From: Kyle Demmin
To: Claudia Ortega
Subject: Re: Portal Training Follow Up - Action Required
Date: Thursday, March 07, 2019 3:13:13 PM

Hi Claudia,

Of course! I'm happy to create this generic account for you. We will need access to an La Mesa PD email address that hasn't been tied to a portal account though. This is where the email invite will be sent. If this isn't possible, my next recommendation would be to have one of the pre existing accounts updated with the information to become a generic account. Thoughts?

If you want to add new accounts from here as well, an admin account, you have the ability to add new users.Here are the steps required:

1. Click Admin Tools in upper right hand corner, then select manager users.
2. Click Add new users
3. Fill out the pop up window with details

On Thu, Mar 7, 2019 at 2:28 PM Claudia Ortega <cortega@ci.la-mesa.ca.us> wrote:

> Kyle,
>
> Can we also get a generic user account that says La Mesa PD or something like that?
>
> Thanks !
>
> **From:** Kyle Demmin [mailto:kyle.demmin@ring.com]
> **Sent:** Wednesday, March 06, 2019 12:26 PM
> **To:** Claudia Ortega; Morgan Culbertson
> **Subject:** Re: Portal Training Follow Up - Action Required
>
> Hi Claudia,
>
> Thank you so much for sending over the list. I'll get those accounts provisioned shortly.
>
> I've cc'd Morgan Culbertson who is our PR Coordinator to notify her that the Press

Release has been sent out.

Best,

Kyle

On Wed, Mar 6, 2019 at 11:46 AM Claudia Ortega <cortega@ci.la-mesa.ca.us> wrote:

> Hi Kyle,
>
> Please find attachment for list of users.
>
> Also, we just sent out the Press Release.
>
> Best Regards,
>
> Claudia
>
> **From:** Kyle Demmin [mailto:kyle.demmin@ring.com]
> **Sent:** Wednesday, March 06, 2019 10:59 AM
> **To:** Claudia Ortega
> **Subject:** Re: Portal Training Follow Up - Action Required
>
> Hi Claudia,
>
> Of course! Thank you for the follow up questions.
>
> For video requests, the admins on Portal will be able to see all video requests. I'd recommend having an admin review prior if there is any confusion to if a video request has been sent.

For social media posts, we recently had Olathe Police Department do a giveaway on a Facebook post. They had over 700 comments! Please see the link here for how the post looked (click view more for the entire post): https://www.facebook.com/watch/?v=2077686608983703

They made sure that residents were:

1. Liked the Police Department Facebook Page
2. Lived in the city
3. Provided proof of residency when they picked up the video doorbell after the winner was announced

Please let me know if you have any other questions, I'm always happy to help. Excited for the press release to go out so we can get up and running!

On Tue, Mar 5, 2019 at 4:44 PM Claudia Ortega <cortega@ci.la-mesa.ca.us> wrote:

> Hi Kyle,
>
> Thank you again for coming out. We really appreciate the training.
>
> I had a couple of questions, is there a way that we are can tell if someone in our department has already requested a video? Just so we know not to ask if someone has already. I hope that makes sense.
>
> Also,
>
> Can you send me examples of social media posts of promoting the partnership and ways to give away the Ring Doorbell devices. Thanks!
>
> Best Regards,

Claudia

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Tuesday, March 05, 2019 4:11 PM
To: Claudia Ortega
Subject: Portal Training Follow Up - Action Required

Hi Claudia,

Thank you so much for today. The next steps to get Portal up and running are to start inviting those in your department to Portal.

Attached is an excel sheet. Can you please list those who will be invited to Portal and select who will have access for commenting, video requests, and users v admins. Please return as soon as possible so I can get that started.

Once that is returned, I'll have the welcome emails go out to all those users to create their accounts. With the Press Release going live tomorrow, you'll have the ability to start commenting, posting, and video requests. I'd love to walk the team through the first video request tomorrow since they wanted to do one today. Let me know what you think.

Thanks again!

--

Kyle Demmin

Account Manager

Cell: 714-381-6291

1523 26th St

Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

> Shark Tank: Shark Tank's Biggest Company (password: ring)
>
> LA Times: Ring modernized the doorbell, then went to war against crime
>
> USA Today: Police say crime drops with video doorbell

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