

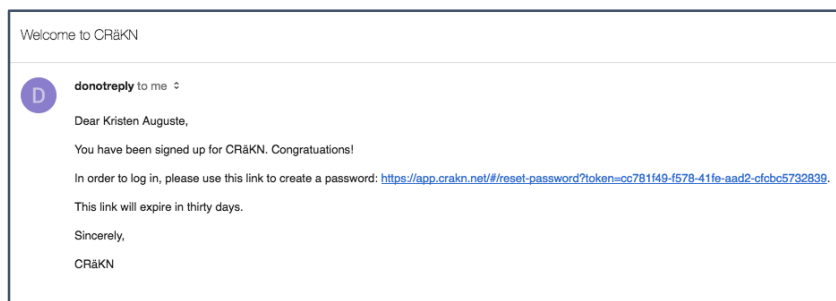


Time to Get CRäKN!

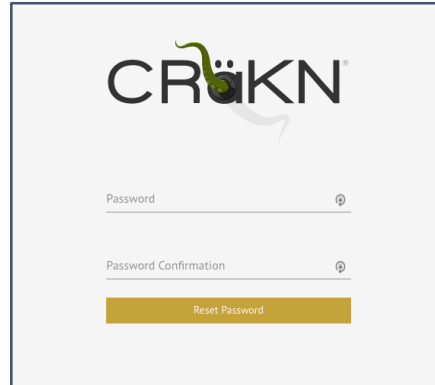
Welcome to CRäKN! We're so excited that you've decided to work with us.

What's next now that you've received your CRäKN welcome email? Follow these five easy steps to get started. Please reach out if you have any questions along the way!

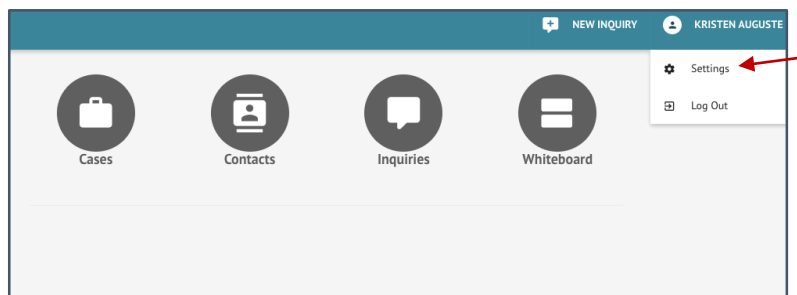
1. Click on the link within the welcome email.



2. Set up and confirm your password for CRäKN.



3. Set your user preferences by clicking on your name in the upper right corner and then on *Settings*.





4. **Add or edit your information within the User Settings area by clicking on *Info*.**
 - a. Add a picture of yourself by dragging and dropping an image into the box or selecting an image from your computer.
 - b. Add your Mobile Phone number if your phone number isn't listed.
 - c. Update Communication Preference to Email or SMS.
 - i. *Hint: Most user's select SMS so they can receive notifications directly to their phone.*
 - d. If relevant, add Funeral Director License # and/or Embalmer License #.
 - e. Click *Save* once you've added all your information.

A screenshot of the 'User Info' form within the CRäKN application. The form is titled 'User Info' and has a sidebar on the left with options: 'Info' (selected), 'Calendar Export', and 'Update Password'. The main content area contains several input fields: 'Email' (kristen.auguste@crakn.net), 'Mobile Phone' ((513) 555-5555), 'Communication Preference' (Email), 'Funeral Director License #', and 'Embalmer License #'. A dashed box highlights the area for adding a profile picture with the text 'Drag and drop an image or click to select one'. A 'Save' button is located at the bottom right of the form.

5. **If you have any questions, please don't hesitate to reach out to us by clicking on the *Live Help* button within CRäKN.**

A screenshot of the CRäKN application's 'User Settings' page. The top navigation bar shows 'CRäKN' on the left, 'NEW INQUIRY' in the center, and 'KRISTEN AUGUSTE' on the right. A sidebar on the left lists various application features: Dashboard, Cases, Financial Detail, Contacts, Inquiries, Accounting, Whiteboard, Places, Calendar, and Live Help. A red arrow points to the 'Live Help' option. The main content area is titled 'User Settings' and contains the same 'User Info' form as shown in the previous screenshot, with the 'Info' option selected in the sidebar.