

Home Business School Presents...

HBS Guide to Autoresponders

Written by Dean Sharples 2011

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INTRODUCTION TO AUTORESPONDERS

Autoresponders are useful tools that allow you to collect someone's details and use them for a large number of possibilities such as newsletters, ezines, mailing lists and email tutorials. By building up a database of names and email addresses you will be able to send your mailings to thousands of people quickly and easily. You can even arrange to have a series of letters sent automatically on set dates which looks like you are sending them yourself – where in actual fact it is the autoresponder sending them which saves you a lot of time and effort.

MAILING LIST

When you buy something online you are usually added to a mailing list. This allows the stores to email you with offers such as new products or discounts on existing ones. This way they can gain repeat custom from you without relying on you going back to their websites. A store such as Amazon who stocks a variety of items may record extra information about the kind of products you usually buy so they can mail you about them. Some companies give you the option to sign up for their mailing list (or newsletter) so you get the choice whether you want to receive email from them or not.

NEWSLETTER AND EZINES

There are many newsletters and ezines on the Internet that you can subscribe to and have delivered to your inbox on a weekly or monthly basis. With an autoresponder you can create your own newsletter or ezine and set up your autoresponder to send it to your subscribers. Once you decide on a subject you can promote your newsletter using various resources such as traffic exchanges and article directories. When you have built a large subscriber base you could sell advertising space to companies or even promote your own products to make money.

FOLLOW UP LETTERS

Autoresponders allow you to create a series of emails and sent them to your subscribers on set dates. These emails are known as **Follow up Letters**. Once a prospect (person interested in your offer) requests information from you then they will receive an email with that information. However a single email may not be enough to encourage the prospect to go for what you are offering, therefore you need to send further emails with more information. Professional marketers will tell you it can take between 7-10 emails before a prospect acts upon your offer.

EMAIL TUTORIALS

You can create a tutorial on any subject you like and turn it into an **Email Tutorial**. An email tutorial is simply a set of emails – each one containing a section of the tutorial. Marketers often use email tutorials to promote a product. For example, you could create a ten email tutorial called "10 Steps to Weight Loss" where each email covers various subjects such as exercise, diet foods etc... and at the end of the tutorial you could provide a link to a weight loss product.

TOKENS

A useful feature you will find in most popular autoresponder tools is **Tokens**. These allow you to store and display a piece of information you have received from your prospect. The most common token you will use is the **NAME** token which will store the prospect's full name and insert it in the email you send. This is useful if you want to add a personal touch by addressing the prospect by their name. Another use of tokens would be to store a membership number which you can refer to when contacting customers.

You may ask why you would need an autoresponder when you can just email people yourself. Well you could use a bulk email program to mail a monthly newsletter and just add new subscribers manually. However this would take up a lot of your time as you would have to manually remove subscribers from your mailing list who requests to stop receiving email from you. Follow up letters would be a nightmare as you would have to make a spreadsheet to remind you **which** prospect had **what** email and **when**.

Prospects are also required to verify their email address before they receive any emails - which act as a guard against people entering **Autoresponder Email Addresses**. An autoresponder is so much easier as it puts the whole process on autopilot once you set it up.

TYPES OF AUTORESPONDERS

There are two types of autoresponder tools. One is a program that you can install on your computer and the other is an online version. I do not recommend the ones you install as they will require your computer to be switched on most of the time. Online versions will keep your campaigns running 24 hours a day so prospects can subscribe to your list at any time.

AUTORESPONDER CAMPAIGNS

When you set up an autoresponder with information you are setting up an **Autoresponder Campaign**. Many of the popular autoresponder tools allow you to set up more than one campaign and have them all running at the same time. Each campaign keeps itself separate so you can have more than one mailing list. Imagine having a list of people who read your newsletter and another list of people you are promoting your products to.

EXAMPLE CAMPAIGN

In this guide I will be using the popular Trafficwave Autoresponder which is easy to use and very powerful. Before we start with the lessons I recommend you subscribe to an example campaign. This will allow you to see an autoresponder campaign in action. Click on the link below and you will be taken to a page where you will be asked to submit your name and email address. You will then receive an email asking you to confirm your email address by clicking on a link inside the email. Once you have done this then you will receive the first of a series of follow up letters which will be sent to you daily.

CLICK HERE TO SUBSCRIBE

Bear in mind that you can stop receiving these emails at anytime by clicking on the **Unsubscribe Link** in the email itself. Once you do this then your email address will be removed from the system.

This guide covers how to use a selection of affiliate programs. In order to benefit from it you should at least join Trafficwave so you can follow the lessons.

IMPORTANT: when you click on any of the links below you may be asked if you wish to **Allow** or **Block** this website. You must click **Allow** because if you click **Block** you may never be able to open it again.

AFFILIATE PROGRAMS USED IN THIS COURSE

TRAFFICWAVE: This is the main program used in this course. A powerful newbie-friendly autoresponder that allows you to create unlimited campaigns and recruit unlimited subscribers. It also allows you to create unlimited tracking links, reminders and even promote other programs. You can also earn a regular monthly income as an affiliate. You can get a free 30 day trial with unlimited use of the features.

CLICK HERE FOR MORE INFORMATION ON TRAFFICWAVE

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ADKREATOR: Adkreator allows you to create professional looking splash pages, banners, squeeze pages, buttons and even peel away ads. If you want a quick and easy of designing something then this is the only system you'll need. Improve your response one hundred percent.

CLICK HERE FOR MORE INFORMATION ON ADKREATOR

OTO GOLDMINE: An easy website that allows you to create One Time Offer pages so you can make extra money from your campaigns.

CLICK HERE FOR MORE INFORMATION ON OTO GOLDMINE

LESSONS IN THIS GUIDE

For video presentations of lessons in this course - see the Home Business School **YouTube Channel**.

LESSON 01 – INTRODUCING TRAFFICWAVE

An introduction to the popular Trafficwave autoresponder and its many features.

LESSON 02 – CAMPAIGN OVERVIEW

Learn how a campaign actually comes together complete with letters.

LESSON 03 – CREATING A CAMPAIGN

Learn how to create your first autoresponder campaign with welcome letter.

LESSON 04 – CAPTURE PAGES

Learn how to create nice looking capture pages with the Trafficwave Page Creator.

LESSON 05 – ADDING LETTERS

Learn how to add follow up letters to Trafficwave.

LESSON 06 – BROADCASTING

Learn how to send a letter as a broadcast letter. Used for one-off mailings.

LESSON 07 – USING TOKENS

Discover the advantages of using tokens to collect information

LESSON 08 – PLANNING FOLLOW UP LETTERS

Learn how to plan out follow up letters for your campaign.

LESSON 09 – EARNING MONEY WITH TRAFFICWAVE

Learn how you can make a seven figure income with Trafficwave as an affiliate.

LESSON 10 – HOW TO REBRAND THIS GUIDE

Learn how to rebrand this guide so you can start building large downlines and income.

REBRANDING PACK

Home Business School Guide to Autoresponders

This is an optional download for people who want to rebrand this guide with their own affiliate links. This means that people will be able to join your downline in the programs featured in this guide.

CLICK HERE TO DOWNLOAD REBRANDING PACK

LESSON 01 – INTRODUCING TRAFFICWAVE

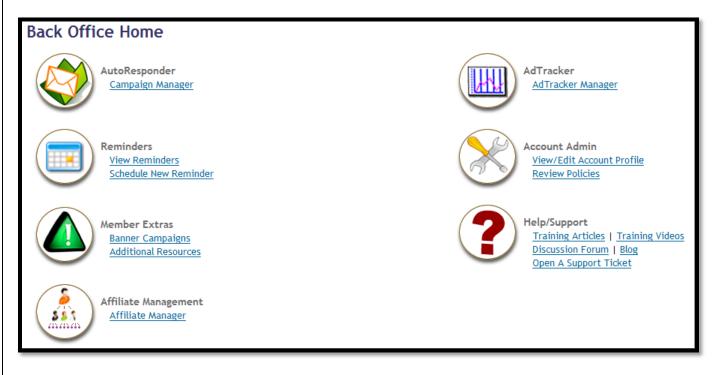
Although there are many good autoresponder tools out there I personally find that Trafficwave is the best one for ease of use, powerful features and a reasonable price tag. It comes with email and video tutorials to help you get started and is perfect for the complete beginner.

It also comes with a free trial which allows you full use of all its features for 30 days. If you wish to continue using it then you just pay a low monthly fee of \$17.95.

An extra benefit of becoming a full member is the **Affiliate Option** which will allow you to earn a regular monthly income just by promoting Trafficwave to people such as family and friends. For each person who signs up for a full membership you will receive a Fast Track Bonus of \$17.95 plus a continuing monthly commission. You will also earn extra bonuses from any members that your members bring in. For more information on how much you can earn - read the Trafficwave Income Opportunity page.

CLICK HERE TO JOIN TRAFFICWAVE

I will now take you through some of the features you can use in Trafficwave. Note you will find similar features in other autoresponder tools as well, so reading this lesson will be of benefit to you if you decide to use a different autoresponder. The screenshot below shows the Trafficwave Back Office.



CAMPAIGN MANAGER

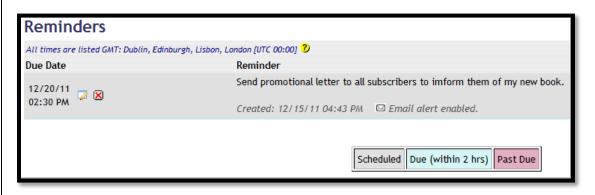
The Campaign Manager as you will have guessed allows you to create and manage your campaigns. You can also create a webpage to promote your campaign with the built in capture page creator. I will cover this feature in more detail in a later lesson.

REMINDERS

This is a very useful tool as it allows you to create little reminders about anything you want. An example could be to remind you to mail your subscribers about your latest product. You can set the date and time you want to be reminded and have Trafficwave send you an email when the time comes. The screenshot

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shows an example reminder which I have created to remind me to send a promotional email to all my subscribers to inform them of my latest book.



BANNER CAMPAIGNS

These can be found under the **Member Extras** section and can be used to promote any banner you wish on your Trafficwave Affiliate website, allowing you to promote other programs as well.



ADTRACKER MANAGER

When you use any form of email advertising such as Safelists it is useful to track how many times that someone has actually clicked on your link and visited your website. This way you will be able to see how many visitors you are actually getting from a particular advertising service.

	Sort	List By:	Show Gro	up:
AdTracker Overview	Nic	kname (A to Z)	✓All Gr	oups/No Group 🔻
All times are listed GMT: Dublin, Edinburgh, Lisbon, London [UTC 00:00] 🧿		Reset Selected	Group Selected	Delete Selected
Nickname	Hits	Rel.Info	,	Select
(Contemporal interview) (Conte	0 Hits since Dec 15th,		ww.home-business-schoo o Group	ol.com 🛛 🗙 💼
				Select
All times are listed GMT: Dublin, Edinburgh, Lisbon, London [UTC 00:00] 🏾		Reset Selected	Group Selected	Delete Selected

The **Affiliate Manager** contains all the tools and WebPages you need to make money with Trafficwave which I will cover in detail in a later lesson. There is also a Help/Support section here with video and email tutorials and a forum where you can post messages for extra help.

TRAFFICWAVE MEMBERSHIP

In order to follow the rest of the lessons in this guide I recommend you sign up for your free 30 day trial in Trafficwave. I assure you that you will **NOT** be asked to spend any money unless you decide to become

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a full active member. You can use all the features (except for the Affiliate Option) for 30 days and you can cancel your membership at anytime.

Go back to the introduction lesson and click on the link to open Trafficwave. Next, click on the "Register" link at the top of the screen. This is where you can decide whether you want a free 30 day trial or a full active membership. You will see a list of features that you get with your trial or full membership.

If you decide to go for the full membership then you will be expected to set up your payment details. If you go for the free trial you can upgrade anytime during the trial process. Let's get started – scroll down the bottom of the page and click the **Free Trial** link.

Custom Landing/Confirmation Option	4	•
Capture Full Contact Information	√	•
24/7 Online Access To Your Account	√	•
Unlimited Banner Advertising	1	•
Add Subscribers via Import		•
Optional <u>Affiliate Plan</u>		•
Monthly Cost	FREE for 30 Days	\$17.95
How Would You Like To Start?	Free Trial	<u>Paid</u>

STEP 01 – ENTER YOUR DETAILS

On the form that appears you will need to fill out a few details such as a username, email address and your name and home address. Once you have done this then scroll down the page to choose your enrolment type. Make sure you check the box to agree with their policies.

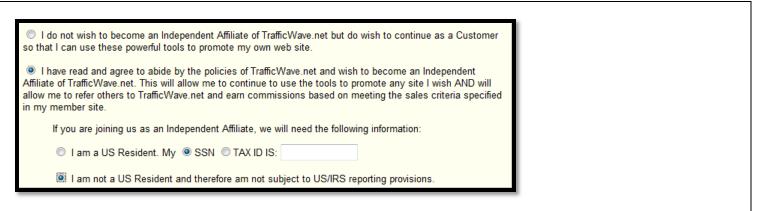
Choose an Enrollment Type	
Enroll as Free Trial Member	Enroll as Active Member
Try TrafficWave.net free for the first thirty days	© Begin your full membership at \$17.95 USD per month
As soon as the form is submitted, your information will be proces Enrol	ased and you will be taken to the final step(s) of your enrollment.

Sometimes Trafficwave will report an error which usually happens when there is a problem with your username. Make sure your username is between 3 and 15 characters and includes only letters and numbers. If you get an error message then just refresh the page and alter the error.

STEP 02 - VERIFY YOUR ACCOUNT

You will be told to check your email for a verification email. This email contains a long link which you must click to verify your new account. Once you have done this then you will receive a welcome email with your username and password so you can log in to your Trafficwave Back Office.

Log in to your Trafficwave Back Office and you will be presented with a form. This form will ask you if you want to use Trafficwave as a customer only or as an affiliate as well. If you are from the USA then you will need to enter your **SNN** and **TAX ID IS**.



When you have finished then click the button at the bottom of the screen to enter your Back Office.



Notice the menu options at the top of the screen. You can use these menus to access different parts of your Back Office. They perform the same function as the links you see on this page. It is up to you which menu system you prefer to use.

On the left hand side of the screen you will see your account information. This tells you how many days are left of your 30 day trial. It also reminds you that you currently have no billing information on file. Unless you decide to add your billing information then all the features will stop working after 30 days and you will have to enter them and upgrade to an active member to continue usage.

ACCOUNT ADMIN

Click on the link that says "View/Edit Account Profile" under the Account Admin section (or Acct.Admin) from the menu bar on the top of the screen).

This page allows you to change your personal settings such as your address and password. It also allows you to change your payment information. Look to the top left and you will see a small menu like the one below. These menus appear in other sections of your Back Office as well.

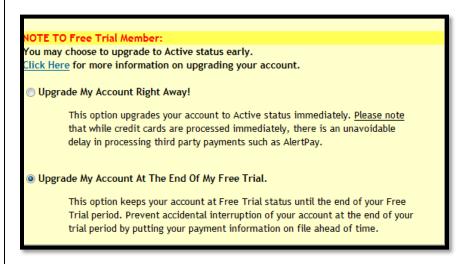


If you want to cancel your account then click on the "Cancel Account" link. You can also upgrade your account by clicking on the "Upgrade Account" link. Providing you have entered your payment information then you can become a full active member anytime you want.

Locate the part of the page as shown below. As you have no payment information on file then you will be informed of this. When you are ready to add the information then click on the "Click Here to Change Payment Information" button and you will be taken to the next screen.

PAYMENT INFORMATION:	
Next Billing Date: approximate	January 15th, 2012
Payment Method:	${f \Delta}$ This account has NO payment information on file.
	Click Here to Change Payment Information

The top part of this page gives you the option to upgrade your account right now or automatically upgrade at the end of the 30 day trial. Choose the option you prefer.



Scroll down the screen and enter your payment details. You can choose between a credit card, PayPal or AlertPay. Once you have done this then your billing details will be safely stored and you will be billed a monthly membership fee of \$17.95 - unless you cancel your account.

LESSON 02 – CAMPAIGN OVERVIEW

As mentioned previously, an autoresponder campaign contains the information you need to send to your prospects or subscribers. In this lesson you will examine the default Trafficwave campaign which comes pre-installed in every new account. Log into your back office and click the "Campaign Manager" link.



The Campaign Manager contains a list of all your current campaigns. Currently there is only the **Default Campaign** which is used to promote Trafficwave.



On the left hand side of the page you will see a small menu with a list of options. Each section of Trafficwave contains this small menu which you can use to perform a task.



Under the menu you will see a "Notes" section. This briefly explains what each option does. Notice that there is a flashing message telling you that there is a new set of autoresponder letters available. This is a useful feature of Trafficwave that allows you to define a set of letters which any other Trafficwave user can import into their own campaign. Great if you want to update letters from your computer and then simply contact other users to import them from you.



IMPORTING LETTERS INTO DEFAULT CAMPAIGN

Before we proceed you will need to import these letters into the default campaign as it currently has no letters installed. To do this, click "Retrieve Published Campaign" from the left hand menu.



On the next screen you have two options. The first one is to retrieve the Default Autoresponder Letters and the second one is to retrieve letters from another Trafficwave user. For this option you will need an "Autoresponder ID Number" and a "5 Digit Code" which you will get from the person with the letters.

As we only want the default letters you should select the first option to "Retrieve Trafficwave.net Master Autoresponder Letters" (Step 1). Next choose which campaign to overwrite. From the drop down menu choose "DEFAULT" (Step 2). Now click on the "Retrieve Pre-Written Autoresponder Letters" button.

STEP	2 1: Select a letter series to retrieve
R	Retrieve TrafficWave.net Master Autoresponder Letters 🤣
	There is an updated TrafficWave Autoresponder letter series currently available.
	OR Retrieve OTHER Pre-Written Autoresponder Letters ? rder to retrieve Pre-written Autoresponder Letters from another member, you will need to enter the ID Number of the Autoresponder and the 5 digit authorization code (provided by the owner the letters) below: Autoresponder ID Number: 5 digit code:
STEP	2 2: Select a new home for this letter series
	Please select the AutoResponder Campaign to overwrite:SELECT
	WARNING: This process will OVERWRITE your Campaign's current followup letters. To minimize/prevent unwanted results, you can also create a NEW Campaign and copy letters as needed between AutoResponder Campaigns.
	Retrieve Pre-Written Autoresponder Letters
ou	will receive a message telling you that the 13 letters have been placed in the series "DEFAULT".
	e TrafficWave.net Master Autoresponder Letters (13 in all) have been placed in the series nicknamed FAULT
	While the letters from the TrafficWave.net Master Series are pre-formatted with your member information, it is always a good idea to review them for accuracy.

Let's take a closer look at the campaign. From here you can take a shortcut by clicking on the "Click Here to review your changes" link or you can click on "Campaign Overview" from the left hand menu. From that

menu you will have to click on the name of the campaign to enter it. Of course right now it is easier to

Click Here to review your changes.

CAMPAIGN PROFILE

take the shortcut. This brings you to this page.

mpaign Profile	Signature Tokens	Campaign Options	Confirmation Le	etter		
Campaign Nickna	me:		DE	EFAULT [Camp	paign ID# 233314]	
Campaign Descrip	otion: 🍞					
Campaign "From" Edited under Signat			Но	ome Business S	School	
Campaign Email A Edited under Signat			sil	llysoftware@g	mail.com	
Campaign CAN-SP	'AM Postal Address: 🕇)	Ac Ci St Pc	ame: ddress: ity: tate/Province: ostal Zip Code: ountry:		
Campaign Report Edited under Signat			Но	ow Autorespor	nders Can Make You More Money	
Capture Page URI Customized under (ht	ttp://www.tra	fficwave.net/lcp/deansharples10/DE	FAULT
Email Subscriptio	on Address:		OF	R	@info.trafficwave.net .DEFAULT@info.trafficwave.net	
Campaign Chains Edited under Camp	aign Chaining 🕒		nc	o chains.		
Update Campai	gn Profile Information					

The Campaign Profile is the first of four pages where you can view and change the settings for your campaign. Here you can see the "Capture Page URL" and "Email Subscription" address for your campaign which I will cover in a later lesson. Notice the four tabs at the top of this page? Click on the one that says "Signature Tokens" to view the next page.

SIGNATURE TOKENS

Campaign Profile			
Campaign Profile Signature Tokens	Campaign Options	Confirmation Letter	
"Standard" Signature Toker	ns		
Your Return E-mail Name: SIG_NAME	Hon	ne Business School	
Your Return E-mail Address: SIG_EMAIL	hon	nebizschool@gmail.com	
Campaign Title: ? SIG_TITLE	How	/ Autoresponders Can Ma	ake You More Money
Company Name (optional): SIG_COMPANY			
Phone Number (optional): SIG_PHONE			
Update Signature Tokens			

The Signature Tokens allow you to enter the name that will appear when you send the letter. The return email address is the address you want your subscribers to reply to. The "Campaign Title" tells your prospect what this campaign is all about which is "How Autoresponders can make you More Money".

CAMPAIGN OPTIONS



Remember how you retrieved the letter series for this campaign? This page allows you to choose whether you want to allow other people to retrieve your letters. Click the "Publish This Letters" box and you will get an Autoresponder ID Number and a Five Digit Code to give to them so they can retrieve your letters.

Trafficwave does its job without bothering you but if you want to know if you have received any new subscribers then you can ask Trafficwave to send you an email every time someone subscribes to your campaign and confirms their email. Click the "Send Notification upon Confirmation" box to allow this.

CONFIRMATION LETTER

Campaign P	rofile
Your Campaign Op	tions have been changed. Thank You.
Campaign Profile	Signature Tokens Campaign Options Confirmation Letter
no custom	message found
Edit Conf. Lette	r Proofread Conf. Letter

As mentioned before, when someone enters their details on your form they first receive a confirmation letter which tells them they need to confirm their email address. Once they do that then they will get the rest of the letters in the campaign. By default a simple message is sent but you can create your own letter in this section. To do this you click the "Edit Conf Letter" button which takes you to the editor.

Edit Campaign Confirmation Message	
The optional custom message you type above will be included with our system confirm will be sent to everyone that is entered in to your AutoResponder via subscription req This is a great way for you to give prospects a little more information about what the improve your subscription rate.	uest or import.
Campaign confirmation messages are sent as plain text and are limited to 1024 chara available in your confirmation message. This is just a simple text message. Message Body:	acters. HIML tags
j.	

You could use this feature to add extra information to encourage the prospect to go ahead and confirm their email address. Here is an example.

Hi,

Thank you for requesting more information about my business opportunity. I am going to send you lots of free information on how you can make a five figure income working from home. But first I need you to confirm your email address so that I know it is you and no-one else using your email address.

Please click on the long link below to confirm and I will send you the information straight away.

Dean

Note: you must not put any links to your website or autoresponder as this may get you a spam complaint.

Finally we will take a look at the letters in this campaign. Notice the tabs at the top? Click on the button that says "Letters". This will bring down a menu. On this menu click "Review/Edit Letters".

 Profile 	Le	tters	Subscrib	ers Ca	pture Pages/Forms		
Irofile Links	Create I	Review/Edit Letters Greate New Letter Retrieve Published Campaign		le			
Campaign Profile Define Campaign Data		Your Campaig	n Option	s have been	changed. Thank You.	2	
Co-Registration Program		Campaign Pro	file Sk	enature Toke	Campaign Options	Confirmation Letter	

FOLLOW UP LETTERS

This is where you will find all the letters that will be sent to your subscriber along with the "Day Delay" value. For a simple mailing list you will probably find just one letter which is the "Welcome Letter".

/iew/Edit Campaign Letters	
etters My Letter Templates (0)	
Automated Follow-up Letters 🦻	
Letter/ID: Subject Line:	# Days Delay:
1 [2020622] Standard And Antonesponders Can Make You More Money	0 (now)
2 2 (1) 2 **NAME** - Let's get you started.	1
3 (2020624] 🕙 **NAME** - Still thinking about Autoresponders?	2
□ 4 [2020625] ④ **NAME** - What Is Holding You Back?	3
5 5 **NAME** - How Do You Really Know?	4
6 (2020627] The second	5
7 (2020628) **NAME** - This is your reminder	6
8 (2020629] **NAME** - Are Competitors Getting Your Sales?	10
9 [2020630] TNAME** - Guaranteed Visitors To Your Web Site	11
10 S **NAME** - Do You Know your ROI?	12
11 [2020632] Thow To Profit From Guaranteed Visitors	14
12 [2020633] 🕙 **NAME** - How Many Visitors Do You Want?	17
13 [2020634] ④ **NAME** - Still thinking about Autoresponders?	19

This campaign has 13 letters in all and each one is written with the purpose of convincing the subscriber to sign up for a Trafficwave Account. You can read the letters by clicking on the subject line for each one.

Notice where it says "**NAME**"? This is a token which will be replaced by the subscriber's name which will be seen in the letter.

DAYS DELAY

A **Day Delay** value tells Trafficwave when to send the next letter. How many days after the first one. The first letter has a Day Value of zero (0) which means "send the first letter as soon as the subscriber confirms their email address". The second letter has a value of one so it is due to be sent one day after the first letter. The last letter (number 13) is sent 19 days after the first letter.

The Day Delay feature allows you to automatically send letters daily, weekly or monthly. So if you wanted to send a letter once a week you could set the values to 0,7,14,21 etc. You can even scatter the letters so one is sent a day later, the second three days letter, the third nine days later and so on.

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