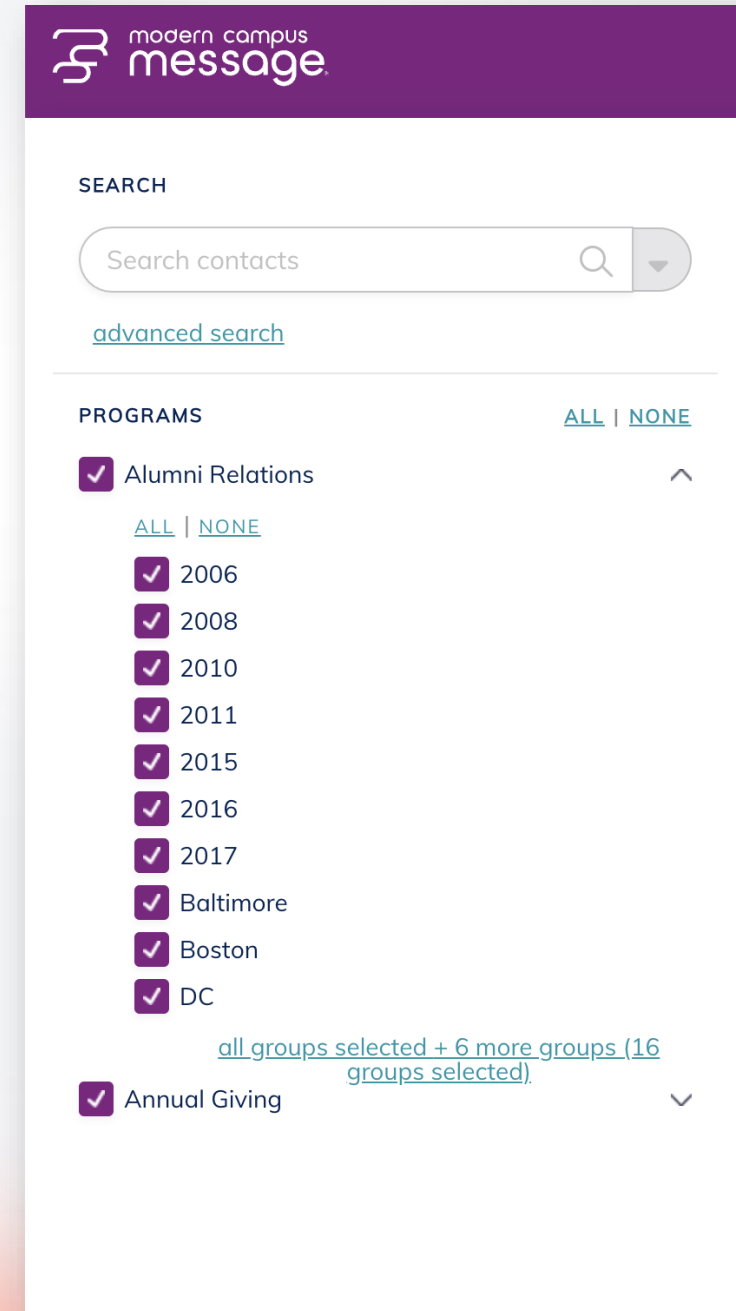
- All student access
- Invite users
- Update settings
- Import data

## Program Admin

- All assigned program access
- Invite users to their program
- Update settings of their program
- Import data to their program

## Counselor

- Access to the students on their caseload



7

Counselors CAN	Counselors CANNOT
View and message YOUR caseload	View and message all program contacts
Update personal settings	Update program-wide settings
Send messages to custom segments of your contact group	Upload contacts in bulk
Send links, emojis	
Export Contacts into a spreadsheet	
View analytics	
Send individual and group messages	
View personal message calendar	

## Program by Program Basis

- Send images
- Update contact data
- Add a single contact
- Delete program messages
- Activate contacts



# Personal Settings

Inbox preference and notification settings

# Navigate to Personal Settings

The screenshot displays the Modern Campus Message web application. The interface includes a purple header with navigation links: Messages, Contacts, Programs, Analytics, and Implementation Alumni. A settings gear icon is highlighted in the header. On the left sidebar, there are sections for SEARCH, FOLDERS (All, Action Needed, No Action Needed, Sent), FLAG TYPE (All, Flagged Only, Unflagged Only), and PROGRAMS (Alumni Relations). The main content area shows an 'Inbox' with a list of messages from Bryan Campbell, Tiffany Smith, Percy Johnson, and Tracy Hoffman. A dropdown menu is open from the settings gear icon, showing options for Kelsey Counselor, ACCOUNTS (Implementation Alumni, Implementation HE), and Settings (Settings, Terms of Service, Privacy Policy, Logout). A dashed line points from the 'Settings' option to a text box that says 'Choose a conversation' and 'To load a conversation, please choose one from the list on your left.'

10

# Automatically mark Conversations as “No Action Needed”

The screenshot shows the 'My Preferences' settings page in the Modern Campus Message interface. At the top is a purple navigation bar with the 'modern campus message' logo and links for Messages, Contacts, Programs, Analytics, Implementation Alumni, and icons for settings, calendar, and help. Below the bar, the 'My Preferences' title is centered. A text input field contains the phone number '+1(555) 555-5555'. The page is divided into two sections: 'Settings' and 'Notifications'. The 'Settings' section has a checkbox for 'Automatically mark conversations as No Action Needed when I respond', with a subtext explaining that conversations will move to 'No Action Needed' upon response. The 'Notifications' section has three options: 'Receive desktop notifications' (checked), 'Receive daily notifications via email' (unchecked), and 'Receive daily notifications via SMS' (unchecked), each with explanatory subtext. At the bottom right are 'Cancel' and 'Save' buttons.

modern campus  
message

Messages Contacts Programs Analytics Implementation Alumni

My Preferences

+1(555) 555-5555

### Settings

☐ Automatically mark conversations as No Action Needed when I respond  
*Conversations will move to No Action Needed any time you respond to the conversation*

### Notifications

☒ Receive desktop notifications  
*Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.*

☐ Receive daily notifications via email  
*Emails are only sent when you have received messages.*

☐ Receive daily notifications via SMS  
*SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.*

Cancel Save

# Enable Desktop Notifications

# Notification Options

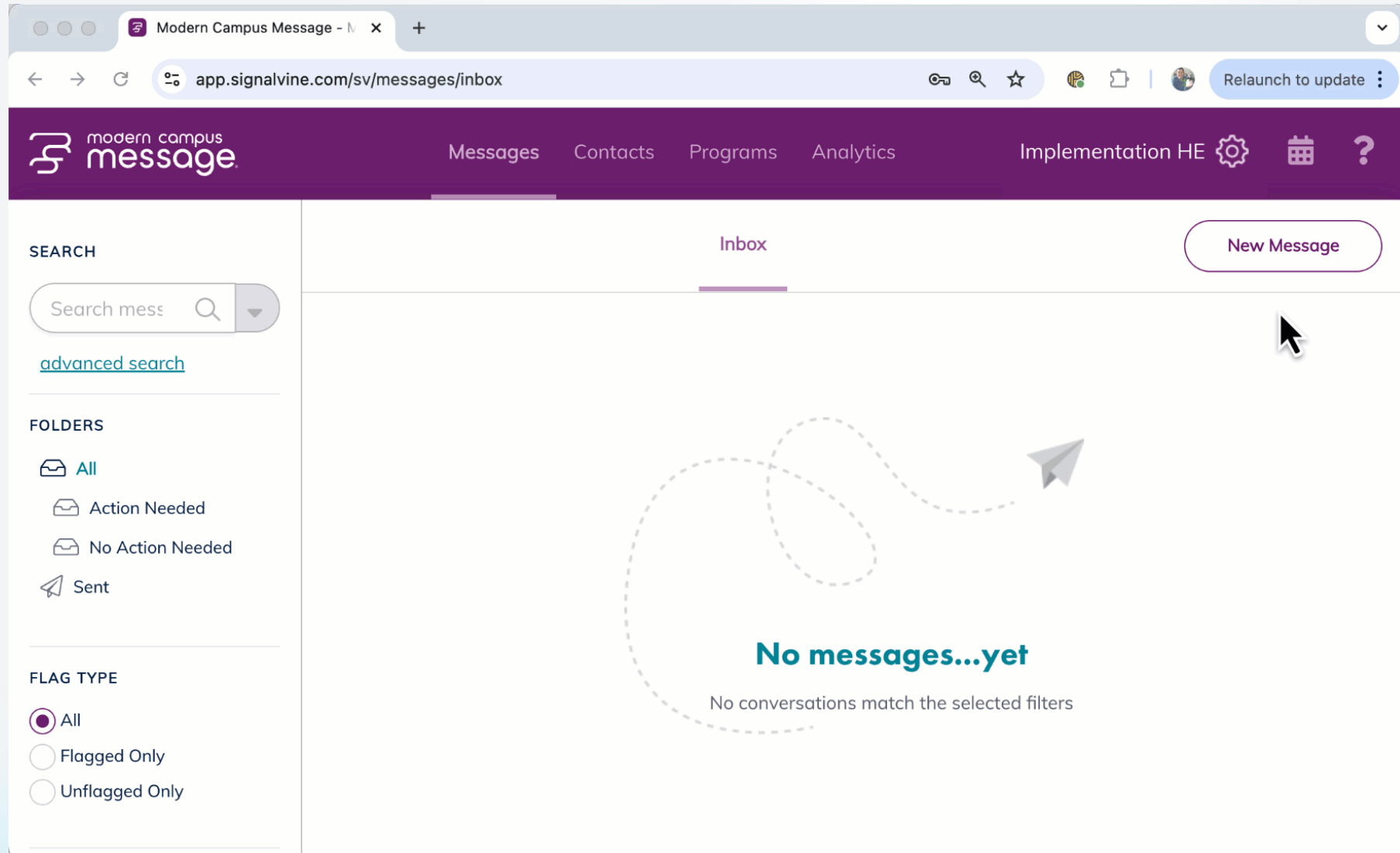
## 1.Desktop

1. Real time notification of each new text received through Message
2. Pop-up visible regardless of the tab you are currently using
3. **Recommended form of notification for quick response**

## 2.Email / Text Message:

1. Once a day summary of ALL texts, new and historical, received through Message
2. Choose the notification time and change your preference at any time

# Enable Desktop Notifications .gif



# 1. Click the gear icon at the top right of your screen and choose **Settings**.

15

The screenshot displays the Modern Campus Message web application. The top navigation bar is purple and contains the 'modern campus message' logo, tabs for 'Messages', 'Contacts', 'Programs', and 'Analytics', a calendar icon, and a question mark icon. Below the navigation bar, the user's name 'Implementation Alumni' is visible. A green arrow points to a gear icon (settings) next to the user name. A dropdown menu is open, showing the user's name 'Kelsey Seale' and email 'kseale+2@moderncampus.com'. Below this, under the heading 'ACCOUNTS', are links for 'Implementation Alumni', 'Settings', 'Terms of Service', 'Privacy Policy', and 'Logout'. A second green arrow points to the 'Settings' link. The main content area shows an 'Inbox' with a search bar, a 'Sort by Newest' dropdown, and a list of messages. The left sidebar contains a 'SEARCH' section with a search bar and a link to 'advanced search', and a 'FOLDERS' section with links to 'All (52)', 'Action Needed (18)', 'No Action Needed (34)', and 'Sent'.

modern campus message

Messages Contacts Programs Analytics

Implementation Alumni

Kelsey Seale  
kseale+2@moderncampus.com

ACCOUNTS

- Implementation Alumni
- Settings
- Terms of Service
- Privacy Policy
- Logout

SEARCH

Search

[advanced search](#)

FOLDERS

- All (52)
- Action Needed (18)
- No Action Needed (34)
- Sent

Inbox Exports

Sort by Newest

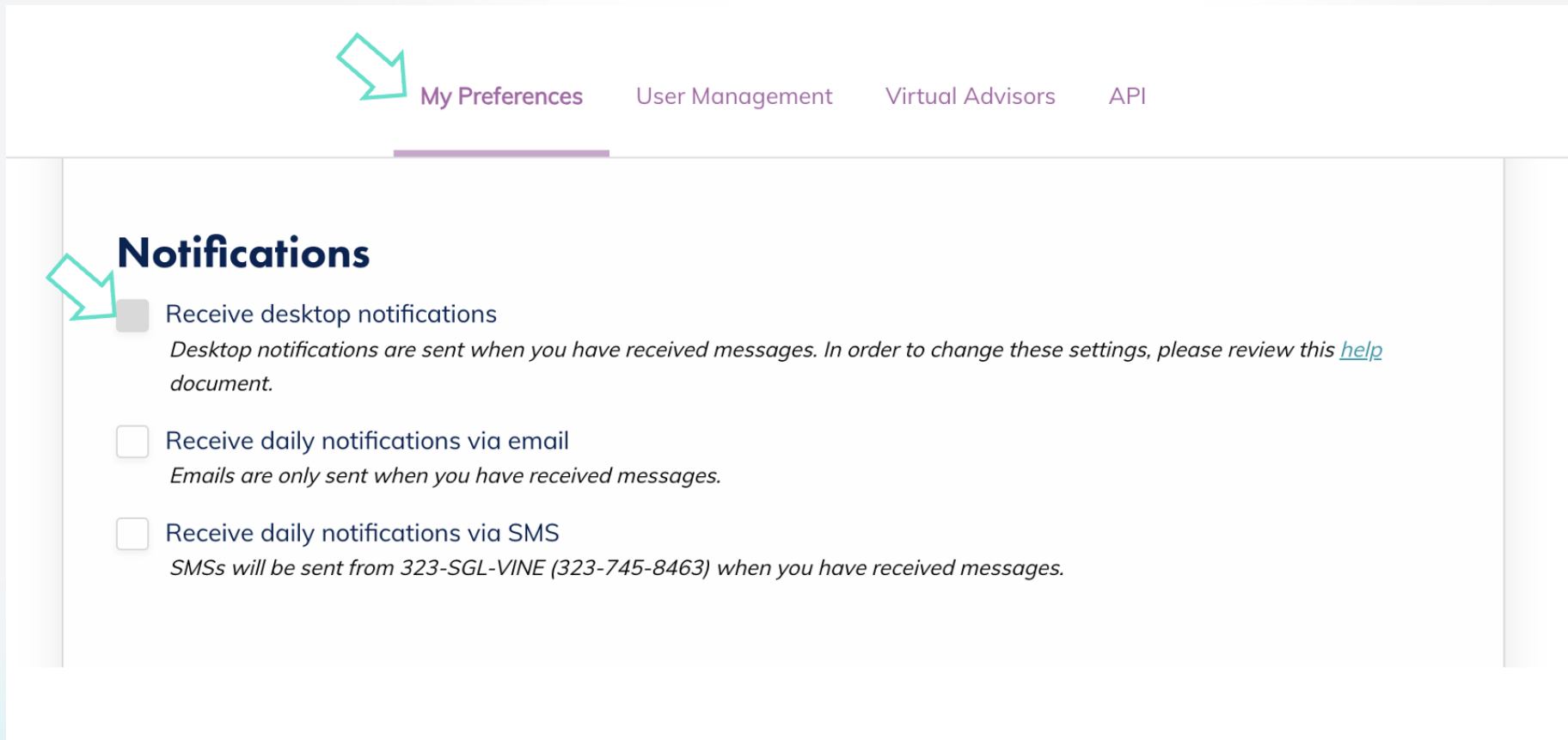
Felix Saunders  
9/16/20  
ALUMNI RELATIONS (2008)  
No

Lawrence Dixon  
9/16/20

2. Under the **My Preferences** tab scroll to **Notifications**.

3. Check the box next to **Receive desktop notifications**.

16



**My Preferences**   User Management   Virtual Advisors   API

---

### Notifications

☒ **Receive desktop notifications**  
*Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.*

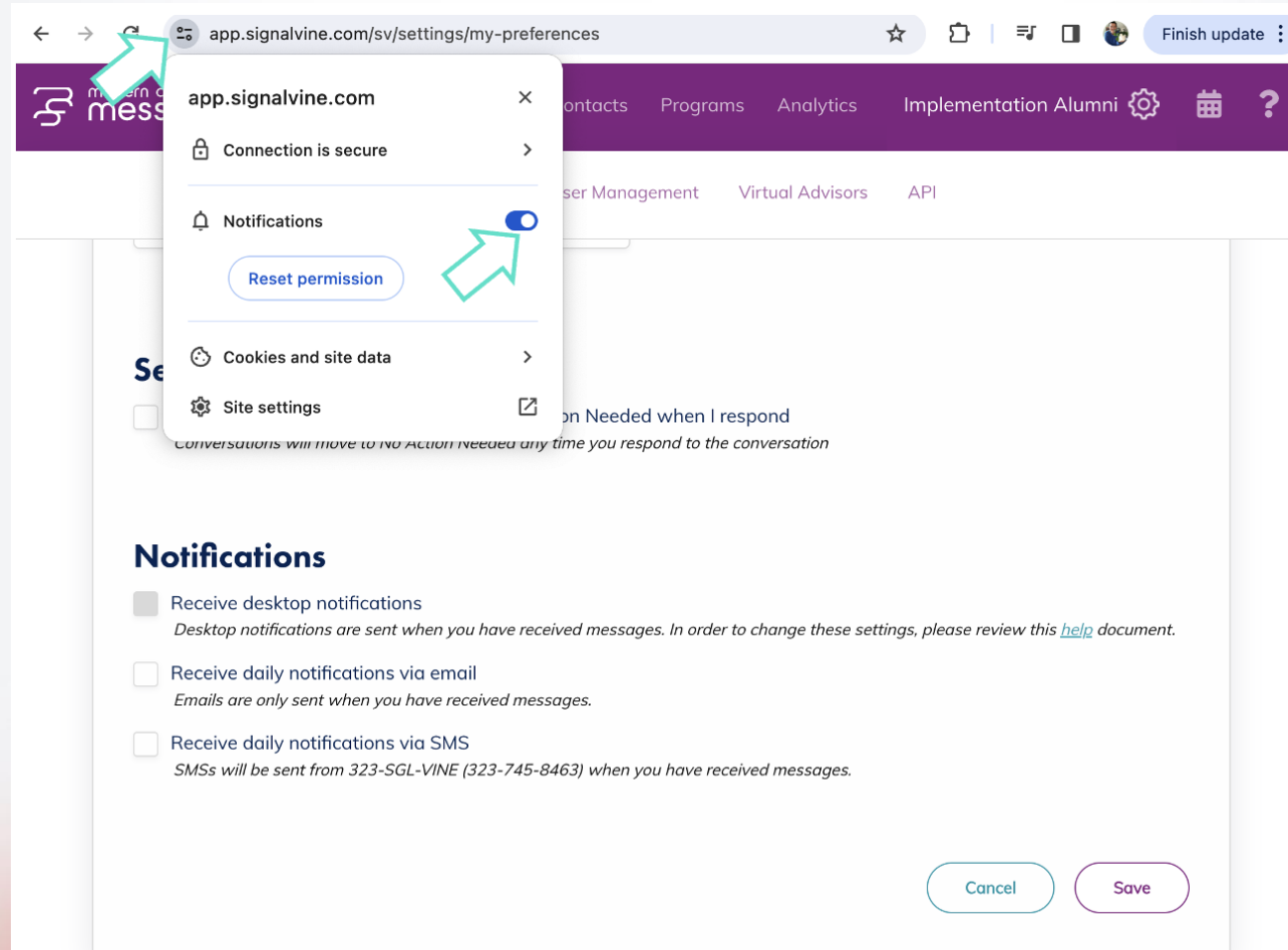
☐ **Receive daily notifications via email**  
*Emails are only sent when you have received messages.*

☐ **Receive daily notifications via SMS**  
*SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.*



3. If that box is greyed out, click the symbol to the left of your URL. This could look like two circles and two lines or a lock symbol.

4. Toggle on to allow notifications.



5. Click out of the menu and hit **Save** at the bottom right of your screen.

## Notifications



☒ Receive desktop notifications

*Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.*



☐ Receive daily notifications via email

*Emails are only sent when you have received messages.*



☐ Receive daily notifications via SMS

*SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.*

Cancel

Save



# Platform Structure

SEARCH

[🔍](#) [▼](#)

[advanced search](#)

FOLDERS

- [📁 All \(52\)](#)
- [📁 Action Needed \(18\)](#)
- [📁 No Action Needed \(34\)](#)
- [📁 Sent](#)

FLAG TYPE

- ☒ All
- ☐ Flagged Only
- ☐ Unflagged Only

PROGRAMS

[ALL](#) | [NONE](#)

- ☒ Alumni Relations [▼](#)
- ☒ Annual Giving [▼](#)

[Inbox](#) [Exports](#)

[New Message](#)

[FS](#) [Felix Saunders](#)  
Alumni Relations (2008)



No problem at all. Hope you can attend a game this season. Go Silkies!



Alumni Relations · 9/16/20 | 07:35 PM

Hey Felix, can we count on you to make a donation today on Giving Tuesday?

AD

Alia Degen · 11/18/20 | 03:15 PM

Hi Felix,

JB

Are you interested in attending an upcoming Alumni Social? There will be ice cream! 🍦

Jacob Bebar · 8/02/23 | 06:15 PM

Hi Alumni.

KS

Kelsey Seale · 8/31/23 | 04:00 PM



This contact can no longer be sent messages due to the following:

- The contact has opted out

# One-on-one Messaging

# Texting One-on-one

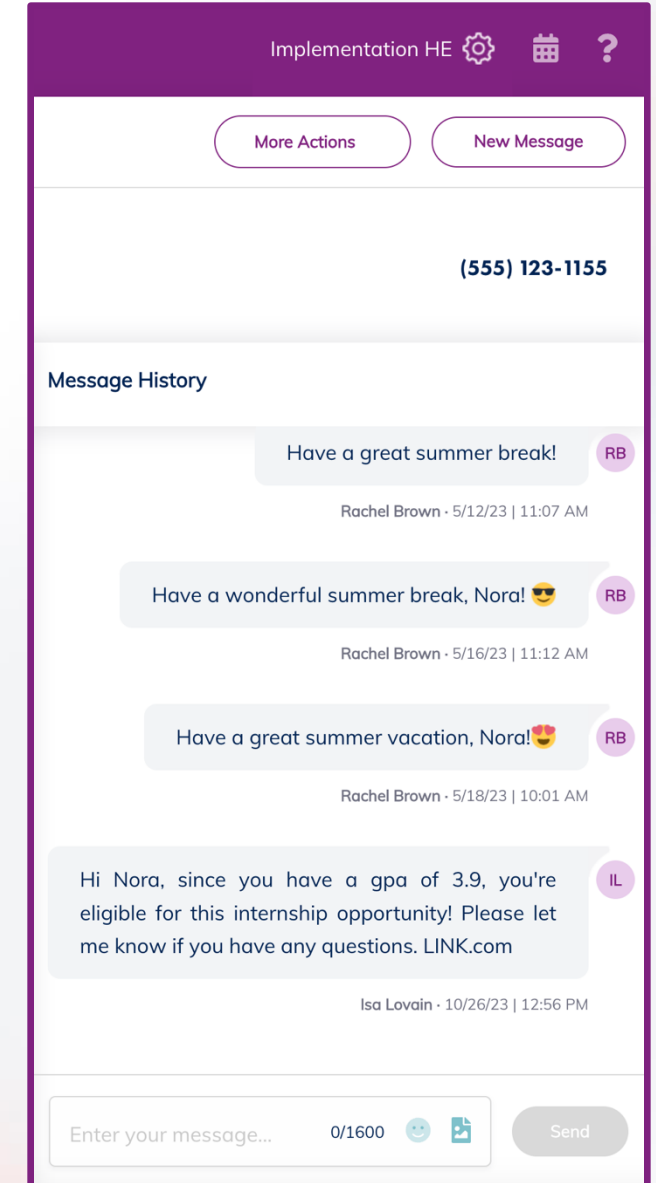
22

The screenshot shows the 'modern campus message' interface. The top navigation bar has 'Messages' highlighted with an orange circle. Below the navigation bar, there's a search bar and a list of messages. The selected message is from Keon Davenport, a Registrar, with the text: 'Hi Keon, just a reminder about the registration deadline tomorrow!'. The interface also shows a 'New Message' button and a 'Sort by Newest' dropdown.

The screenshot shows the 'modern campus message' interface with the 'Contacts' tab highlighted by an orange circle. It displays contact details for 'Nora Acosta-Martin' with the phone number '(555) 123-1155'. The contact status is 'Opted In' and 'Phone Valid'. The details section shows a customer ID of 79 and a signalvine ID. The message history on the right shows several messages from Rachel Brown, including 'Have a great summer break!' and 'Have a wonderful summer break, Nora!'. The interface also includes a 'New Message' button and a 'More Actions' button.

# One-on-on Messages

- **Method 1**
  - Select contact from the **Messages** inbox
  - Text from the bottom right corner
- **Method 2**
  - Select the **Contacts** tab
  - Search for your Contact
  - Select their name
  - Text from the bottom right corner



# Schedule One-on-on Messages

- Write your message
- Select **Future Date**
- Click **Send**
- Check your scheduled message on the new tab that appears in your conversation!

24

The screenshot displays a messaging interface with a calendar overlay. The background shows a conversation with a contact named 'Hi Keon'. A message input field contains the text 'Hey Keon! The raffle d...'. The calendar overlay is open, showing the month of June 2024. The date '3' is selected. Below the calendar, the time is set to '04 : 24 pm'. At the bottom of the interface, the 'Delivery Date' section has 'Future Date' selected with a radio button. A 'Send' button is visible at the bottom right.

Hi Keon - did you get the email I sent yesterday? CR

Hi Keon, hope you're email? CR

my latest CR

09/23 | 03:45 PM

09/23 | 02:13 PM

immediate delivery

Message:

Hey Keon! The raffle d

04 : 24 pm

Done

47/1600

Delivery Date: ☐ Now ☒ Future Date

Send



# When to use One-on-one Messages

1. Info relevant to only person
2. Info that's sensitive
3. Personal question
4. Message response



# “New Message” Quick Group

# Quick Bulk

- Select **New Message**
- Select program
- Optional, narrow down by group(s)

**New Message**

Send from:  
Admissions Program ▼

Send to:  
Admissions Program ×  
Remove this program to specify a contact name or group...

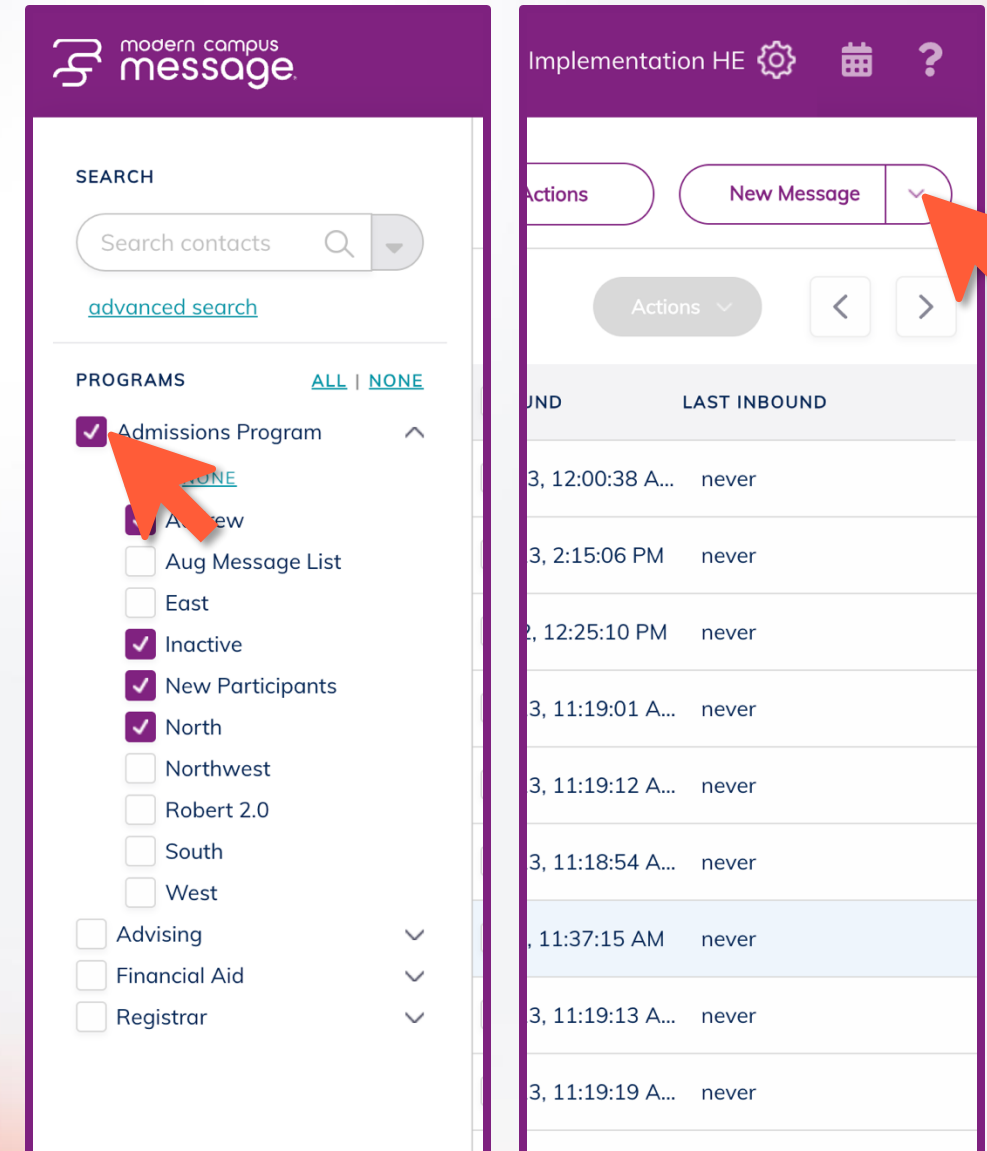
Message: Scheduled for immediate delivery  
Enter your message...  
0/1600

Be Advised: mobile carriers are now rejecting messages that contain shortened links from free services such as bit.ly, tinyurl.com and others. More information is available [here](#).

Delivery Date: ☒ Now ☐ Future Date Next

# Extra Quick Quick Bulk

- Narrow down program and group on the left menu
- Select the **Arrow** next to **New Message**
- Write and send/schedule your message!



# When to use Quick Bulk

1. One-time announcements
2. Question for a specific audience
3. Reminder about an event
4. Reminder about a form

29

## Make use of...

- Program and group segmentation
- Personalization fields (first\_name, location, credential etc.)



# Advanced Search

# Advanced Search

- Hyper-segment your contacts using data
- And/or search functions

31

Match if  rules are met

Accounting major [\(rename rule\)](#) [\(delete rule\)](#)

If  of the following conditions are met

<input type="text" value="active"/>	<input type="button" value="equals"/>	<input type="text" value="True"/>	<input type="button" value="X"/>
<a href="#">+ add another condition</a>			

Admit term fall or summer 2024 [\(rename rule\)](#) [\(delete rule\)](#)

If  of the following conditions are met

<input type="text" value="admit_term"/>	<input type="button" value="equals"/>	<input type="text" value="fall 2024"/>	<input type="button" value="X"/>
<input type="text" value="admit_term"/>	<input type="button" value="equals"/>	<input type="text" value="summer 2024"/>	<input type="button" value="X"/>
<a href="#">+ add another condition</a>			

# New Scholarship Alert!

- We have a new scholarship opportunity available to both in and out-of-state students!
- The criteria are different depending on where you're from
  - In state – 3.0 and above
  - Out of state – 3.5 and above



## Advanced Search



Match if Any rules are met

**In State above 3.0** [\(rename rule\)](#) [\(delete rule\)](#)

If All of the following conditions are met

HS GPA

is greater than or equal to

3.0

Clear



State Resident

equals

True



[+ add another condition](#)

**Out of State above 3.8** [\(rename rule\)](#) [\(delete rule\)](#)

If All of the following conditions are met

HS GPA

is greater than or equal to

3.8

Clear



State Resident

equals

False



[+ add another condition](#)

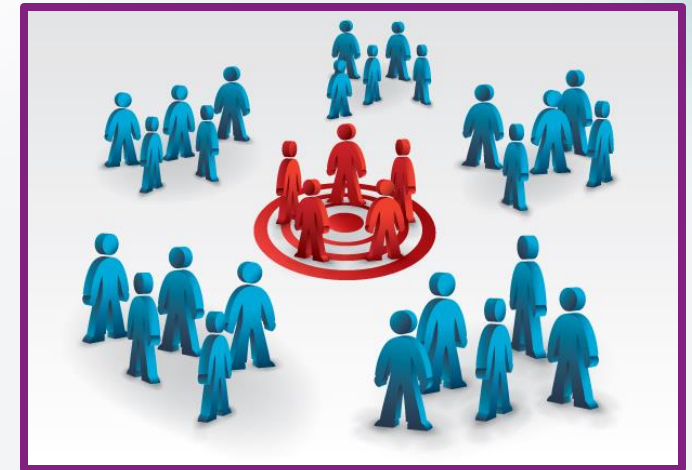
[+ add another rule](#)

Cancel

Search

# When to use Advanced Search

1. You want to use data to target contacts
2. You don't want to send to ALL members of a program or group
3. You want to send at a specific time / date
4. Examples
  1. Text all contacts in Philadelphia
  2. Text all Chemistry & Biology majors with a 3.0 or higher

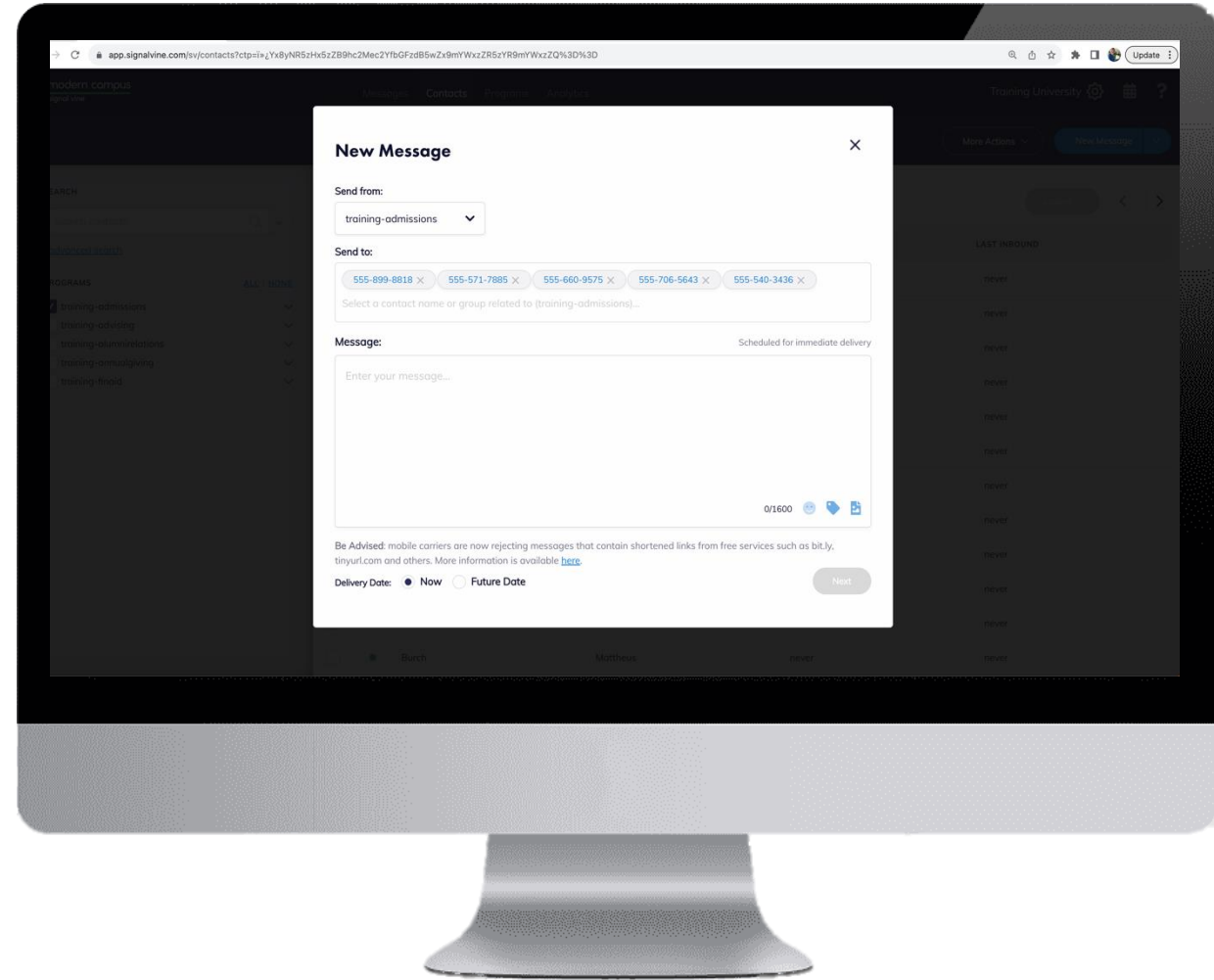


# Bulk Copy+Paste

# Copy and Paste a List

- Copy a comma separated list of phone numbers or ID numbers directly into "Send to:"

36



# Comma Separated List

## NOT Comma Separated ❌

Germain	<u>Duplock</u>	555-899-8818
Morten	<u>Crumbie</u>	555-571-7885
<u>Neala</u>	Dabney	555-660-9575
Sterne	Measham	555-706-5643
Erie	Tilbrook	555-540-3436

## Comma Separated ✅

Germain	<u>Duplock</u>	555-899-8818,
Morten	<u>Crumbie</u>	555-571-7885,
<u>Neala</u>	Dabney	555-660-9575,
Sterne	Measham	555-706-5643,
Erie	Tilbrook	555-540-3436,

## NOT Comma Separated ❌

Germain	Duplock	555-899-8818
Morten	Crumbie	555-571-7885
Neala	Dabney	555-660-9575
Sterne	Measham	555-706-5643
Erie	Tilbrook	555-540-3436

## Comma Separated



Germain	Duplock	555-899-8818,
Morten	Crumbie	555-571-7885,
Neala	Dabney	555-660-9575,
Sterne	Measham	555-706-5643,
Erie	Tilbrook	555-540-3436,

Home Insert Draw Design Layout References >> Tell me Comments Editing Share

Helvetica N... 16 A<sup>+</sup> A<sup>-</sup> Aa A

B I U Paragraph Styles Dictate Sensitivity Editor

Lila	Roberts	15555951234,
Kathryn	Caldwell	15555559235,
Gretchen	Carlson	15555551250,
Sandy	Stevens	15555551251,
Pauline	Crawford	15555551299,
Maria	Vaughn	15555551249,

Page 1 of 1 18 words English (United States) Focus 97%

n/sv/messages/inbox?cp=i»¿Yx8yNR5zH05hTh5zZB9kZXNjHnBnH3RydWUec2EfZmF... Update

Messages Contacts Programs Analytics Implementation Alumni ?

New Message

Send from:  
Alumni Relations

Send to:  
Enter the program, group or contact name...

Message: Scheduled for immediate delivery  
Enter your message...  
0/1600

Be Advised: mobile carriers are now rejecting messages that contain shortened links from free services such as bit.ly, tinyurl.com and others. More information is available [here](#).

Delivery Date: ☒ Now ☐ Future Date Next

Julia Larson 0/1600  
ALUMNI RELATIONS  
can sounds fun

Doug Cohen 0/1600  
ALUMNI RELATIONS  
thanks for the heads up! Not to...




# When to use Bulk Copy+Paste

- You have a list of phone numbers or ID numbers
- You don't need to save the group or other data
- Examples
  - Follow up after an event
  - Pulled a report of student leaders




# Poll #2

What type of messages do you plan on sending?  
How are you feeling so far about Message?



# Contacts Tab



MessagesContactsProgramsAnalytics

Implementation Alumni   

SEARCH

[advanced search](#)


PROGRAMS

[ALL](#) | [NONE](#)


☐ Alumni Relations



☒ Annual Giving








More Actions

New Message 

Contacts (100) 

Actions 

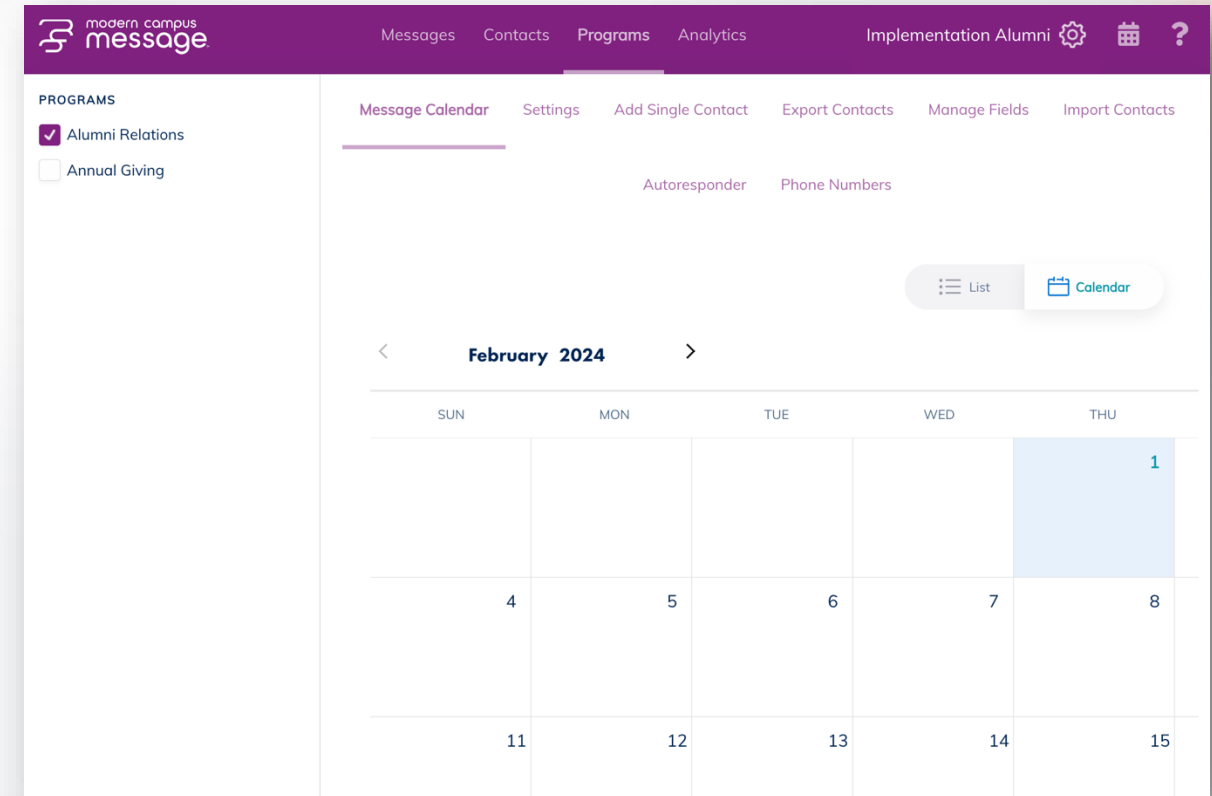
 

<input type="checkbox"/>	ACTIVE	LAST NAME 	FIRST NAME	LAST OUTBOUND	LAST INBOUND
<input type="checkbox"/>		Abbott	Darin	Oct 11, 2023, 3:16:59 PM	Sep 16, 2020, 3:07:31 PM
<input type="checkbox"/>		Arnold	Alma	Aug 31, 2023, 1:00:59 PM	never
<input type="checkbox"/>		Austin	Ana	Aug 31, 2023, 4:00:30 PM	never
<input type="checkbox"/>		Ball	Jamie	Aug 31, 2023, 1:01:05 PM	never
<input type="checkbox"/>		Banks	Michael	Aug 31, 2023, 1:01:09 PM	never
<input type="checkbox"/>		Barnett	Randolph	Aug 31, 2023, 1:00:47 PM	never

# Programs Tab

# Message Calendar

- Shows messages scheduled for 2+ contacts
- Shows scheduled messages for YOUR caseload
- You can edit / delete messages
- DO NOT edit Program Messages (anything you set up with customer support)

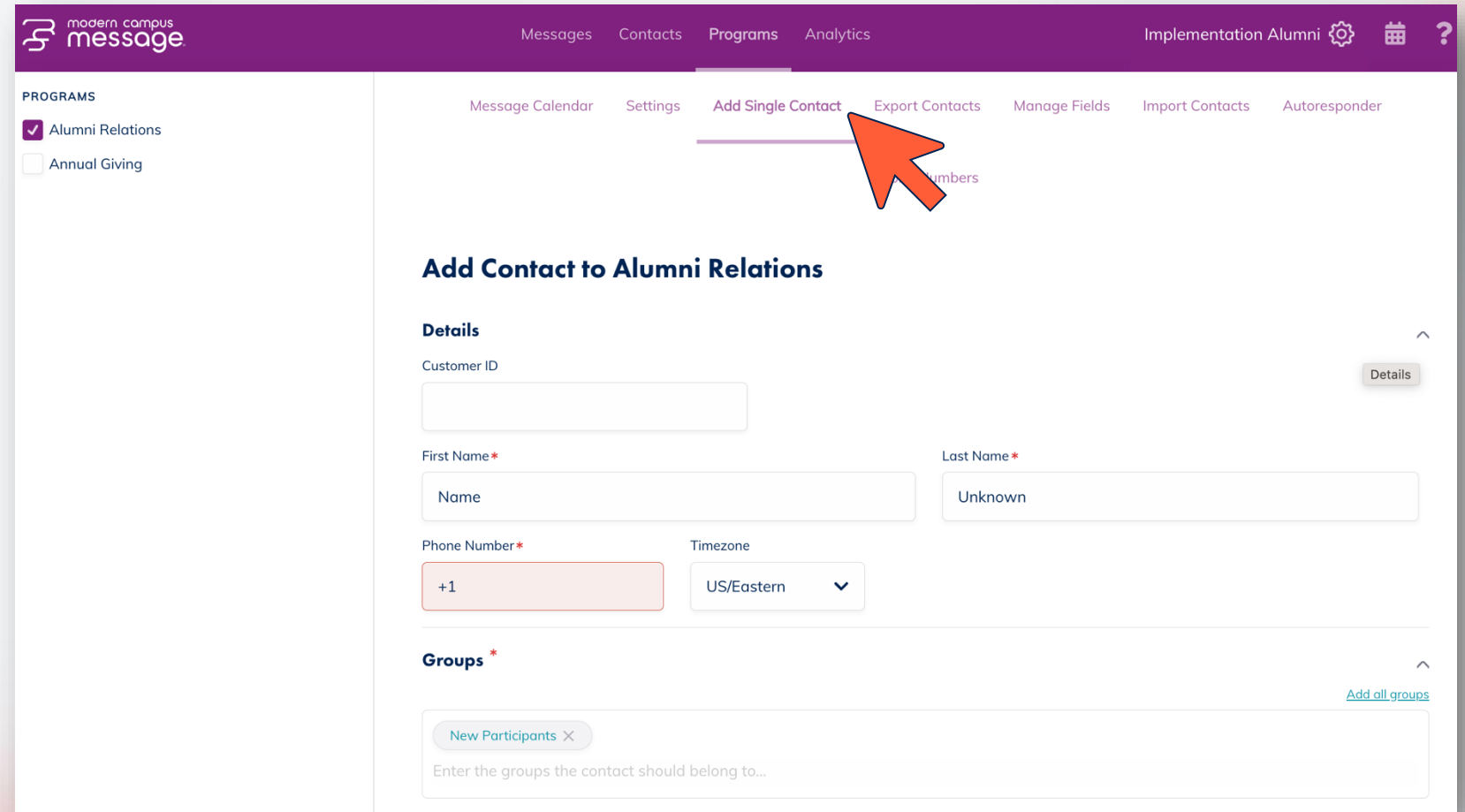


# Add a Single Contact

- Required fields

- Name
- Phone Number
- Group(s)

46

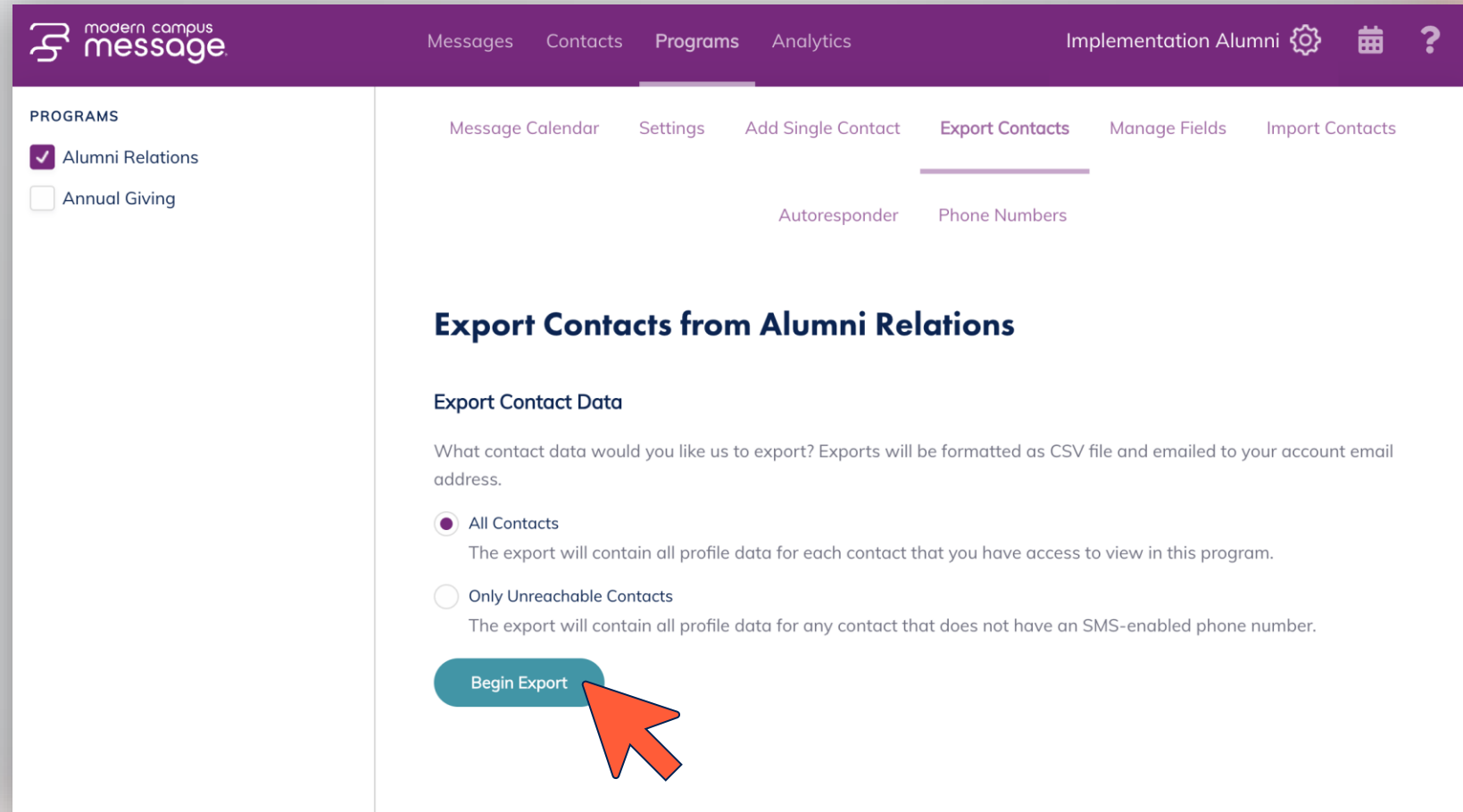


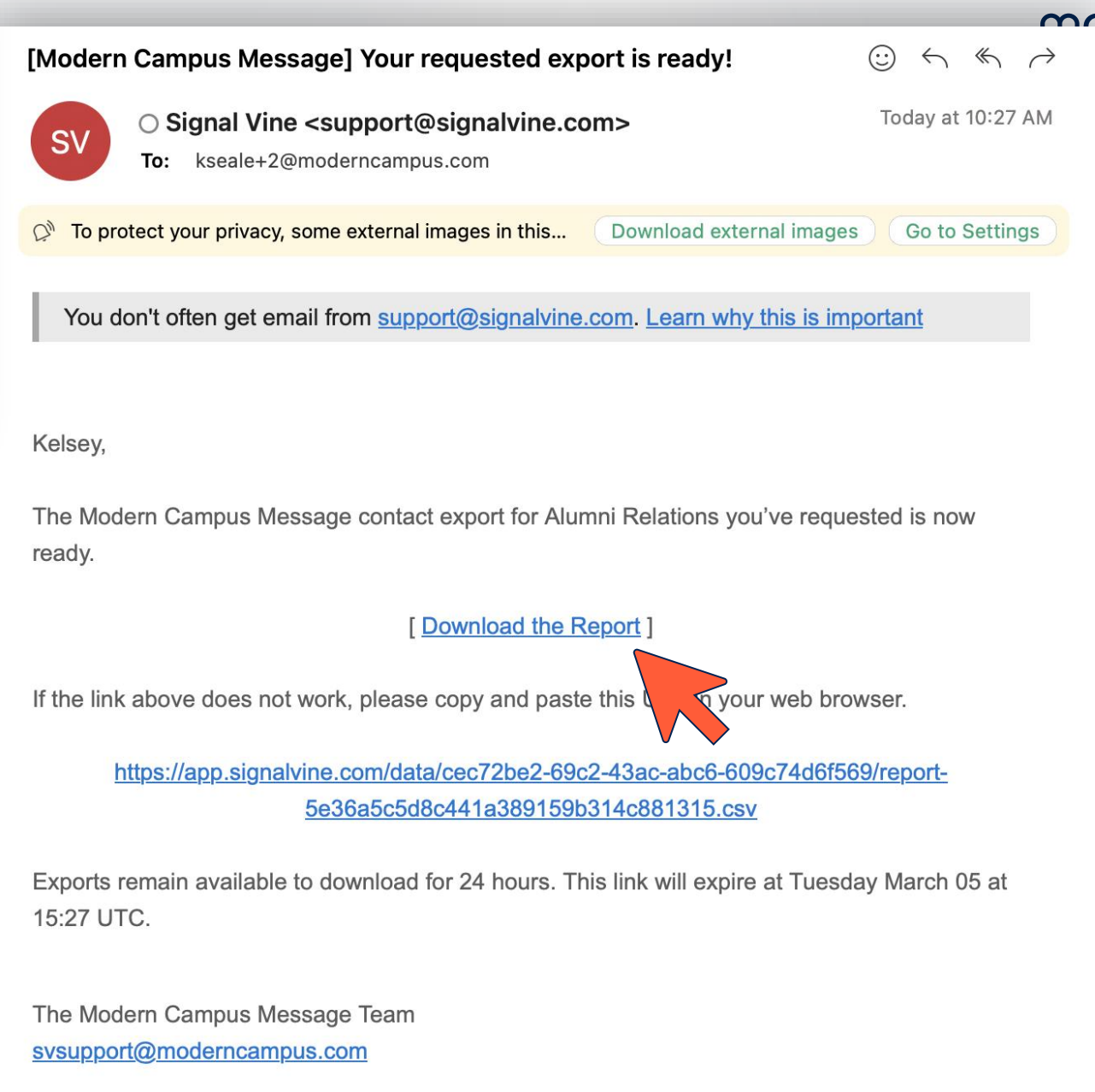
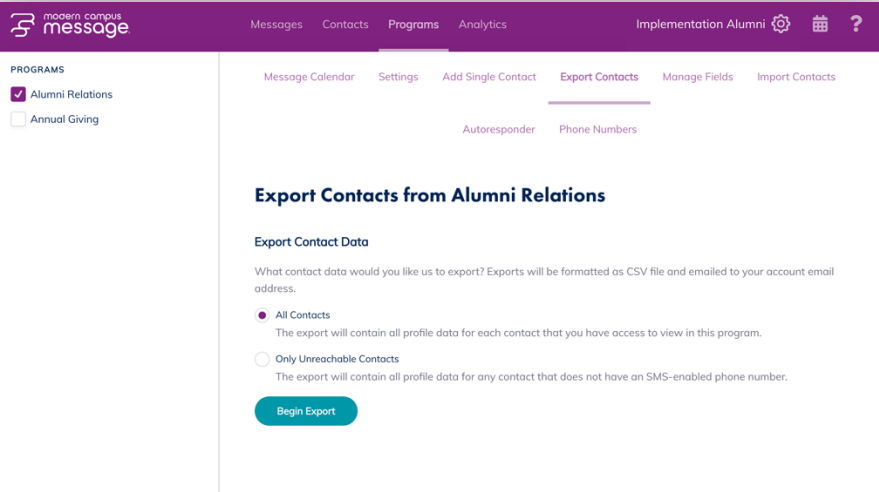
The screenshot displays the 'modern campus message' interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs', and 'Analytics'. On the right, there are links for 'Implementation Alumni', a settings gear, a calendar icon, and a help icon. The left sidebar shows 'PROGRAMS' with 'Alumni Relations' selected (checked) and 'Annual Giving' (unchecked). The main content area has a sub-navigation bar with 'Message Calendar', 'Settings', 'Add Single Contact' (highlighted with a red arrow), 'Export Contacts', 'Manage Fields', 'Import Contacts', and 'Autoreponder'. Below this, the title 'Add Contact to Alumni Relations' is shown. The 'Details' section contains a 'Customer ID' field, a 'First Name\*' field with the value 'Name', a 'Last Name\*' field with the value 'Unknown', a 'Phone Number\*' field with the value '+1', and a 'Timezone' dropdown menu set to 'US/Eastern'. The 'Groups\*' section has a 'New Participants X' button and a text input field with the placeholder 'Enter the groups the contact should belong to...'. A link 'Add all groups' is visible on the right.

# Export Contacts

- Exports a .csv file
- Sent to your email
- Limited to every 2 hours
- Could take a few minutes!

47







modern campus  
message

Messages Contacts Programs Analytics Implementation Alumni ?

PROGRAMS

☒ Alumni Relations

☐ Annual Giving

Message Calendar Settings Add Single Contact **Export Contacts** Manage Fields Import Contacts

Autoresponder Phone Numbers

### Export Contacts from Alumni Relations

Export Contact Data

What contact data would you like us to export? Exports will be formatted as CSV file and emailed to address.

☒ All Contacts  
The export will contain all profile data for each contact that you have access to view in this program.

☐ Only Unreachable Contacts  
The export will contain all profile data for any contact that does not have an SMS-enabled phone number.

[Begin Export](#)

125% View Zoom Add Category Pivot Table

Sheet 1

	D	E	F	G	H	I	J	
1	first_name	last_name	group_list	phone	timezone	current_city	prior_donor	major
2	Lila	Roberts	2015;Boston	15555551234	US/Eastern	Boston	TRUE	Communications
3	Kathryn	Caldwell	2017;NYC	15555551235	US/Eastern	Boston	TRUE	Anthropology
4	Gretchen	Carlson	2016;Philadelphia	15555551250	US/Eastern	Boston	FALSE	International Business
5	Sandy	Stevens	2006;Baltimore	15555551251	US/Eastern	Boston	FALSE	History
6	Pauline	Crawford	2016;Philadelphia	15555551299	US/Eastern	Philadelphia	FALSE	International Business
7	Maria	Vaughn	2017;NYC	15555551249	US/Eastern	Boston	FALSE	Anthropology
8	Willie	Boyd	2015;Boston	15555551269	US/Eastern	Boston	FALSE	Communications
9	Winifred	Lloyd	2016;Philadelphia	15555551285	US/Eastern	Philadelphia	FALSE	International Business
10	Yolanda	Curry	2006;Baltimore	15555551328	US/Eastern	Baltimore	FALSE	History
11	Darin	Abbott	2006;Baltimore;test;Group A 23	15555551244	US/Eastern	Boston	FALSE	Business
12	Tony	Rogers	2006;Baltimore	15555551272	US/Eastern	Baltimore	FALSE	History
13	Vincent	Lee	2015;Boston	15555551248	US/Eastern	Boston	FALSE	Communications
14	Sylvia	Ford	2006;Baltimore	15555551265	US/Eastern	Baltimore	TRUE	History
15	Israel	Perez	2006;Baltimore	15555551314	US/Eastern	Baltimore	FALSE	History

[Modern Campus Message] Your requested export is ready!

SV Signal Vine <support@signalvine.com> Today at 10:00 AM

To: kseale+2@moderncampus.com

To protect your privacy, some external images in this email have been hidden. [Download external images](#) [Go to full image](#)

You don't often get email from [support@signalvine.com](mailto:support@signalvine.com). [Learn why this is important](#)

Kelsey,

The Modern Campus Message contact export for Alumni Relations you've requested is now ready.

[\[ Download the Report \]](#)

If the link above does not work, please copy and paste this URL in your web browser.

<https://app.signalvine.com/data/cec72be2-69c2-43ac-abc6-609c74d6f569/report-5e36a5c5d8c441a389159b314c881315.csv>

Exports remain available to download for 24 hours. This link will expire at Tuesday March 15:27 UTC.

The Modern Campus Message Team  
[svsupport@moderncampus.com](mailto:svsupport@moderncampus.com)

# Knowledge Base and Community Forum

# Knowledge Base



Messages

Contacts

Programs

Analytics

Implementation Alumni



My Preferences

User Management

Virtual Advisors

API


# Submit a Help Ticket!


modern campus<sup>®</sup>  
signal vine


SUBMIT A REQUESTSIGN IN

How can we help?

Q Search →

  
FEATURED ARTICLES

  
PRODUCT IDEAS

  
COMMUNITY FORUMS

Resource Center

# What will you put into practice after this webinar?

Answer in the poll!

# Q&A

Please put your questions in the Q&A box.  
I'll get to as many as possible and follow up via  
email if more research is needed!

# Thank You

See you next month!