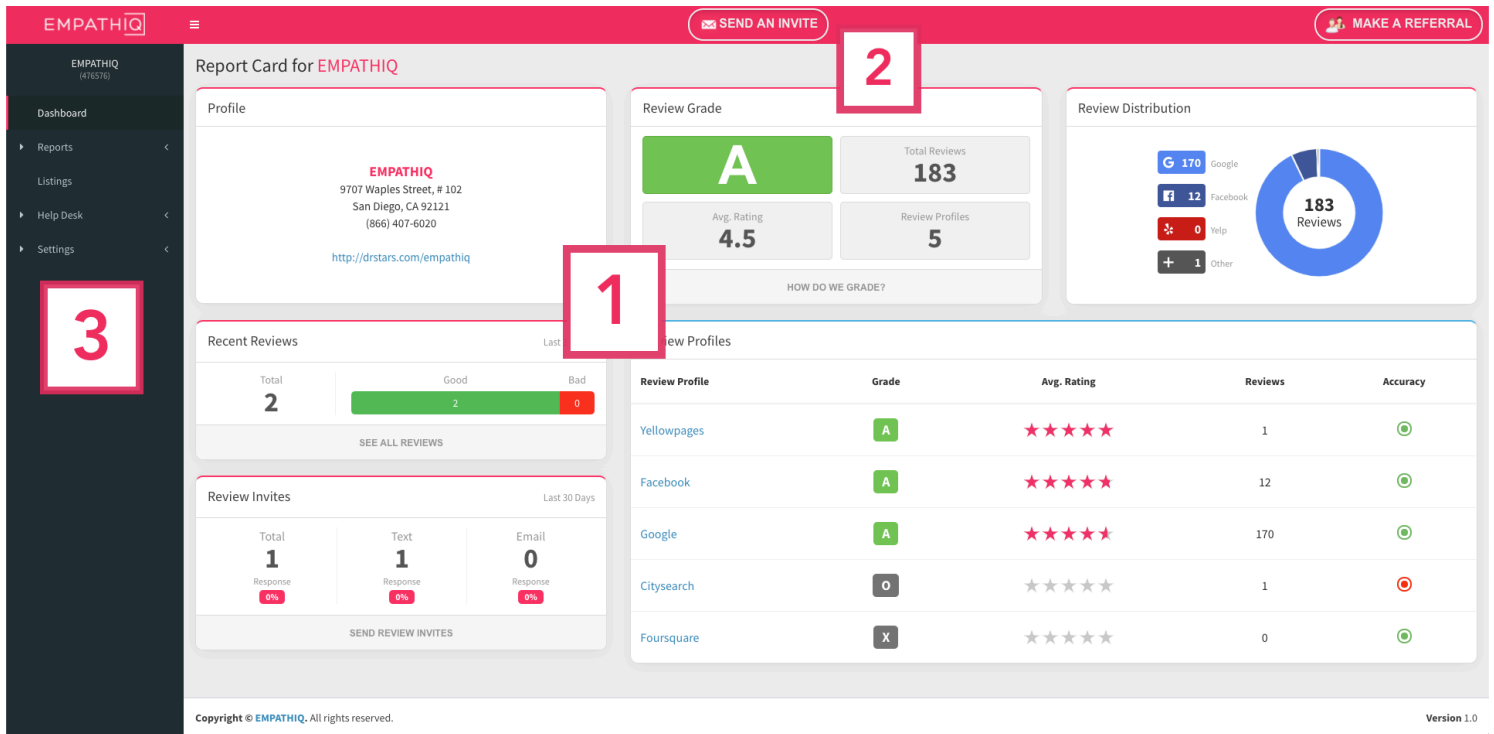


NAVIGATING YOUR EMPATHIQ DASHBOARD

Dashboard

First, let's start by orienting you to your dashboard at app.empathiq.io.



1. **Report Card** - This is your detailed report card providing your various details on how you or your practice look online. You will see an average grade including the number of reviews on various websites monitored on your behalf.
2. **Send an Invite** - Click here to send an invite request.
3. **Menu Bar** – This will help you navigate to additional pages on the review manager.

Send an Invite

This page allows you to request an invite by sending a text message or email to a client. You can send single invites or bulk invites. *(For bulk invites, make sure to use the template provided at "Download Template: CSV or XLS".)*

The screenshot displays the 'Send an Invite' form, which is divided into two main sections: 'Single Invite' and 'Send Bulk Invites'. The 'Single Invite' section contains fields for 'First Name' and 'Last Name', a 'Text or Email *' dropdown menu set to 'Text', and a green 'SEND INVITE' button. The 'Send Bulk Invites' section features a dashed box with the text 'Choose a file or drag it here.', a green 'Browse' button, and a link to 'Download Template: .CSV or .XLS'.

For more details on the review invites and the menu bar, please see the next page.

NAVIGATING YOUR EMPATHIQ DASHBOARD

Review Invite Steps

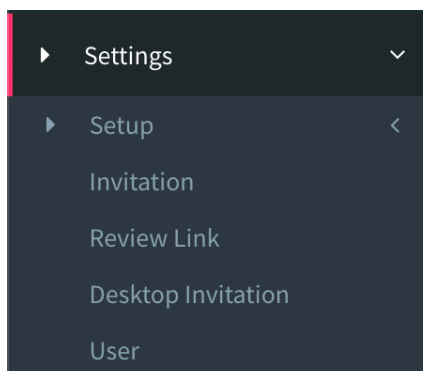
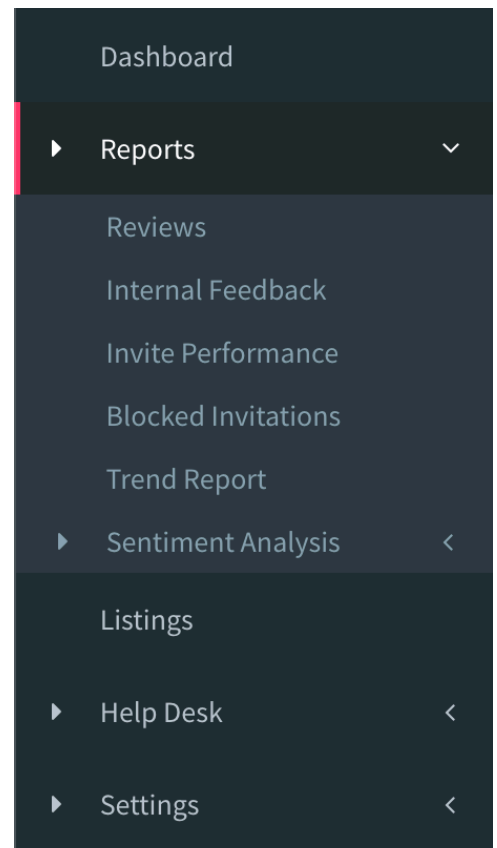
Step 1: Invitation – The invitation is sent to the text or email address provided. This invitation includes your personalized review link listed on your dashboard under "Profile". (See *Menu Bar > Settings > Invitation to customize the invites*)

Step 2: Review Link - After a client clicks on the link, they are provided with monitored sites options to leave a review. (Default setup is Google & Facebook for best SEO value. This can be customized at *Menu bar > Settings > Review Link.*)

Menu Bar

Details on all the information available from the menu bar on the left-hand side of the Review Manager.

- **Dashboard** - Your full report card
- **Reports**
 - **Reviews** - Find a list of your reviews here.
 - **Internal Feedback** - Any internal feedback received from the personalized review invitation can be found here.
 - **Invite Performance** - See details on how often clients are clicking on the review invite link sent to them.
 - **Blocked invitations** - A list of blocked invites. (based on blocklist under Menu Bar > Settings > Review Link)
 - **Trend Report** - See the change in review rating over a customizable time frame.
 - **Sentiment Analysis** - Find categorized summaries on the content of your reviews.
- **Listings** - Listings Management Access (For Upgraded Plans only)
- **Help Desk** - Find contact information here.
- **Settings** - Use these settings to navigate and customize your account. (More details on settings below)



- **Setup** - Based on Listings Manager and currently unused
- **Invitation** - Customize the text message or email a client receives
- **Review Link** - Customize the Review Link directing clients to specific review websites.
- **Desktop Invitation** - A deployable desktop link that makes it easier for office staff to request reviews. (Does not require logging into the dashboard / app.)
- **User** - Used to update login information, change password, and switch between subscriptions.

Please let us know if you have any questions!