**Before Your Shift Starts**

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| --- | --- |
| **This workbook belongs to:** |  |
| **Email address:** |  |

This workbook is designed to help you understand and reflect on the steps you need to take before starting your shift. Please answer each question carefully. If you are unsure about any answer, bring it up during the live training session.

**Preparing for Your Shift**

**Question 1:**  
Why is it important to write "online" in the Bitrix group 15 minutes before your shift starts?

**My Answer:**

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**Question 2:**  
What are the two ways to access ClickUp, and which one do you prefer to use?

**My Answer:**

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**Question 3:**  
Why should you always check the weekly planning in ClickUp before starting your shift?

**My Answer:**

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**Question 4:**  
How do you know which project and language you are assigned to for the day?

**My Answer:**

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**Question 5:**  
Why is it important to make sure LastPass is active (red) before you start opening tools?

**My Answer:**

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**Tools to Prepare Before Working**

**Question 6:**  
What is the correct way to open Mail Service Desk (MSD) and why should you check if you are logged into LastPass?

**My Answer:**

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**Question 7:**  
What should you do if Shopify asks for a login code?

**My Answer:**

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**Question 8:**  
Why do you need to make sure you are in the correct Shopify store before checking orders?

**My Answer:**

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**Question 9:**  
Why is it important to have the correct templates open before starting to reply to emails?

**My Answer:**

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**Question 10:**  
What is the purpose of opening and reading the workflow before you start your shift?

**My Answer:**

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**Staying Updated**

**Question 11:**  
What should you check in the Bitrix chat before starting your shift, and why?

**My Answer:**

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**Question 12:**  
Why is it important to read through all notifications and updates before starting your tasks?

**My Answer:**

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**Final Preparations**

**Question 13:**  
When should you start Time Doctor, and why is it important to select the correct project?

**My Answer:**

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**Question 14:**  
Why should you always start with the oldest email in the inbox when beginning to answer messages?

**My Answer:**

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**Question 15:**  
What should you do if you are unsure about anything before starting your shift?

**My Answer:**

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**End of Workbook**  
Please save this workbook and email it to: **jobs@xplodemedia.nl**