



Care
FOLK
PRO

Managing the Company Community Page



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Your Company Page Explained

Your **Company Page** is your company's dedicated **public facing** page.

We know how it is important for you **to get the word out**.

Your Page allows you to display your contact details and opening hours, and gives you **easy-to-use** functionality to post messages, blog posts and more. Carefolk users can follow you and will get any updates and/or care information you post.

If you are a professional care provider, potential customers can message you directly through the private message capability.

Your Company Page is a great way to connect with the public, get the word out, and capture business leads.

It is also a great way to help you recruit when you need to.

There is **no need to worry**. Your Company page is **entirely separate** from your private secure organization and client information.

Great reasons to use your Company Page

- ✓ Marketing
- ✓ Blogging & Updates
- ✓ Recruiting
- ✓ Business Development
- ✓ Customer & Client Support

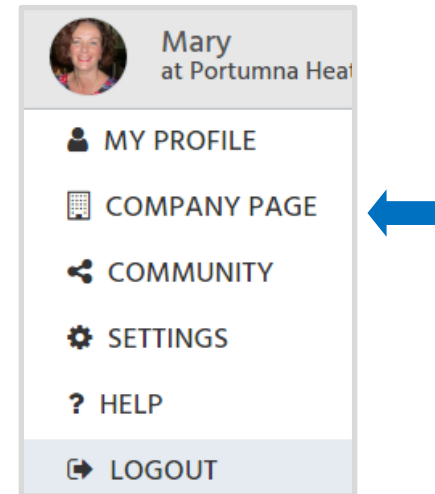
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Opening the Company Page



Opening the Company Page

From the drop-down menu in the top right of the screen, click on **COMPANY PAGE**



Page Permissions



User's with the roles **Care Manager** and **Care Admin** have access to edit the Company's Page and add Posts. **Care Managers** can assign roles on user's profiles.

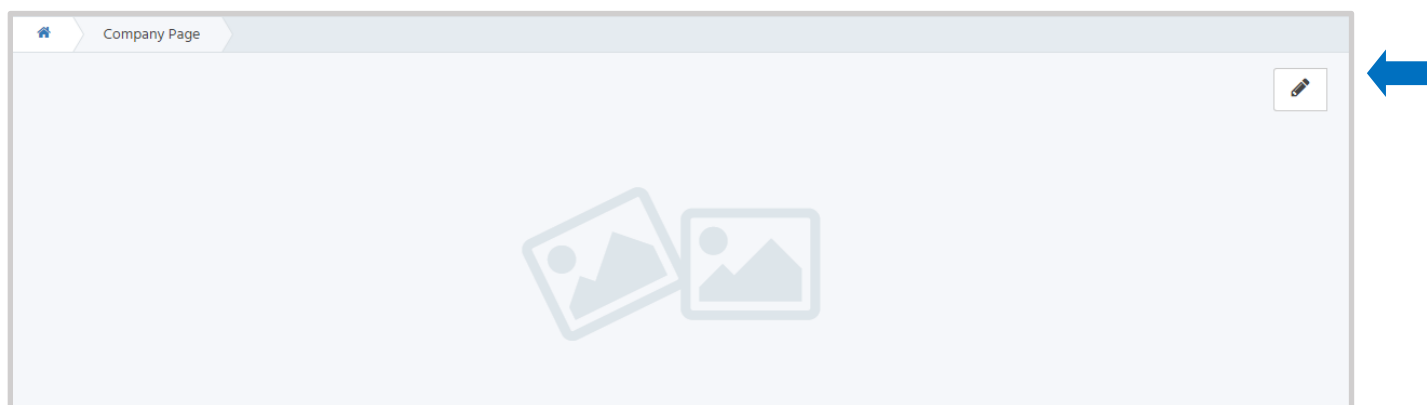
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Setting Up your Company Page

Add a Cover Photo

A cover photo is a great way to add color to your Company Page and communicate something about your company or the services you provide.

Note: Recommended cover photo dimensions are 1500px (width) X 500px (height), 72 PPI.



Add Your Company's Details


Add or update a cover photo by hovering over the image and clicking on the and then selecting **+Add Cover Photo**. Then choose a photo from your computer and click **Open**. Don't like the photo? Choose **Remove Cover Photo** or replace the current photo by selecting **+Add Cover Photo** and choosing a new image

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Setting Up the Company Page




Let people know about the details about your company including a brief mission statement, opening hours and how to contact you!


Easily keep the information up-to-date by clicking the pen icon for each section. 


- Include a brief statement **About** who you are.
- Adjust your business operating hours under **Opening Hours**. Type in the new numbers or use the arrows to adjust.
- To update your **Contact Information**, type in a phone number, email address, and physical address.

When finished with each section, select **+Save**.

About: 

Dedicated to providing great integrated care through collaboration in the Portumna region.

Opening Hours: 


 **Monday:**
8:00 - 16:00


Tuesday:
8:00 - 17:00


Wednesday:
8:00 - 16:00


Thursday:
8:00 - 14:00

Friday:
10:00 - 18:00

Contact Info: 

 **Phone Number:**
0879171448

 **Email Address:**
info@PortHS.com

 **Address:**
Health Services
Portumna

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Adding a Post to the Community

Posts in the Community

Engage with the Community by adding **blog posts, images**, and quick **updates** to your Company page. It's quick and simple.

Who sees them?

These will appear on your follower's community feed, and will be visible on your Company Page feed by any visitors to the page. People can even like and leave comments on your blogs posts!

Adding a post

From the Company Page, select **+ADD POST**



Type out a thought, announcement, blog or include a link to a tweet or video.

Add a photo by selecting **+Attach Photo**. Choose an image from your computer and then click **Open**.

When finished, select **Save Post**.




Note: Use the formatting tools included to make your text bold, left or right adjusted or a heading size.

Note: To make text a clickable link or a hyperlink to a webpage, follow the directions on the next page.

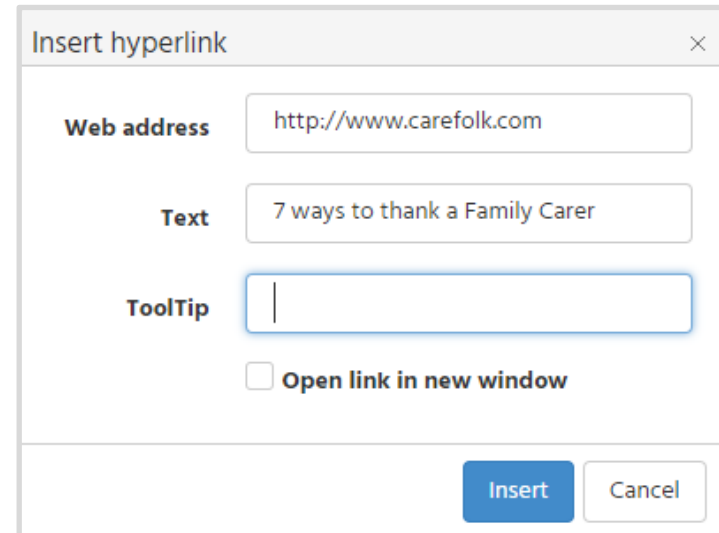
Hyperlinks

Hyperlinks allow you to insert links to external web pages in your posts.

To hyperlink text, highlight the words you want hyperlinked and select  from the text format toolbar.

- Input the URL or link into the **web address**.
- Update the **Text** that will appear linked in the post.
- **(Optional) Tool Tip:** Include a few words about what the link is. This will appear only when the mouse hovers over the hyperlinked text in the post.
- Select **Open link in new window** if you want the link to open in a separate window.

When finished, select **Insert**.

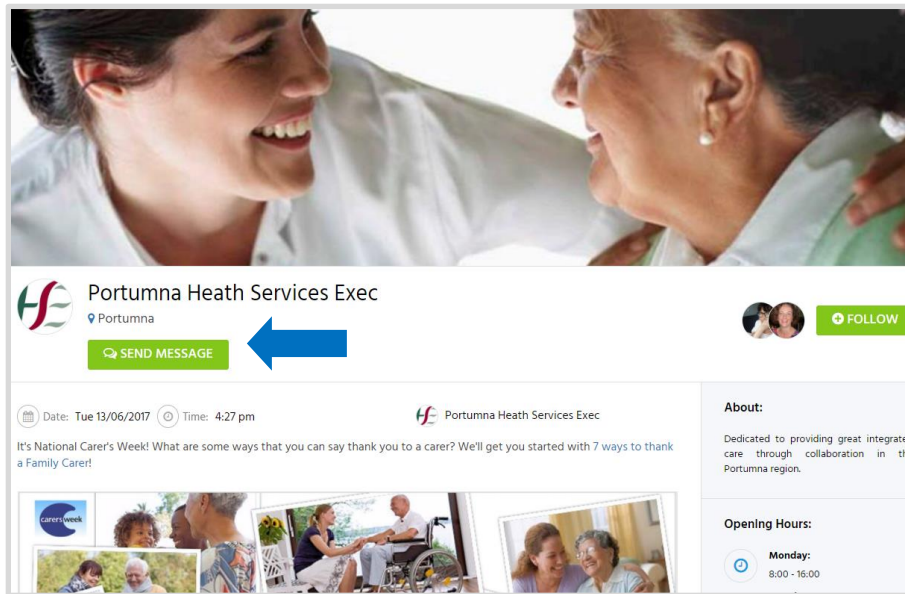


The screenshot shows a dialog box titled "Insert hyperlink" with a close button (X) in the top right corner. It contains three input fields: "Web address" with the value "http://www.carefolk.com", "Text" with the value "7 ways to thank a Family Carer", and "ToolTip" which is currently empty. Below the input fields is a checkbox labeled "Open link in new window" which is currently unchecked. At the bottom right of the dialog are two buttons: "Insert" (highlighted in blue) and "Cancel".

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A Visitor's View of Your Page

What Your Page Looks Like to a Visitor

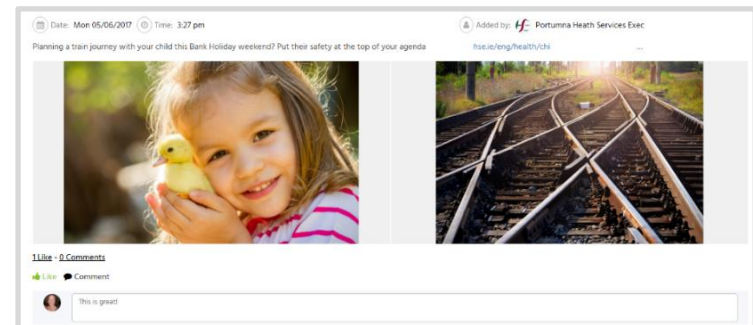


Visitors can:

- View your company details.
- Read your posts (and like and comment)
- Send you a private message by clicking 'Send Message'.
- Follow your page to receive your updates in their feed

Likes and Commenting

Engage and grow your audience. People can like and leave comments on your blogs posts. This is a great way to engage with the community.



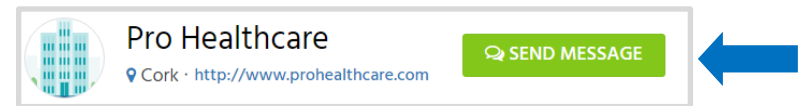
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Receiving and Replying to Messages



Customer-Client Messaging

Did you know you can receive and respond to private messages as your company? A potential client, family member, or Caregiver can private message you through your company page.




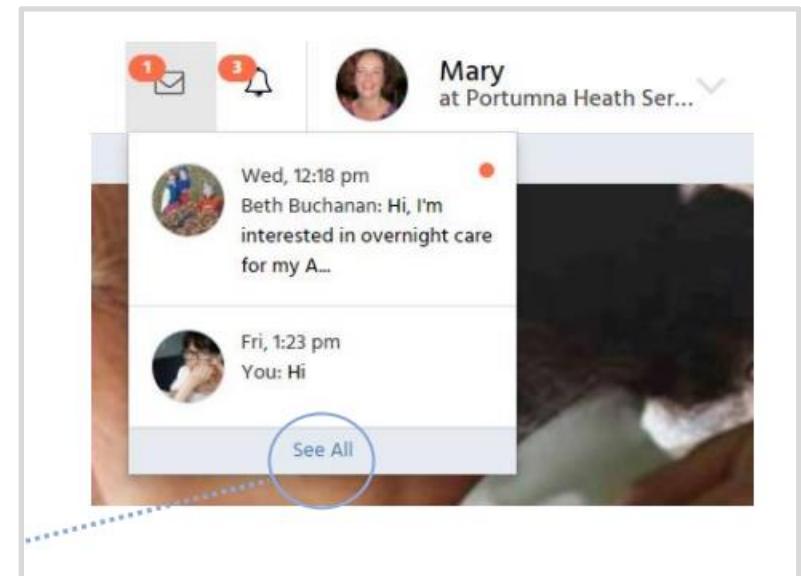
How are messages received?

Messages sent to a 'Support' Group. All of your Company Care Admins or Care Managers are part of this Support group and will receive a notification for the new message.

Note: Any individual may leave the support group through the **Messages section** by selecting **See All** from the message drop down and clicking on the message, and following the steps. The individual may re-join later if they wish.

How will I know if I have a message?


You will receive a notification for a new message at the top of your profile under  To reply, simply click on the message, and it will open a **chat box**. To see all of your messages, select **See All** from the message dropdown.



Replying to messages

Quickly reply to messages with the **chat box**. To respond to a message, type your reply in the **chat box** and click **Send** or hit the **Enter** on your keyboard.

If you wish, you can **attach a document** or other file by selecting **Attach File**. Choose a file from your computer and then click **Open**.

Oops! Made a mistake? No problem. You can delete your message by hovering over the conversation bubble and selecting the bin icon. 

Note: This will remove it permanently from both yours and the recipient's messages.

