

# Best Practices For & How to Create a Facebook Fan Page for Your Auxiliary



#### **This Presentation Covers:**

- Best Practices for Your Auxiliary Facebook Page
- How to Set Up a Facebook Fan Page for Your Auxiliary
- How to Post on Your Auxiliary's Facebook Page
- How to Delete a Post on Your Auxiliary's Facebook Page
- How to Schedule a Post on Your Auxiliary's Facebook Page
- How to Add an Administrator for Your Auxiliary's Facebook Page



### Best Practices for Your Auxiliary's Facebook Page



#### **Best Practices for Your Auxiliary's Facebook Page**

- Have two people in your Auxiliary be an Administrator of the Auxiliary's Facebook page.
- Upload a great Cover Photo and Profile Picture.
- Complete the "About" section using the Post's information.
  - Address of the Post
  - Phone number of the Post
  - Email of the Post
  - Website of the Post (if applicable)



#### **Best Practices for Your Auxiliary's Facebook Page**

Have a Plan!

- Don't set up your page and never post to it. Just because you build it doesn't mean they'll come!
- Think about everything going on with your Auxiliary in the next three months and develop a plan/schedule for posts. List them out on a calendar so you can see what's coming up.
- Include your Facebook address on all of your marketing materials (i.e. flyers, brochures, posters, business cards, etc.) so people know how to find you online.



**Best Practices for Your Auxiliary's Facebook Page** 

#### What to Post

- Information about upcoming events.
- Photos from events.
- Questions/fill-in-the-blanks for members to answer.
  - Ex: Tell us! A reason I am a member of the Ladies Auxiliary 12345 is
- Share posts from:
  - Ladies Auxiliary VFW National Headquarters
  - VFW National Headquarters
  - Local VFW Post
  - VFW National Home for Children

#### **Best Practices for Your Auxiliary's Facebook Page**

#### Posting Etiquette

- Use proper spelling and grammar.
- Keep Posts between 3-5 sentences (no more than 75 words).
- Post no more than 3 times per day.
- Post at least 3 times per week.
- Answer questions and respond to comments.
- When responding to someone, use the person's name.
  - Ex: Thanks for sharing, Tina! We hope to see you at our Tiny Wheels Rodeo on Saturday, July 13.
  - Ex: Great question, Sharon. Please call 555-1234 for more information or email your phone number to (list your email address) and we'll get in touch with you.



#### **Best Practices for Your Auxiliary's Facebook Page**

Posting Etiquette – How to respond to a negative post/comment

"You can please some of the people all of the time, you can please all of the people some of the time, but you can't please all of the people all of the time". – John Lydgate

#### **Best Practices for Your Auxiliary's Facebook Page**

*Posting Etiquette – How to respond to a negative post/comment* 

People get upset sometimes and they might vent their transgressions on Facebook. While you can't prevent someone from posting something negative on your page, you CAN respond properly. Here's some ways to address negative posts/comments:

- **DO** delete a comment if it's obscene, inappropriate or abusive.
- Do **NOT** ignore or delete negative comments such as
  - "The Post and Auxiliary don't do anything in this town for veterans or their families."
  - "That bike ride was a waste of time. I don't even know what they did with my money."
  - Instead, respond by offering an apology and a solution or information.
  - When responding, use "we", not "I".



#### **Best Practices for Your Auxiliary's Facebook Page**

*Posting Etiquette – How to respond to a negative post/comment* 

#### **Possible Negative Comment:**

The Post and Auxiliary don't do anything in this town for veterans or their families.

#### **Possible Response:**

 We're sorry that you think we don't do anything in this town for veterans or their families. So far this year we've had three events and we've raised \$2500 for scholarships, emergency assistance for clothing, food and shelter, and drove more than 300 miles taking veterans to doctor's appointments. We encourage you to view our event photos to see our Auxiliary in action.



#### **Best Practices for Your Auxiliary's Facebook Page**

*Posting Etiquette – How to respond to a negative post/comment* 

#### Possible Negative Comment:

 That bike ride was a waste of time. I don't even know what they did with my money.

#### **Possible Response:**

- We're so sorry to hear that! We can assure you it wasn't a waste of time to veterans and their families. The bike ride raised \$500 and the money will be divided in two \$250 scholarships. One to assist a Smith High School student attend college next year and one to assist a veteran attend college next year. Check our page in a few weeks to see pictures of the scholarship being awarded!





### How to Set Up a Facebook Fan Page for Your Auxiliary

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### LADIES AUXILIARY VFW

#### What's the Difference Between a Personal Profile Page and a Fan Page?

#### **Personal Profile Page**



#### Fan Page



What's the Difference Between a Personal Profile Page and a Fan Page?

#### Personal Profile Page

- Individuals
- Gain Friends
- Limited Number of Friends
- You Can Request Friends
- You are Required to Manually Accept Friends
- There is no Reporting
- Very few Promotional Opportunities

#### Fan Page

- Companies, Organizations, Brands, Products, Artists, Bands, Public Figures, Causes, etc.
- Gain Likes
- Unlimited Fans/Likes
- You Can't Request Fans
- You Don't Accept Fans
- Reporting!!!
- More Promotional Opportunities such as Ads, Promoted Posts, Offers
- It's FREE!!!



#### What You Need to Create a Facebook Fan Page

- A Personal Facebook Profile Page.
  - You will NOT have a separate login for your Fan Page they will be the same.
- A Logo or Other Photo to Use as Your Profile Picture.
- Brief Description of Your Organization.
- A Horizontal Photo that will be used as your Cover Photo.



Your Personal Profile Page will look similar to this after you login to Facebook.





After logging in, go to the **BLUE GLOBE ICON** in the upper right-hand corner and click on **"Create Page".** 





Create a Facebook Page to build a closer relationship with your audience and customers

You will be taken to this page.

Select the middle box: "Company, Organization or Institution".



Pages I Like Pages I Admin

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Create a Page



📕 Create a Page

Create a Facebook Page to build a closer relationship with your audience and customers

Pages I Like Pages I Admin

You will be taken to this page.

You will be asked to **Choose a Category** from the drop-down menu.



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You will be taken to this page.

You will be asked to **Choose a** Category from the drop-down menu, select "Non-Profit Organization".



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You will be asked to fill in the name of your organization.

Please use Ladies Auxiliary VFW and the number of your post.

Ex: Ladies Auxiliary VFW 1234 Ex: Ladies Auxiliary VFW 102 Ex: Ladies Auxiliary VFW 10854

## LADIES AUXILIARY VFW Teste a Page Create a Page to build a closer relationship with your audience and customers.



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#### Step 1: About

You will be taken to this page and asked to fill in information about your Auxiliary.

#### **Brief description –**

Suggested: We assist veterans and their families.

#### Website -

If your Auxiliary or Department has one, fill the web address in. Otherwise, leave blank.

#### Facebook Address –

Facebook.com/lawvfw1234 (i.e. lavfw and your post number)

Answer "**Yes**" to the last two questions.

Click "Save Info".



Tip: Add a description and website to improve the ranking of your Page in search. Fields marked by asterisks (*) are required.	
Add a few sentences to tell people what your Page is about. This will help it show up in the right search results. You will be able to add more details later from your Page settings.	146
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is set, it can only be changed once.	
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#### **Step 2: Profile Picture**

You will want to add a photo here.

Suggestions: American Flag, Eagle, etc.



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f	Search for people, places and things	Q	🌆 Megan	Home	Find Friends

The image you uploaded will display here.

Click "Next".





#### Step 3: Add to Favorites

I would personally **SKIP** this step.





Step 4: Reach More People

I would personally **SKIP** this step.







Your Auxiliary's fan page is now LIVE! It will ask you to "Like" the page. Go ahead and "Like" your Auxiliary!

		🖉 Add a Cover
and the second s	Lavfw2014 Be the first person to like this.	Update Page Info 🔄 🔹 Like 🔊 Follow 🛛 🛪 🔻
		Like Lavfw2014 Show support for the work you've done setting up your Page by liking it. When people visit your Page, they will see that at least one person has been here before.
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You will be asked to invite your email contacts. You may choose to do this now or at a later. For this presentation, we will skip this step and click "Next".

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You are posting	, commenting, and liking as Lavfw2014 — Change to Megan Sanchez
Page Manager	Create Post Edit Page  Build Audience  Help  Hide Prov Rec
	Make sure everyone on your email contact list knows about Lavfw2014. If they like your Page, they'll start to see some of your updates in their news feeds. Work on getting your first 50 likes by inviting your email contacts to your Page. Learn more.



You will now add a **Cover Photo**. A Cover Photo is a large, horizontal photo that graphically represents your Auxiliary.

Click **"Add a Cover"** to add your Cover Photo.

Suggestions – Flags, Eagles, Photos of your Auxiliary in Action!





Click "Save Changes".

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Your Fan Page will look similar to this once you've added your Profile Picture and Cover Photo.





Next, click the **"Update Page** Info" button.



Click the **"General"** tab at the top of the page.

There are numerous settings you can change on this page, but likely only two that you will WANT to change:

- Posting Ability
- Profanity Filter

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Post Visibility	Posts to Page appear of	n my Page timeline				Edit
Post Targeting and Privacy	Privacy control for posts	is turned off				Edit
Messages	People can contact my F	age privately.				Edit
Tagging Ability	Only people who help m	anage my Page can tag photo	os posted on it.			Edit
Country Restrictions	Page is visible to everyo	ne.				Edit
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Page Moderation	No words are being bloc	cked from the Page.				Edit
Profanity Filter	Set to strong					Edit
Similar Page Suggestions	Choose whether your Pa	age is recommended to other	S			Edit
Replies	Comment replies are tu	rned on for your Page				Edit
Merge Pages	Merge duplicate Pages					Edit
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Click "Edit" on the Posting Ability line and UNCHECK BOTH BOXES.

Select "Save Changes".

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Messages	People can contact my Page privately.	Edit
Tagging Ability	Only people who help manage my Page can tag photos posted on it.	Edit
Country Restrictions	Page is visible to everyone.	Edit
Age Restrictions	Page is shown to everyone.	Edit
Page Moderation	No words are being blocked from the Page.	Edit
Profanity Filter	Set to strong	Edit
Similar Page Suggestions	Choose whether your Page is recommended to others	Edit
Replies	Comment replies are turned on for your Page	Edit
Merge Pages	Merge duplicate Pages	Edit
Remove Page	Delete your Page	Edit

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Click "Edit" on the Profanity Filter line and select MEDIUM from the drop-down menu.

Select "Save Changes".

Search for people, place	es and things	Ladies Auxliary VFW 123 Home	****
adies Auxliary VFW	123 stions More		✓ View Page
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Post Visibility	Posts to Page appear on my Page timeline		Ec
Post Targeting and Privacy	Privacy control for posts is turned off		Ed
Messages	People can contact my Page privately.		Ec
Tagging Ability	Only people who help manage my Page can tag photos posted on it.		E
Country Restrictions	Page is visible to everyone.		Ed
Age Restrictions	Page is shown to everyone.		Ec
Page Moderation	No words are being blocked from the Page.		Ec
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Similar suggestions	Choose whether your Page is recommended to others		Ed
5	Comment replies are turned on for your Page		Ec
Merge Pages	Merge duplicate Pages		Ec
Remove Page	Delete your Page		Er

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Next, Select the "Page Info" tab at the top.

The following have already been created, but your may choose to **Edit** them if you need to correct something:

- Name
- Facebook Web Address
- Category

Simply click the word "Edit" on the line of what you'd like to "Edit", make your changes and "Save Changes".

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Category	Companies & Organizations : Non-Profit Organization						
Start Info	Joined Facebook				•		
Address	⚠ Enter your address						
Short Description	⚠ Write a short description for your Page						
Impressum	Input Impressum for your Page						
Company Overview	Enter company overview						
Long Description	Write a long description for your Page						
General Information	Enter general information						
Mission	Enter mission						
Founded	Enter names of founders						
Awards	Enter awards						
Products	Enter products						
Phone	🔥 Add a phone number						
Email	Enter your email address						
Website	1 Enter your website						
Official Page	Enter the official brand, celebrity or organization your Page is	about					

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This screen will come up. You will need to "Edit" the following:

- Address List your Auxiliary's address, NOT your personal address.
- Short Description Serving Veterans and Their Families in (city, state) and surrounding areas.
- **Phone Number** List your Auxiliary or Post's phone number, NOT your personal phone number.
- Email Address If your Auxiliary or Post has an email address, list it here, otherwise, leave blank.
- Website If your Auxiliary or Post has a website, list it here, otherwise, leave blank.

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ong Description	Write a long description for your Page	E
eneral Information	Enter general information	E
lission	Enter mission	E
ounded	Enter names of founders	E
wards	Enter awards	E
roducts	Enter products	E
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fficial Page	Enter the official brand, celebrity or organization your Page is about	E

You may be asked to verify your account. If so, please follow the steps outlined in the next 7 slides. If you are not asked to verify your account, please skip ahead to page \_\_\_\_\_.

If you are asked to verify your account and have a cell (mobile) phone, click **"Continue".** 

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Enter your mobile number and click **"Continue".** 

You will receive a code via text message shortly.





Enter the code that was sent to you via text message and click **"Continue".** 





A "Number Confirmed" box will come up. Leave the box next to "Turn on text notifications" UNCHECKED.

And the drop-down under "Share your phone number with", select "**Only Me**".

Click "Save Settings".





After you enter you mobile number, this screen will come up saying you're using Facebook as yourself rather than your Auxiliary. You will need to change this and post to your Auxiliary's page as your Auxiliary.

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### How to Post on Your Auxiliary's Facebook Page

To post as your Auxiliary, go to your Personal Profile Page and select the **GLOBE ICON** at the top of the page. A drop down menu will come up. **Select to "Use Facebook as Ladies Auxiliary 1234 (your Auxiliary).** 

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Once you've switched to use Facebook as your Auxiliary, your Auxiliary page will display.

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Now you're ready to post to your page!

Click in the box where it says **"What have you been up to?"** to write your post.





Type your post and select "Photo/Video" to add a photo.





Select a Photo from your computer.

Select "Post".





Your post and photo will appear on your Auxiliary's Fan Page.







## How to Delete a Post on Your Auxiliary's Facebook Page



What if you made a mistake or want to remove the post?





Select the **"Triangle"** in the upper right-hand corner of your post - it will be close to your name.

From the drop-down menu, select **"Edit"** to edit the post or **"Delete Photo"** to delete the post.



It will offer the option to "Delete Photo" or "Edit",

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depending on what you selected from the drop-down menu.

We're going to **"Delete Photo".** 





It will ask you if you "Are sure you would like to delete this?"

Click "Delete Photo".





# How to Schedule a Post on Your Auxiliary's Facebook Page

Type a post just as you would if you were going to post it now.

Instead of clicking "Post", you will click the CLOCK ICON in the lower lefthand corner of the Status Update Box.



Next, select the DATE you would like the post to be posted to your Auxiliary's Facebook page by clicking the CALENDAR ICON.

00





The calendar will pop up and just click on the date you would like it to post.

f Search for people, places and things	Ladies Auxliary VFW 123 Home	***
Ladies Auxliary VFW 123 Timeline 🔻 Recent 🔻	Admin Panel	Promote Page
Link Your Page to Your Twitter Account You can now export your Facebook Page updates to Twitter. Click here to enable this feature.	×	Recent
	🛃 Add a Cover	
Ladies Auxliary VFW 123	Update Page Info 🛛 🔊 Follow 🛛 🛪 🔻	
Non-Profit Organization serving veterans	👬 🔂 🖬 💌	
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er Saturday, May 3 and raised 11 12 13 14 15 16 17 tion Iraqi Freedom veteran,		See Your Ad Here
18 19 20 21 22 23 24		Ladies Auxliary VFW 123
25         26         27         28         29         30         31         X           5/19/2014         Add a Time?         CDT         CDT         Schedule		serving veterans c' Like · Ladies Auxiliary VFW 123 likes this.
About Create Ad Create Page Developers Careers Privacy Cookies Terms Help Facebook © 2014 · English (US)		Promote Page

Next, select the **TIME** you would like the post to be posted to your Auxiliary's Facebook page by clicking in the **"Add a Time?"** box.

Make sure you look at whether you are posting AM or PM!





Start typing a number and then select the time.

For example, if you'd like to post at 1:50 p.m., just type "1" and it will come up will all the options after 1 o'clock.

Once you've selected your time, click **"Schedule"**.



You will receive confirmation that your post is scheduled.

To view all scheduled posts, click **"View Activity** Log".

To return to your Auxiliary's Facebook page, click **"Close".** 





### How to Add an Administrator for Your Auxiliary's Facebook Page



Go to the top of your Auxiliary's Facebook page.

Click **"Edit Page"** and select **"Manage Page Roles"** from the drop-down menu.



Enter the **email address** of the person in your Auxiliary that you would like to make an administrator.

Note: The email address you enter must be the email address they use to sign into Facebook.

Select **"Admin"** from the dropdown menu.

Click "Save".





A pop-up box will display asking you to Enter Your Password to Confirm Changes.

You will need to enter your **PERSONAL PASSWORD** that you use to login to Facebook.

Once entered, click "Confirm".





It will say that it's "Pending". Facebook

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UNWAVERING SUPPORT FOR UNCOMMON HEROES TM

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Once your Auxiliary members has accepted to become an Administrator, their personal profile picture will display.

To get back to your Auxiliary's page, click **"View Page".** 

eneral	Page Info Notifications Page Roles More		•	
Everyone	who works on your Page can have a different role depending on what they	need to wo	rk on.	
Learn mo	re about the different roles people can have on your Page.			
	Megan Sanchez Admin Megan can manage all aspects of the Page including sending messages and posting as the Page, creating ads, seeing which as created a post or comment, viewing insights and assigning Page		Megan Zinn-Sanchez Admin → Megan can manage all aspects of the Page including sendir messages and posting as the Page, creating ads, seeing w created a post or comment, viewing insights and assigning	x hich admin Page roles.
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L	Editor - Can edit the Page, send messages and post as the Page, create ads, can which edmin scoted a post or commont, and your insidets			

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#### **Questions**?

#### Contact Megan Zinn-Sanchez at Ladies Auxiliary VFW National Headquarters <u>mzinn-sanchez@ladiesauxvfw.org</u>