Quick start guide
Printed from Asana

☐ Quick start guide ‹ 🎓 Moderation Onboarding
Welcome to the Team! This is a condensed overview of the main things that will be helpful for you to do each

1. Get familiar with the tools we use
- Asana, especially the Comment Moderation and Response section
- Mattermost
- Facebook Business Manager
- Hootsuite
- Read our moderation policy so that you can feel confident when deciding whether to hide comments that go against it: https://news.gov.bc.ca/23589

Let us know which permissions you still need

2. Keep up to date on the latest information
- Read the latest news releases at https://news.gov.bc.ca
- Read the latest KMs in 🔒 Private link
- Read the latest media availability transcript(s)
- Read the communications situation report from the previous evening (published during emergencies like wildfires, floods, etc.)

3. Observe a livestream
- Be on our call – ask if you didn't get an Outlook invitation
- At end of livestream, ask Qs

4. Reply to posts
- Our tone is humble and earnest
- We say BC not B.C.
- When sharing BC Gov links, use the permalink at the bottom of the page not the one in the browser URL bar. For example, on NRs it's near the bottom, and on gov pages you can copy the link in the little box with the arrow on it
- Ask questions whenever you need
- Ensure you're commenting with the BC Gov avatar/icon next to the comment box on Facebook. Otherwise, the responses will come from your personal account.

5. Ask lots of questions
- We all learn when someone asks a question

6. Be self aware
- We tend to be exposed to a lot of fearful people online who sometimes react with big emotions. Everyone responds to this differently.
- Self awareness is key. Check in on your mood and how you're feeling. If you're experiencing negative emotions, ensure you're engaging in self care. These could be things like asking a colleague to cover posts, taking breaks away from the computer, getting in nature, getting up from the desk and stretching, reaching out for support from the official BC Public Service counselling service, eating healthy food, creating a restful sleep

environment, and lots more. Ideally, it's an activity that supports you in regenerating (instead of depleting) so that you can show up as your best self.

☐ Mattermost details

Please join this app so we can more easily communicate about digital communications and translations.

Please create usernames in the firstname.lastname format if possible. This app behaves very much like Slack.

House rules:

- Please don't make a public channel without checking with me first
- Don't get sign off on anything here, Asana is for draft content
- Use this for transitory instant messages
- Please don't share the personal information of anyone on this platform

Login to the team site here: https://chat.gdx.gov.bc.ca/signup_user_complete/?id=he7whj9duin7pjroq1uksgderr

You can download the desktop and smartphone app for this, it will make your life much easier:

https://mattermost.com/download/#mattermostApps

For Desktop, enter the server URL: https://chat.gdx.gov.bc.ca/digital-comms

For mobile, enter this as the server URL: https://chat.gdx.gov.bc.ca/

Let me know if you have any issues or questions.

All activity ⌄

Hide earlier comments

s.15; s.19

                        created this task · Mar 19, 2020

s.15; s.19   added to **Digital Communications** · Mar 19, 2020
                        assigned this task · Mar 19, 2020
s.15; s.19   changed the due date to Mar 19, 2020 · Mar 19, 2020
s.15; s.19   removed the due date · Mar 20, 2020

Erin Acton added the description · **Show difference** · Mar 25, 2020

s.15;
s.19

Erin Acton · Mar 25, 2020

s.15; s.19

What's your input on the onboarding process above?

s.15; s.19   · Mar 25, 2020

@Erin Acton Looks good to me- From my experience I feel fairly up to speed with everything after being brought on using this process. I'm finding watching/moderating the livestreams to be really helpful as well.

Erin Acton changed the description · **Show difference** · Mar 25, 2020
s.15; s.19   changed the description · **Show difference** · Mar 26, 2020

s.15; s.19   Mar 26, 2020

Thanks, @Erin Acton. Thanks so much for this.   I'm adding to this as time permits this am. I'll ping you when I'm done.

Erin Acton changed the description · **Show difference** · Mar 26, 2020

Erin Acton · Mar 30, 2020

s.15; s.19   Please review this onboarding card and let us know what questions you have.

Erin Acton changed the description · **Show difference** · Apr 2, 2020

Erin Acton · Apr 2, 2020

s.15; s.19   Please review the onboarding information in this card.

Erin Acton changed the description · **Show difference** · Apr 2, 2020

s.15; s.19   · Apr 2, 2020

Thank you Erin, I am looking into it

Erin Acton changed the description · **Show difference** · Apr 3, 2020

Erin Acton · Apr 6, 2020

s.15; s.19   Please review the above in preparation for our 1:30 livestream. You'll get the chance to observe the call and then ask questions at the end of it.

---

s.15; s.19   completed this task · Sep 25, 2020

Erin Acton marked incomplete · May 3, 2021
Erin Acton unassigned the task · May 3, 2021
Erin Acton assigned to you · May 3, 2021
Erin Acton changed the description · **Show difference** · May 3, 2021
Erin Acton changed the name to "Onboarding - the overview" · **Show original** · May 3, 2021
Erin Acton added this task as a subtask of   **Moderation Onboarding** · May 3, 2021
Erin Acton removed from **Digital Communications** · May 3, 2021
Erin Acton assigned to s.15;   · May 4, 2021
Erin Acton changed the description · **Show difference** · May 4, 2021
Erin Acton changed the name to "Onboarding - Quick start guide" · **Show original** · May 5, 2021
Erin Acton unassigned from s.15;   · May 5, 2021
Erin Acton assigned to s.15;   · May 5, 2021

Erin Acton unassigned from s. 15;   · Jun 16, 2021

Erin Acton changed the description · **Show difference** · Jul 9, 2021

Erin Acton changed the description · **Show difference** · Oct 12, 2021

Erin Acton changed the description · **Show difference** · Sep 21, 2022

Erin Acton changed the description · **Show difference** · Nov 29, 2022

Stephen Hargreaves changed the name to "Quick start guide" · **Show original** · Sep 20, 2023

All activity ⌄

Hide earlier comments

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             created this task · Mar 19, 2020

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   Be on our call
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Erin Acton · Apr 6, 2020   2 👍

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Show 17 previous updates

Erin Acton changed the description · **Hide difference** · Nov 29, 2022   ✕

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