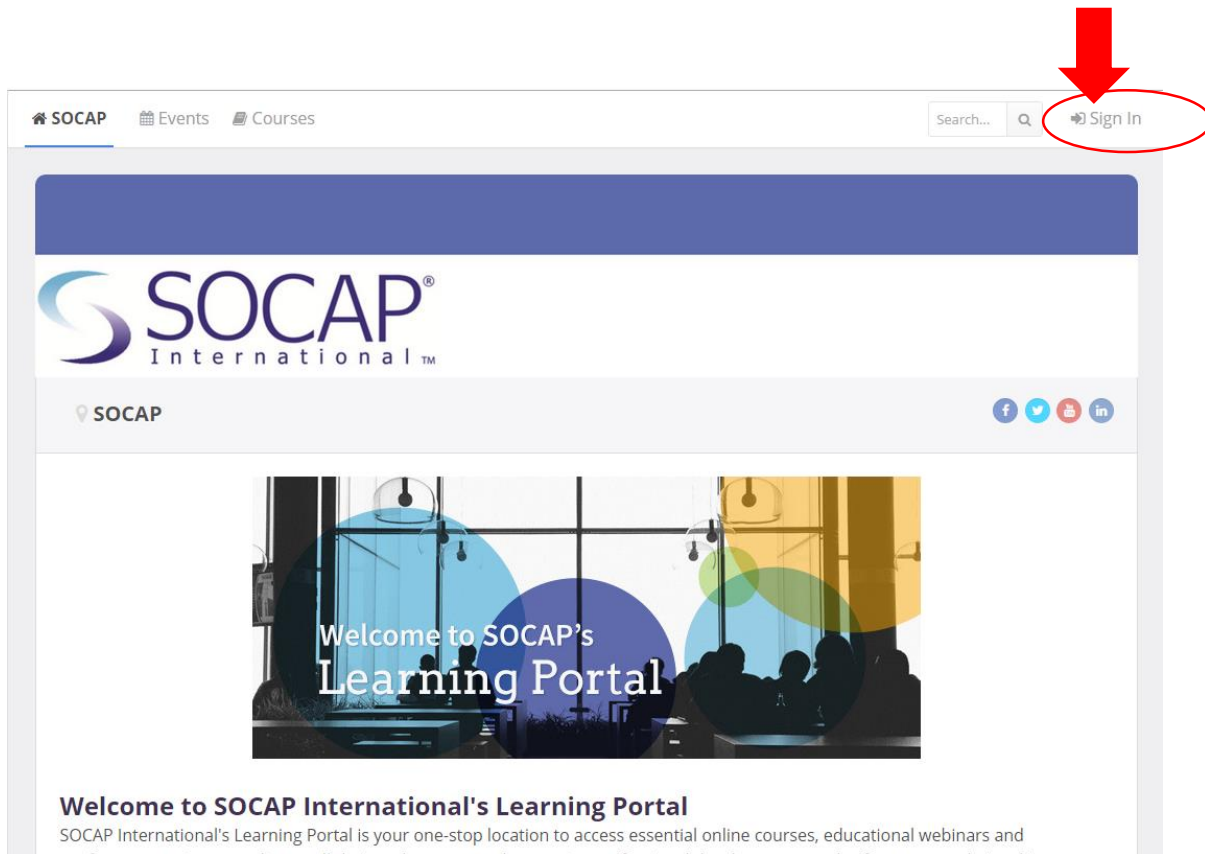


USER GUIDE WITH LOG-IN INFORMATION

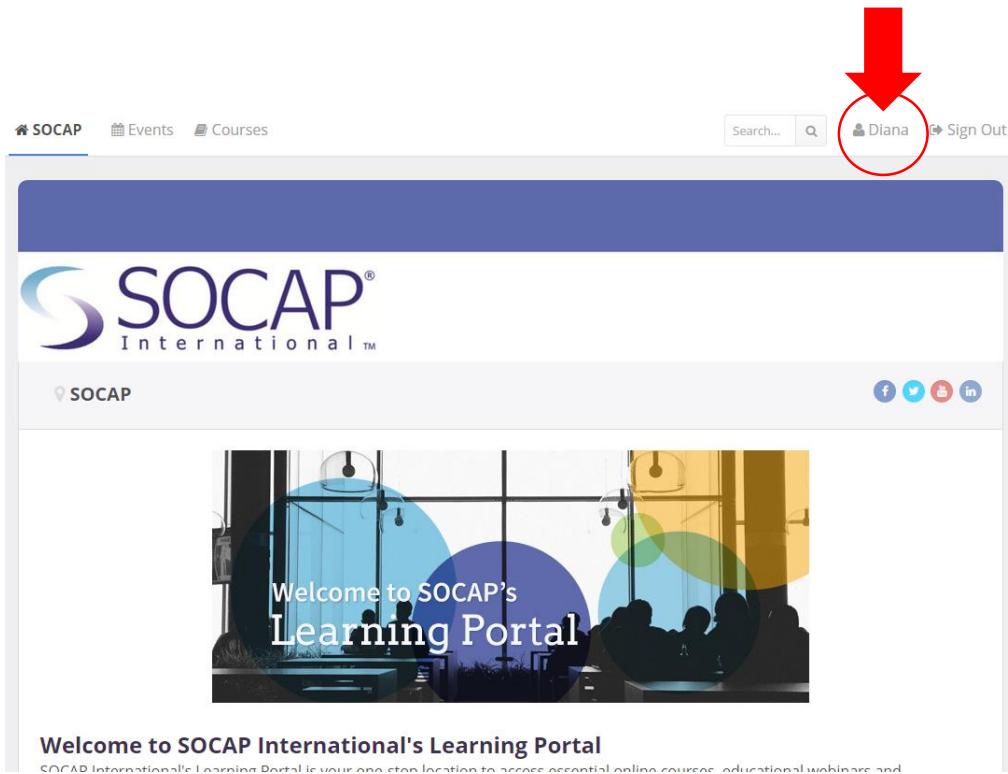
1. Sign in with your SOCAP username and password, using the **Sign In** link located on the upper right hand corner of the page. **NOTE: Your username and password is the same username/password you use to log in to the SOCAP website.**



2. Type in your email and your password.

A screenshot of the SOCAP International login page. The page features the SOCAP International logo at the top. Below the logo is a navigation menu with links for 'HOME', 'UPCOMING EVENTS', 'SOCAP HOME', 'ONLINE STORE', 'SOCAP ONLINE LEARNING COURSE', 'MYSOCAP', and 'LOGIN'. The main content area is titled 'Please Log In to Continue' and contains instructions for logging in. Below the instructions are two input fields: 'Primary E-Mail Address' and 'Password'. The 'Primary E-Mail Address' field contains the text 'socap@socap.org' and is circled in red. The 'Password' field contains a series of dots and is also circled in red. A red arrow points to the 'Password' field from the left. Below the input fields are a 'Remember Me' checkbox, a 'Sign in' button, and a link for 'Forgot your Password?'.

3. When you see **your name** on the upper right hand corner, you know you are properly signed in.



4. Go to the top left hand side of the page and click on:

- **Events** – to access webinar recordings
- **Courses** – to access on-demand online courses



5. Once you pick a category, click **Purchase**, to purchase and gain access to the presentation.

SOCAP 2015 Webinar Series

All Days All Tracks 33 Presentations

1 2 Next > Last » 25 per page

Title	Duration	Price	Action
The Truly Mobile Journey	57 min 50 sec	\$15.00	Purchase
Innovating in Today's Experience Economy	56 min 27 sec	\$15.00	Purchase

6. This will bring you to the shopping cart and payment section.

SOCAP International

HOME
MY PROFILE
INFORMATION
MY TRANSACTIONS
UPCOMING EVENTS
SOCAP HOME
ONLINE STORE
SOCAP ONLINE LEARNING
COURSE
MYSOCAP
LOGOUT

Online Store

Items: 0
Total: \$0.00

Ms. Diana Tung - Associate Membership [View Membership] [Logout] [Select Customer]

Merchandise Details

The Truly Mobile Journey

Continue Shopping Add To Cart

MEMBER	NON MEMBER
\$0.00	\$15.00

Webinar Recording

Continue Shopping Add To Cart

7. After completing the payment process, click on **SOCAP Learning Portal** in the navigation bar on the left.

SOCAP International

HOME
MY PROFILE INFORMATION
MY TRANSACTIONS
UPCOMING EVENTS
SOCAP HOME
ONLINE STORE
SOCAP LEARNING PORTAL
MYSOCAP
LOGOUT

Checkout

Purchase Submitted
Thank you. Your order has been submitted. Please click here to return to SOCAP International.

Your confirmation number is: **14680610** Printer Version

Billing Address
Please complete the below address or add a new address.

Purchased By
Ms. Diana Tung
Customer ID: 9724760
(Organization: TEST)
tungdiana@gmail.com

Items in Cart

Shopping Cart Items	Amount	Quantity	Total
The Positive Coach Approach Merchandise	\$0.00	1	\$0.00
Current Purchases Amount			\$0.00
Taxes			\$0.00
Shipping			\$0.00
Current Purchases Total			\$0.00

8. You will be taken to the main page for the SOCAP Learning Portal. Click on **your name** in the upper right hand corner and then click on the **Purchases** tab.

SOCAP Events Courses Search... Diana Sign Out

Diana Tung

Settings History Certificates **Purchases**

PREVIOUS PURCHASES

January 20, 2015 - Order #3392 - \$0.00 - 1 Items


Events Courses Search Support Sign Out

9. Click on the purchased presentation and you are now ready to access the presentation.

SOCAP Events Courses Search... Diana Sign Out

Events » SOCAP 2015 Webinar Series » **Exceptional Service, Except...**

Exceptional Service, Exceptional Results: Building the Best Customer Experience for a Changing Customer Base



The video player displays a presentation slide with a black background. At the top center is the SOCAP International logo, featuring a stylized 'S' in a blue and purple gradient. Below the logo, the text reads: "Exceptional Service, Exceptional Results Building the Best Customer Experience for a Changing Customer Base". At the bottom left is the Micah Solomon logo, which includes the name "micah SOLOMON" and the tagline "dedicated to the customer experience". To the right of the Micah Solomon logo, contact information is provided: "micah@micahsolomon.com • 484-343-5881" and "micahsolomon.com • @micahsolomon • © 2015". The video player interface includes a play button, a volume icon, a progress bar showing "0:00 / 51:35", and icons for full screen and share.

Overview Resources