

Getting Started In Social Media For Animal Shelters and Rescue Groups

Christie Keith

Is this presentation for you?

Yes, if you are not already using Facebook and Twitter at all, or only use it rarely and as an individual rather than for your organization.



Just the Basics

- This presentation is a very basic how-to for organizations that are not currently using Facebook and/or Twitter.
- It will walk you through how to create a Facebook page for your organization, as well as a Twitter account

All animal shelters and rescue groups need to be on Facebook. Why?

- For the same reason the guy robbed the bank: That's where the money is.
- If Facebook were a country, it would be the third largest nation on earth.
- Facebook is where the people are adopters, donors, volunteers, foster homes.
- (It's not where the media is; more on that later.)

Facebook

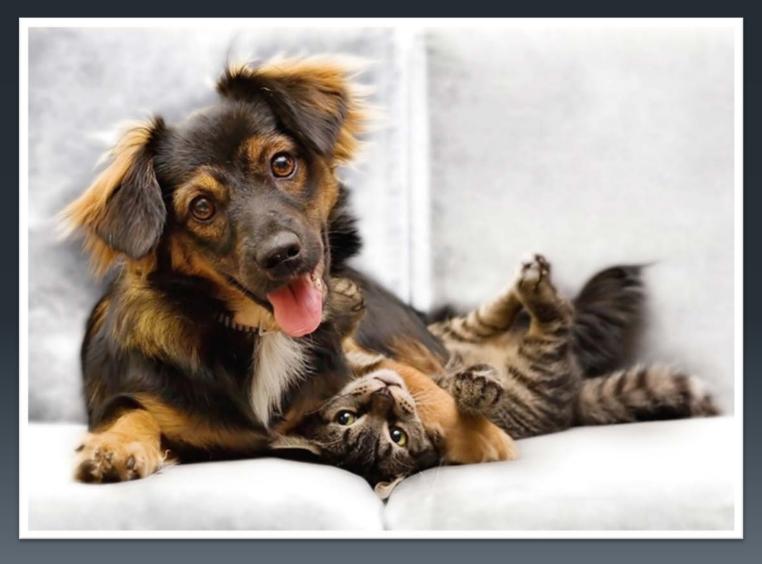


First: Get Personal

To create a Facebook page for your organization, you first have to have a personal profile for yourself on Facebook.

Personal profiles are not the same as Facebook pages.

Why does this matter?



Because...

- Facebook can and will delete profiles that violate this rule
- Facebook puts limits on profiles that make them unsuited for organizations to use

If any of the following create a Facebook profile:

- A band
- A movie
- A company
- An organization
- An animal shelter
- A rescue group
- A person using a fake name
- A brand
- A non-profit....

Facebook can and will delete the profile.



How serious is Facebook about this?

- Increasingly more so all the time.
- They have software monitoring the system for activity it finds "suspicious."
- That includes an account being logged into from different computers, mobile devices, locations, etc.
- It includes accounts that cross-post to many Facebook pages and/or personal walls.
- It includes profiles with many, many "friends."

If any of these or other activities trigger their software, the account will be locked.

You won't be able to log in until you have proven to Facebook:

- 1. that you are a real person
- 2. that you only have one single account
- 3. that the name on the profile is your real name

How do they do this?

- They may ask you to provide them with a mobile number that can receive a text message.
- It has to be a mobile number that no other Facebook account is using.
- They may also ask you to upload a scan of your driver's license, with a name matching the name on the profile.
- If you can't do this, you risk losing all your friends, posts, photos, etc.

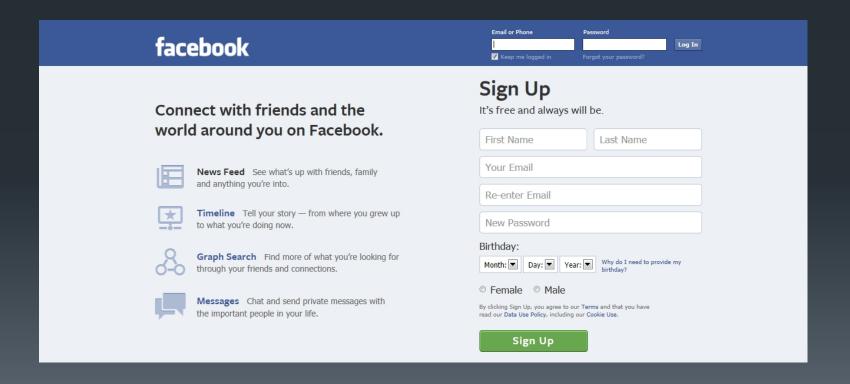


Social media kitteh assumes you are convinced...

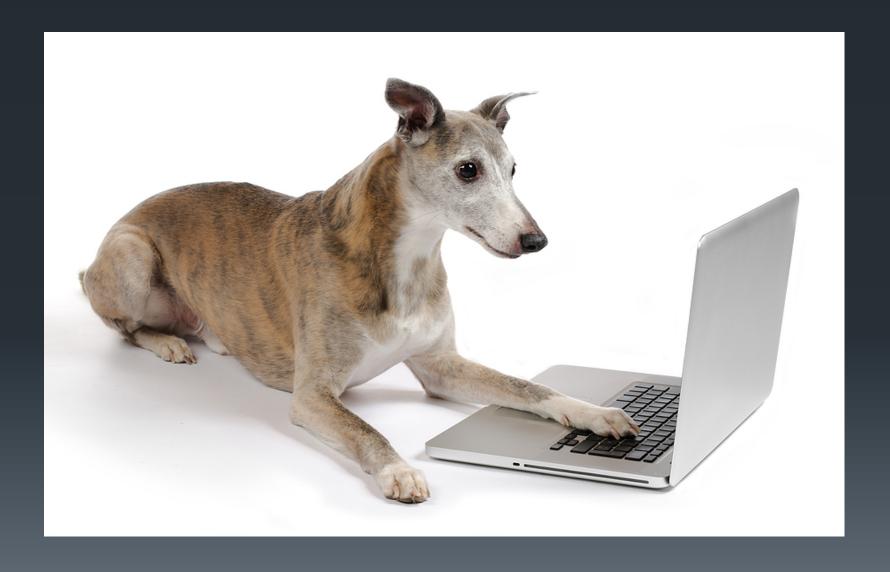
So how DO you create a page instead of a profile?

Keep reading...

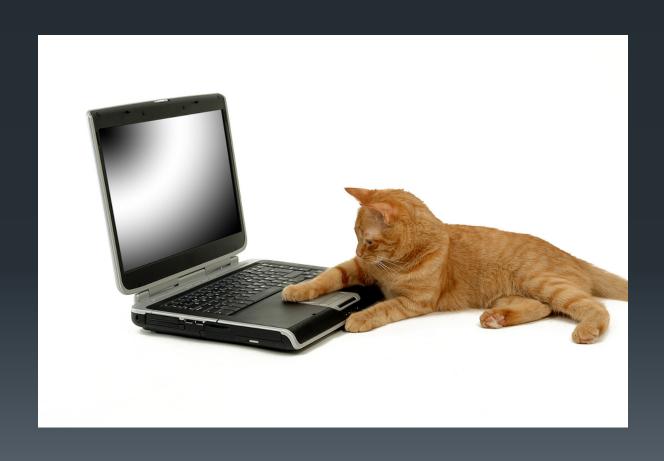
1. If you don't already have one, create a personal profile for yourself on Facebook at http://www.facebook.com. It's easy and it's free.



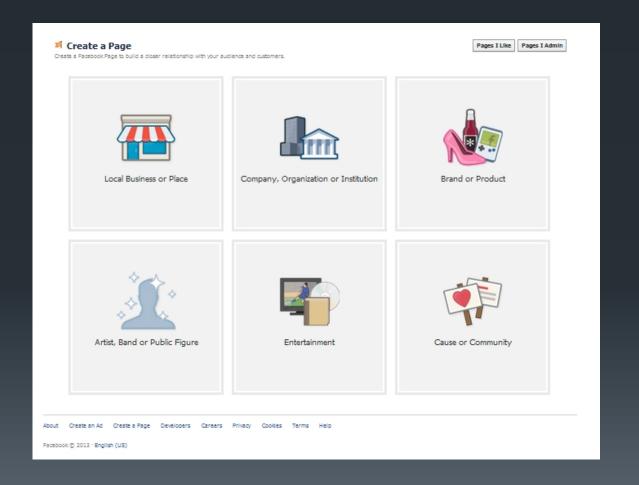
2. After that, or if you already had a personal profile, make sure you are logged into it.



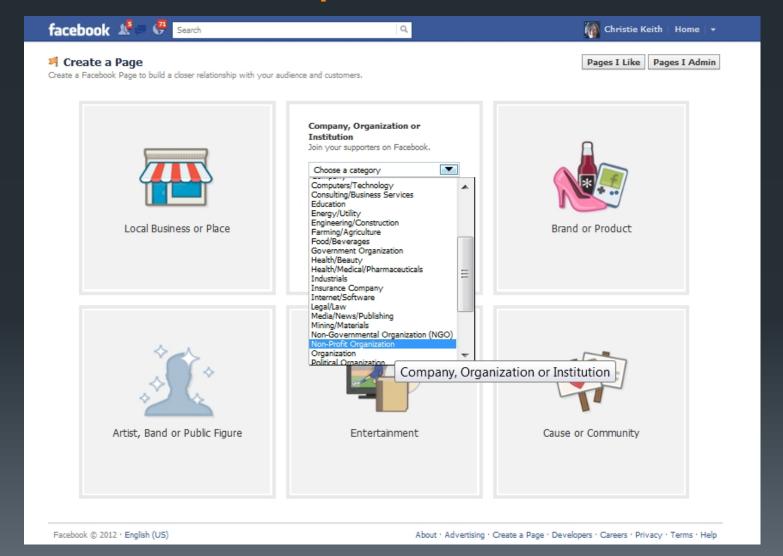
3. Then go to http://www.facebook.com/pages/create. php



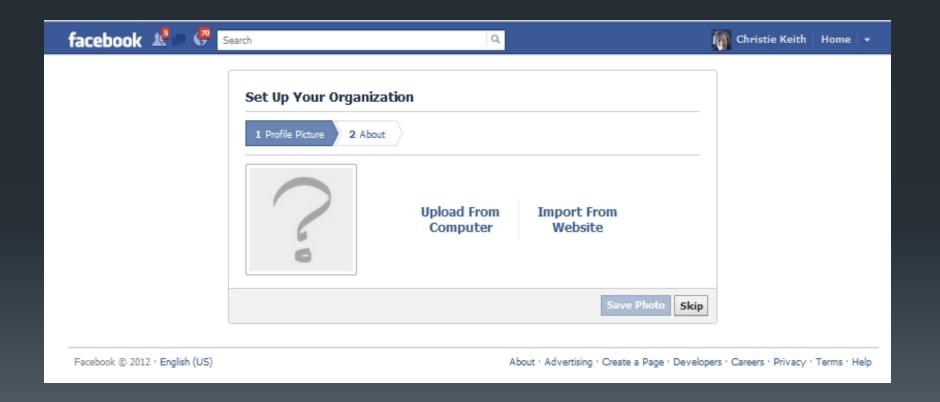
4. Select "Company, Organization, or Institution."



5. Select "non-profit institution."



6. Add a profile picture. This image needs to be perfectly square and 180 x 180 pixels.

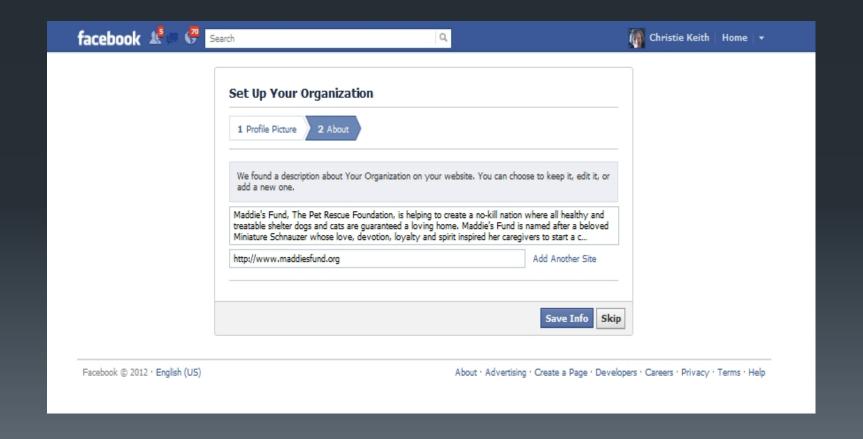


7. More about the profile picture:

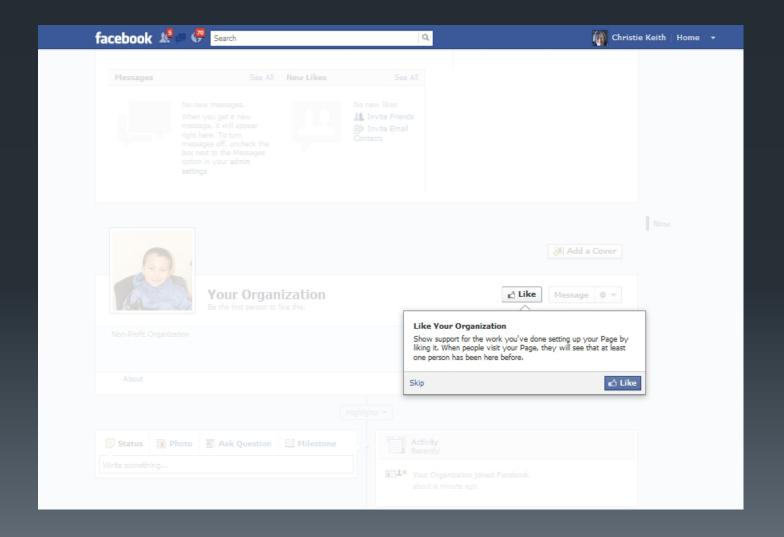
You can upload directly from your computer, or you can put in the URL of a website and select an image from the ones it will offer you, but uploading is easier.



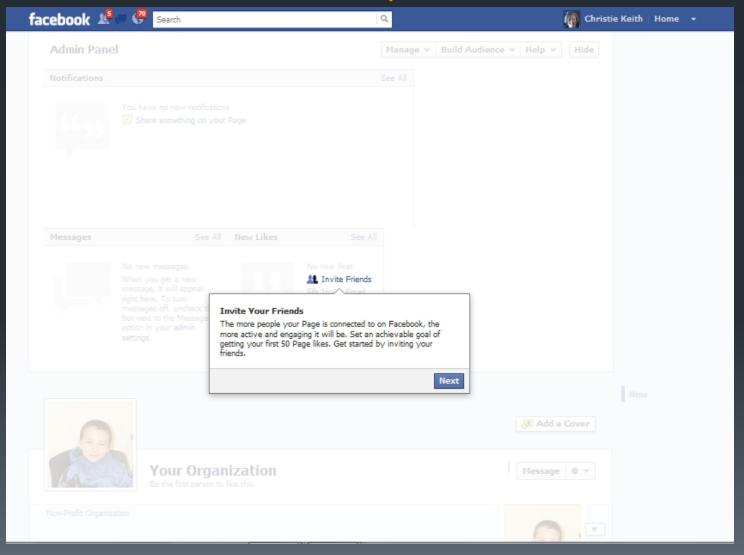
8. If you used an image from a website, it will also offer you some text from that site to use as your organization's description. If it's correct, leave it. If it's blank or you don't like it, write something you do like. Keep it brief, 5 sentences max. Same with the URL of your organization's website, if you have one: If it's filled in and correct, leave it. If not, add it or fix it.



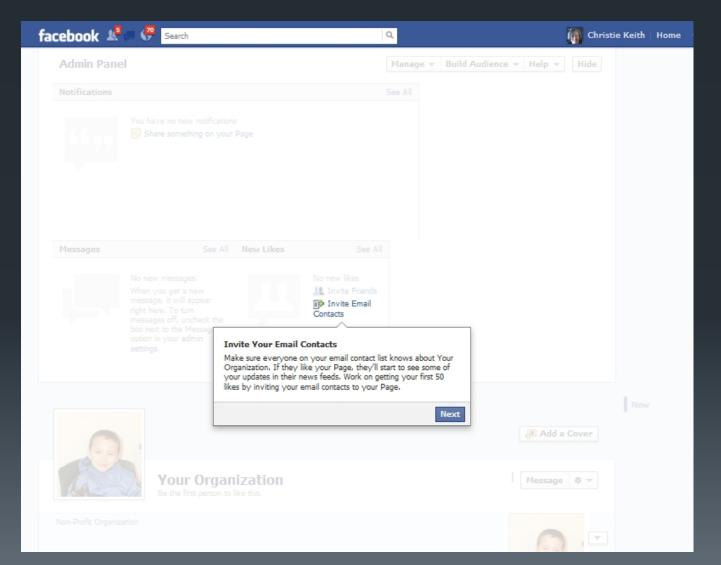
9. Like your page.



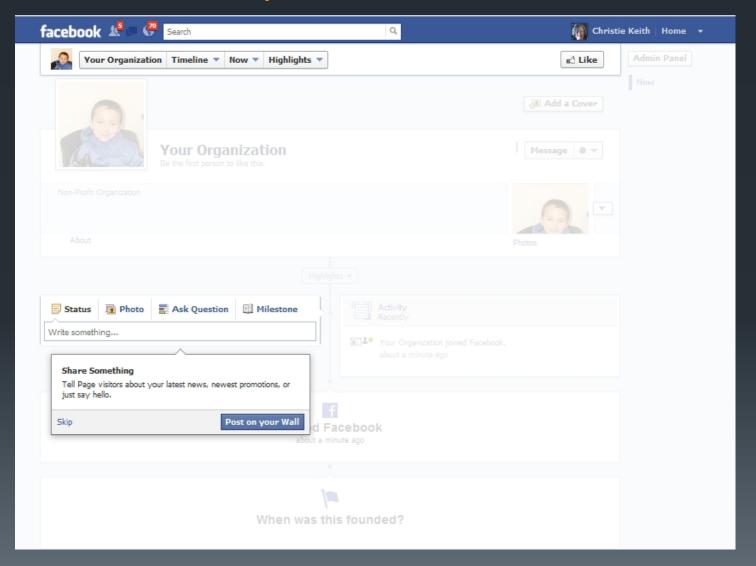
10. This step allows you to invite your personal Facebook friends to like the page, if you want to. Otherwise, click "next" and skip it.



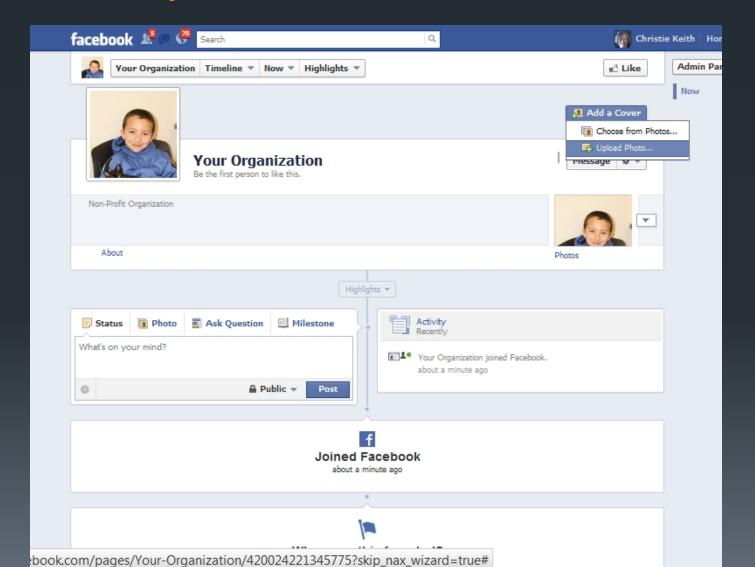
11. Invite your personal contacts to "like" the page. You should invite anyone from your organization who will have the right to manage the page at this step, as they can't be added as a page "admin" until they like the page.



12. It will invite you to post to your page. Skip this for now.



13. See in the upper right hand corner where it says "Add a Cover"? Click it!



You'll be able to add any image on your computer as your "cover" image. This is fun and creative, but a little tricky.

The easiest way is to start out using an image that is exactly 851 pixels wide and 315 pixels high.

Facebook has some strict rules about what can and cannot be in these images:

No ad slogans.

No coupons.

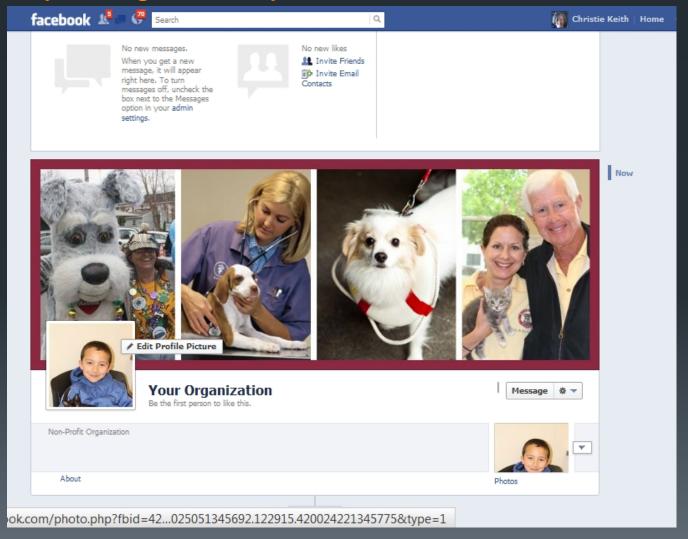
No URL for your organization.

As little text as possible.

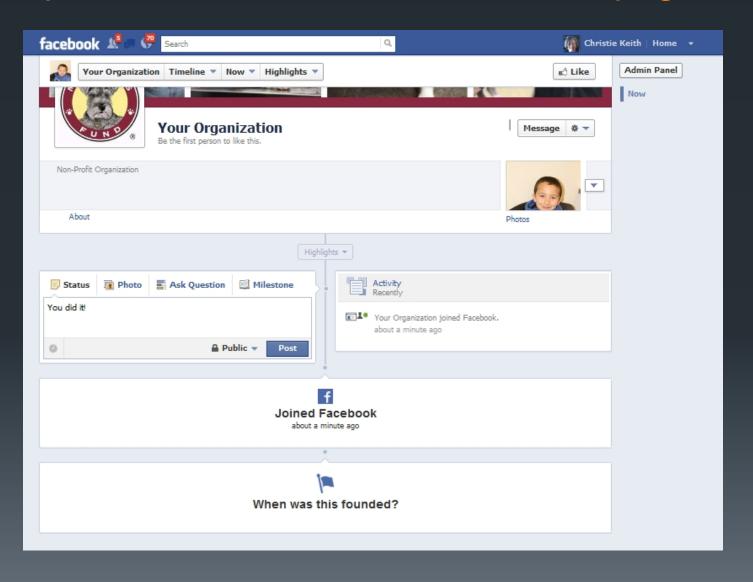
No "call to action" such as "like."

Here are two examples you can look at:

http:www.facebook.com/MaddiesFund http:www.facebook.com/MaddiesInstitute 14. Wow, that looks great! Or does it? Suddenly you may realize that profile picture that looked just fine until now isn't looking so great. If so, don't worry; fixing it is easy!

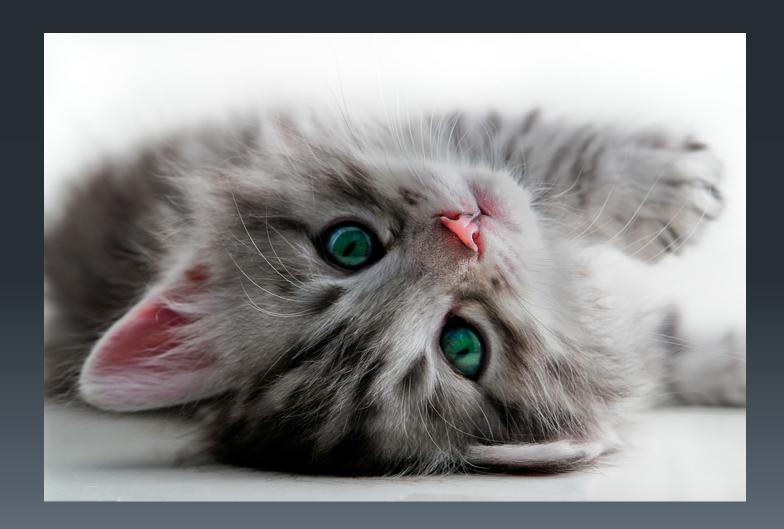


15. Time to make your first post. It can be as simple as "Welcome to our Facebook page!"



After all that... you're still not done setting up your organization's Facebook page.

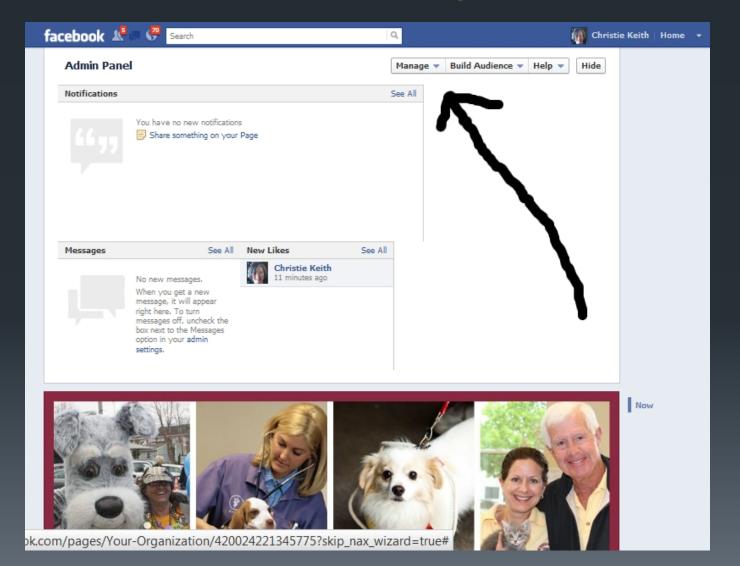
Stressed out? Here, look at a kitten...



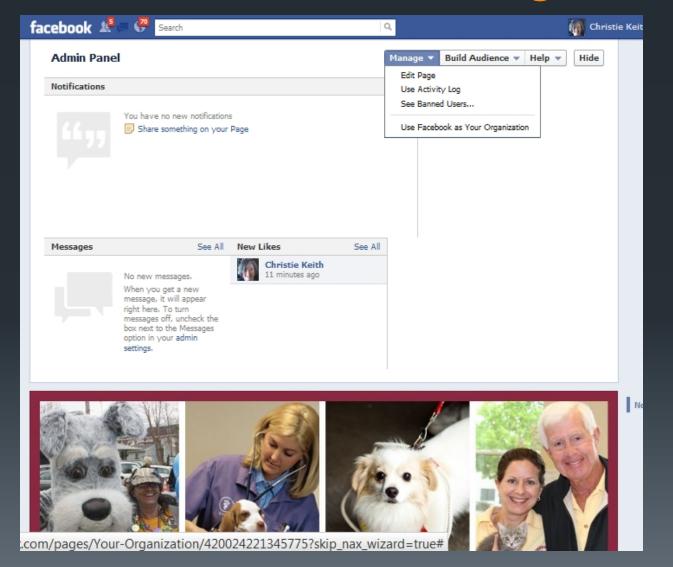
16. When you go to your page, you'll see a bar that says "Admin Panel." Click on it.



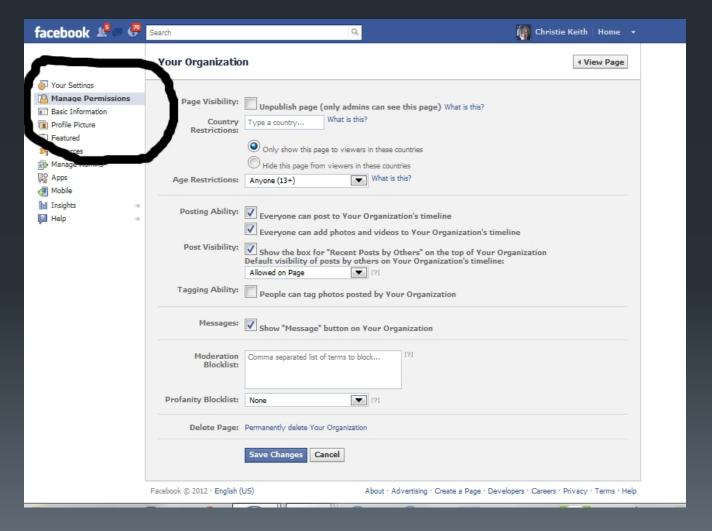
17. You can do a number of things here; start with "Manage."



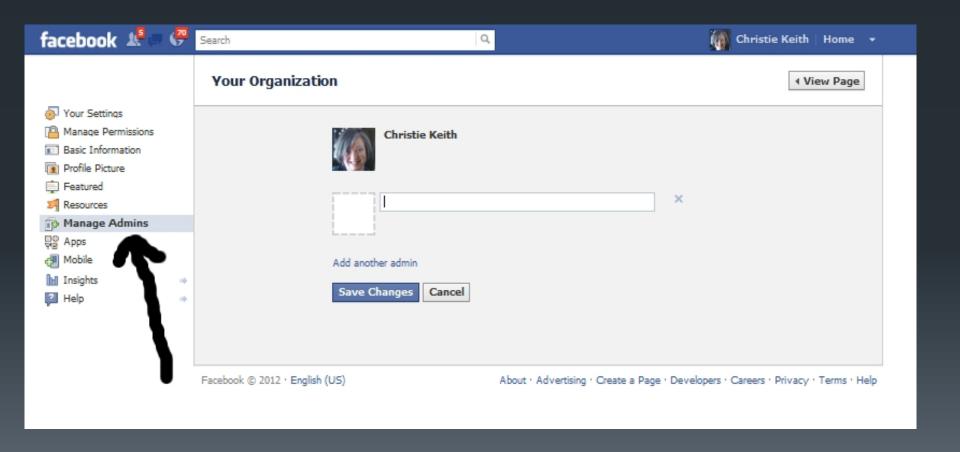
18. Click on "Edit Page."



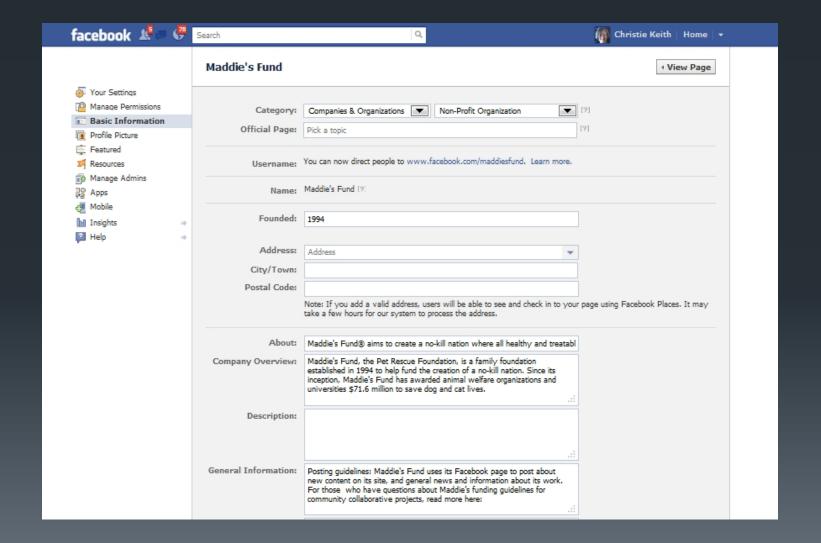
19. In the left-hand column, click on "Manage Permissions." Review the fields to make sure you are happy with the default settings. (They're usually fine.)



20. Next, click on "Manage Admins." Type in the names of the other members of your group who will be managing the page, if any. They must have already "liked' the page.



21. Click on "Basic Information." Fill in any fields you want to; the only one you have to fill in is "About." It should be one sentence.



More discussion of what to post to your page, when to post, how to get the most benefit from posting, and all the rest, can be found in the Maddie's Fund® webcast

Social Media for Pet Adoption and Adoption

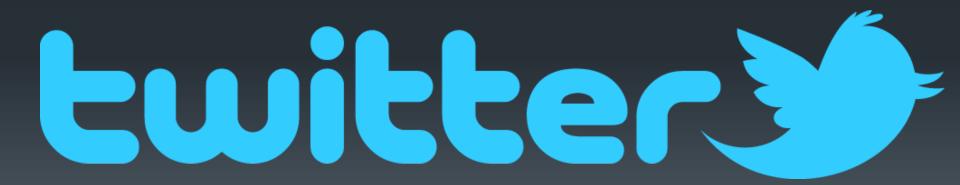
Events.

Next step...

Twitter.

Which you'll be glad to know is much, much easier to set up than a Facebook page!

First, ask yourself if your organization NEEDS to be on Twitter...



Yes or no?

If you have an enthusiastic staffer or volunteer who is already using Twitter or very excited about it, then yes, it's a great way to connect with your supporters. And if you want to connect with your local media and bloggers, then yes, you need to be on Twitter.



But if time and resources are running low, shelters and rescue groups are better off spending their time on Facebook than Twitter.

Want to try Twitter?

It only takes a few easy steps to get started!

Twitter has fewer rules than Facebook.

For instance, you can create as many accounts as you want, as long as each one has its own email address.

Twitter lets you create an account in the name of an organization, or your dog, or a made-up, fake, or screen name, as long as you're not trying to impersonate someone famous.

You can only use 15 characters in your Twitter name.

That means if you represent The Greater North Plateau Humane Society of the Rockies and Points West, you're likely to be in trouble.

Be creative, but be professional.

•Many organizations now regret using "cute" names, and wish they'd kept it simple.

 Fortunately, you can change a Twitter username, but it's easier to just do it right from the start.

Getting started on Twitter

- 1. Go to http://www.twitter.com
- 2. Fill in the fields in the "New to Twitter?" box using your desired organization username, even if it's just an acronym or one word -- and then click on "Sign Up for Twitter."
- 3. You'll get an email confirming your account; click on the link in it.

The system will walk you through the steps to get going on Twitter.

These steps are not the same every time someone signs up, but you can usually skip any you aren't interested in.

You're probably not ready to start following anyone yet, for example.

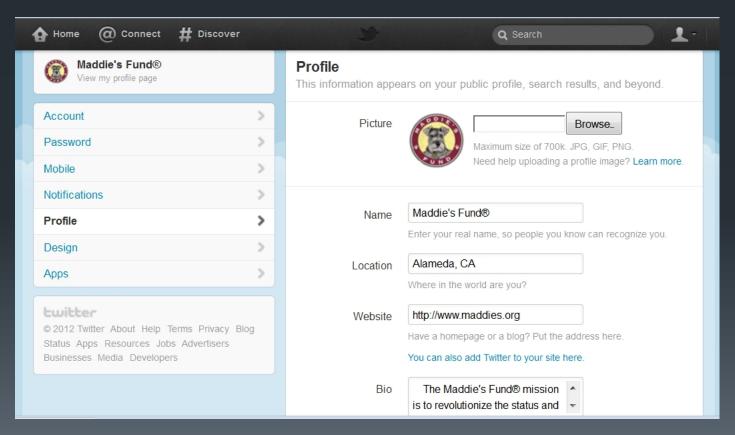
At some point in the process, it will ask you to create your profile.

4. Your Twitter Profile

- Use a square 81 x 81 pixel image as your profile picture and a 1252 x 626 pixel image as your header photo.
- You can skip the header photo, but you NEED a profile photo!

Next...

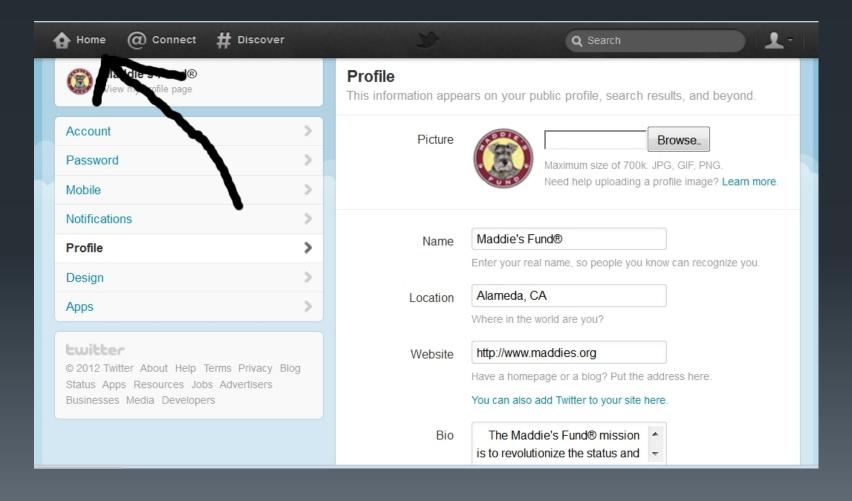
Fill in your location, website, and a one-line bio.



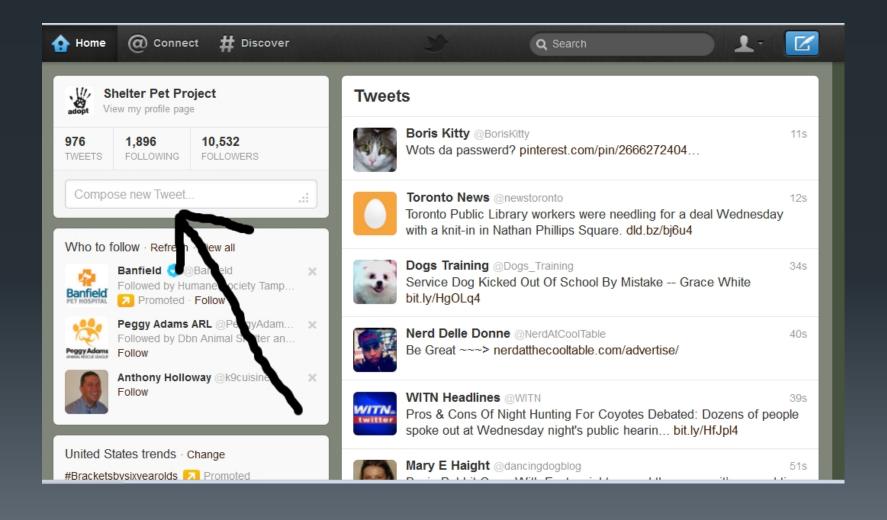
WARNING:

Do NOT click on the link to send your Tweets to Facebook. It's very annoying, and Facebook will penalize your account for it by hiding most of your posts from your followers' feeds.

5. Click on "home" at the top of the page.

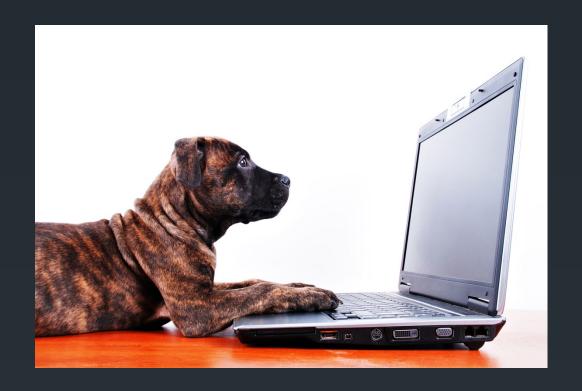


6. In the upper left hand corner, in the field where it says "Compose new Tweet," you can do just that.



There is more information on what to Tweet, when, and more advanced tips on using Twitter in the webcast

Social Media for Pet Adoption and Adoption Events



Email: christiekeith@gmail.com

Website: http://www.christiekeith.com/

Facebook: http://www.facebook.com/ByChristieKeith

Twitter: @christiekeith

Pinterest: http://www.pinterest.com/christiekeith

Google+: http://tiny.cc/christiekeith