

SIMPLE STEPS TO TRAIN NEW REPS

YOUR READY-TO-GO TRAINING PROGRAMME

With three accounts available to you, we understand it might be difficult to train your Official Rep's when they first start. To help you save time and resource on training, we're sharing these quick and easy steps you can follow and roll out to your new Reps when they start on TSR.

1

ACTIVATE YOUR ACCOUNT

Make sure your new Rep's account is active and set up with Client Services. You can do this by [completing this set-up form](#) and sending it back to clientservices@thestudentroom.com.

2

SET UP ALERTS

During your set-up, don't forget to pick your alerts. Alerts will send your Rep notifications when any user mentions the keywords of your choice. You can choose up to five keywords per account and they are a great reminder to reply in real-time to the students looking for your advice, support or information.

3

INTRODUCE YOUR REP TO YOUR FORUM

Show your Rep the key area to get started on TSR, your university forum. Point out the key threads they need to know such as your Accommodation thread and swing by your official guide, where your Rep can update or edit the information on your TSR profile.

4

REP RESOURCES

Share [the Official Rep resources](#) and ask your new starter to have a read through the useful documents. These are designed to build your Rep's confidence and know-how, so they can start posting and making the most out of your Official Rep account.

5

SIGN UP TO REP TRAINING

Ask your Rep to [join Official Rep Training](#). These sessions are held online and take place every Wednesday at 10am, your Reps can decide how many sessions they want to attend and existing Reps can also drop in if they need refresher training, have questions or want to connect with other Reps.

6

UNIVERSITY REP LOUNGE

Point out our Rep support forum. We have a dedicated team on hand to offer your Reps support and advice whenever they need it.

TIP: Look out for our formatting and posting tips thread in the support zone, it's a really helpful guide to get started with posting.

7

INTRODUCTION TO FEEDBACK THREAD

This is where you can easily get in contact to ask us questions and receive feedback. So ask your Reps to keep an eye out on this thread and we'll share any student feedback or comments you need to know.

