



# **NEW USER - GETTING STARTED GUIDE**

Version 1.0 // 4.2025



## **Getting Started. Your First Steps with Fetch.**

Welcome! If you're logging in for the first time, here are the three essential things you need to do to get up and running:

1. **Connect your social media accounts** – so Fetch knows where to send your content.
2. **Create your first social media plan** – this is where you'll build and schedule your posts.
3. **Know where to get help** – if you get stuck, we're here to help anytime.

Once you've completed these simple steps, you'll be ready to start creating and publishing great social media content using Fetch.

## 1. Connect your social media accounts

This is a crucial step to enable you to publish posts from our platform to your social media accounts.

To connect social media accounts that you are the owner or admin of please follow the below steps.

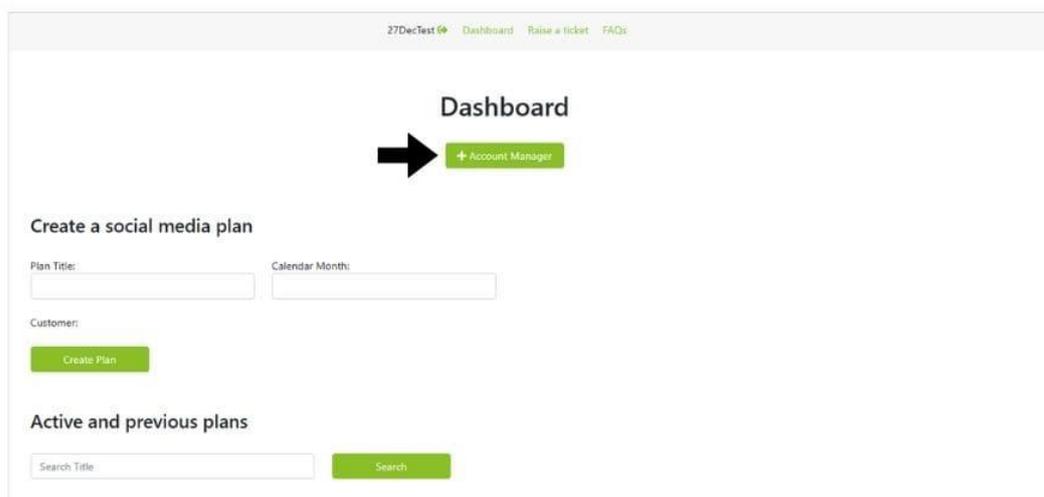
1. Login to the Fetch platform.
2. When taken to the homepage. Click on the green button called **'Account Manager.'**
3. When the page loads, under the sub-heading 'Account Manager' you will see a number of buttons. Each button allows you to connect your social media account(s) to the platform.
4. Click on the social media account you want to connect and follow the instructions.
5. When connected you will be returned to a confirmation page.
6. Click on the 'box' to the right of where the account information is displayed. And then click on the button called 'Add Profile.'

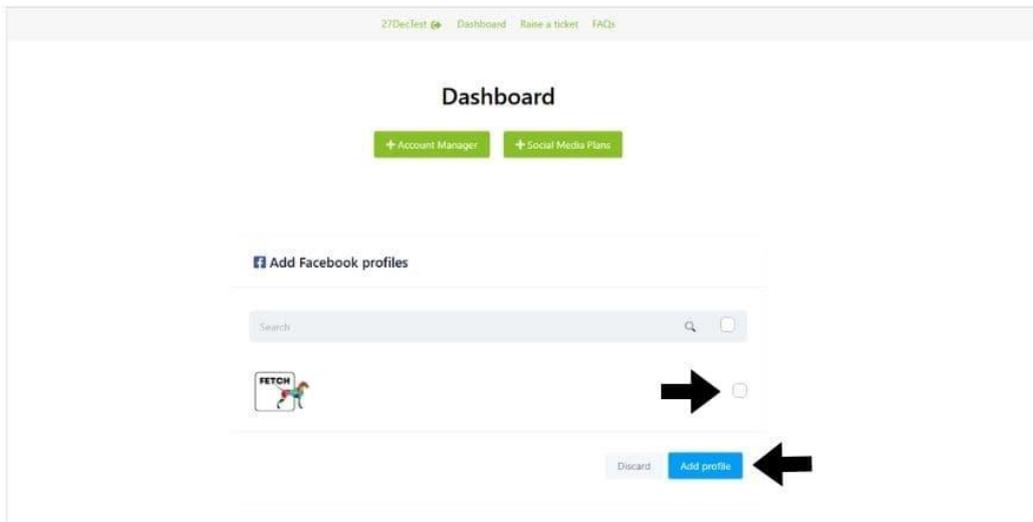
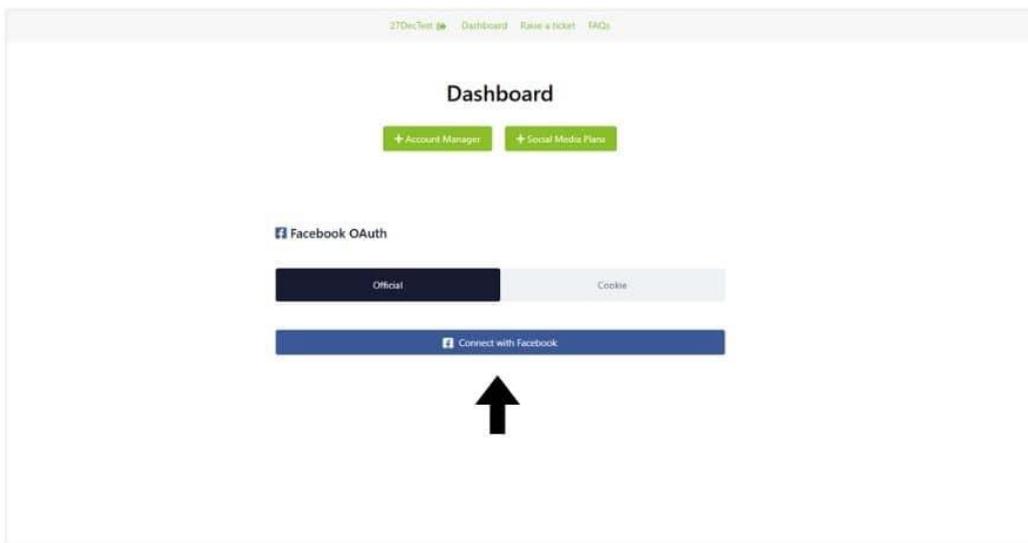
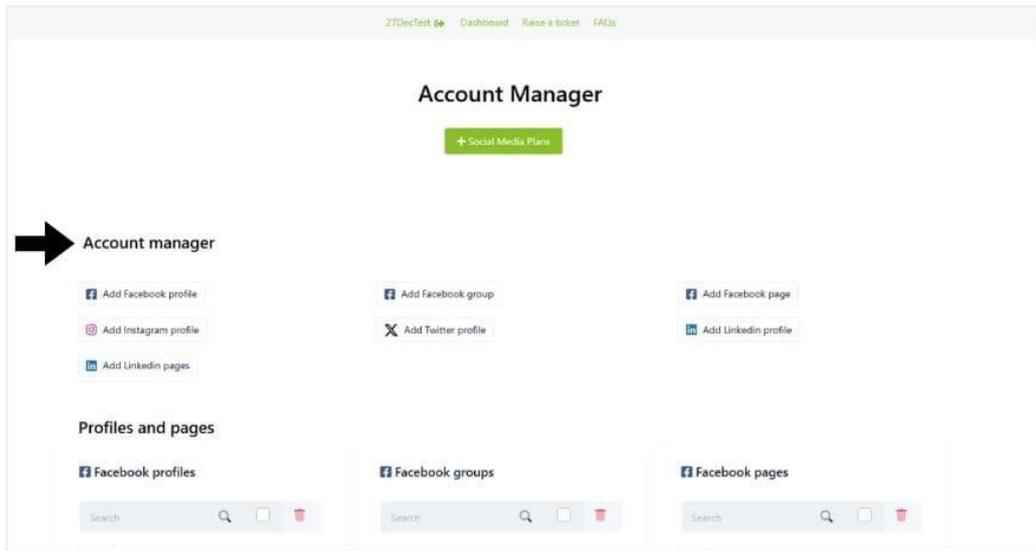
The page should then show a 'Success' banner at which point you will automatically be taken back to the 'Account Manager' homepage.

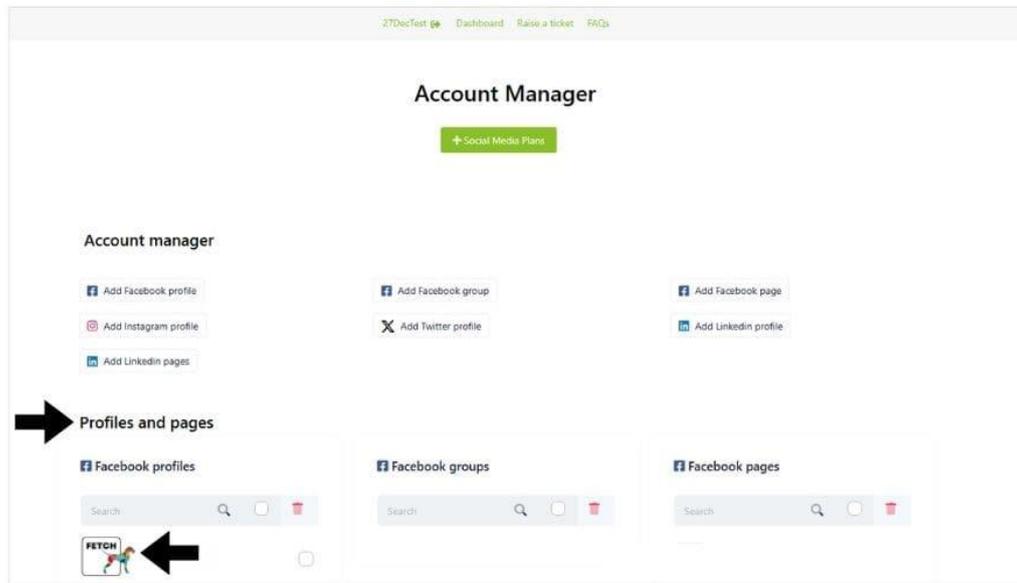
The social media account that you have added will be shown under the 'Profiles and pages' section.

To add more social media accounts, repeat the above steps.

See below screenshots for more.



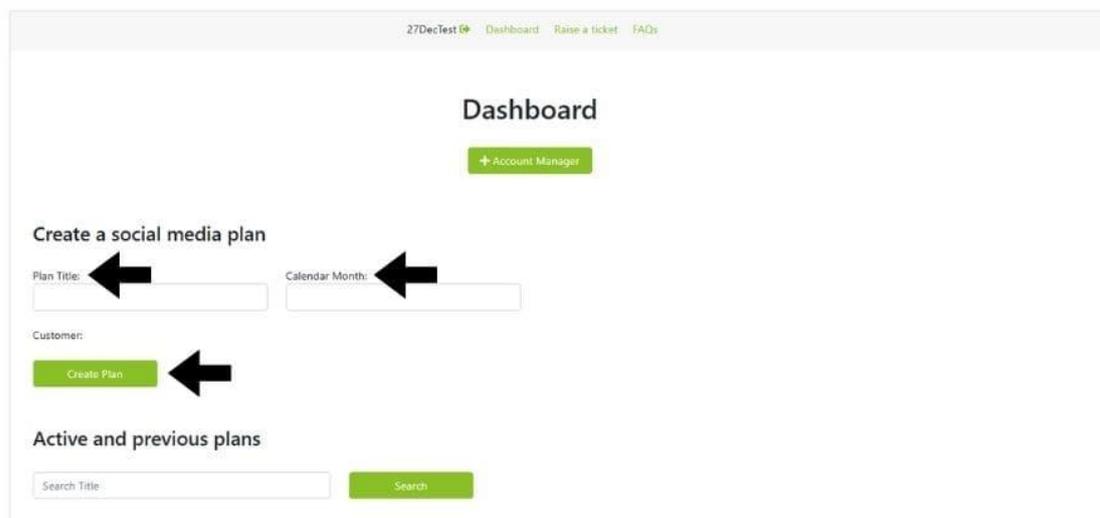




**Need a hand?** Just click the **'Raise a Ticket'** link in the main navigation bar of your Fetch account (you'll see it once you're logged in), and our team will get back to you as soon as possible.

## 2. Create your first social media plan

When you login to the content generator you will be taken to your account homepage. Here you can create a new social media plan by giving it a title and selecting the calendar month it relates to. Currently, you are not able to produce more than two social media plans in any one month period.



**Need a hand?** Just click the **'Raise a Ticket'** link in the main navigation bar of your Fetch account (you'll see it once you're logged in), and our team will get back to you as soon as possible.

### **3. Know where to get help**

If you require more assistance during the set-up phase, please contact us using this **form**.

To view all our user help notes and FAQs, **click here**.