



Life Coach Office

Quick Start Guide

V9.0

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Introduction

Life Coach Office (LCO) is an online platform for managing your coaching business from anywhere with an Internet connection.

Life Coach Office is designed specifically for the solo-coach business owner who wants to live a great lifestyle and run a professional, profitable coaching business online (and yes, this includes you even if you do face-to-face coaching - the days of big client binders are over!).

Because LCO has been designed to be as intuitive as possible, it does not matter if you are great with computers or are a total IT novice. As long as you are willing to try something new, LCO can help you get organized and keep your coaching business in order.

The Purpose of this Guide

The purpose of this guide is to:

1. Demonstrate how Life Coach Office empowers you to stay organized in your coaching business.
2. Give insights into how you can easily grow your coaching business to the next level with a few simple tools.
3. Assist you to seamlessly transition your coaching business to Life Coach Office.

By reading this guide you will save yourself time. Get your ideas out of your head and down on paper so you can get your business online fast!

In just a few pages we give you:

- A clear yet detailed explanation of what you can do with the system.
- A few scenarios to help explain the different features.
- Worksheets to help you plan and set up your coaching business on Life Coach Office.

Additional Help

If you have any questions or would like our expert advice on how you can make the system work best for your coaching business, please contact us using the LCO Support form which can be access from the bottom of every page in LCO.

Please be sure to include your questions, phone number and best times to reach you.

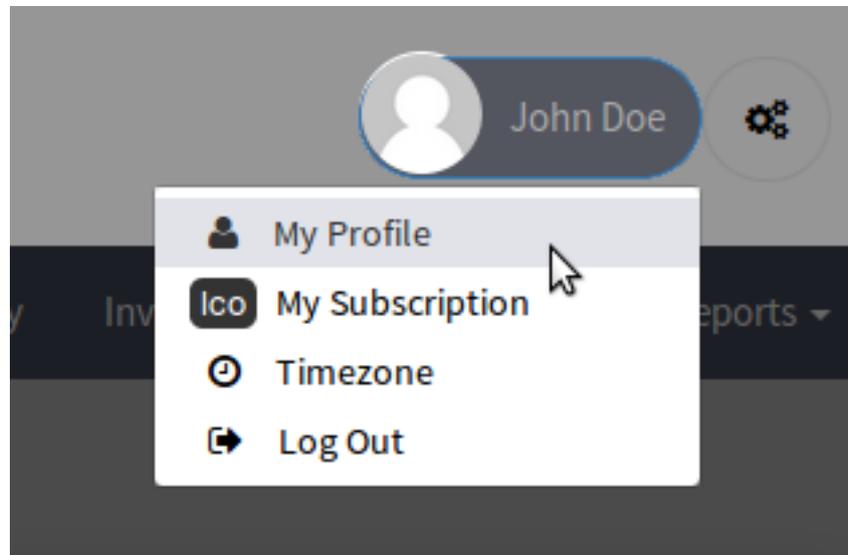
We will answer via email if there is a simple answer. Alternatively, we will call you if that will bring a better outcome.

Getting Started Check-list

It is our aim to help you transition your coaching business to Life Coach Office as smoothly as possible. Below is a simple checklist we've developed to help you hit the ground running. You will find details about each step on the following pages.

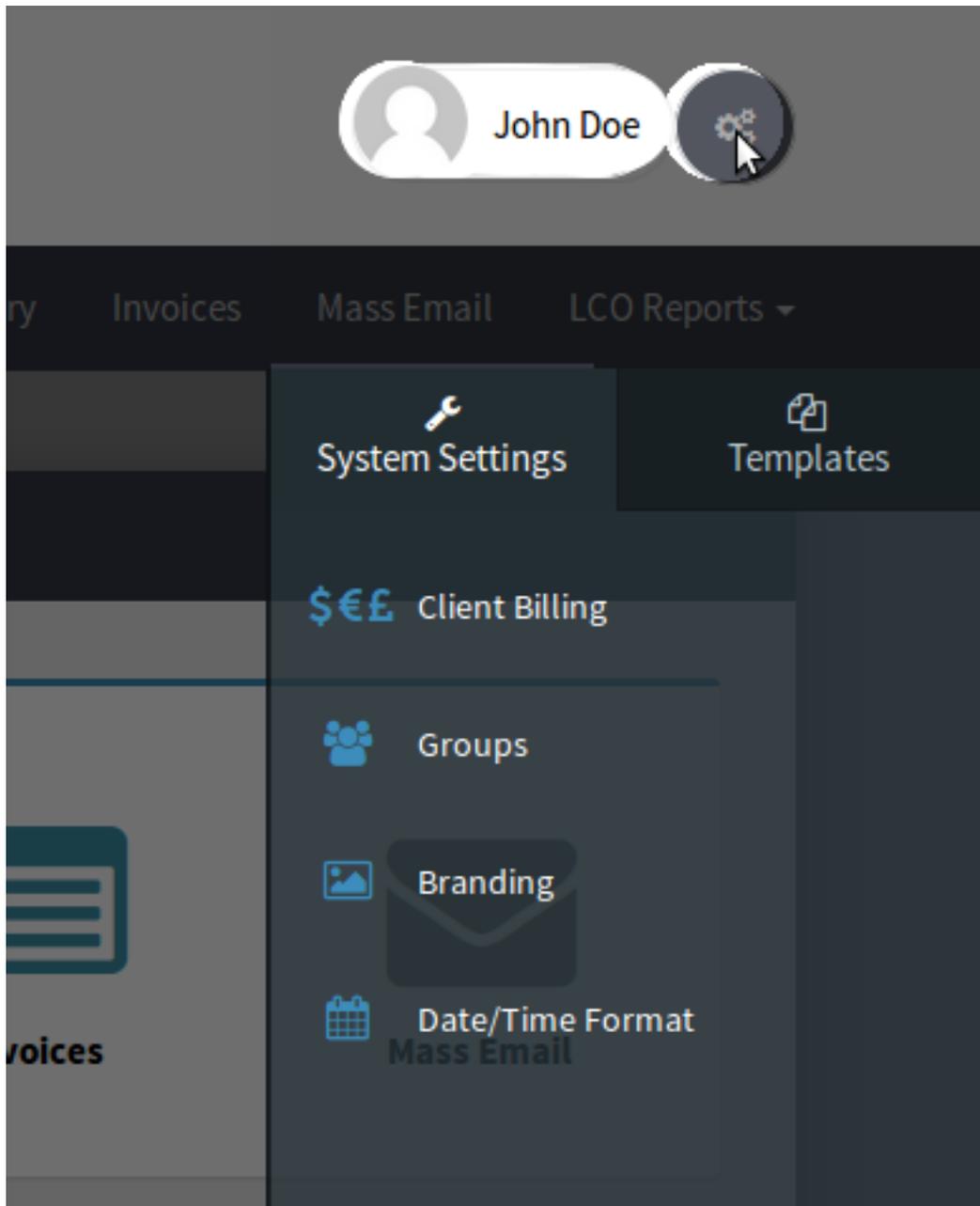
- 1. Configure Your Personal Settings**
- 2. Configure Your System Settings**
- 3. Review LCO Training Materials**
- 4. Create Your Client List**
- 5. Define Your Products and Services**
- 6. Set-up Courses**
- 7. Plan Your Client Resource Library**
- 8. Decide if You are Ready for Groups**

1. Configure Your Personal Settings



- Complete all pertinent information in your profile.
- Upload your photo.
- Manage your LCO subscription. **Not available to Group Coaches in LCO Enterprise.**
- Ensure your time zone is correct.

2. Configure Your LCO System Settings



- Input your PayPal account or banking information.
- Choose your branding.
- Choose your preferred date and time format.
- **Not available to Group Coaches in LCO Enterprise.**

3. Review the LCO Training Materials

- LCO was designed so that even non-techy coaches can jump straight in and get going.
- Use **this guide** and **your LCO account** to familiarize yourself with the system (get your first month refunded if you're not 100% satisfied).
- Watch the **LCO Tutorials** in order to learn how to use the system effectively. The videos are set up so you can watch them by topic for just a few minutes at a time.

4. Create Your Client List

Please list all the clients you'd like to add into the system from day one. Your list should include the client's first name, last name and his/her primary email address.

If you have more than 20 clients to add into the system, please let us know. We can save you time by importing your list for you.



See Appendix - there is a worksheet to assist you.

5. Define Your Products and Services

Please list your product names and prices. If you would like to offer online registration to any of your products, please indicate that as well.

You'll also need to write down any tax rates that you would like to include in your invoices (VAT, GST, State Taxes, etc.). You may have as few or as many tax rates as you need for your particular business.



See Appendix - there is a worksheet to assist you.

6. Set-up Courses

- Please list any online videos that you would like to appear in your 'Classroom'.
- We highly recommend recording a welcome message that each new client can watch or listen to when they start working with you.
- Each Lesson can have a title, a link to a video and a link to any document(s) you would like to display alongside the video (worksheets, workbooks, tests, etc.)
- Lessons can be grouped together into 'Courses'.
- Eventually you'll upload your videos into YouTube (as unlisted) or Vimeo and link them to Life Coach Office.



See Appendix - there is a worksheet to assist you.

7. Plan Your Client Resource Library

What resources do you regularly share with your clients? This could include eBooks, worksheets, templates, questionnaires, etc.

These can eventually display within the Library area OR in the Important Documents section of an individual client's folder. You will need to consider which approach will work the best for your business. We are happy to review your list and offer advice.



See Appendix - there is a worksheet to assist you.

8. Decide if You are Ready for Groups

Would you like to give some clients access to some of your Courses and Library Resources but keep others out? Or would you like to enable customers to register online? If yes, please fill out a Groups worksheet (one worksheet per group you'd like to create).



See Appendix - there is a worksheet to assist you.

Overview of Each Area

Not sure where to find something? You can start here.

Your home page in Life Coach Office links you to the main areas of the system. This chapter gives you a brief overview and examples of what you can do in each area.

Start Here

Support and Expert Advice

Start Here ?

- How to contact our help desk and get a response within 24 hours or less (within business hours).
- Get links to articles and tutorials.

Personal Settings



Manage Your Personal Information

- **My Profile:** Complete all pertinent information in your profile. This will include your mailing and email address, photo, social media pages, website, Skype id and phone number. Anything you want your client to have to be able to be engaged with you.
- **My Subscription:** Use this area to confirm your subscription, set your email that you will use to communicate with and your password. **Not available to Group Coaches in LCO Enterprise.**
- **Time Zone:** Ensure your time zone is correct. This will ensure that your calendar displays correctly
- **Log Out:** Be sure to log out of the system at the end of each session.

System Settings



Configure LCO How You Like It

- **Client Billing:** Input your PayPal account or banking information here. Later you will come back to set up your prices.
- **Groups:** Creating a Group is a great way to organize things if you have a lot of clients and want to give special access to some but not all of your online material. Your clients can even register online to join a group!
- **Branding:** Upload your logo, choose your background color or image and grab the link to your very own client log in page (with your branding).
- **Date/Time Format:** choose the date and time format that you'd like for your LCO. Everywhere a date/time appears, your format choice will display.
- **Coaching Journal Templates:** Design your own coaching journals and link them to your coaching sessions so you and your clients have an accurate and professional record of the work you've done together.
- **Meeting Reminder Templates:** Configure the emails that et send to your clients to remind them of upcoming meetings.
- System Settings are not available to Group Coaches in LCO Enterprise. Systems Settings in LCO Enterprise are only available to LCO Enterprise Owner.

Calendar



View Coaching Appointments and Client Goals

- Send an invitation to a client or a group.
- Send automated meeting reminders.
- View meeting participants status (attending/ not sure/ not attending).
- Open an invitation and instantly email or Skype your client.
- View due dates for client goals.
- Easily filter your calendar.
- Synchronize with your Google Calendar or export a .csv file of your calendar.
- Drag-and-drop events and goals to reschedule them.
- Set your availability and let clients book meetings.
- View and manage client appointments for multiple coaches (LCO Enterprise).

Calendar

Calendar

Google Sync Export My Availability New Meeting

By Client: Search ...

By Event: -- All Events --

By Status: -- All Status --

< > today Oct 2015 month week day list

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

LCO Enterprise Calendar

Calendar

Google Sync
Export
My Availability
New Meeting

By Client:

By Event:

By Status:

< today >

Mar 2019

month week day list

Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	1	2
3	4	5 9:30 am Follow up - Jane	6 8:00 am One-on-one coach	7	8	9
10	11	12	13 9:00 am Catch up - Jane S	14	15	16
17	18	19	20 9:00 am Touch base - Jen 1:00 pm Coach-and-Be Cl	21	22	23
24	25	26	27	28	29	30
31	1	2	3 1:00 pm One-on-one Adm	4	5	6

Coaches



Manage your group coaches (LCO Enterprise)

- LCO Enterprise allows you to add a maximum of 10 coaches.
- All your group coaches in one place!
- Search for a coach by directly typing their name, or search by the date joined or status.
- Add a new coach with one simple click. Fill in the coach's name and email and your coach will automatically receive an activation email, allowing him or her to log in and fill in the rest of their personal information.
- Onboarding new coaches? Don't worry, reminders are sent automatically.
- Adding new coaches is only available to LCO Enterprise Owner in LCO Enterprise owner.

Sample Coach List

Coaches

LCO Enterprise account can have maximum 10 coaches.

[+ Add User](#)

Search -- Status -- -- Time --

First Name	Last Name	Email	Status	Date Joined	
Coach	User	coach@drgrady.com	Active	26 Feb 2019	<input type="button" value="edit"/> <input type="button" value="delete"/>

Showing 1 to 1 of 1 entries

Clients



Manage your coaching clients

- All your clients in one place!
- Search for a client by directly typing their name, or search by the date joined or client status.
- Add a new client with one simple click. Fill in the client's name and email and your client will automatically receive an activation email, allowing him or her to log in and fill in the rest of their personal information.
- Forgetful client? Don't worry, reminders are sent automatically.
- Access a client's folder and view their info, lesson plans and files.

Sample Client List

The screenshot shows the 'Clients' management interface. At the top right is a '+ New Client' button. Below it is a search bar and two dropdown menus for 'All Groups' and '-- Time --'. A table lists client information with columns for First Name, Last Name, Status, Email, Date Joined, and Group. One client is listed: Kate Young, Unverified, lifecoachoffice+testclient22@gmail.com, 19 Oct 2015. Action icons for view, edit, and delete are present for this entry. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

First Name	Last Name	Status	Email	Date Joined	Group
Kate	Young	Unverified	lifecoachoffice+testclient22@gmail.com	19 Oct 2015	

Sample Client Folder

The screenshot shows the 'Client Profile' for 'Kate Young'. The header includes a profile picture, the name 'Kate Young', and the text 'Client Profile'. To the right are icons for phone, chat, and email. The main content area is a list of folders: Coaching Journal, Vision and Goals, Important Documents, Invoices, Coach Only Notes, and Account Settings (with a gear icon).

Classroom



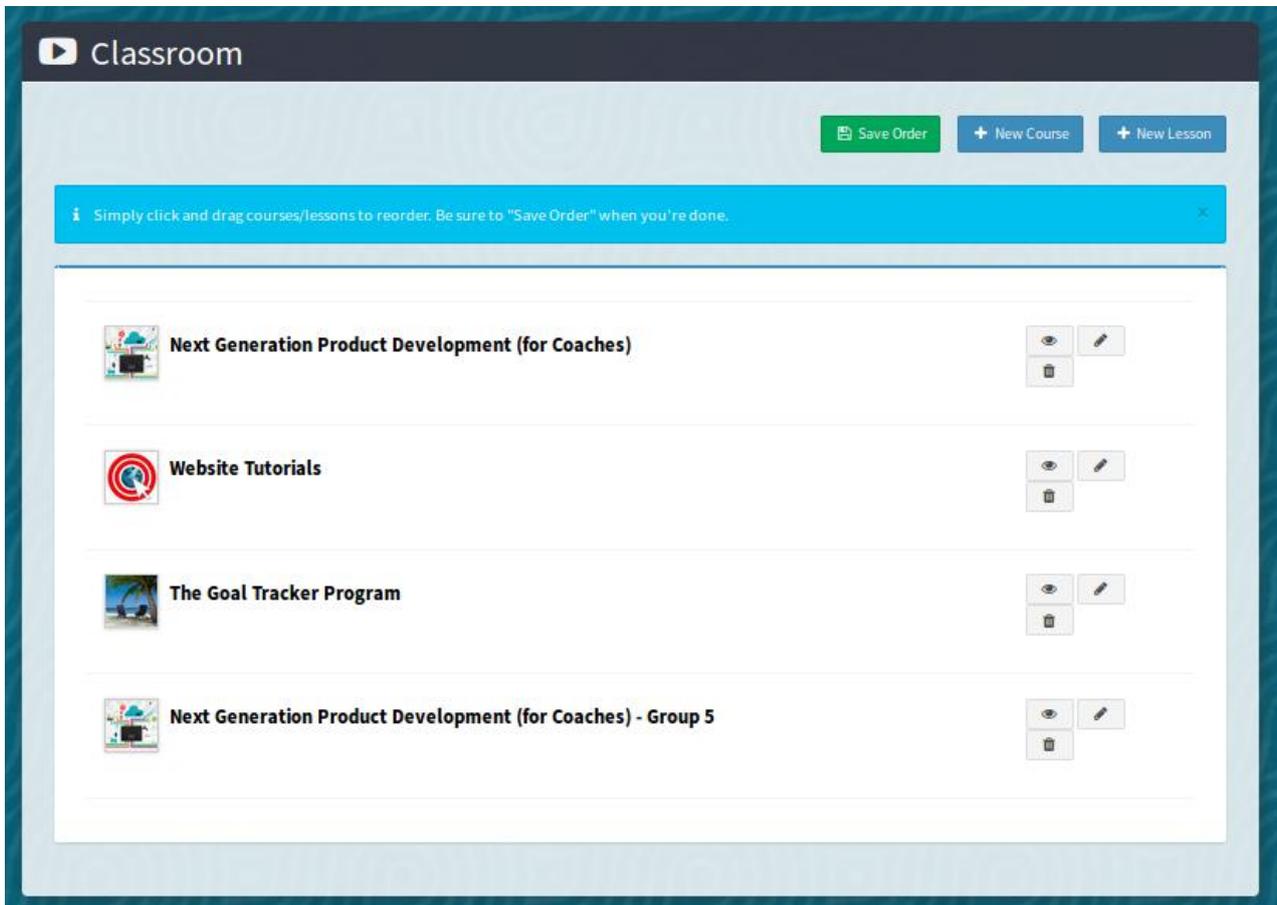
Deliver Online Courses

- Upload as many Courses as you like.
- Control which clients get access to each Course.
- It's super easy to add courses and lessons – takes about 2 minutes.
- A lesson consists of a title, a link to a video (from YouTube or Vimeo) and any documents that go with the video, like PowerPoint slides, worksheets, templates, tests, etc.
- We assume that your lessons are your materials or that you have permission to use them.

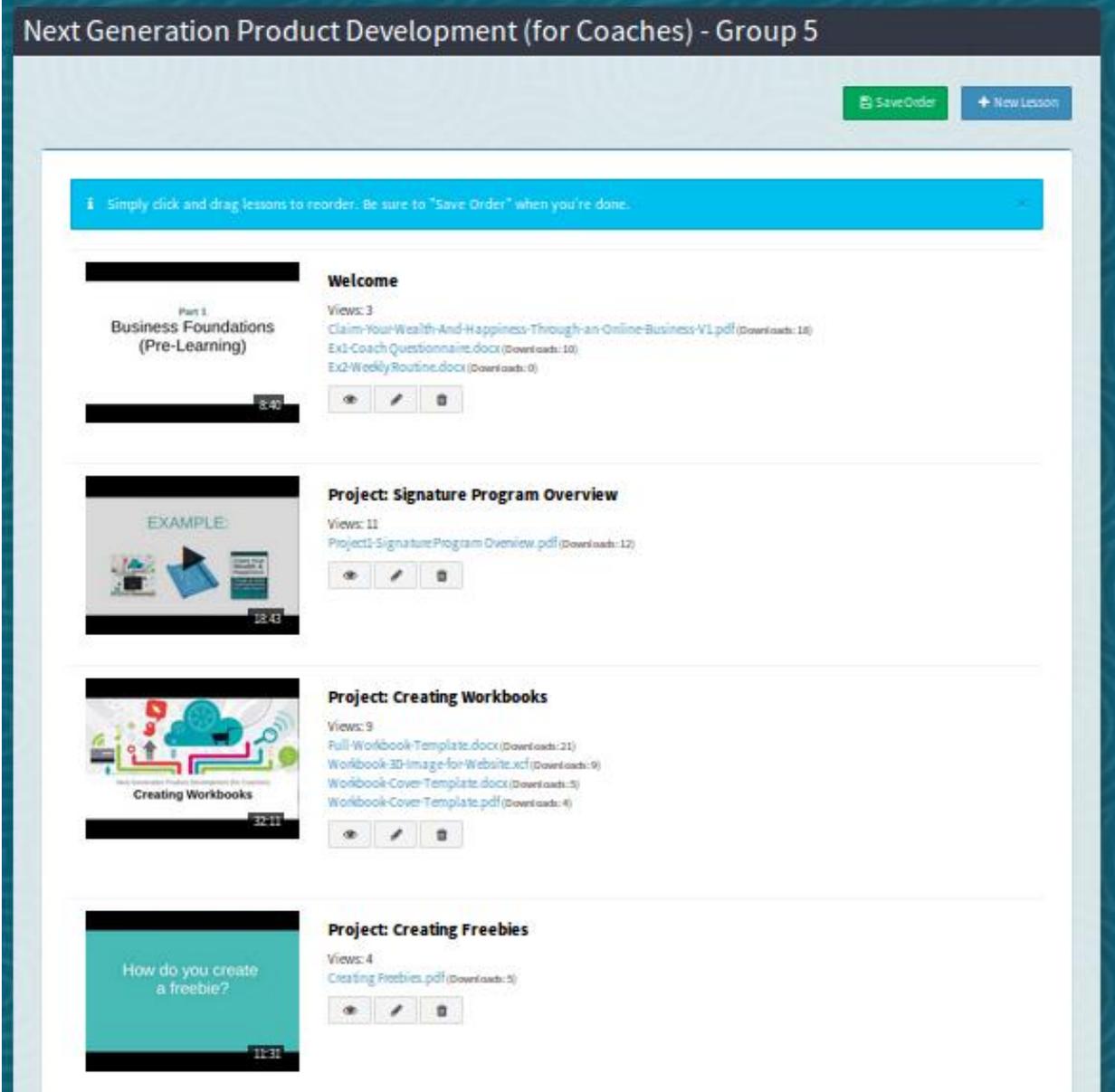
TIP: Your client can download a worksheet from here, fill it in and then upload it into their private 'Important Documents' area, allowing you to review it.

Alternatively, you can create a custom Coaching Journal Template that goes with the lesson.

Sample Classroom (with 4 courses)



Sample Course (with several lessons)



Next Generation Product Development (for Coaches) - Group 5

Save Order + New Lesson

Simply click and drag lessons to reorder. Be sure to "Save Order" when you're done.

**Part I
Business Foundations
(Pre-Learning)**
8:40

Welcome
Views: 3
[Claim Your Wealth And Happiness Through an Online Business V1.pdf](#) (Downloads: 16)
[Ex1-Coach Questionnaire.docx](#) (Downloads: 10)
[Ex2-Weekly Routine.docx](#) (Downloads: 0)

Project: Signature Program Overview
Views: 11
[Project1-Signature Program Overview.pdf](#) (Downloads: 12)

Project: Creating Workbooks
Views: 9
[Full Workbook Template.docx](#) (Downloads: 21)
[Workbook 3D Image for Website.xcf](#) (Downloads: 9)
[Workbook Cover Template.docx](#) (Downloads: 5)
[Workbook Cover Template.pdf](#) (Downloads: 4)

Project: Creating Freebies
Views: 4
[Creating Freebies.pdf](#) (Downloads: 5)

Sample Lesson

Project: Creating Workbooks



Lesson Files:

- [Full-Workbook-Template.docx](#) (Downloads: 0)
- [Workbook-3D-Image-for-Website.xcf](#) (Downloads: 0)
- [Workbook-Cover-Template.docx](#) (Downloads: 0)
- [Workbook-Cover-Template.pdf](#) (Downloads: 0)

Library

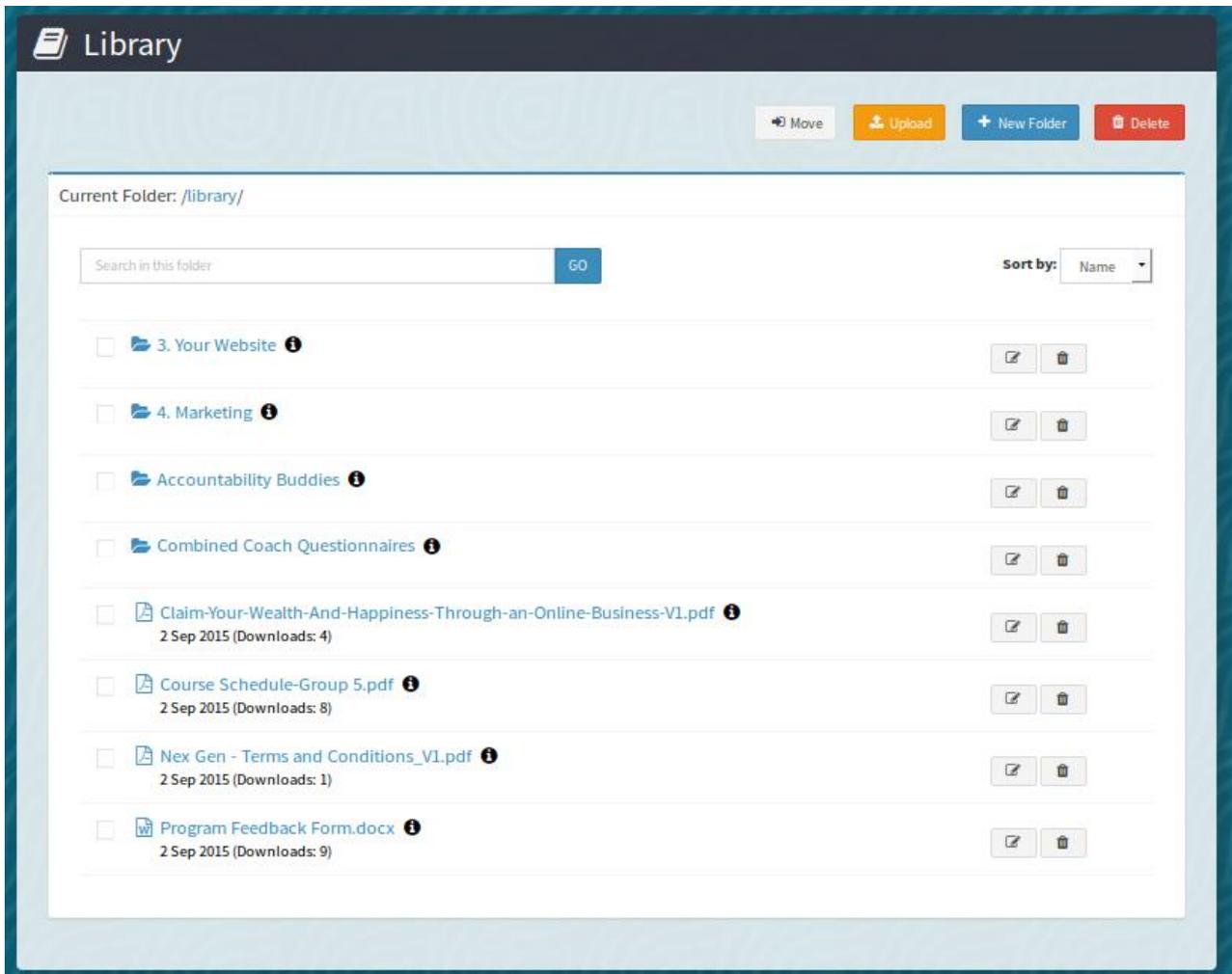


Share your tools and resources with clients

- This is your online resource Library for your coaching clients.
- Control which clients get access to which material.
- Upload as many documents, templates, worksheets, questionnaires, eBooks, audio files as you like.
- We assume that these are your materials or that you have permission to share them.

TIP: Your client can also download these documents, type in his notes, save as a new version and upload it into his private 'Important Documents' area.

Sample Library



Invoices

- Easily create and send invoices to your clients.
- Not sure if an invoice has been paid? No sweat! You can also track the status of your invoices.
- Invoices are not available to Group Coaches in LCO Enterprise. LCO Enterprise Owner has access to Invoices in LCO Enterprise.

Mass Email

- Email all of your clients who are using the system.
- Email groups.
- View past Mass Emails.

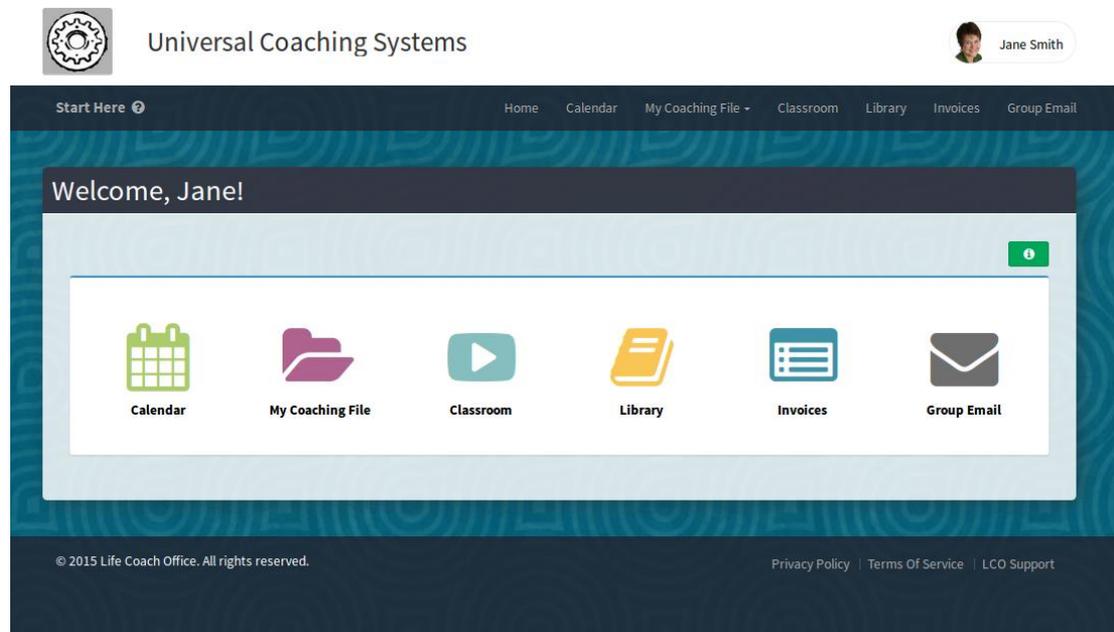
Reports

- A clean record of your administration and coaching history in one place!
- View coaching quality assurance reports.
- View ICF compliant coaching hours report.
- Export billing and client data.

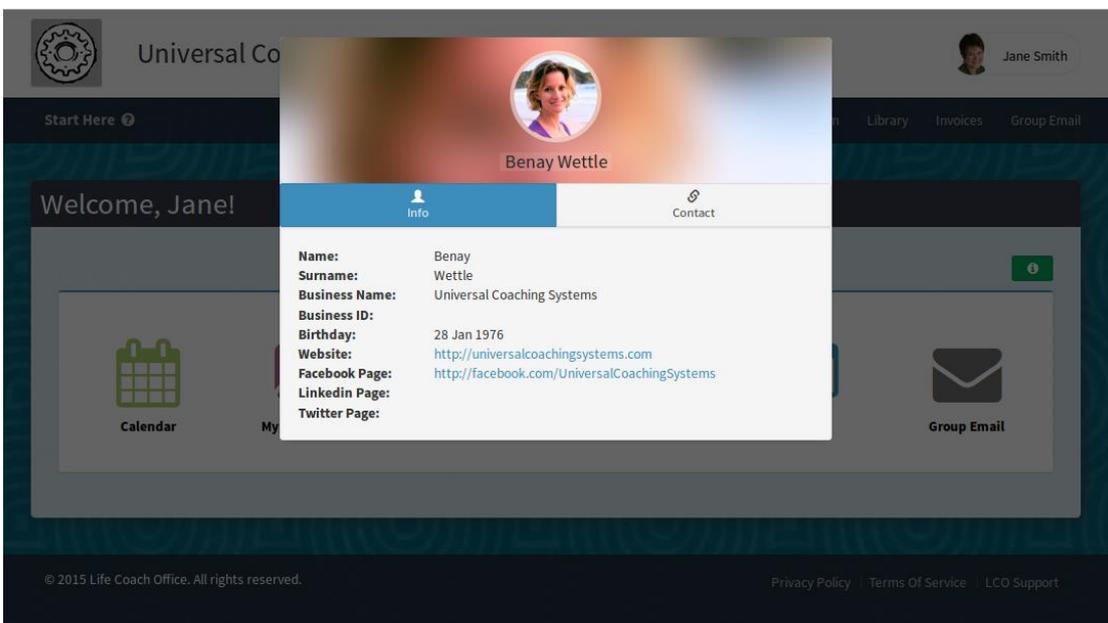
- If you still prefer your administration on paper, all reports are also printer friendly.

What the Client Sees

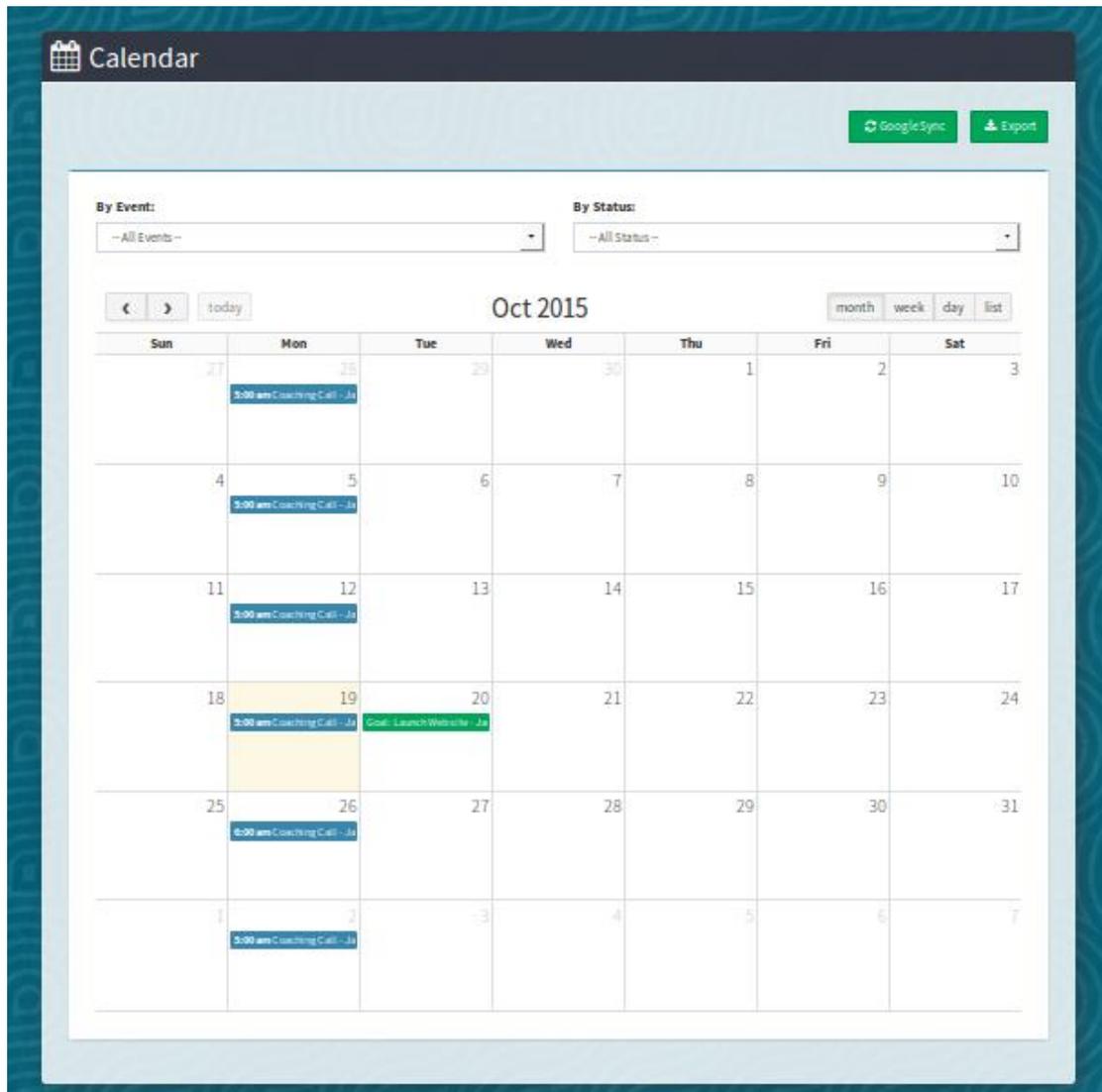
Home Page



Coach Details (click the coach's icon)



Calendar



The screenshot displays a web-based calendar for October 2015. At the top, there is a header with a calendar icon and the word "Calendar". To the right of the header are two green buttons: "Google Sync" and "Export". Below the header, there are two dropdown menus: "By Event:" with the selection "-- All Events --" and "By Status:" with the selection "-- All Status --".

The main calendar area shows the month of October 2015. It includes navigation buttons for "today", "month", "week", "day", and "list" views. The calendar grid shows the following events:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28 5:00 am Coaching Call - Ja	29	30	1	2	3
4	5 5:00 am Coaching Call - Ja	6	7	8	9	10
11	12 5:00 am Coaching Call - Ja	13	14	15	16	17
18	19 5:00 am Coaching Call - Ja	20 Goal: Launch Website - Ja	21	22	23	24
25	26 6:00 am Coaching Call - Ja	27	28	29	30	31
1	2 5:00 am Coaching Call - Ja	3	4	5	6	7

Coaching Journal

Jane Smith
My Profile

Coaching Journal [+ New Meeting](#)

Search

Title	Status	Date
Coaching Call	Future	16 Nov 2015 5:00 am
Coaching Call	Future	9 Nov 2015 5:00 am
Coaching Call	Future	2 Nov 2015 5:00 am
Coaching Call	Future	26 Oct 2015 6:00 am
Coaching Call	Future	19 Oct 2015 5:00 am
Coaching Call	Past	12 Oct 2015 5:00 am
Coaching Call	Past	5 Oct 2015 5:00 am
Coaching Call	Past	28 Sep 2015 5:00 am
group meeting - test	Past	12 Aug 2015 9:23 am

Showing 1 to 9 of 9 entries

Previous 1 Next

Journal Entry (click sections to view journal questions)

Jane Smith
My Profile

Coaching Journal (Future)

Coaching Call

26 Oct 2015 6:00 am

Session Preparation Questions

Session Summary

Vision and Goals

Jane Smith
My Profile

Vision and Goals Career / Business Print

Vision Statement

I have a thriving six figure business working 20 hours a week. I am a kind and strong leader and I delegate! I focus on doing the strategic work I love doing and am the best at as this is what makes my business grow even more. Because I am so clear about what my business is all about and I communicate it with confidence and certainty, I only attract team members and customers who I love to working with and who love working with me.

Save

Goals + New Goal

Due: 20 Oct 2015 - **Launch Website**

✎ 🗑

I will launch a new version of my business website to reflect my new and improved vision and focus for my business.

Due: 26 Oct 2015 - **Hire a VA**

✎ 🗑

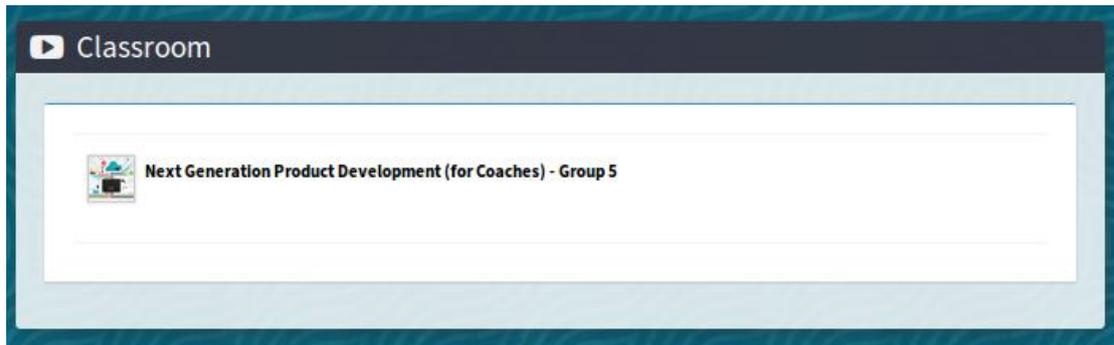
I have interviewed 3 VAs and selected the person who is the best fit fro me and my business.

Important Documents

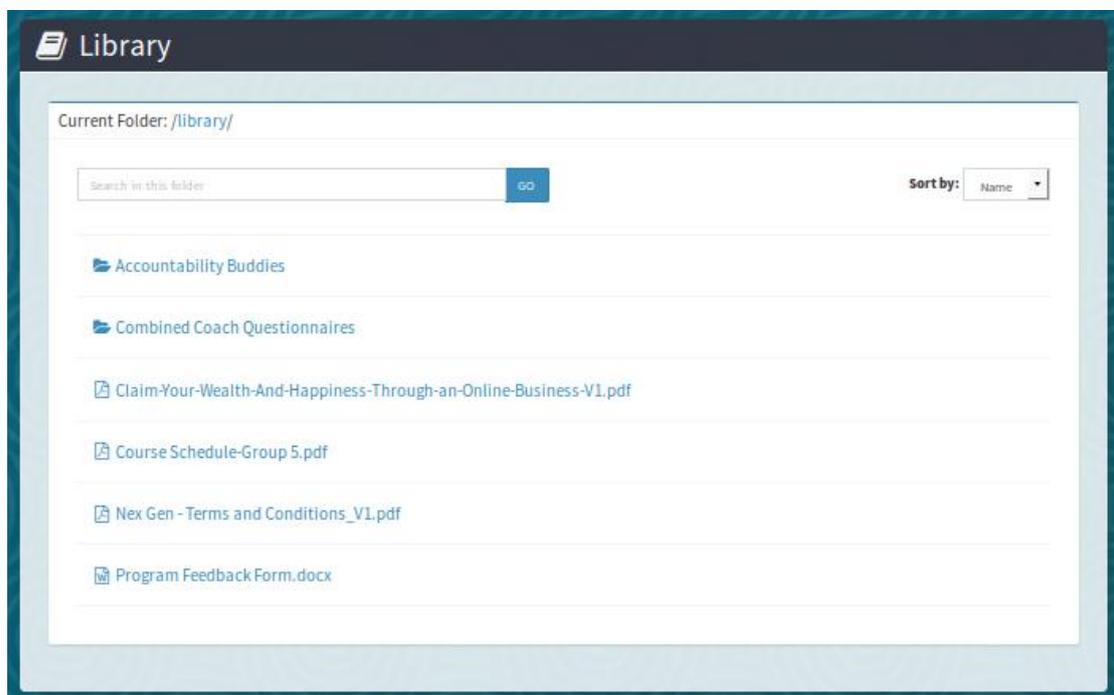
The screenshot displays the 'Important Documents' section for Jane Smith. At the top, there is a dark header with a profile picture and the name 'Jane Smith' with a link to 'My Profile'. Below this is a blue notification bar stating 'These are private documents shared between you and your coach.' The main area is titled 'Important Documents' and includes action buttons for 'Move', 'Upload', 'New Folder', and 'Delete'. The current folder is '/Important docs/'. A search bar is present with a 'GO' button. A 'Sort by:' dropdown menu is set to 'Newest First'. The document list contains three items:

Document Name	Date	Actions
Marketing	19 Oct 2015	Edit, Delete
Weekly-Routine.png	24 May 2015	Edit, Delete
Jane-Smith-CV.odt	19 Oct 2015	Edit, Delete

Classroom



Library



Invoices

The screenshot shows the 'Invoices' section of a software interface. At the top left is a menu icon and the word 'Invoices'. Below this is a search bar with the placeholder text 'Search' and a magnifying glass icon. The main area contains a table with the following data:

Created	Sent	Name	Item	Amount	Status
12 Dec 2014	Sent:12 Dec 2014	Jane Smith	Next Generation Product Development (...)	1192USD	Owing
14 Aug 2014	Sent:14 Aug 2014	Jane Smith	Next Generation Product Development (...)	149USD	Owing

Below the table, it says 'Showing 1 to 2 of 2 entries'. To the right of this are navigation buttons: 'Previous', '1' (highlighted), and 'Next'.

Group Email

The screenshot shows the 'Group Email' section of a software interface. On the left is a 'Folders' sidebar with 'Inbox' selected and a notification of 17 items. The main area is titled 'Inbox' and has a search bar labeled 'Search Mail'. The inbox contains the following list of emails:

Sender	Subject	Date
Next Gen - Group 5	Life Coach Office will be down on Sun/Mon	15 Oct 2015 6:14 am
Next Gen - Group 5	New Lesson Live: Creating Online Courses	6 Oct 2015 1:28 pm
Next Gen - Group 5	Half-way mark already - and be sure to fill out your Session Prep...	4 Oct 2015 1:02 pm
Next Gen - Group 5	Please email me today (freebie and workbook status)	28 Sep 2015 4:07 am
Next Gen - Group 5	Creating Freebies	18 Sep 2015 6:05 am
Next Gen - Group 5	Please send me your Workbooks by the end of the week!	14 Sep 2015 2:51 pm
Next Gen - Group 5	This week: Mentoring and the Workbook continues	7 Sep 2015 7:35 am
Next Gen - Group 5	Ready to meet your accountability buddy?	2 Sep 2015 2:05 pm
Next Gen - Group 5	Project 2: Creating Workbooks (now live)	31 Aug 2015 2:53 pm
Next Gen - Group 5	Please send me your Signature Program Overview.	31 Aug 2015 4:53 am

At the bottom, it says 'Showing 1 to 10 of 17 entries'. To the right are navigation buttons: 'Previous', '1' (highlighted), '2', and 'Next'.

LCO in Daily Use

Now that you're getting the hang of things, let's get a little more specific and add a completely fictitious client. This will help you to get a sense of how Life Coach Office works for your coaching business.

Meet Jane Smith



Meet Jane Smith your new client. She's a smart, creative woman with big dreams. She works for a middle-sized marketing company and is great at her job, but she wants to go into business for herself. She needs your help to make it through this big transition period.

Jane has turned to you for help. Life Coach Office will help you both work together in a transparent, organized and professional manner, and get this new business and Jane's big dream off the ground to a running start!

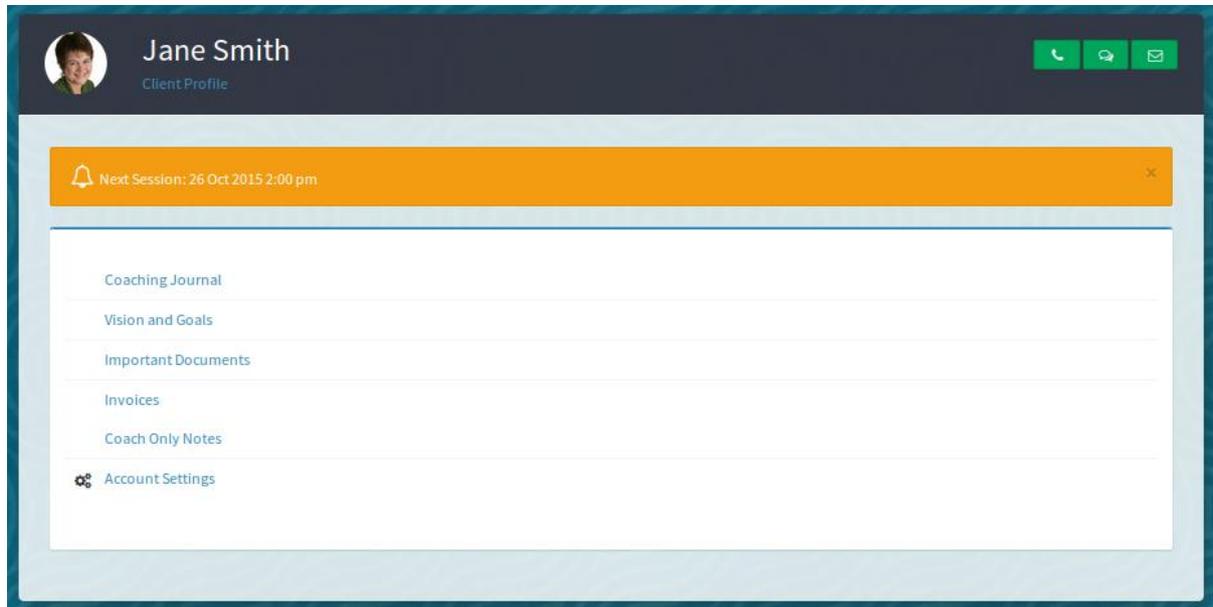
Getting Jane Started

Once you've added Jane as a client in LCO, she will automatically receive an email, asking her to activate her account and update her personal information (don't worry, she'll get automatic reminders).

Once Jane activates her account her account status will go from "Unverified" to "Active." And, you're off to a great start!

When you want to get into Jane's client folder. Simply go to 'Clients' and click on her name in your client list.

This is Jane's coaching folder:



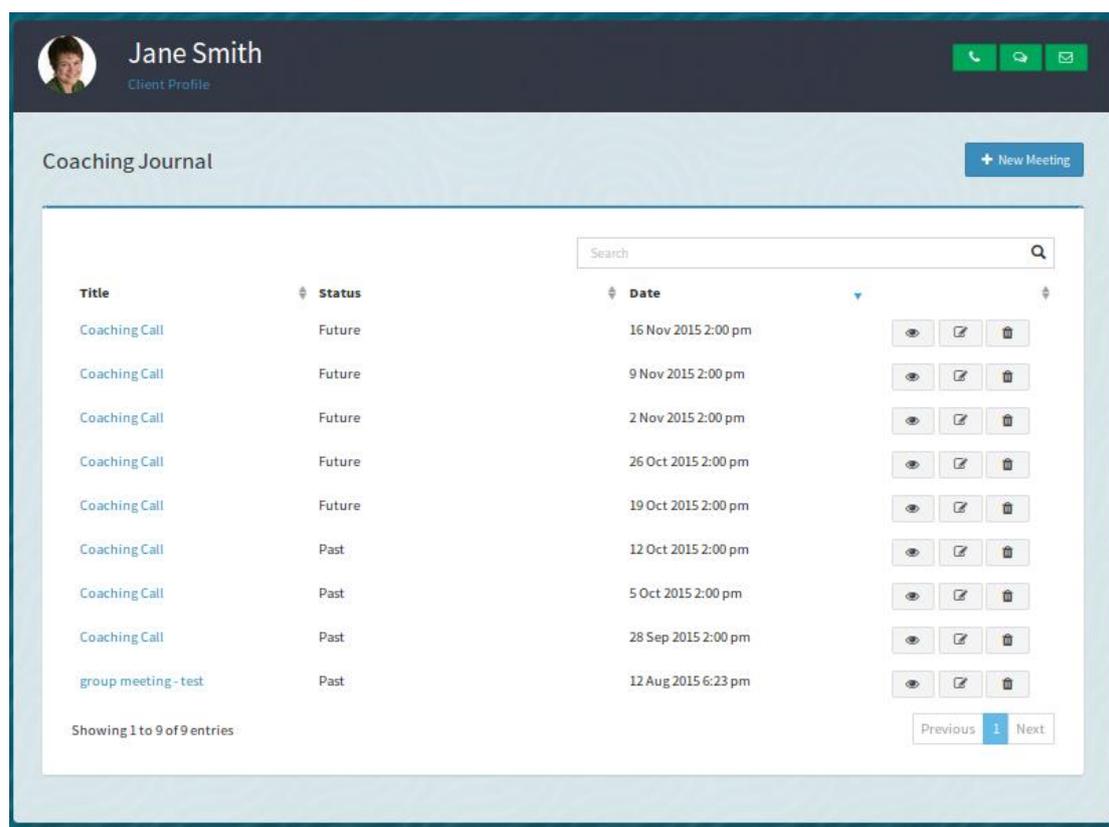
Inside Jane's Client Folder

Once you're inside the client's folder you can do the following...

- View and edit Jane's profile.
- Instantly Skype call, Skype message or email.
- View her Coaching Journal.
- View Jane's Vision and Goals (when applicable).
- Add important documents just for Jane to view.
- Quickly access all invoices for Jane.
- Make notes on Jane for your eyes only.
- Modify Jane's Account Settings

Tip: Make sure Jane sets the right time zone for her account. UTC is the default time zone, but if Jane lives on the other coast or in another country, that will complicate things if the time zone is not set correctly.

Jane's Coaching Journal



The screenshot displays the 'Jane Smith Client Profile' interface. At the top, there is a header with a profile picture, the name 'Jane Smith', and 'Client Profile'. To the right are icons for phone, chat, and email. Below the header is the 'Coaching Journal' section, which includes a '+ New Meeting' button and a search bar. The main content is a table with the following data:

Title	Status	Date	Actions
Coaching Call	Future	16 Nov 2015 2:00 pm	View, Edit, Delete
Coaching Call	Future	9 Nov 2015 2:00 pm	View, Edit, Delete
Coaching Call	Future	2 Nov 2015 2:00 pm	View, Edit, Delete
Coaching Call	Future	26 Oct 2015 2:00 pm	View, Edit, Delete
Coaching Call	Future	19 Oct 2015 2:00 pm	View, Edit, Delete
Coaching Call	Past	12 Oct 2015 2:00 pm	View, Edit, Delete
Coaching Call	Past	5 Oct 2015 2:00 pm	View, Edit, Delete
Coaching Call	Past	28 Sep 2015 2:00 pm	View, Edit, Delete
group meeting - test	Past	12 Aug 2015 6:23 pm	View, Edit, Delete

At the bottom of the table, it says 'Showing 1 to 9 of 9 entries' and includes 'Previous' and 'Next' navigation buttons.

Use this customizable coaching journal to keep notes on your coaching sessions. You and Jane both keep your notes in the same place (although, Jane can only see the areas you've given her access to).

If you are using the Standard Coaching Journal Template, you'll find that you need less than 10 minutes to get completely up to speed for a coaching session!

More Coaching Journal Facts...

- One Journal entry is automatically created for every coaching session you book in your calendar.
- Each entry includes a predefined set of questions for you and Jane to fill in (so you start standardizing what you capture for each session).
- You can customize your Coaching Journal questions in the System Settings area by clicking on the Templates tab.
- The journal will help you easily record quality assurance information and ICF compliant coaching hour records.

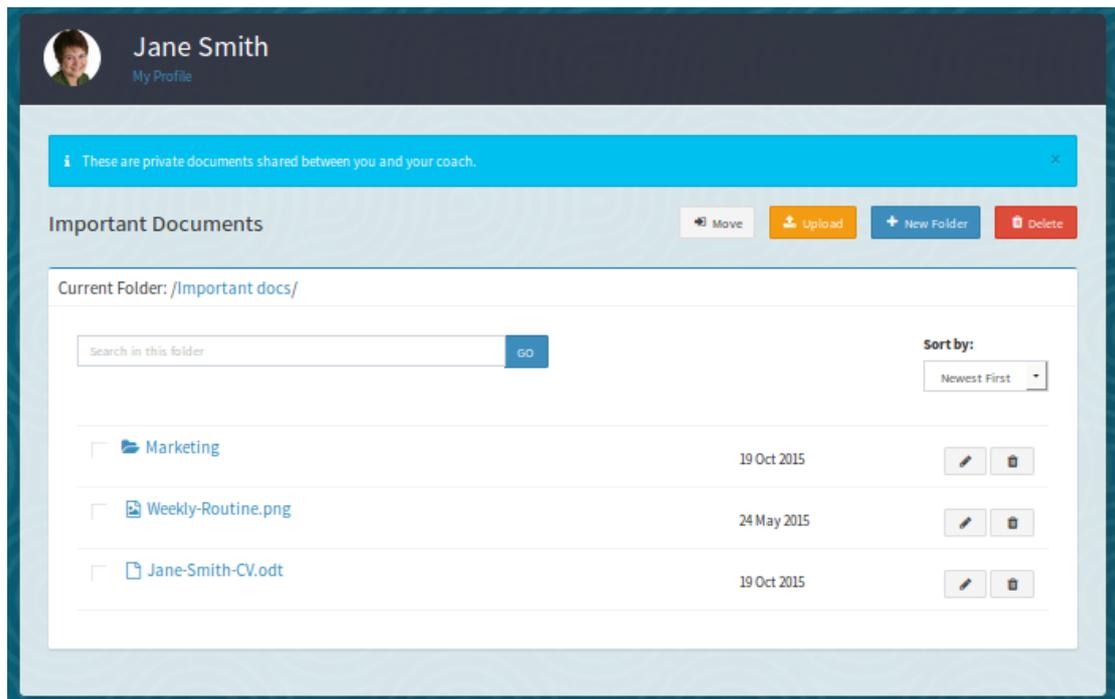
Jane's Vision and Goals

The screenshot shows a user profile for Jane Smith with a 'My Profile' link. The main section is titled 'Vision and Goals' with a sub-label 'Career / Business' and a 'Print' button. The 'Vision Statement' section contains a text box with the following text: 'I have a thriving six figure business working 20 hours a week. I am a kind and strong leader and I delegate! I focus on doing the strategic work I love doing and am the best at as this is what makes my business grow even more. Because I am so clear about what my business is all about and I communicate it with confidence and certainty, I only attract team members and customers who I love to working with and who love working with me.' A 'Save' button is located at the bottom right of this section. The 'Goals' section features a '+ New Goal' button and two goal entries. The first goal is 'Due: 20 Oct 2015 - Launch Website' with a description 'I will launch a new version of my business website to reflect my new and improved vision and focus for my business.' and edit/delete icons. The second goal is 'Due: 26 Oct 2015 - Hire a VA' with a description 'I have interviewed 3 VAs and selected the person who is the best fit fro me and my business.' and edit/delete icons.

Help Jane get a grasp of what really matters to her by working on her vision and goals for each area of her life. This will help Jane focus on the important stuff and stop doing or delegate the rest.

Goals will automatically display in both of your calendars.

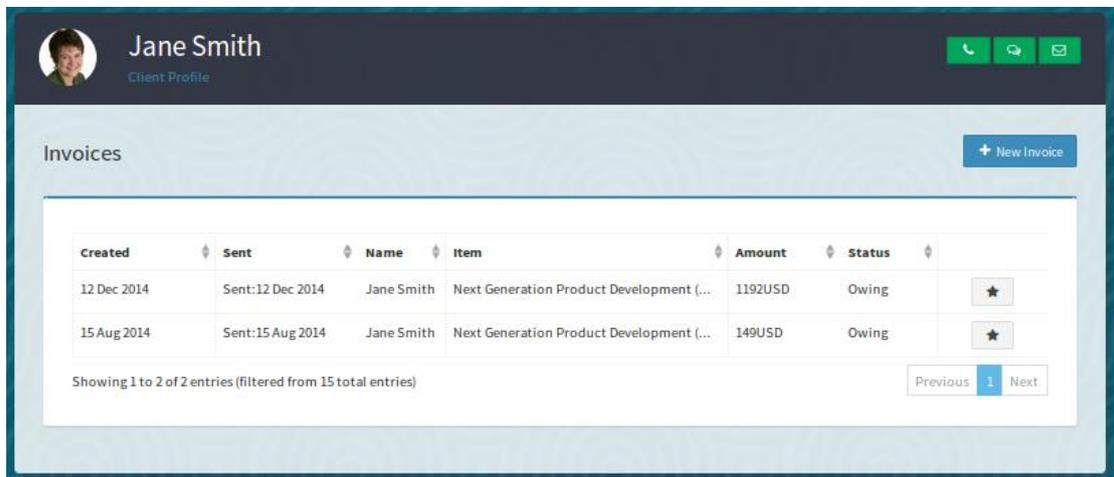
Jane's Important Documents



Securely share important files that only the two of you can see.

It's a great way for storing her personal client information, such as a CV/Resume, questionnaires and any written homework you've assigned her.

Jane's Invoices



The screenshot displays the 'Jane's Invoices' section of the software. At the top, there is a client profile header for Jane Smith, including a profile picture, name, and 'Client Profile' label. To the right are icons for phone, refresh, and email. Below the header is a 'New Invoice' button. The main area contains a table of invoices with the following data:

Created	Sent	Name	Item	Amount	Status	
12 Dec 2014	Sent:12 Dec 2014	Jane Smith	Next Generation Product Development (...)	1192USD	Owing	★
15 Aug 2014	Sent:15 Aug 2014	Jane Smith	Next Generation Product Development (...)	149USD	Owing	★

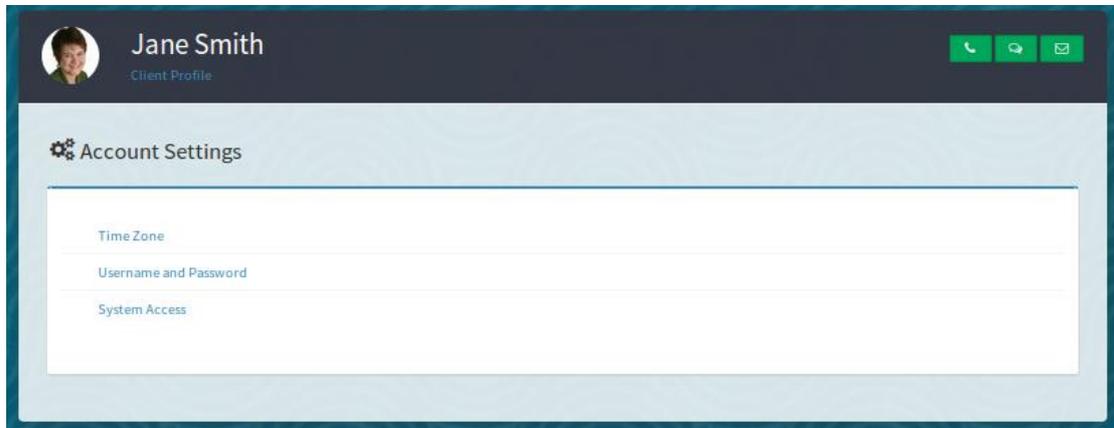
Below the table, it indicates 'Showing 1 to 2 of 2 entries (filtered from 15 total entries)' and includes 'Previous', '1', and 'Next' navigation buttons.

Gain instant access to all of the invoices you've sent Jane and check if they've been paid.

Your Coach Only Notes about Jane

This is a private place for you to store any notes you may have as you coach Jane.

Jane's Account Settings



- Check or edit Jane's time zone settings.
- Update her email address and/or password.
- Deactivate her account when you're done coaching.
- Add/remove her from your Groups.

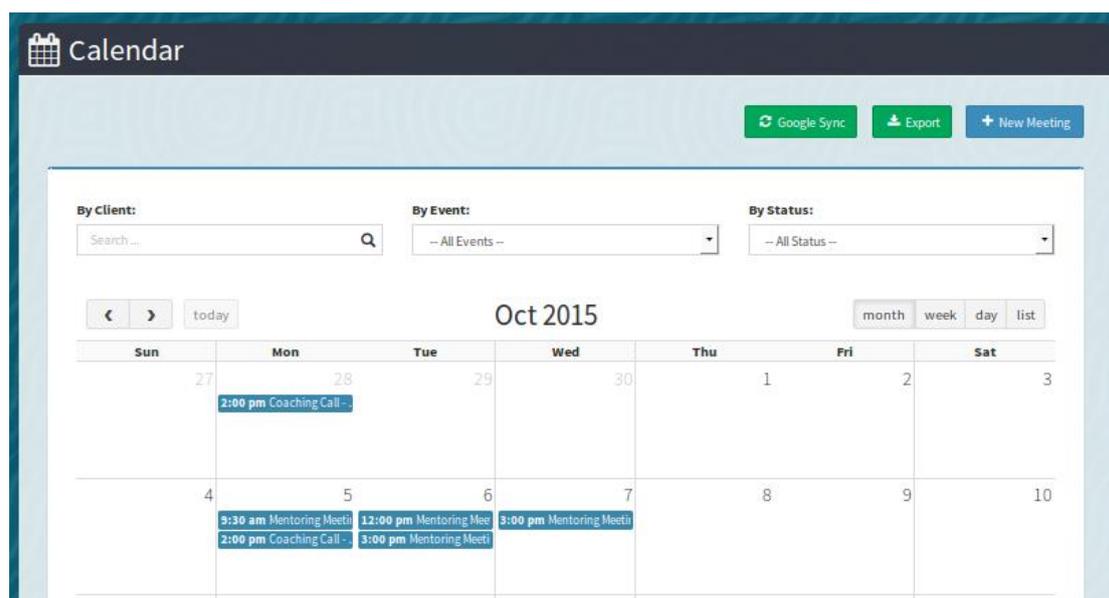
Scheduling Meetings

There are two ways to schedule a meeting:

- 1) From the Calendar.
- 2) Directly from your client's folder via the Coaching Journal.

From the Calendar

Let's schedule a meeting through your calendar. Once you click on the calendar tab, the following screen appears:



You can view your calendar by month, week, day or a list. If you are using Google, you can sync to your google calendar by directly from this page as well.

Schedule a meeting by clicking on “New Meeting”.

New Meeting

+ Add New Meeting

Client Group

i Start typing in the Client's first name, last name, or email to see suggestions.

Client
Jane Smith (jinfo@thecoachingtoolkit.com)

Session Title

Session Description
Normal text- Bold Italic Underline [List] [Grid] [Link] [Image] [Media]

Session Date/Time
19 Oct 2015 3:30 pm → 19 Oct 2015 4:30 pm

Recurring Weekly **Occurrences** 1

Meeting Time in Participant(s) Timezone
19 Oct 2015 (6:30 am - 7:30 am)

Journal Template
NEW Standard Session Template

Are you double booked? Here are current meetings for the date(s) you've selected...
• 19 Oct 2015 (2:00 pm - 3:00 pm): Coaching Call

Attach Files
+ Add more

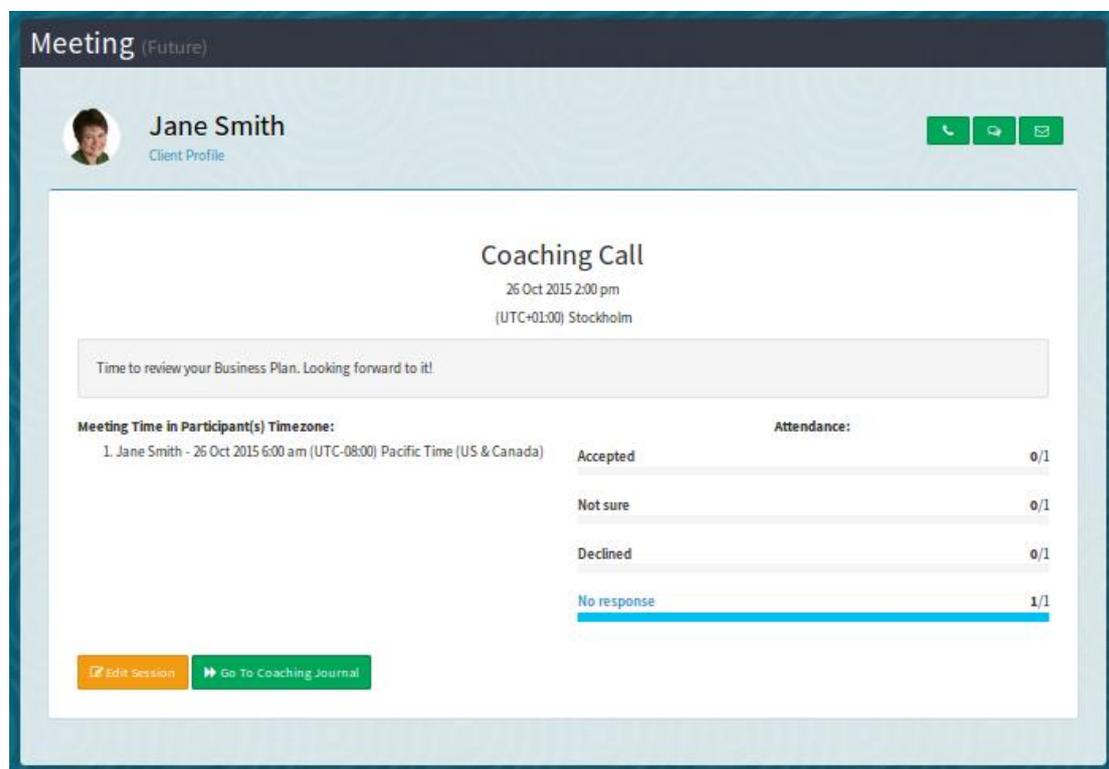
Cancel Save

You will see that you can choose a group or individual clients. We are creating Jane's first session.

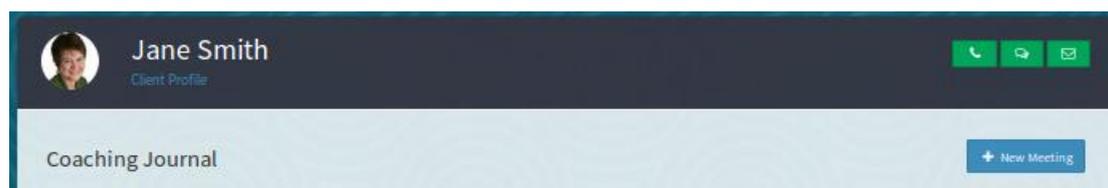
Jane is in another time zone than you are so the system shows you what time the meeting is scheduled for where she is. Very handy!

From there simply fill out the form and save.

When you hit send you will see a snapshot of the meeting request. Once Jane has accepted the meeting it will show as accepted in the bottom of the screen.



From the Coaching Journal



Alternatively, you can create a meeting direct from Jane's Coaching Journal (to save you from having to click to the Calendar every time). Once you click 'New Meeting,' it works exactly the same way as going through the Calendar to setup a meeting.

Preparing for Sessions

Jane will automatically receive an email reminder to fill out her session preparation questions in her Coaching Journal. It helps if you can also encourage your clients to use this tool to help both of you to be prepared for your sessions.

The questions clients are asked to complete in the Standard Coaching Journal Template are...

- What I agreed to do on our last meeting
- What I've accomplished since our last meeting
- What I didn't get done
- What I've learned since our last meeting
- What I've found challenging is
- The opportunities I perceive are
- What I would like to focus on in this session is
- What I agreed to do on our last meeting
- If you want to change the questions you can design your own Coaching Journal templates as well!

By having this information readily available you will be able to get right to the heart of your clients concerns. And get the most from your coaching sessions.

We Love Life Coach Office!

Life Coach Office is being used by coaches like you all over the world. Here is what just a few of our customers are saying about LCO...



“Life Coach Office (LCO) is a Godsend for me. All my coaching files are easily managed from one platform – invoices, meetings, calendar, client journals, and more. LCO sends automatic meeting reminders to my clients, and I get a copy sent to me also.

The technical support staff show a high level of etiquette – always prompt, friendly and thorough.

I am thrilled to be an affiliate for a savvy, brilliant software. Not only am I informing other coaches about an amazing tool to make their business run smoothly, I also receive generous affiliate fees for doing so!”

Verna Lee Bowen
Inspirational Life Coach and Author
All Ways Inspired™



“Life Coach Office has opened up huge potential for my coaching business. Now, I can spend LESS time and deliver MORE content to MORE clients.”

Chet W. Sisk
International Leadership Development Specialist
Lead The Shift



“I am so excited about Life Coach Office!

Not to drop any names or anything like that BUT I like your system 1000% more than Coaches Console, Jig Saw Box or the others I have tried. I’m not knocking them- guess I just need a more visual system to work with.

You have created a ‘what you see is what you get’ interface that I have been dreaming of in a life coaching client management system. And the fact that it is so affordable makes it the most awesomest (yes that’s a word) client management system ever because it’s so comprehensive and easy!”

Deanna Evans, MCC
Master Life Coach and Parent Mentor
Super Moms Coaching



“As the founder of Life Coach Office (LCO), I can proudly say that I use it everyday in my own coaching business and I love it! My clients are based all over (the US, the EU, Australia and every once in a while NZ and Asia) and I also travel a lot. LCO is the great enabler – it makes it all possible for me.”

Benay
Coaching Product Development Expert
Universal Coaching Systems

What's Next

There are plenty more exciting opportunities that come to life once you move your coaching business into Life Coach Office. But for now you should have the basics (and a little more) to get started and feel inspired about the next level of your coaching!

So what's next for you?

Depending on where you are, you'll want to do one of three things:

1. Email us with your questions and our fabulous support team (made up of coaches) will get back to you – usually within 24 business hours or less.
2. Try out LCO by setting up an account. If you decide you're not completely in love with LCO within your first 30 days, just send us an email and ask for a refund. We'll take care of it for you with no questions asked.
3. If you got so excited about LCO that you've already registered, please log in and get coaching – welcome aboard, we are super pleased to have you with us!

APPENDIX

Worksheet 3 – Courses

Course Title:		
Lesson Title	Video link (Youtube or Vimeo)	Files (e.g. ppt slides, notes, exercises)

Worksheet 6 – Groups

Imagine that you have an eBook and a series of videos that you want to make available only to clients who register for a special coaching course you are running but you don't want any of your regular clients to be able to access this premium content (at least until they pay for the course).

You can do this in *Life Coach Office* by setting up Groups!

This questionnaire will help you plan what groups you'll need.

TIP: Create Groups by going to your systems settings (top right cog icon) and then clicking on 'Groups'.

1. **What would you like to name this group?**

EXAMPLES: Pathfinder Program - April 2013 OR Leadership
Group 4 OR Kick-Starter

2. **What ‘Courses’ can members of this group watch?**

3. **What ‘Library resources’ are members of this group able to download?**

EXAMPLES .docx, .xls, .pdf, etc.

4. **Would you like to enable people to register online to join this group?**

Please circle one: YES / NO

5. **If YES...**

What will it cost:

How long will member have access to this group:

6. **Which of your existing clients (if any) would you like to add to this group?**

TIP: You can manually add a client to a group by going to his/her Coaching Folder and updating their Account Settings, System Access. If you want them to pay simply create an invoice and send it to them.

OR

Clients can add themselves to a group by registering and paying online to join a group.