



MYP training agenda



certified: access Level 2 support

1. introduction

- Housekeeping
- Key objectives
- Overview of eMarketing

2. eMarketing

- Overview of eMarketing features
- Create + edit contact lists
- Create + edit events
- Create + edit campaigns
- Generate reports

3. support centre + communication

- Submit training attendance confirmation
- myHelp + myTraining
- Lodging support tickets
- Upcoming training, demonstrations + events
- eNews + social media

4. next steps

- Create categories + communication templates
- Use the quick send to send a template to yourself/a contact
- Create a contact list/search
- Create a campaign + send a template to a contact list/search
- Create an event with activities

5. close

- Questions + answers

