

THANK YOU!  
**WELCOME TO FG FUNNELS.**

Please read the following information carefully...  
*so as to not want to poke your eyes out with a drawer full of forks.*

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**To our newest FG Funnels user...**

You have just signed up for the most powerful marketing automation software out there. Which is awesome, and also a little bit like getting the keys to a new spaceship.

Because of this, there are several important onboarding instructions we need to give you, so please grab a cup of tea or coffee and read this in its entirety. *We'll keep the copy fun so you don't get bored with all the tech geek speak.*

## HOW TO FLY A SPACESHIP TIP #1

**First things first... about your login credentials.**

1. Open a new tab on your browser (keep this window open, we're just getting started!)
2. Check your email. Click ALL MAIL (yes including spam).
3. Make sure you see an email that says "👉 **FG Funnels Software Activated**"
4. That will have your user name and password in it to log into your account at **app.fgfunnels.com**.
5. **IF YOU DO NOT SEE IT**, please message us at **help@thehelpdeskteam.com** immediately. It most likely means you typed your email wrong in the order form.
6. If that message has a blank username and password, somewhere in the Interwebs, you signed up for a High Level account once upon a time and it couldn't use the email you tried. Email us at **help@thehelpdeskteam.com**.

If you find that message, PLEASE carefully check your username. It might be surprising to see what it generated, as if it found your email in the system somewhere, it might have added a +1 or something similar. Login **WITH** that weirdo email and email us at **help@thehelpdeskteam.com**.

## HOW TO FLY A SPACESHIP TIP #2

**Second things second, RESETTING your password if you get locked out.**

1. PLEASE for the love of all that is good and amazing, if you reset your password (*because you forgot*), check your spam. Sometimes it goes there. I know. It's irritating. We don't like it either.

If you can't find it, please email **help@thehelpdeskteam.com**. See a pattern here?

## HOW TO FLY A SPACESHIP TIP #3

**Third things third... this is the fun part... we call it THE HAZING. This is the initial setup.**

1. In order to take advantage of the powerful nature of FG Funnels, you're going to need a few things... a domain, a Twilio account for texting, and an SMTP.
2. Don't panic. We've gotchu. You're going to need these things, but we have a **DAILY customer support setup call** with our lovely CS team member Natalia. She will walk you through it.

3. And just like you don't go to the first day of school without a fancy lunchbox, **you want to show up to the call with the following:**
4. Domain name (and the login and password to where you bought it)
5. FREE **Cloudflare** account (we'll explain)
6. FREE **Mailgun** account (trust us, it's the best)
7. If you REALLY don't want to use Mailgun, you can use Gsuite (now called Google Workspace)
8. **Twilio** account (if you're going to text)
9. Then, attend ANY or ALL of the hazing calls. Simply show up! **No appointment needed!** [bitly.com/thedailyhaze](https://bitly.com/thedailyhaze) 11am EST Monday through Thursday and 5pm EST Friday on Zoom

*Are you still with me? I'm proud of you. This means you'll be flying the spaceship in no time if you're still hanging tough on this dang order confirmation page.*

## HOW TO FLY A SPACESHIP TIP #4

Fourth things fourth...once you're in your dashboard, let's take note of **a few important places** you'll need to access **RIGHT AWAY**.

1. For some reason the first thing people want to do is see the fancy schmancy funnels and memberships. To find that, go to **SETTINGS > TEAM MANAGEMENT > YOUR USER** and edit your permissions to see the websites and funnels. Voila, magic!
2. On the left you'll see **HELP LIBRARY**. That gets you to all our help videos, PLUS 24/7 helpdesk support.
3. On Monday through Friday from 11-7pm EST, there's also a little live chat doohicky that gets you to a human.
4. If you need to update your billing, that's on the left hand side too, where it says **MANAGE MY BILLING**.
5. We also have a **FREE Facebook group** with amazing helpful humans, 3x a week livestreamed office hours, and we often give announcements and updates as well.
6. And if that wasn't enough, we've also started our own little hacks, tips, and tricks free course you can access on the menu where it says **[FREE] Tips + Tricks**.

## HOW TO FLY A SPACESHIP TIP #5

Fifth things fifth, here are some handy links for you!

1. Don't understand all the gobbly gook about Mailgun + SMTP? **Read this.**
2. Don't understand all the gobbly gook about Cloudflare? **Read this.**
3. Want a quick fix on how to use the Simple Collection so you can get started quickly? **Watch this.**
4. Want to see a full setup with the Minimal Collection? **Watch this.**
5. Want to get the walkthrough of setting up a course? **Read this.**

Okay! So there are a few things that might be helpful, others you may never need, but nonetheless, we are 100% committed to supporting you.

If you do not hear from us within 24 business hours when you reach out, assume we did not get it, or something didn't deliver. Tag us in the Facebook group, PM us on our Facebook Page, attend the Daily Haze, email [help@thehelpdeskteam.com](mailto:help@thehelpdeskteam.com), [support@funnelgorgeous.com](mailto:support@funnelgorgeous.com), and [support@fgfunnels.com](mailto:support@fgfunnels.com). Once in awhile things slip through.

**Once all the gnarly tech is complete, you're going to be ZIPPING around FG Funnels like we do every day and it is an amazing software with a tremendous amount of potential.**

xx Julie, Cathy, and the whole Funnel Gorgeous team