

Top Ten Best Practices

- 1 Have the Lua App appear on first page of your phone
- 2 Save the Lua conference call number as a contact
 - Your number is **646-490-0582**
- 3 To save time, initiate a new conversation. The new message will be added onto the existing conversation
- 4 If you are constantly messaging the same people, request a group to be made by an Admin
 - Groups can contain cross departmental users
 - Used for messaging, conference calls or document sharing
- 5 Blasts should be used for one-way messaging that don't require a reply
 - Great for announcements, pump-up speeches, company wide updates
- 6 Files aren't automatically shared with everyone when uploaded. You can share a file with a Department, Group, list of users or everyone
- 7 Upload a photo of yourself to help personalize your Lua directory
- 8 Send a message prior to a conference call so people expect the call and receive a heads up prior
- 9 Check out our pre-loaded Quick Guides located on the Documents tab within Lua
- 10 Message "Your Customer Service" Department directly when you have any problems
 - Take screenshots when possible and send via Lua