

Community Impact Self-Service Hub Checklist

Overview

This checklist summarizes key steps to help Findhelp customers maximize use of the Community Impact [Self-Service Hub](#) designed for Customer Community Leads.

Your Checklist

You are welcome to download this checklist and mark off each item as you complete it. This hub provides your team with the tools, resources, and best practices to build strong partnerships and drive positive change.

- ☐ **Understand the Purpose:** This self-service center puts the full power of our tools, templates, and best practices directly in your hands. Whether you're launching a new program or scaling an existing one, these resources will help you build and sustain effective community engagement programs in the Findhelp network.
- ☐ **Identify the Goals:** Built in response to customer demand, the hub was designed to help customers:
 - Develop the knowledge to launch or scale their community engagement strategy;
 - Make confident, independent decisions related to community partnerships;
 - Enable faster action and meaningful community impact.
- ☐ **Get Started:** Begin by visiting the [CE Lead Learning Hub](#).
 - *New Learners:* If you are visiting the Learning Center for the first time, we recommend starting from the beginning to learn the importance of community engagement along with strategies for your team.
 - *Returning Learners:* If you are already developing community partnerships on the platform, check out all of the embedded templates, best practices, and other resources.
- ☐ **Train Yourself and Your Team:** Take advantage of the on-demand and live trainings available to your team. All of the live trainings are an additional avenue for Q&A and engagement with the Findhelp team.
 - [Basic CE Lead Course](#): Learn about the free suite of digital tools available to community partners.
 - [Customer Training](#): Learn about the platform, site admin tool, analytics, and the Program Manager Tool.
 - [CBO Training + Office Hours](#): On-demand tutorials, live training, + weekly office hours for CBOs.
- ☐ **Attend Weekly Office Hours:** Participate in [interactive sessions](#) for updates, Q&A, and best practice sharing. Register in advance and send your questions to the facilitator. Join these as many times as you'd like.
- ☐ **Visit and Promote the Support Portal:** Promote the use of this [portal](#) with your team and community partners. Find how-to articles, tutorial videos, and tips to help you fully leverage the platform.
- ☐ **Bookmark the Hub:** Bookmark the [CE Self-Service Hub page](#) and visit regularly!