From: Kyle Demmin
To: Claudia Ortega; Morgan Culbertson
Subject: Re: Portal Training Follow Up - Action Required
Date: Wednesday, March 06, 2019 12:26:24 PM

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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