atwebtech user guide

Everything a new user needs, step by step, with a short video for each part.

1. Create your account
2. Connect your social accounts
3. Write and schedule your first post
4. Manage your queue
5. Reply to comments from one inbox
6. See what is working
7. Let atwebtech do the weekly work
8. Your account and security

GUIDE 1 · START HERE

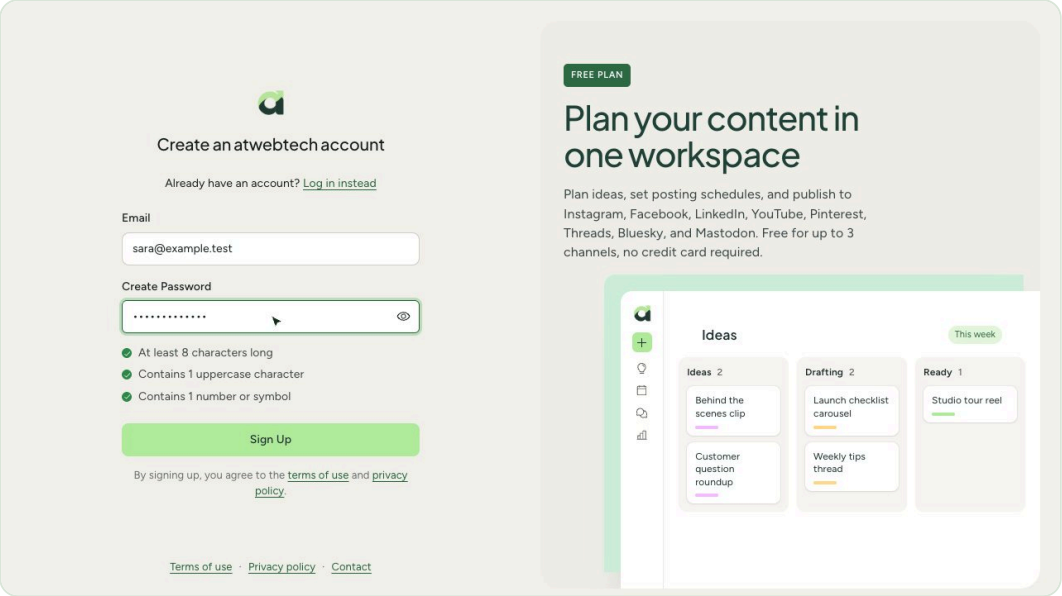
Create your account

Sign up, answer the welcome questions and find your way around.

Video (94 seconds): **atwebtech.us/app/guide/getting-started**

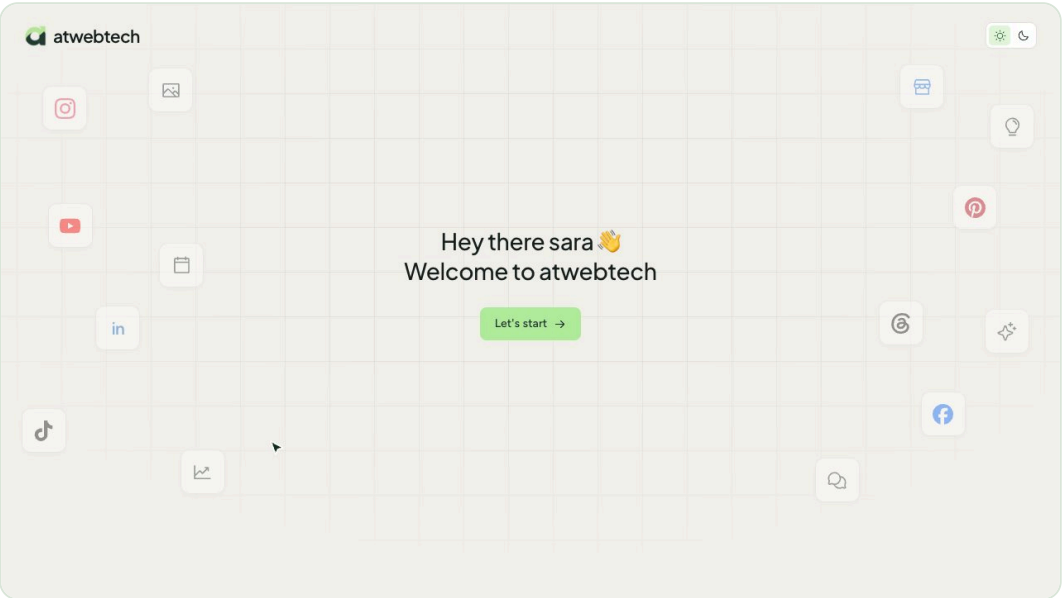
1 Open atwebtech.us and choose Sign up

Go to atwebtech.us and click **Start free** or **Sign up**. You only need an email address and a password. No credit card is asked for.



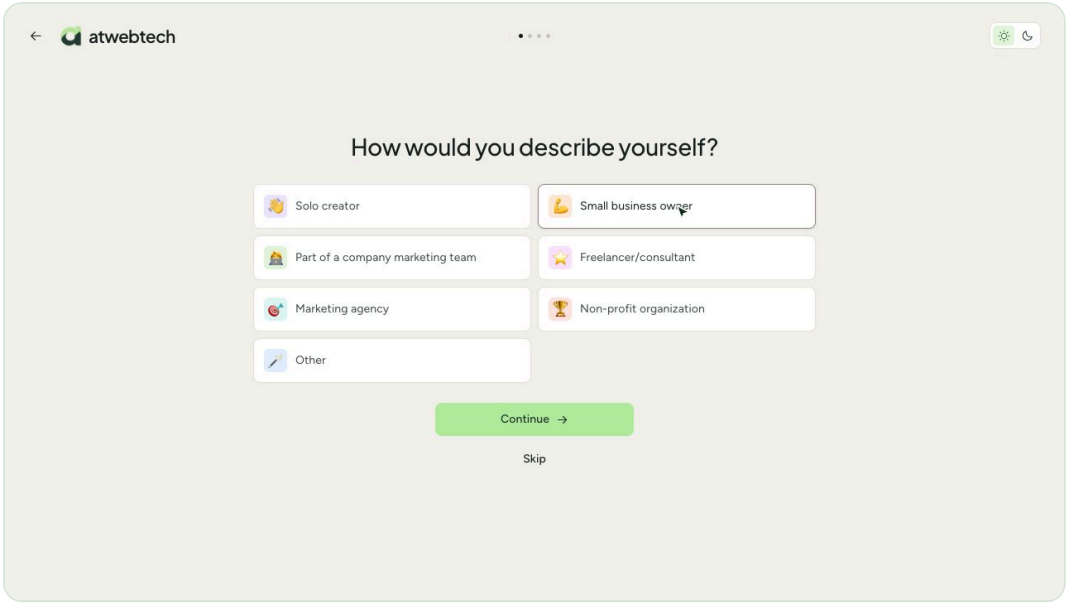
2 Press Sign Up

Use a password with at least 8 characters, one uppercase letter and one number or symbol. Then press **Sign Up**.



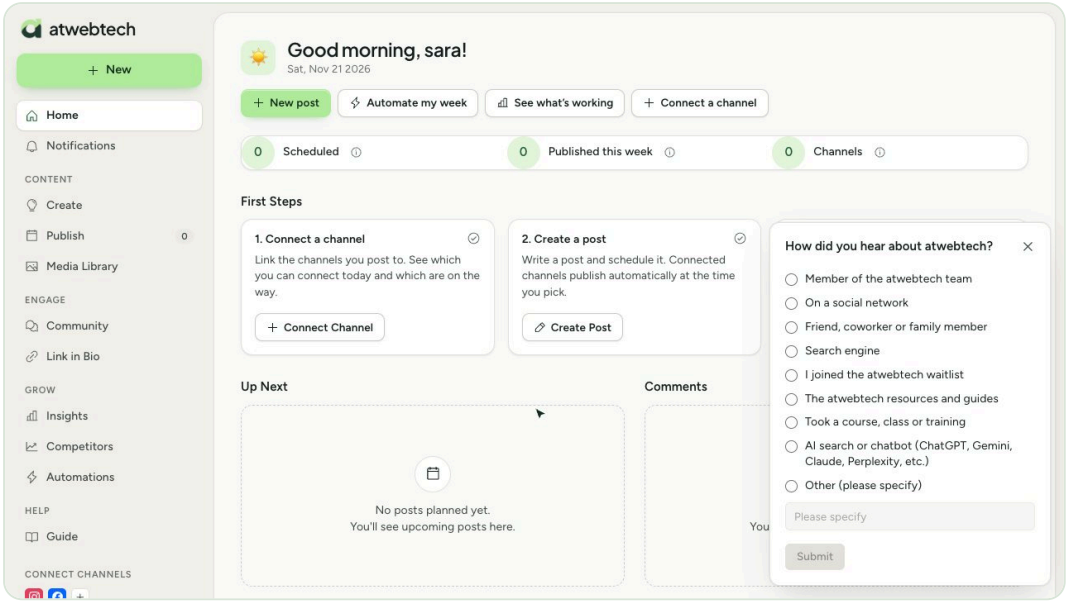
3 Answer four quick questions, or skip them

atwebtech asks what kind of work you do and which networks you care about, so it can suggest the right setup. Pick an answer, or press **Skip**.



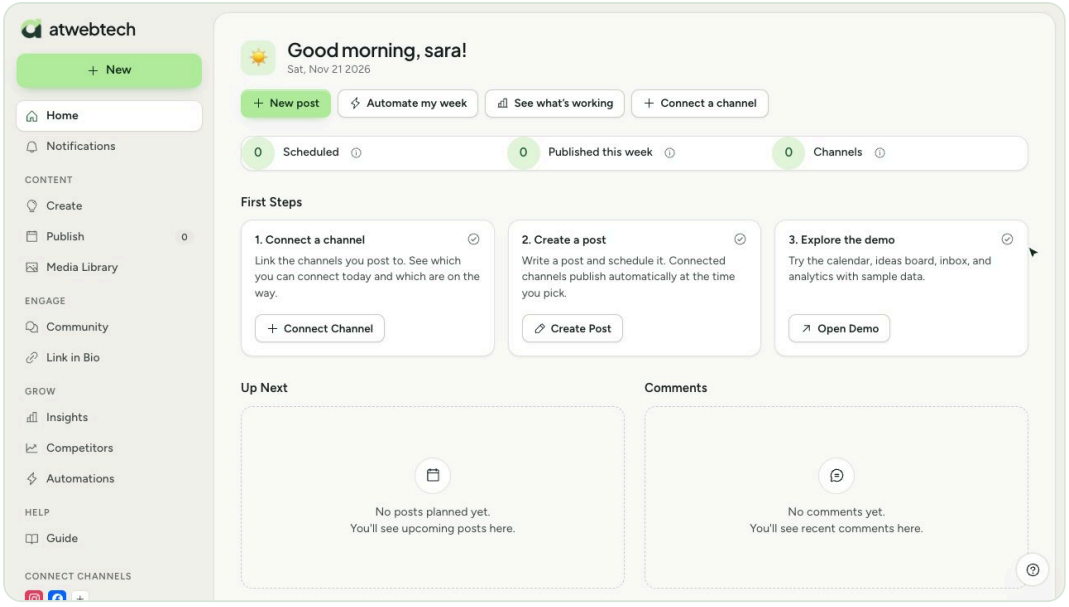
4 Press Continue after each answer

There are four questions in total. After the last one you land in your new workspace.



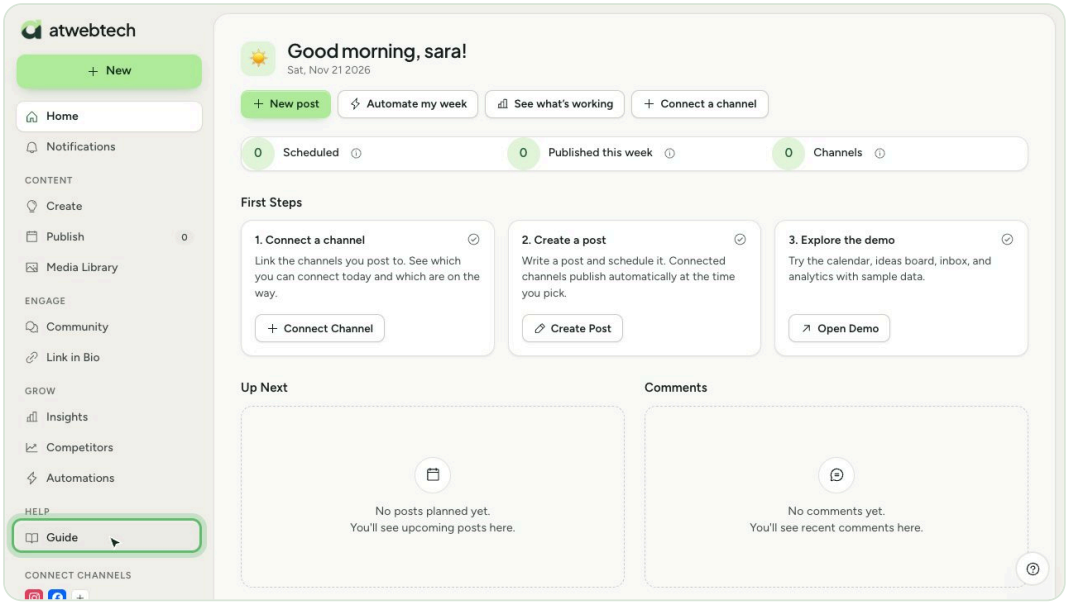
5 This is Home

Home shows what needs you today, your numbers for the week, and the first steps for a new account. A one-question survey may appear the first time: answer it or close it.



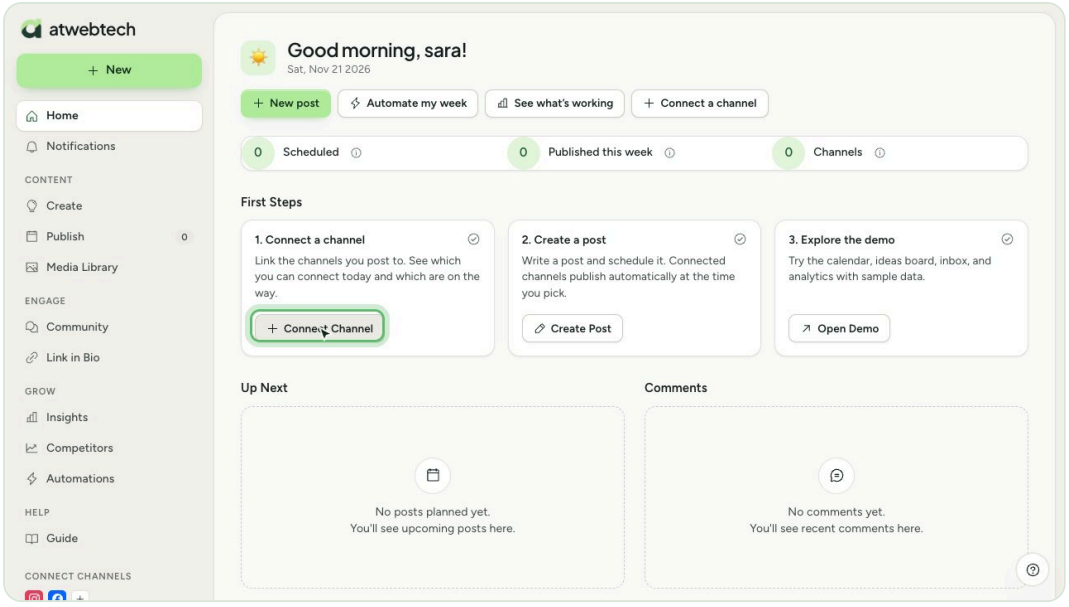
6 The menu on the left takes you everywhere

Publish is your queue of posts. **Community** is your comment inbox. **Insights** shows your results. **Guide** opens these instructions at any time.



7 Next: connect your first channel

Nothing can be published until a social account is connected. Click **Connect Channel** to do that now. The next guide shows how.



GUIDE 2 · START HERE

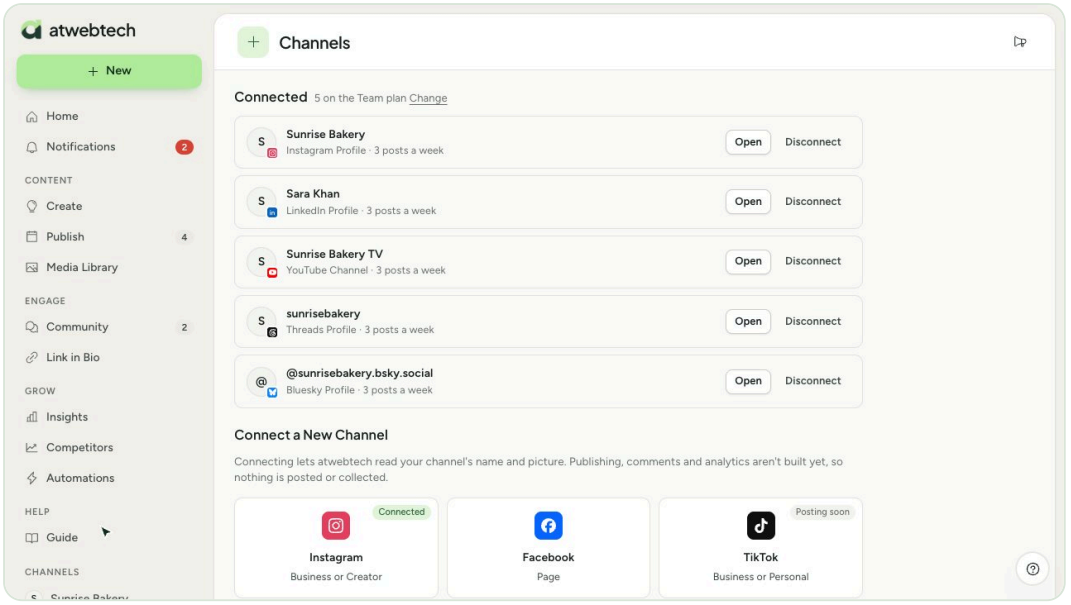
Connect your social accounts

Add Instagram, Facebook, LinkedIn and the rest, and set when each one posts.

Video (70 seconds): **atwebtech.us/app/guide/connect-channels**

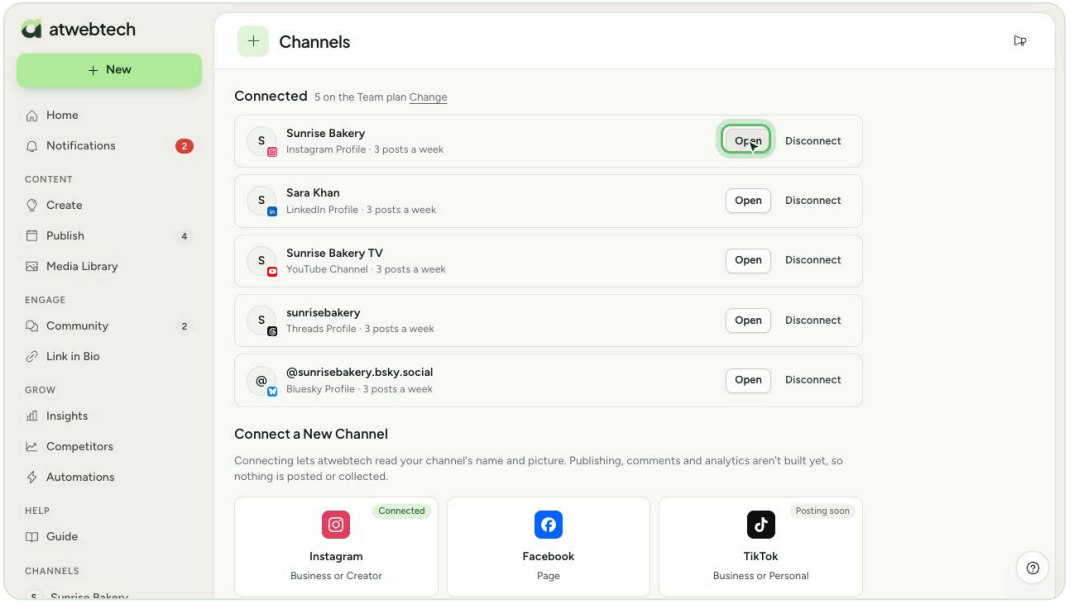
1 Open Channels

In the menu on the left, find **Channels** at the bottom and click the **+** button, or click **Connect a channel** on Home.



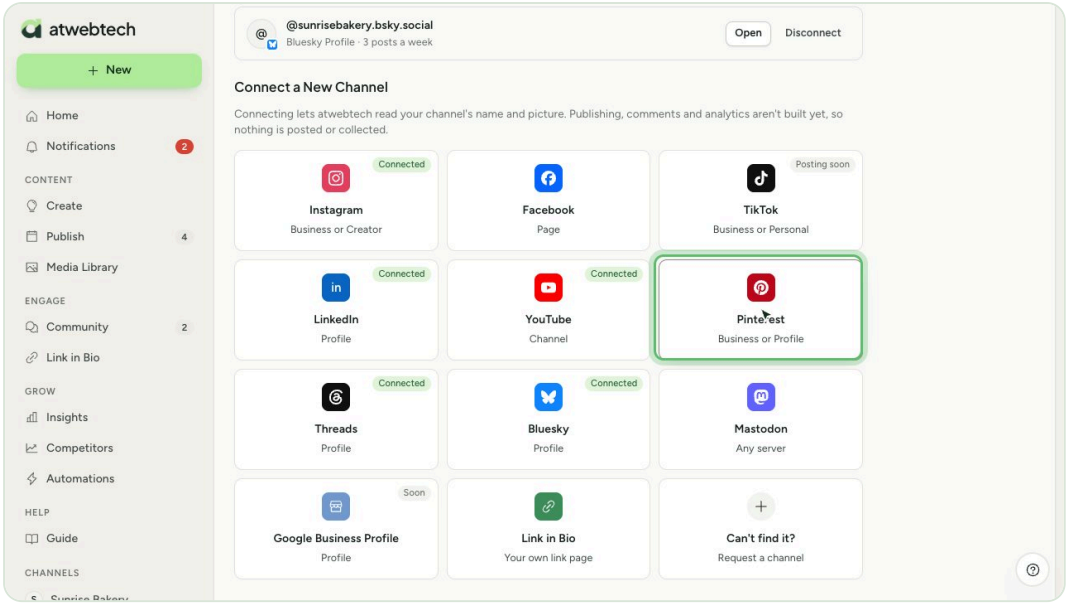
2 Your connected accounts are listed at the top

Each connected account shows its network and how many posts a week you plan for it. **Open** changes its posting times. **Disconnect** removes it.



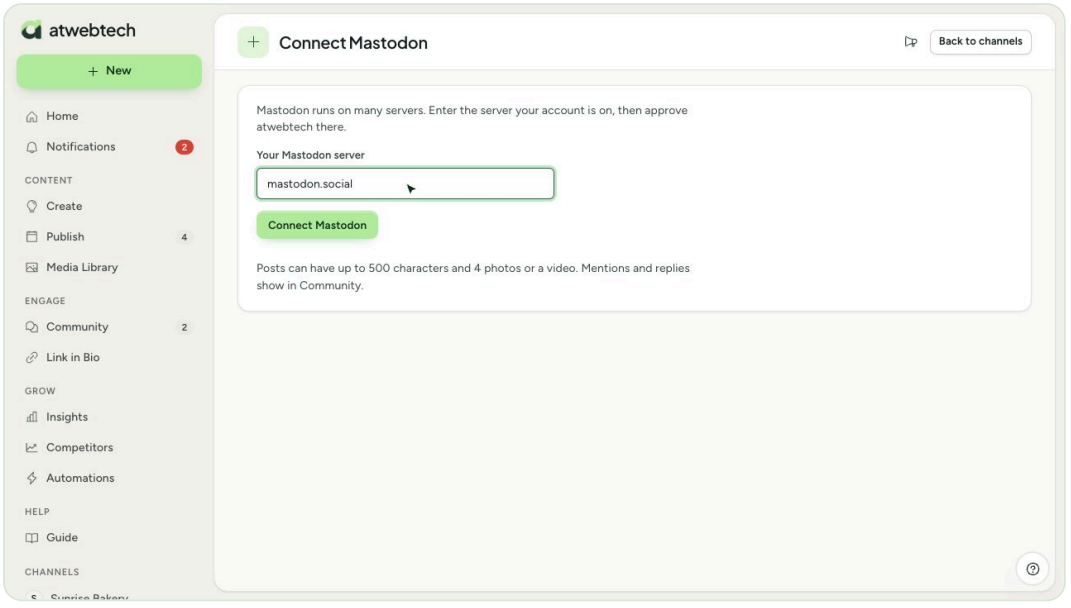
3 Pick the network you want to add

Scroll to **Connect a New Channel** and click a network: Instagram, Facebook Page, LinkedIn, YouTube, Pinterest, Threads, Bluesky or Mastodon.



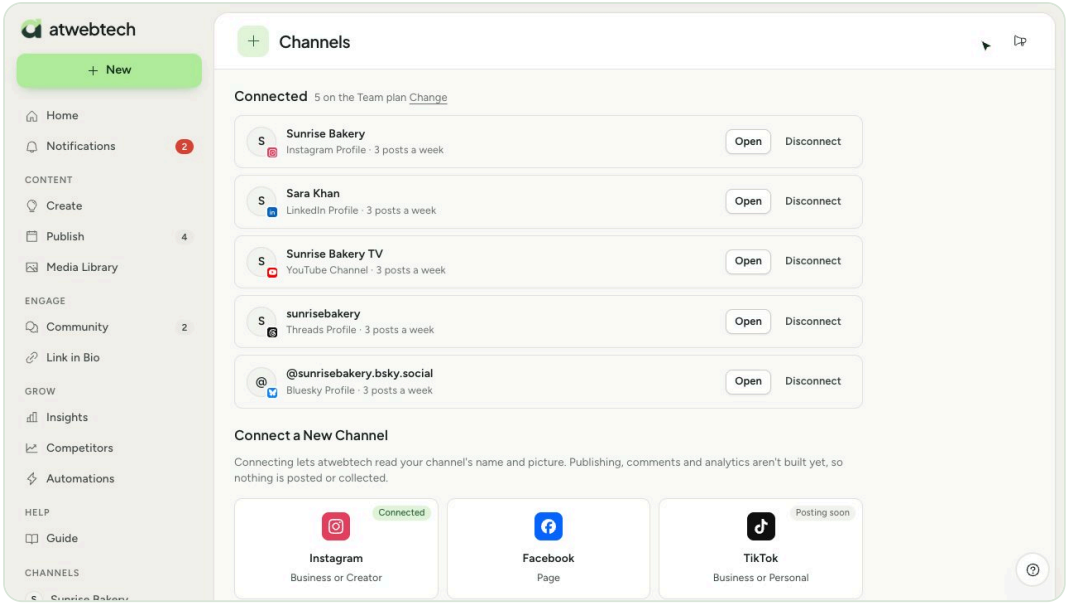
4 Sign in on the network's own page

atwebtech sends you to that network to sign in and allow access. You never type your social password into atwebtech. Mastodon first asks which server you use.



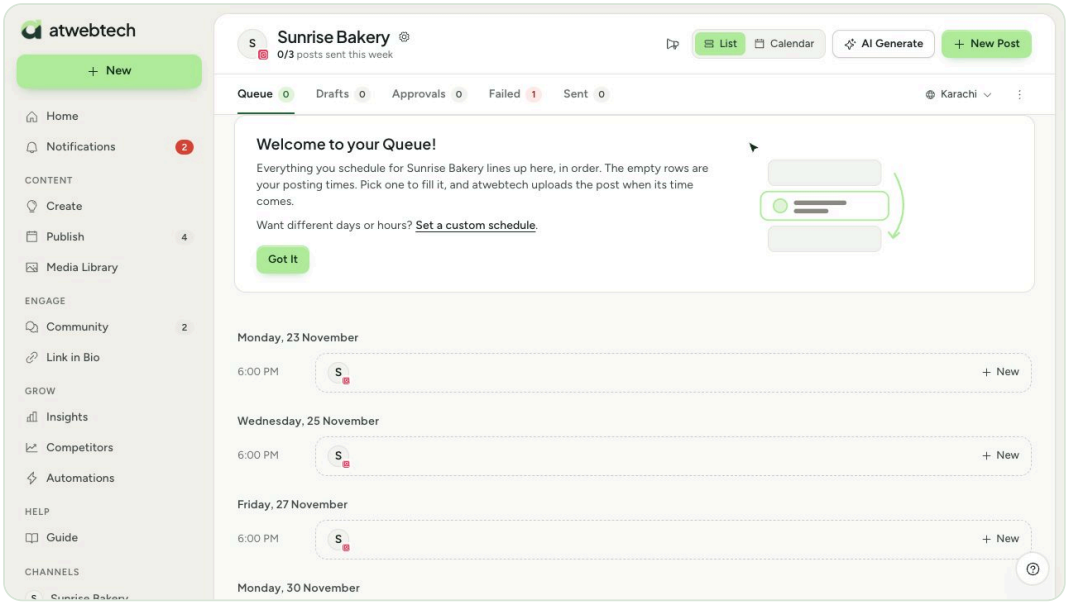
5 Come back and the channel is ready

After you allow access, the network returns you to atwebtech and the account appears in your list. Repeat for each account you want to post to.



6 Set when each channel posts

Click **Open** on a channel to choose its posting days and times. New posts added to the queue take the next free time.



GUIDE 3 · START HERE

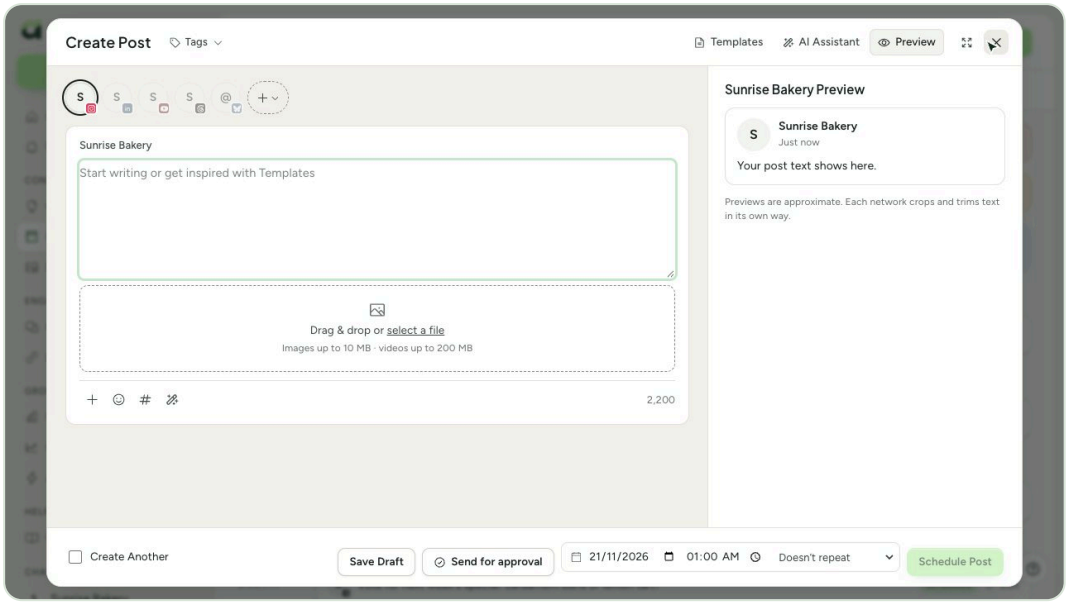
Write and schedule your first post

Pick channels, write, add a photo, choose a time and schedule.

Video (72 seconds): **atwebtech.us/app/guide/first-post**

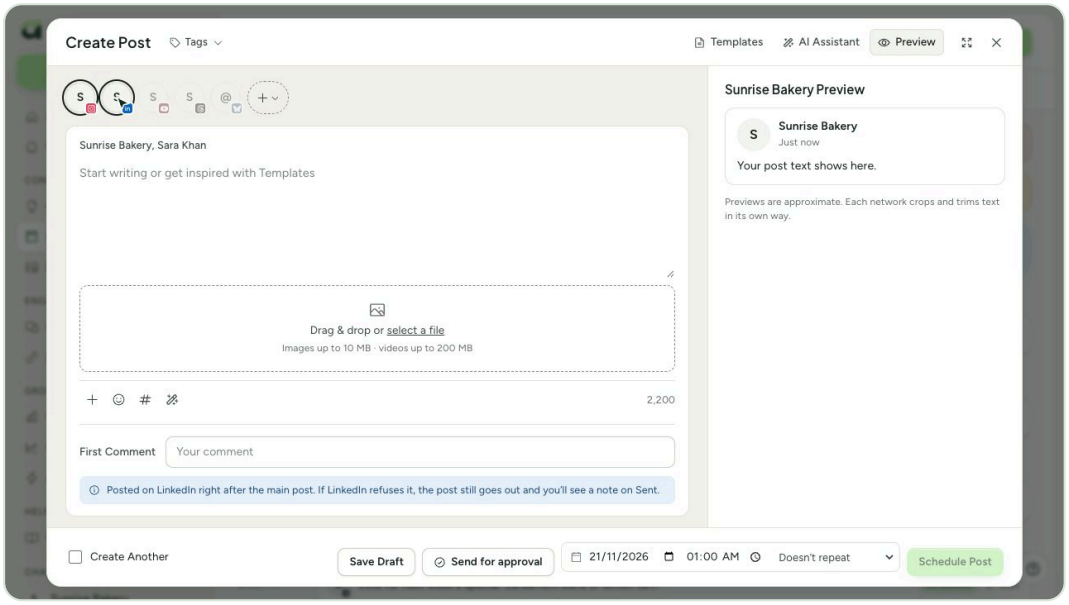
1 Click New Post

Open **Publish** in the menu and click **New Post** in the top right corner. The green **New** button in the menu does the same from any page.



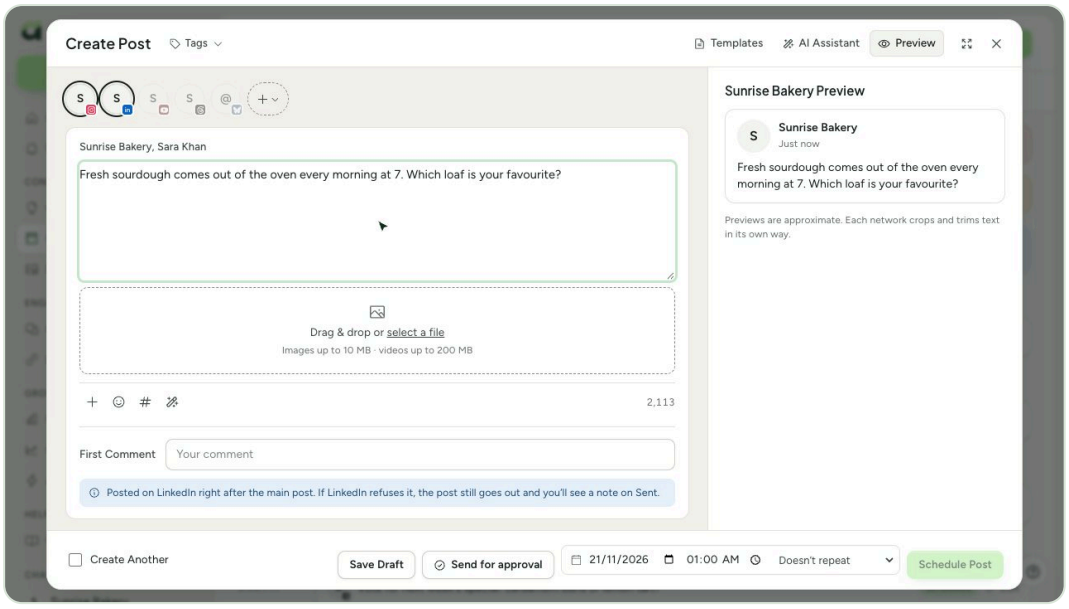
2 Choose where it goes

Tick every channel this post should go to. One post can go to several networks at once.



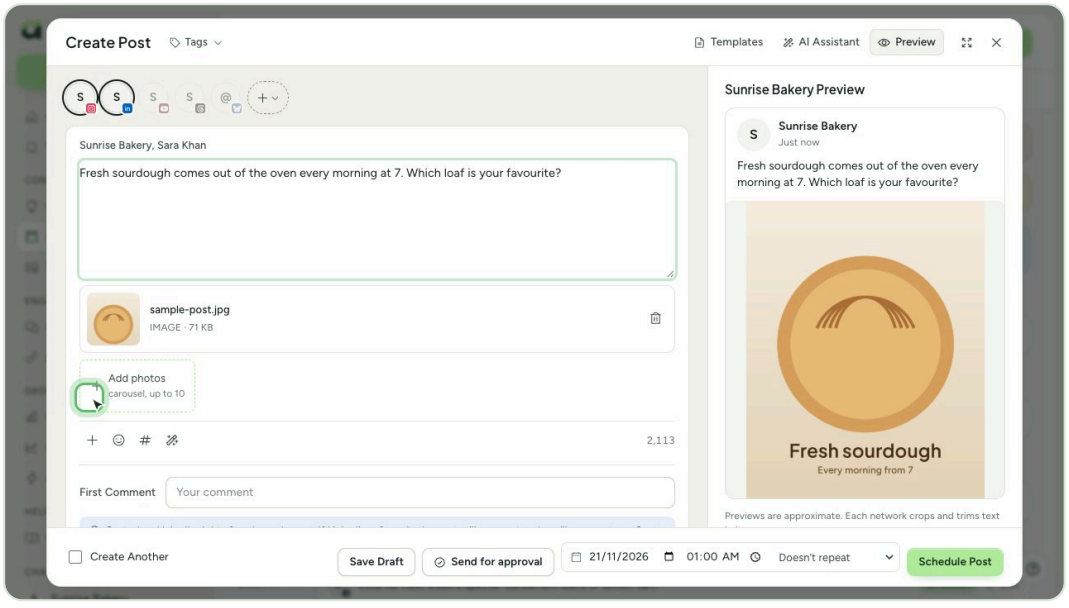
3 Write your post

Type your text. The counter shows how many characters are left for the channels you picked. **AI Assistant** can write a first draft from a short brief, and **Templates** gives you ideas.



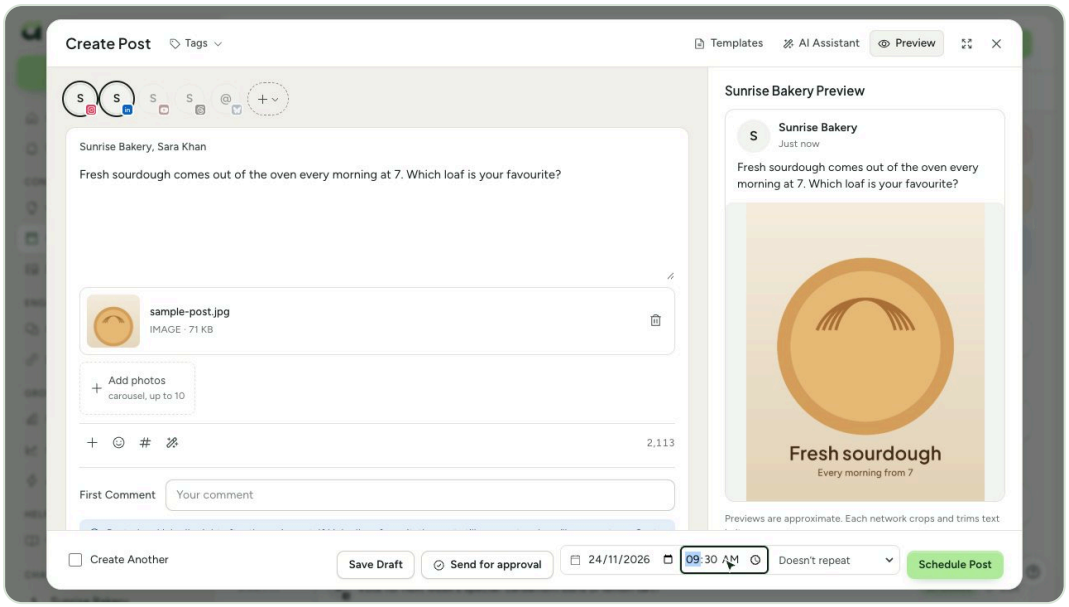
4 Add a photo or video

Click **Add image or video** and pick a file from your computer. Instagram always needs a photo.



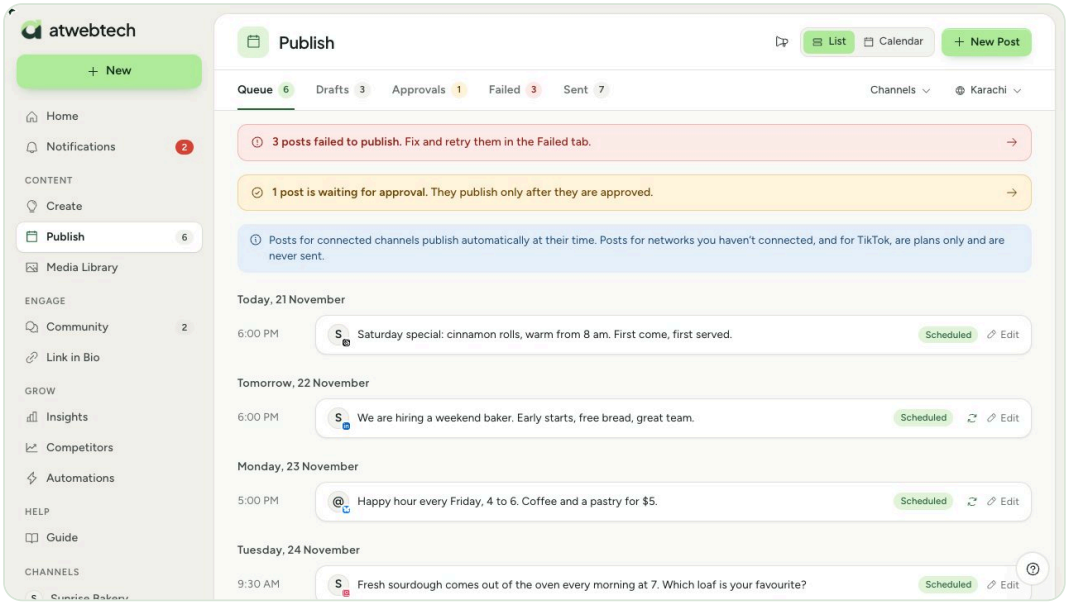
5 Pick the day and time

At the bottom, set the date and the time the post should go out. Times are in your own time zone.



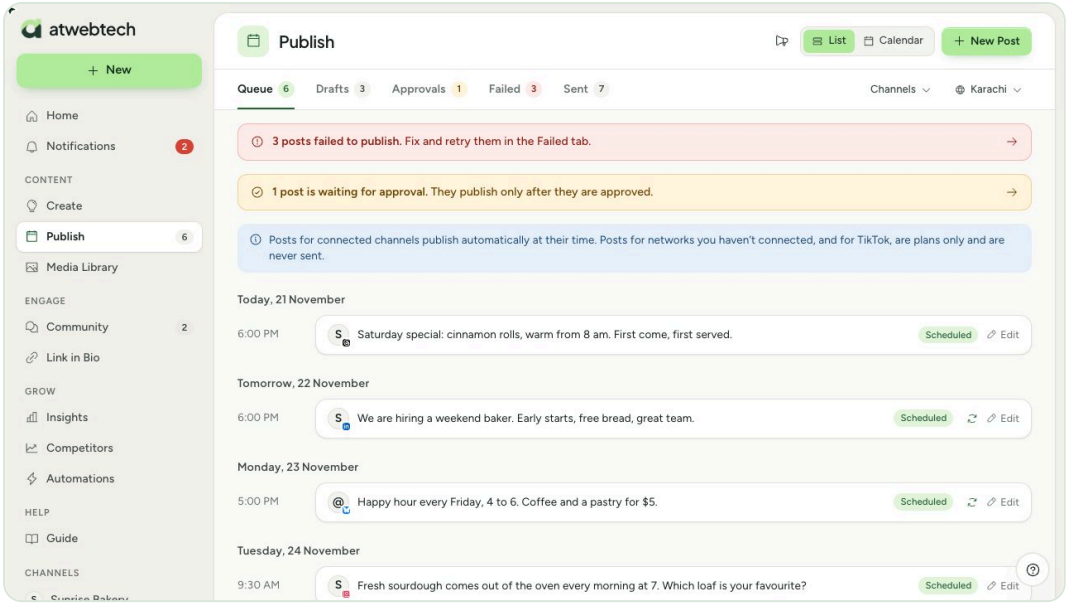
6 Press Schedule Post

Schedule Post puts it in the queue. **Save Draft** keeps it for later without a time. **Send for approval** asks a teammate to check it first.



7 It is now in your queue

The post waits in **Queue** and atwebtech publishes it at the time you chose. You can close the page: it goes out without you.



GUIDE 4 · EVERY DAY

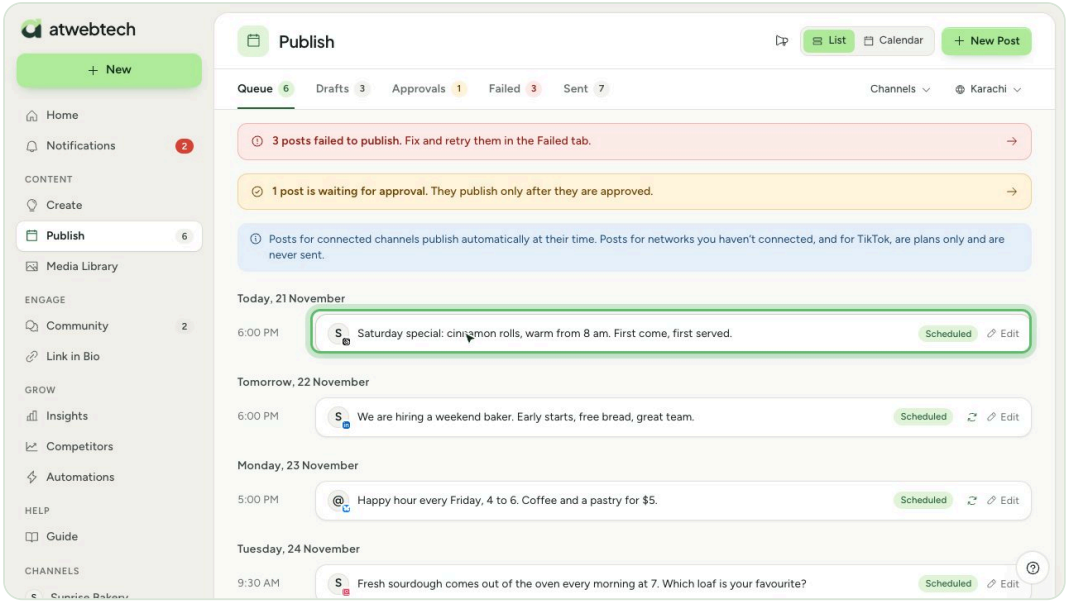
Manage your queue

Queue, Calendar, Drafts, Failed, Approvals and Sent, and what to do in each.

Video (64 seconds): **atwebtech.us/app/guide/manage-queue**

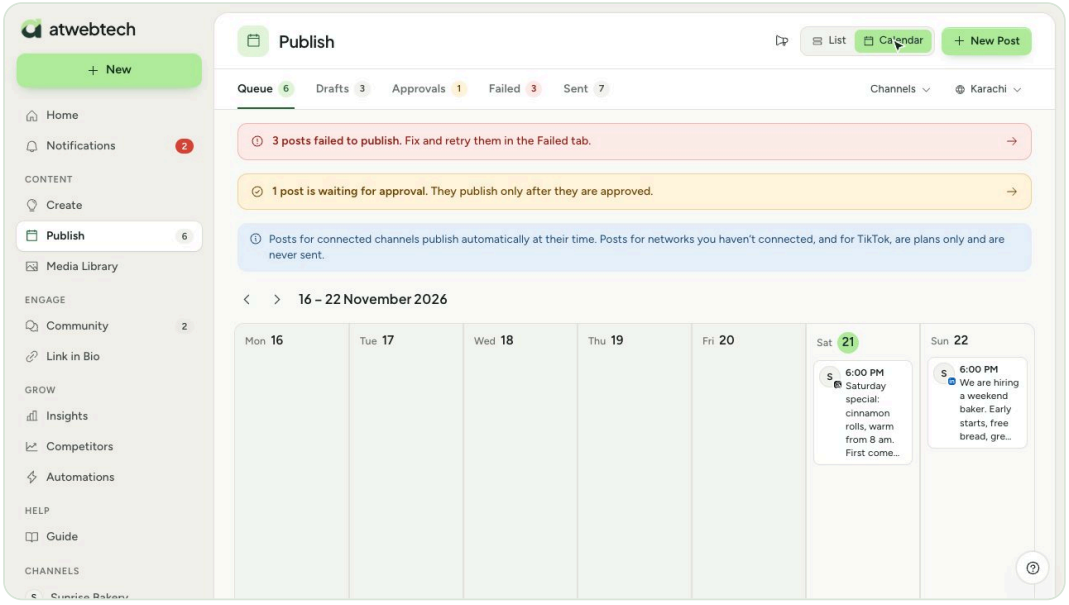
1 Queue: everything that is scheduled

Posts are listed in the order they will go out. Click a post to change its text, photo or time.



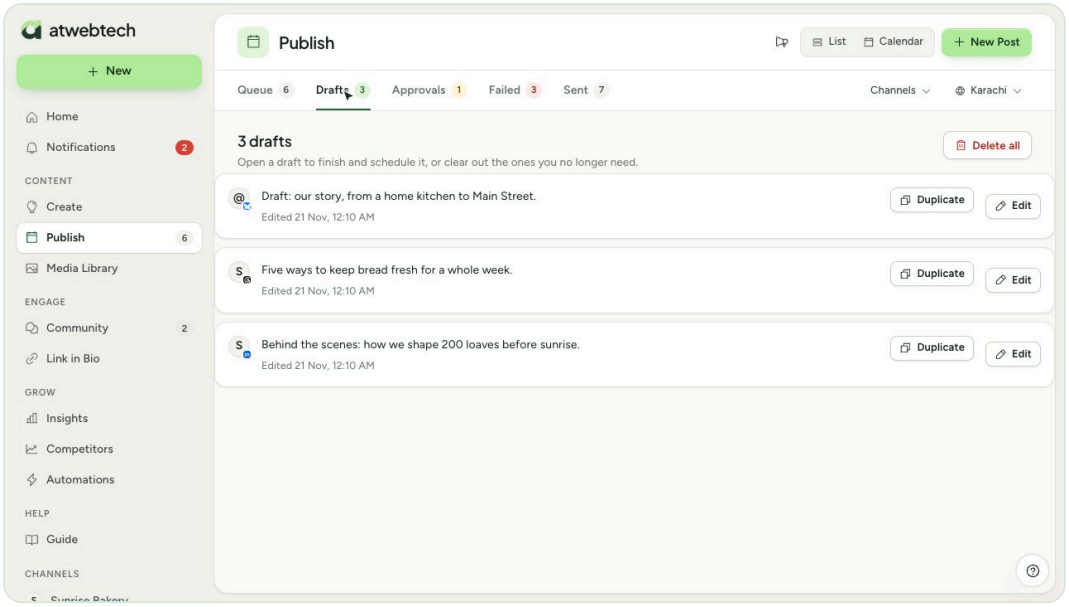
2 Calendar: see your week

Switch to **Calendar** for a week view. Click an empty day to write a post for that day.



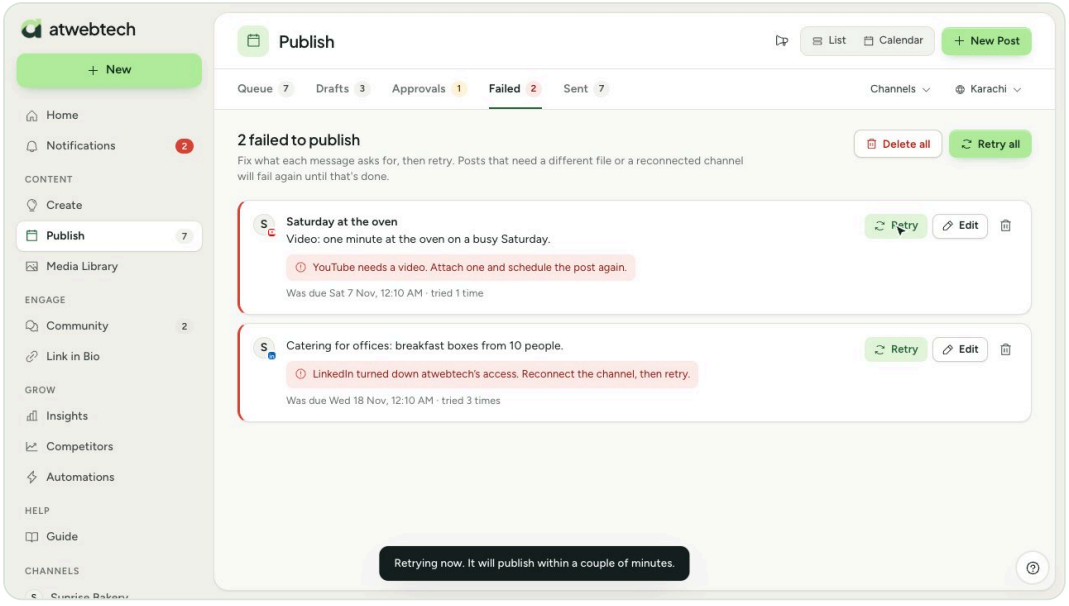
3 Drafts: posts you have not finished

Back in **List**, open **Drafts**. A draft has no time yet. Open one, finish it and schedule it.



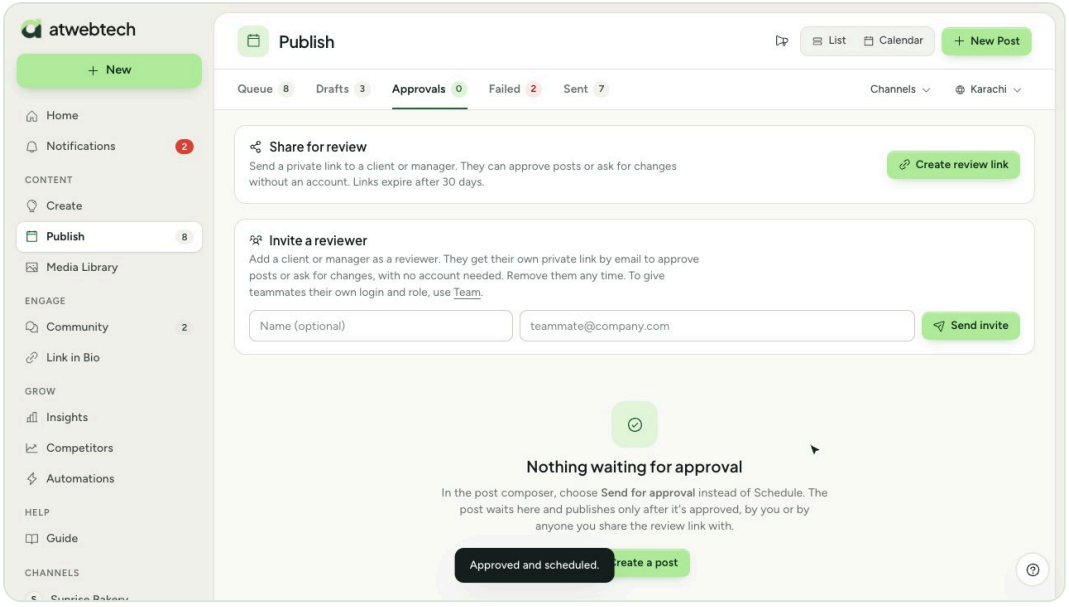
4 Failed: fix it and retry

If a network refuses a post, it lands in **Failed** with the reason in plain words. Fix what it asks for, then press **Retry**.



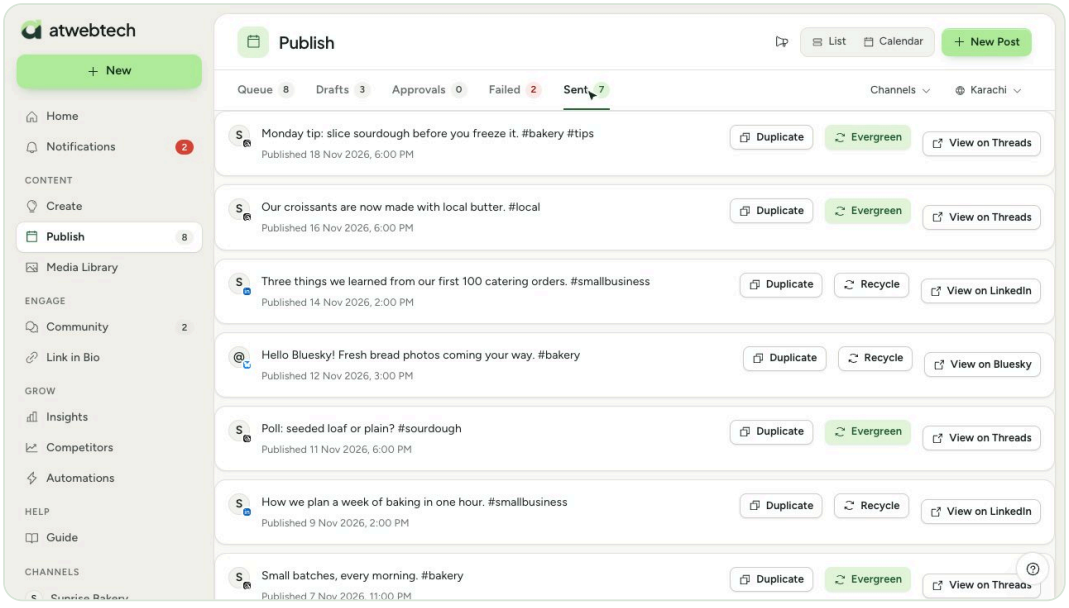
5 Approvals: check a teammate's post

Posts sent for approval wait in **Approvals**. **Approve** schedules the post. **Request changes** sends it back to Drafts with your note.



6 Sent: what has been published

Sent keeps every published post with its numbers. **Duplicate** copies a good post into a new draft.



GUIDE 5 · EVERY DAY

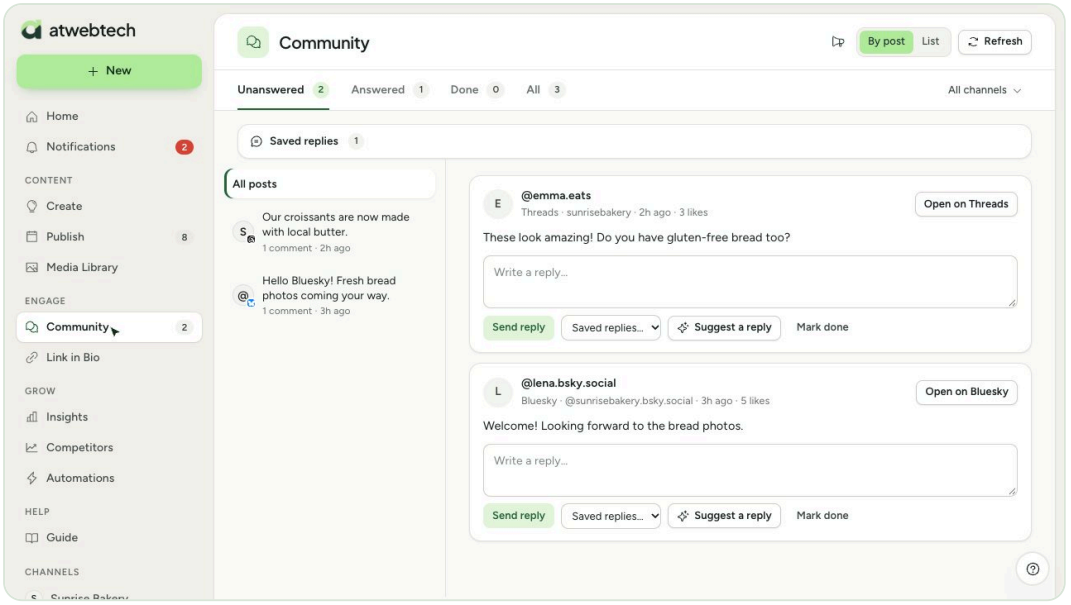
Reply to comments from one inbox

Answer, use saved replies, get an AI suggestion and mark comments done.

Video (60 seconds): **atwebtech.us/app/guide/reply-comments**

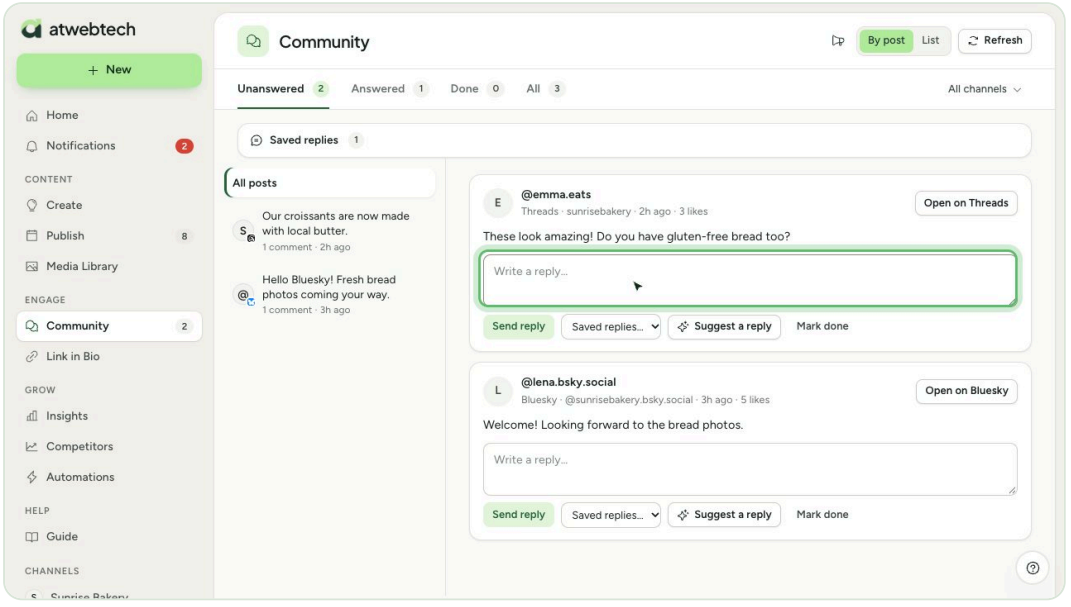
1 Open Community

Click **Community** in the menu. Comments from your connected accounts arrive here every 30 minutes. **Refresh** checks right now.



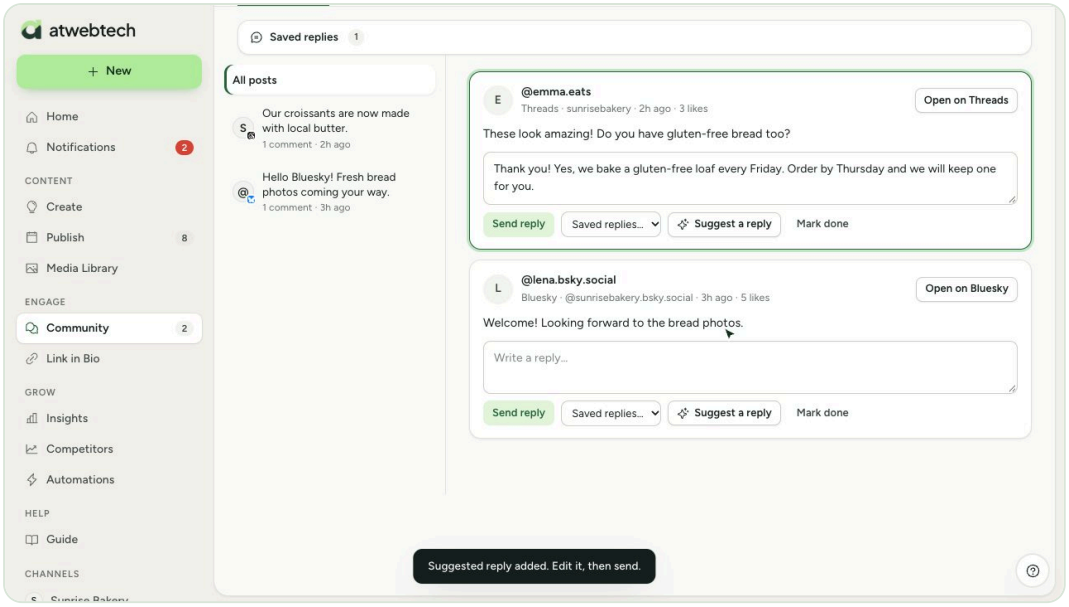
2 Unanswered comments come first

Each comment shows who wrote it, on which network and under which post. The tabs sort them into **Unanswered**, **Answered** and **Done**.



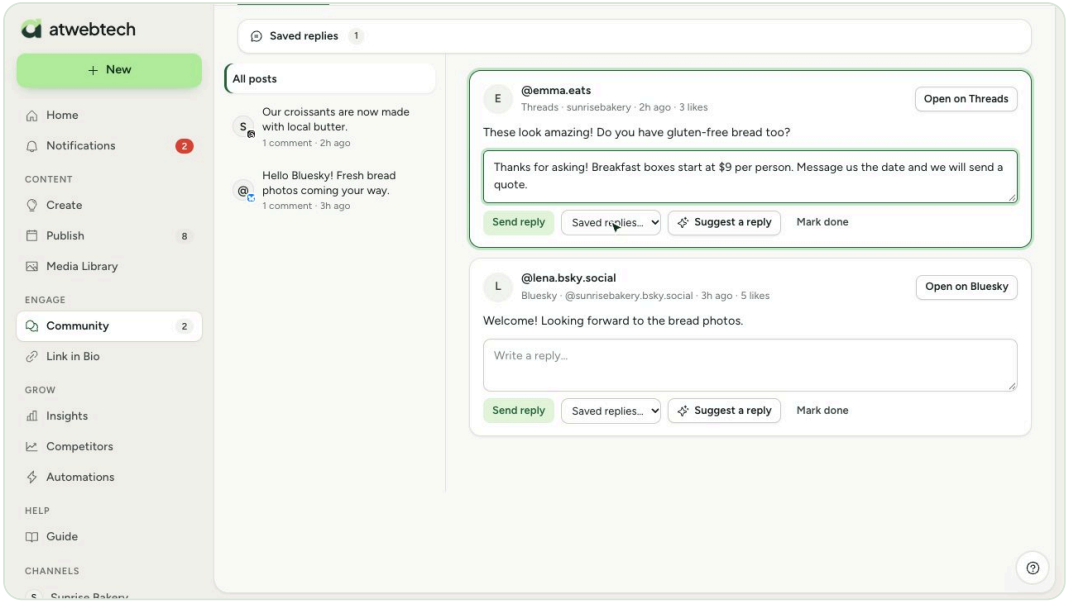
3 Write a reply, or let AI suggest one

Type your answer in the box. **Suggest a reply** writes a draft for you to edit.



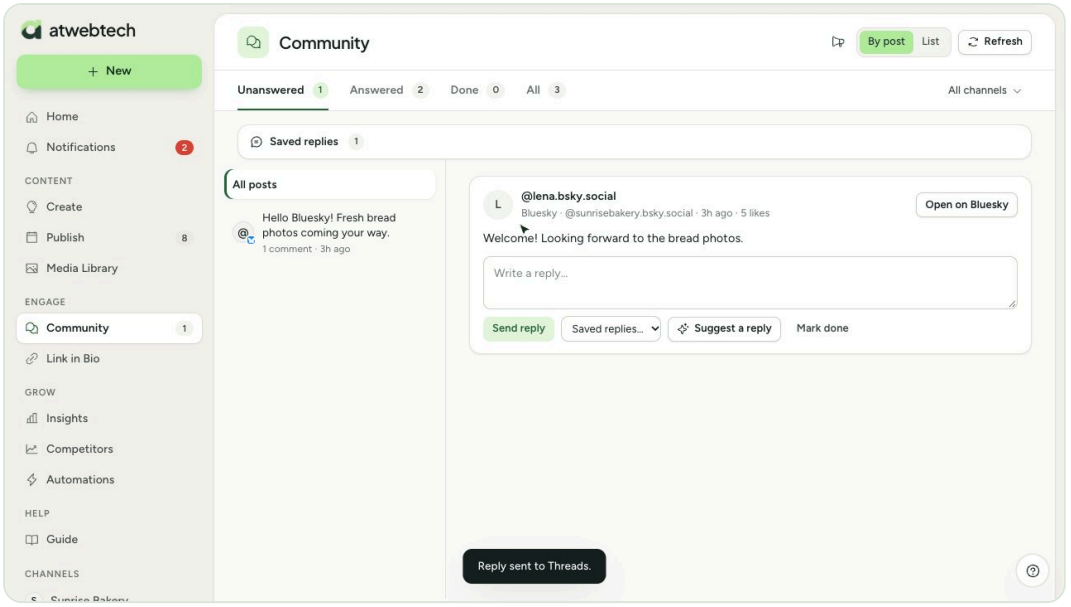
4 Use a saved reply for common questions

Pick a saved reply from the list to fill the box in one click. Add your own under **Saved replies** at the top.



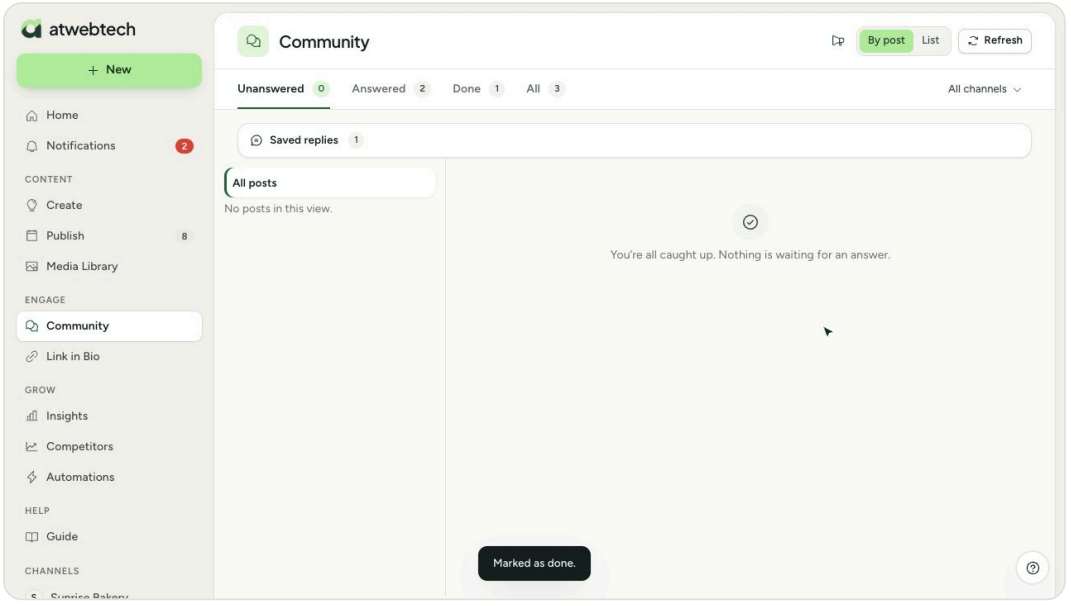
5 Press Send reply

The reply is posted on the network under your name, and the comment moves to **Answered**.



6 Mark done when no answer is needed

Mark done clears a comment from Unanswered without replying, for example a simple thank-you.



GUIDE 6 · GROW

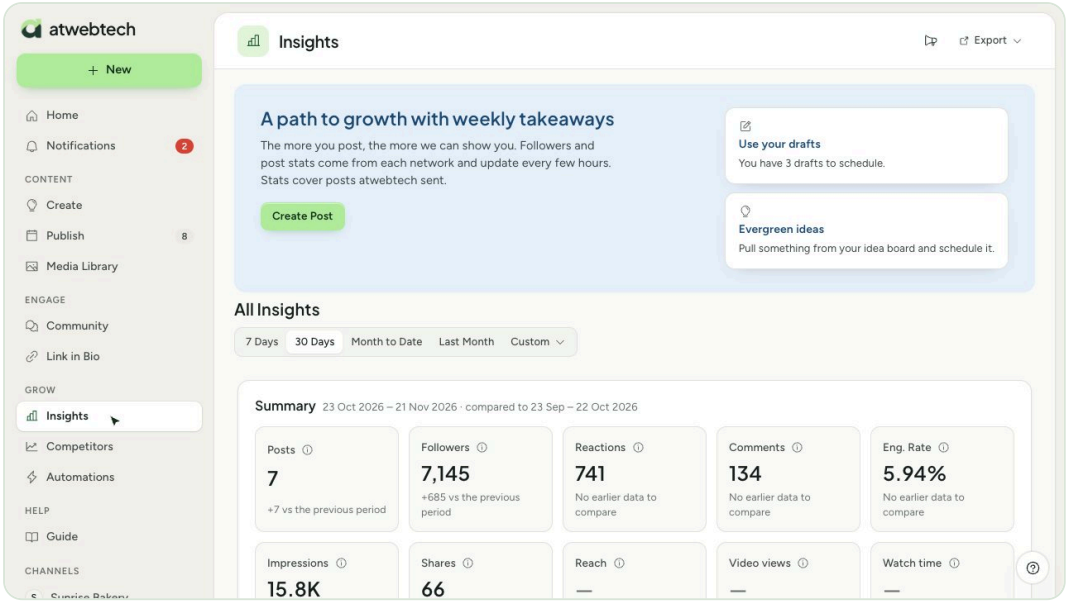
See what is working

Totals, best times, hashtags, top posts and reports.

Video (62 seconds): **atwebtech.us/app/guide/insights**

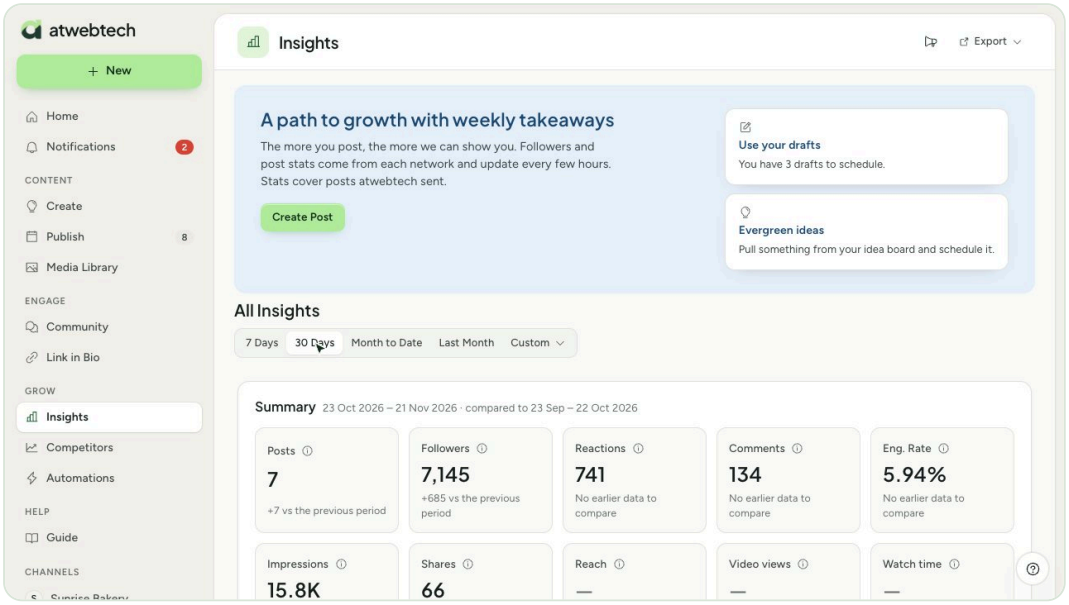
1 Open Insights

Click **Insights** in the menu to see how your posts performed.



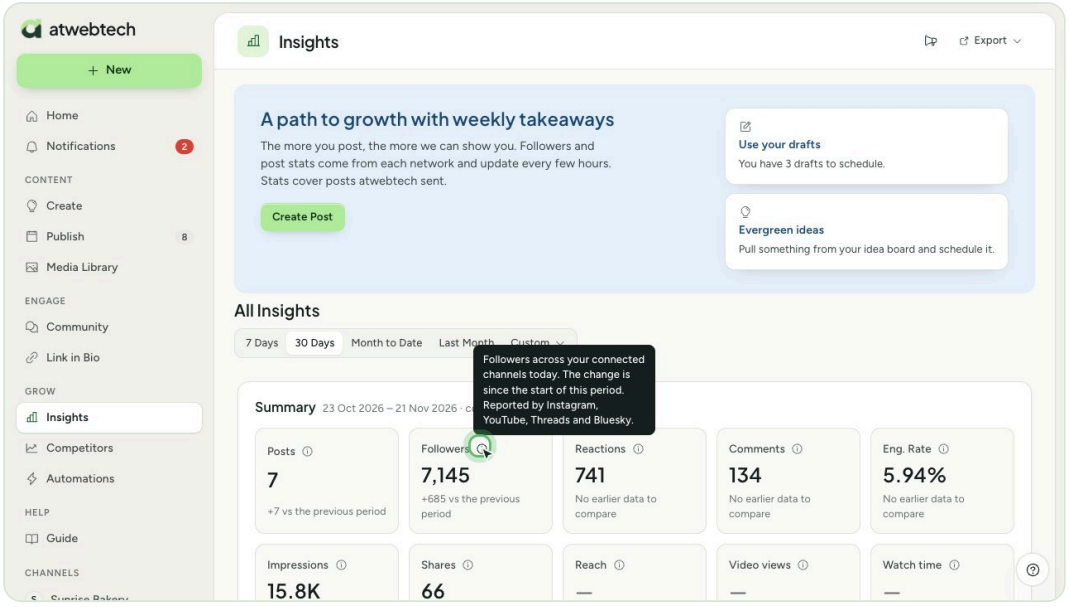
2 Choose the period

Switch between **7 Days**, **30 Days**, **Month to Date** and **Last Month**. Each number shows how it changed against the period before.



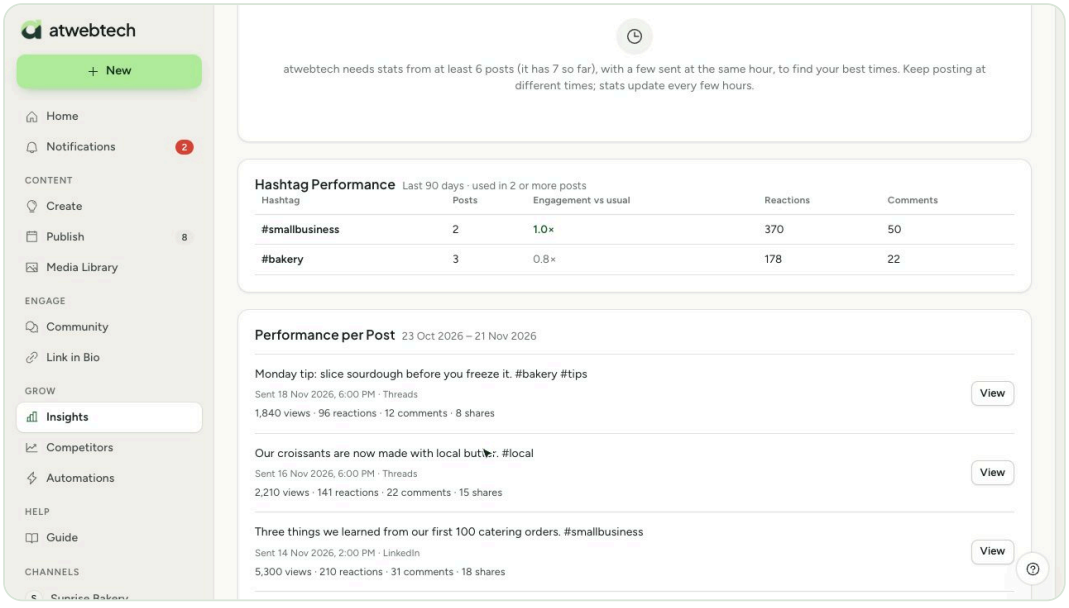
3 Read the totals

Posts, followers, reactions, comments, shares and views for all your channels together. The small **i** next to a number explains what it counts.



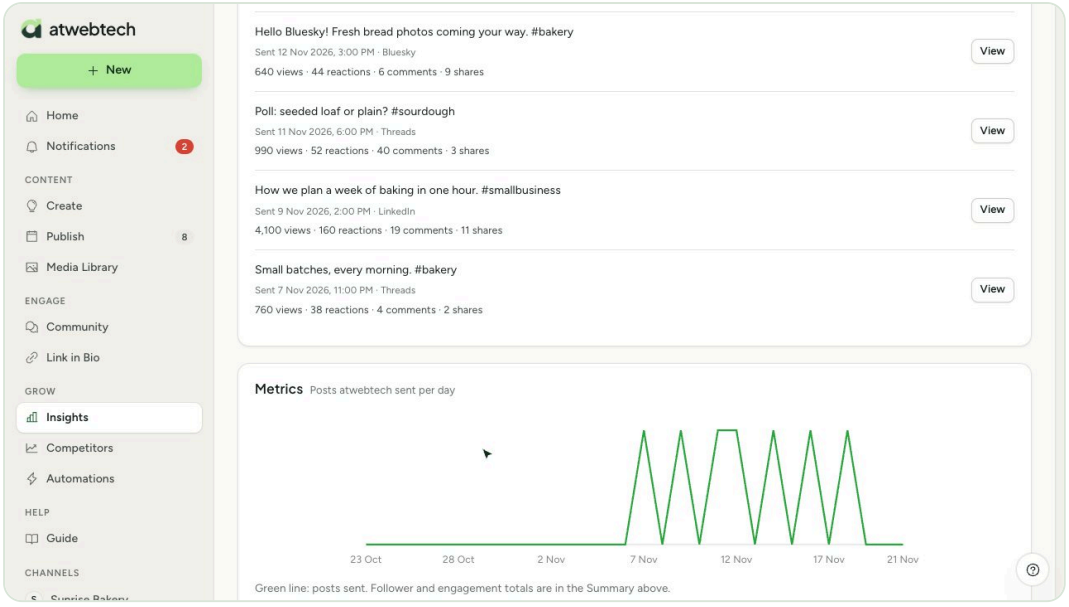
4 Find your best times and hashtags

Scroll down for the hours when your posts did best and how each hashtag performed. **Use these times** applies them to a channel's schedule.



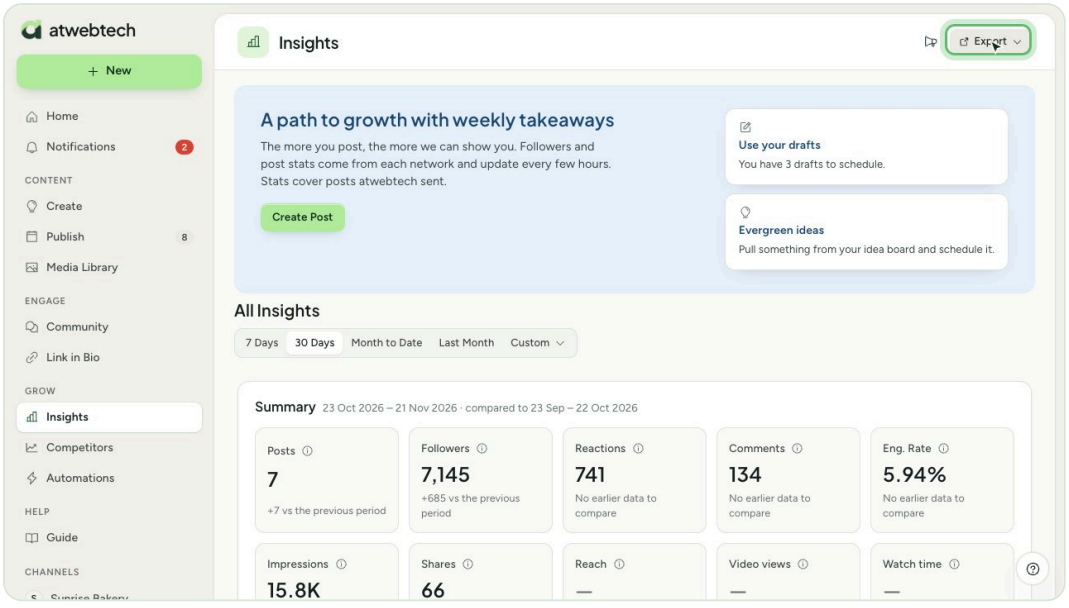
5 Learn from your top posts

The posts with the most engagement are listed at the bottom. **View** opens the post on its network.



6 Export a report

Back at the top, **Export** downloads the numbers as a file you can open in Excel or Google Sheets.



GUIDE 7 · GROW

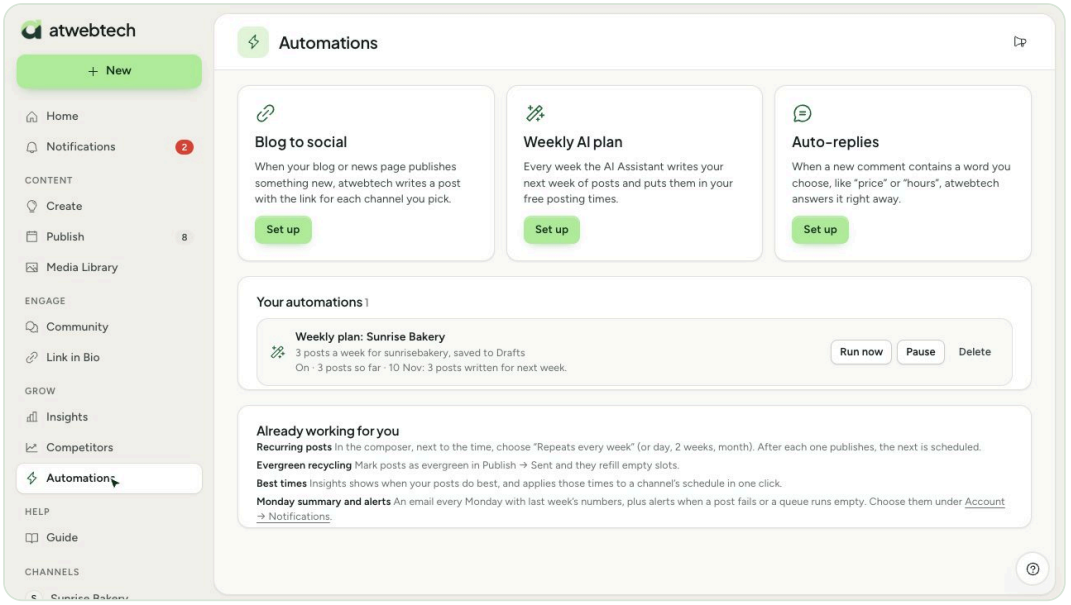
Let atwebtech do the weekly work

A weekly AI plan, blog to social and automatic replies.

Video (60 seconds): **atwebtech.us/app/guide/automations**

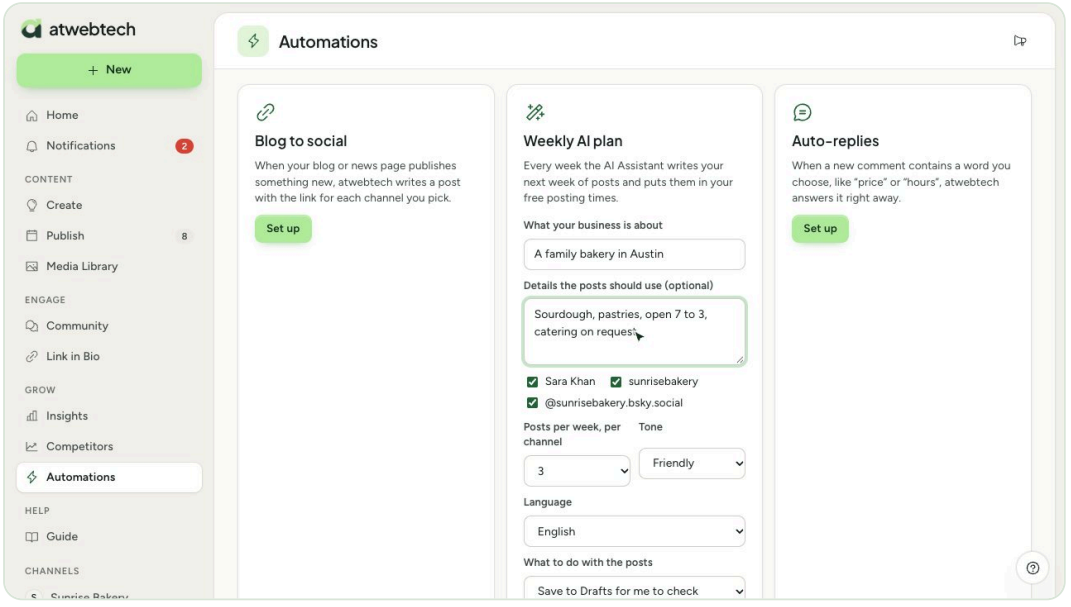
1 Open Automations

Click **Automations** in the menu. There are three kinds: blog to social, a weekly AI plan, and automatic replies.



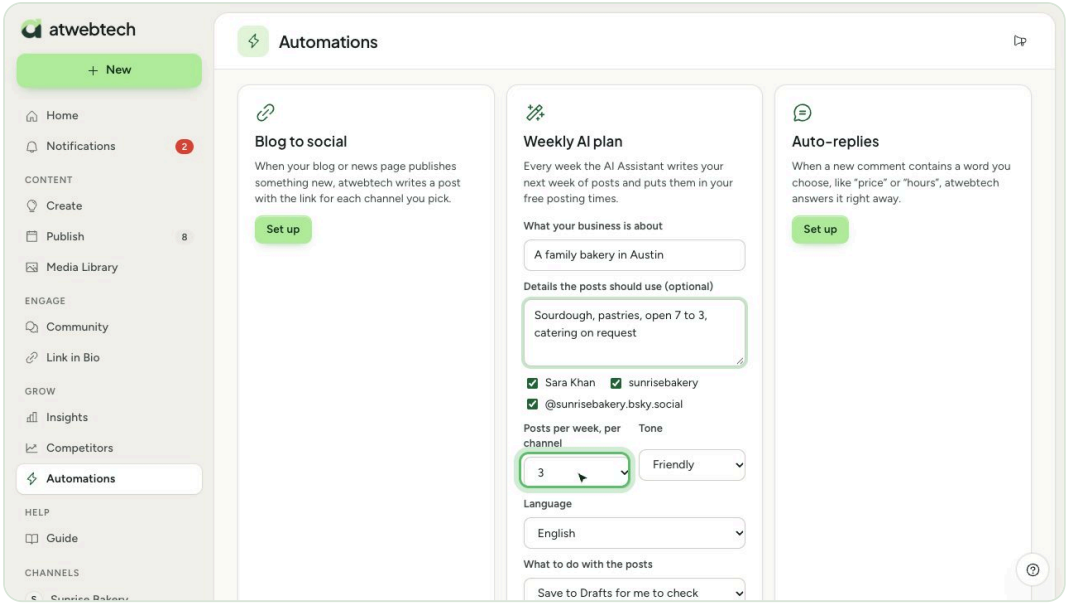
2 Weekly plan: describe your business

Open **Set up** on the weekly plan. Tell the AI Assistant what your business is and what customers ask about.



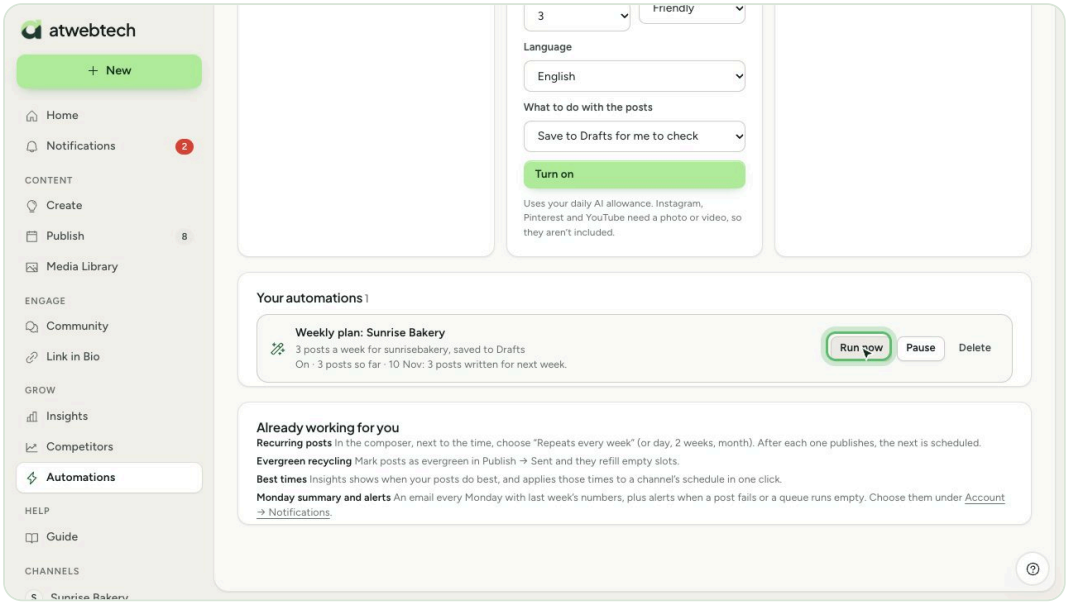
3 Choose channels and how many posts

Tick the channels to write for, how many posts a week, and the tone. **Draft** means nothing is published until you have read it.



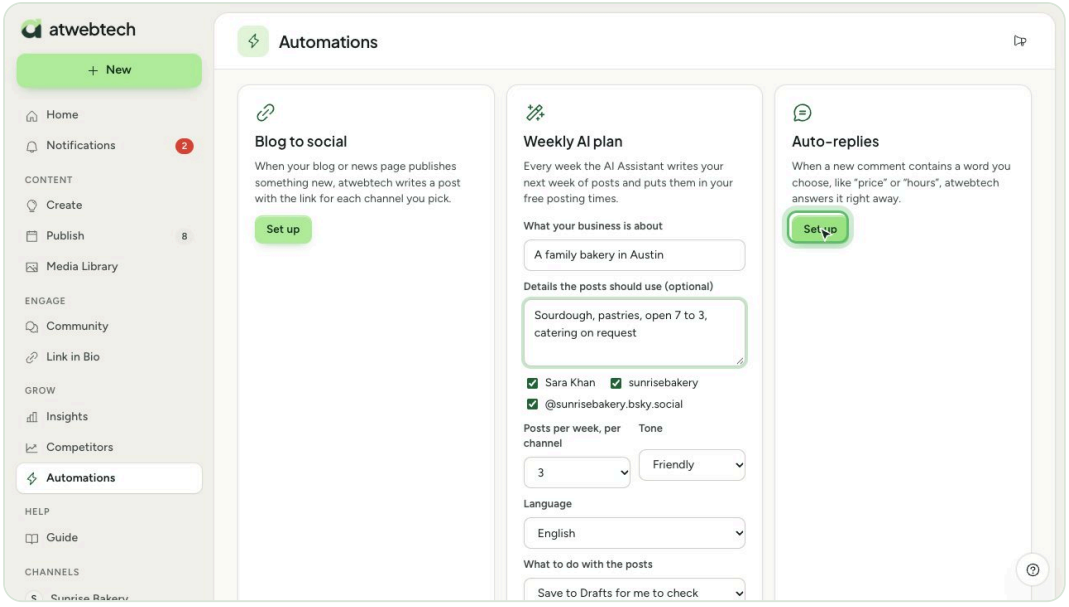
4 Your automations are listed below

Every automation shows what it made so far. **Run now** starts it immediately, **Pause** stops it, **Delete** removes it.



5 Blog to social and automatic replies

The first box turns new articles from your blog into posts. The third answers common questions, like prices, with a reply you write once.



GUIDE 8 · SETTINGS

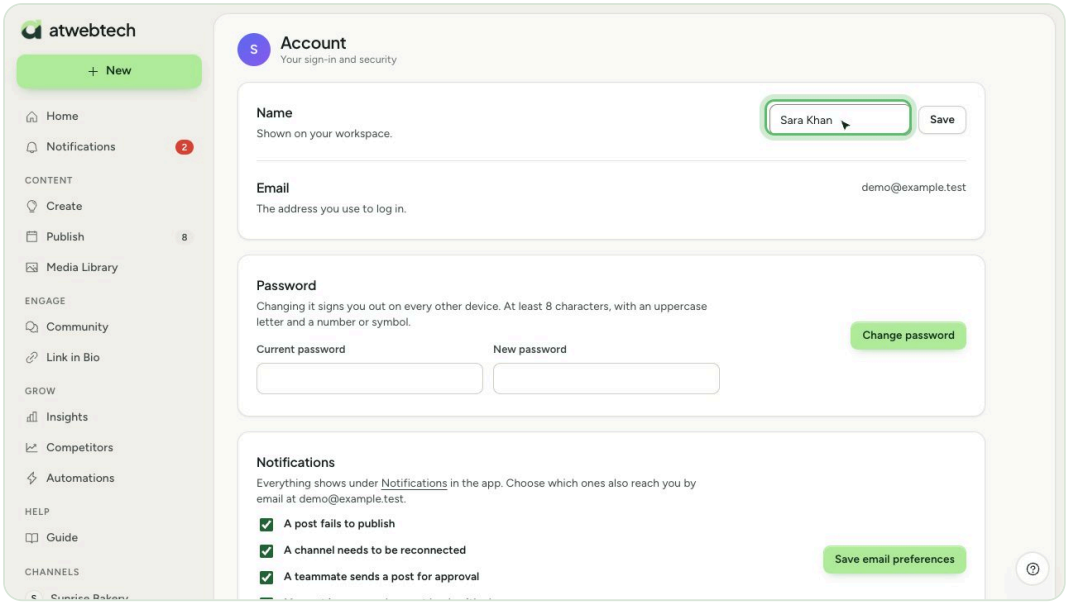
Your account and security

Name, password, email alerts, two-factor and deleting your account.

Video (64 seconds): **atwebtech.us/app/guide/account**

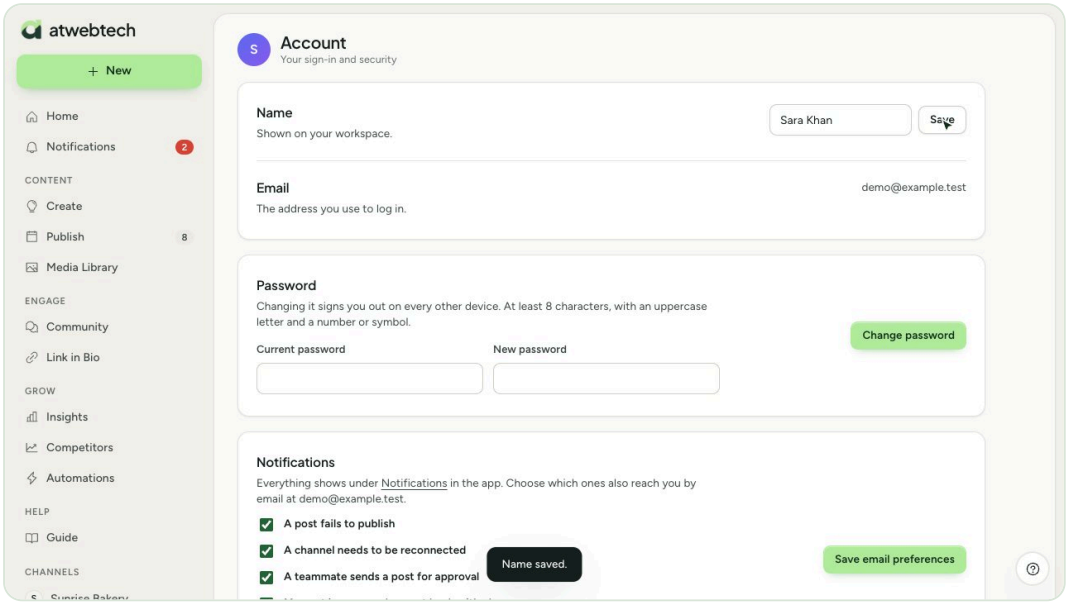
1 Open Account

Click your name at the bottom of the menu, then **Account**. Here you change your name, password and email alerts.



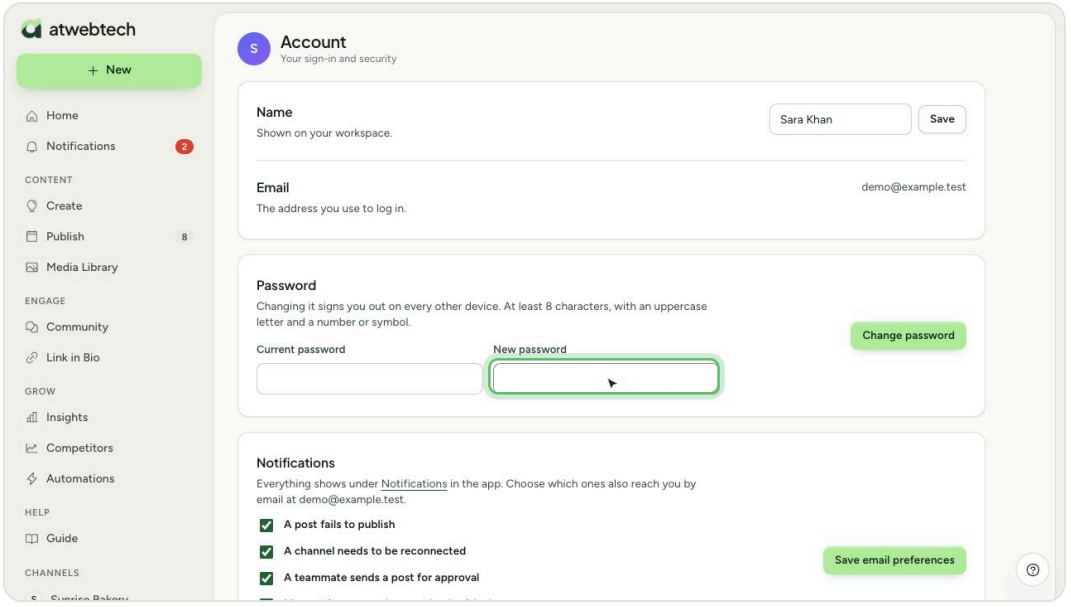
2 Change your name

Type the name teammates should see and press **Save**.



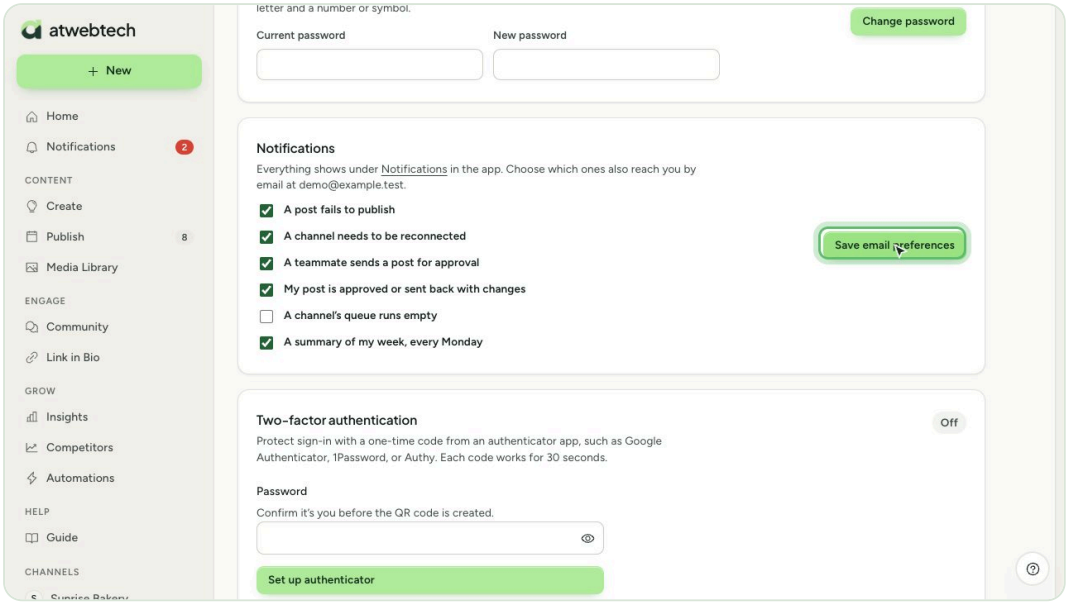
3 Change your password

Enter your current password and a new one. Changing it signs you out on every other device, including the phone app.



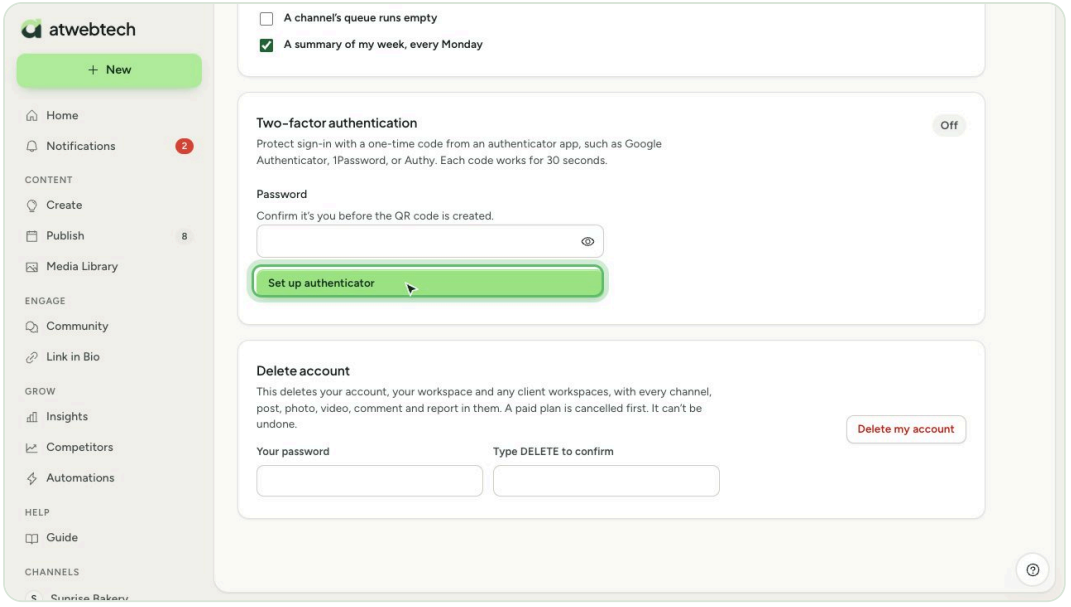
4 Choose which emails you get

Tick what you want to hear about: a failed post, a channel that needs reconnecting, approvals, an empty queue, and a Monday summary.



5 Turn on two-factor authentication

For extra safety, **Set up authenticator** asks for a code from an app such as Google Authenticator every time you log in.



6 Delete your account

At the very bottom, **Delete my account** removes your account and everything in it for good. It asks for your password and the word DELETE first.

