



What is the monthly quota?

If you're an adult listener, the quota is 80 outreach PMs. For teen listeners, it's 40. This may seem like a lot initially but once you get the hang of the copy/paste process for the dashboard and begin sending messages it'll go fast.

How long do we have to keep talking to the members after we send them a welcome?

Until any questions they have are answered! **We ask that you send a checkin PM the 2nd or 3rd day after your last reply to them to make sure they're settled in.**

This last step is important to the newbie experience so please make sure you have contacted everyone you have welcomed by visiting the Tracking spreadsheet, scrolling to your sections, sending the follow-up PMs and logging them under the appropriate columns.

Do we have to continue chatting with the members we welcome?

Some don't answer the questions (what they're seeking from 7 Cups or if they need any help navigating the website), and start sharing.

The Welcomer's role is to greet the new user, provide resources, and answer questions related to the site and community. **You are not obligated to give a member support chat as a listener.** You can direct the member on how to connect with a listener. You can say something like,

I am very sorry, but unfortunately, I don't have the availability for a listening session. I can however direct you to where you can look for one:

To find the next available listener, enter the General Request queue found on the right-hand side of this page <https://www.7cups.com/chat/> under Chat live with a listener

To search for a listener visit: <https://www.7cups.com/BrowseListeners/>

You can play with the filters to narrow it down by availability, topic, etc. Let me know if you have questions.

(Tailor as needed to suit the situation.)

[I'm not sure what kind of message I should write!](#)

Your message doesn't have to be long or involved. The format we recommend is "welcome (with their name helps) + your name + question for them (e.g. what are you looking for/do you need help).

We have an ongoing list of templates you can pick from and play with [HERE](#).

[How do I track my welcomes?](#)

You can find detailed step-by-step instructions for how to copy names over and mark them in [the WC Guide](#).

[Do I have to paste all 50 off the list?](#)

If you feel like you won't have time to do 50 that's fine! You can paste as many as you feel you can do. We don't want to leave a backlog.

[I pasted names but ran out of time to complete them!](#)

That's okay! Just delete those rows and the next person after you can paste their new names to make sure we're staying current on welcoming the newest signups.

1972	funnyLime8688	+ Insert 7 rows below	0/2024	6:05PM ET	<input checked="" type="checkbox"/>	H	<input type="checkbox"/>
1973	patientField7451	Delete rows 1973 - 1979	0/2024	6:05PM ET	<input type="checkbox"/>		<input type="checkbox"/>
1974	sthandom55		0/2024	6:05PM ET	<input type="checkbox"/>		<input type="checkbox"/>

[A member replied. What do I do to track this?](#)

Cntrl F (command F if Mac) on the sheet with their name and check the box. Fill out any other notes on the columns over. Also, *be sure to mark your follow-up PMs.*

[The member is asking questions I don't know the answer to!](#)

If it's not something on the Member - Useful Resources tab, you can ask a fellow listener or drop into the Listener Support room to inquire!

[Can I welcome members not on the Welcoming Committee list?](#)

We prefer you PM those on the list because those are the newest users and our priority is to reach the most recent signups because they are much more likely to see our PMs and respond. If you welcome other members, just be sure to document them on the sheet.

[A member is being inappropriate. What do I do?](#)

If you come across this type of chat, remind the member that the purpose of the site is to provide emotional support and politely ask them to stop, if after asking them to stop they refuse please let them know that you are going to end the chat and then press the power icon to end the chat. If once you end the chat they continue messaging you can then block them for harassment using the block button, this also serves as a report, and you can give details. If you can, please take screenshots *before you block* and email these to community@7cups.com who will review the situation and take appropriate action.

[Asking for social media, numbers, addresses etc:](#) 7 Cups is entirely confidential and anonymous. However friendships may form, and as a result members may wish to contact you outside of 7 Cups. No matter how deep the connection is, we cannot truly know who someone is and for your safety all contact needs to stay on site. Politely explain to the member that you are not allowed to, for their safety and anonymity. If the member refuses to

accept this, you may block and report them, but please try and make sure it's a last resort by following the procedures outlined above.

Are there any incentives for being on the team?

You will receive 10 cheers per PM sent. This will be awarded at the end of each month and milestone badges for PMs sent!

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Questions will be added as they are raised. If you have any, please message Heather225 or kenzolena.