User Guide

Get started with Sprout Social's all-in-one social management and engagement platform.
Dashboard

A group-level snapshot of networks, profiles and team. Access quick links to key Sprout features such as webinars, mobile apps and ways to contact us.
Settings

Access a variety of personal, business, profile, admin and feature-specific settings to configure your Sprout account.

1. **Connect a Profile**: Add a new profile to a group
2. **Invite Users**: Invite and assign users to groups, profiles and permissions
3. **Settings**
4. **Personal**: Configure your personal Sprout account
5. **Business**: Configure settings by group
6. **Users & Social Profiles**: Invite new members, add new profiles and manage user permissions and access
7. **Utilities & Goodies**: Download Sprout’s mobile app and browser extension and learn keyboard shortcuts
Messages

Sprout’s Smart Inbox is a unified stream of all your incoming messages.

1. **Filters**: Focus message stream by profile, message type and/or Brand Keyword

2. **Tags**: View messages organized by specific content type

3. **Actions**: Reply, Task, Tag, Like, Retweet*, Advanced Retweet*, Report as Spam, Email Message, Save Message, Translate, Hide on Facebook†, Block User†, Follow‡, Delete**

   *Specific to Twitter, †Specific to Facebook, ‡Specific to Instagram, **Specific to Facebook & Instagram
Contact View

Contextual information and collaborative features inside unique views of network users.

 Networks:

- **Twitter**: Conversation History, Direct Messages, Tweets, Mentions, Followers and Following
- **Facebook**: Conversation History, Private Message History
- **Instagram**: Comment History
- **LinkedIn**: Comment History

 Internal Notes

 Twitter Lists*

 Contact Details

*Specific to Twitter
Tasks

Assign incoming messages to specific users based on type.

1. **Task Types**: General Task, Sales Lead and Support Issue

2. **Task Status**: Open, Closed and Assigned by Me
Chemex Drip Device

This is my go-to maker when brewing in excess of 800 ml. I have never bought chemex filters, I use the Able Kone filter exclusively so far. The Able Kone filter fits and works perfectly for a brew which is a nice balance between French press and paper filter. Yes you still get fines in your cup which I love for my first morning cup. I brew all pour overs on my Hario scale this allows me to check dry weight and then tare for the pour and use the built in timer on the scale. The Chemex is very light and nicely balanced as compared to my porcelain Melita, which because of the weight doesn’t have that nice balanced feeling during the brew process. The Chemex pours beautifully.

How To Make Iced Coffee in a Chemex

Time for another coffee brewing tutorial. This time we are going to make iced coffee with a Chemex. The Chemex is a popular pour coffee brewer, which we covered in detail in the article Chemex Coffee.
Publishing

Plan and publish social content with advanced publishing tools.

1. **Calendar**: View and plan scheduled content
2. **Sprout Queue**: Queue content to be shared on certain days and at certain times
3. **Drafts**: View drafted content not yet scheduled or queued for publishing
4. **Post via RSS**: Automatically publish content via an RSS feed
5. **Needs Approval**: Approve or reject submitted messages
6. **Rejected**: View rejected messages
7. **Asset Library**: Store images used for published messages
8. **Notifications**: View Instagram posts that have been shared or the status of your push notification for publishing

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**Sprout Queue**

- 11:30AM: Enjoy a cup of coffee with... 
- 11:30AM: Should a marketing... 
- 11:30AM: Holiday Marketing... 
- 11:30AM: We have a new... 
- 11:30AM: You're up this morning... 
- 11:30AM: Interested in working at Sprout... 
- 11:30AM: Put new coffee flavor... 

**Week of February 19**

- Sun 19: Good morning, everyone! :) 
- Mon 20: Hello! Bring in your receipt after... 
- Tues 21: Flash sale!... 
- Wed 22: Why live inventing... 
- Thu 23: Yum! Wake up this morning... 
- Fri 24: Great morning, everyone! :) 
- Sat 25: Holiday Marketing... 

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Compose

Draft, schedule, queue or publish messages from all your connected networks and profiles.

1. **Post Options**: Apply Facebook and LinkedIn audience targeting
2. **Upload Media**: Upload from your computer or choose an image from the Asset Library
3. **Message Approval**: Assign an approver
4. **Add Tags**: Categorize messages by tag
5. **Queue**: Add to Sprout Queue
6. **Schedule**: Post on a specific day and time
7. **Draft**: Save your message draft

We will be running a sale this Friday for half off drinks purchased after 3pm!
Reports

Analyze social performance and share presentation-ready PDFs.

1. **Reports Home**: Access a variety of network, internal and cross-channel reports

2. **Report Builder**: Create customized reports using Sprout’s existing data and report modules
Social Media Engagement, Advocacy & Analytics Solutions

Sprout Social offers social media management, analytics and advocacy solutions for leading agencies and brands, including Hyatt, GrubHub, Microsoft, Uber and Zendesk. Available via web browser, iOS and Android apps, Sprout’s engagement platform enables brands to more effectively communicate on social channels, collaborate across teams and provide an exceptional customer experience.

Bambu by Sprout Social, a platform for advocacy, empowers employees to share curated content across their social networks to further amplify a brand’s reach and engagement.

Headquartered in Chicago, Sprout is a Twitter Official Partner, Facebook Marketing Partner, Instagram Partner Program Member, LinkedIn Company Page Partner and Google+ Pages API Partner.

Get your team set up at sproutsocial.com.