

Owner Basics The Logistics of Getting Started with VAs

Set up additional gmail accounts yourself



In the beginning, you may cycle through a few employees before you find ones that stick. It's easier for you to stay on top of the work if you are controlling the email accounts you use to assign tasks and access to your software (websites, blogs, CRM, project management, etc.). This way if someone doesn't work out, disappears or has to quit for personal reasons, you don't have to start the process all over.

A good way to track the email accounts is :

companyva1
companyva1
companyva3

or by work function

companywriter
companygraphics
companyprogrammer

Set up Last Pass



Once you begin using lastpass.com, you will wonder how you ever lived without it. You can set up last pass to store all your shared passwords and easily share them with your employees.

You have two options for sharing your last pass passwords:

1. Share them with the gmail accounts you created above. This is easiest if you're hiring basic workers like a general admin, an SEO person, etc., this way when the person comes into the job, everything is set up and the passwords are already shared.
2. Share the passwords with your individual employees, directly to their email addresses. In this instance, you will need to wait for them to sign up for last pass and enable sharing before you can begin sharing the passwords.

Keep track of passwords you share outside of Last Pass

Last Pass manages passwords for signing into websites, but it doesn't really help when using things like FTP software. It can get difficult to keep track of who has what passwords and who needs to be updated when a password changes. Keeping track of this in Excel, or another software program, will save you time and headache later when you're trying to track things down. You can even have your most trusted VA manage this for you.

Pick a file sharing option and get it going



Google Drive and Dropbox are the most commonly used file sharing systems. Google Drive is common because it's the evolution of Google Docs, which a lot of people use anyway. It will be much easier to share and keep track of work by keeping it in shared drive folders rather than emailing documents and files back and forth. It takes getting used to but this way you never have to wonder where a file is or try to hunt down an attachment in an email.

Use your phone liberally or upgrade your phone!



If you're not using a smartphone, you're missing out. When you're on the go, you can easily record a voice memo (dictation), a video or take a photo and upload it to dropbox or google drive and get your assistant working right away. For example, I was watching television and saw a video effect I wanted in my videos. I took a quick video with my phone, capturing the video while speaking the instructions, uploaded it to Dropbox and sent an email to my VA to get started. It literally took 4 minutes.

Create systems and flows

Set up a flow of work between you and your virtual assistant(s). For example, one flow I have is my VA check all voice mails and log them in an excel file. We can quickly scan the spreadsheet and make notes and the assistant goes back and returns the calls or handles them accordingly. This saves tons of time. The voice mails come as an email to the gmail account I set up in step 1, they're filtered for easy access and the employee can upload them to our CRM if they are important to keep. This takes all the stress out of checking the business' voice mail messages. You can do this with anything as long as you have a workflow.

Have your employees create training for you

You can't always create your own training, especially if the tasks are specific to specialized workflows or software. You can have your employee figure it out on their own and document their process. This is especially useful if you have training but the software changes and the training you created no longer matches what's current in the software.

Consider using Fiverr Strategically

While Fiverr is not a substitute for hiring full time employees, there are times when using Fiverr is much better than trying to teach your employee a new skill. Examples are tasks that you only need sporadically (like eBook covers), tasks that require specialized knowledge or software that you don't want to purchase, or skills that may not be suitable for your Filipino employee (for example, video or voice work).

[This video](#) reviews basic ways you can use Fiverr strategically, to enhance your outsourcing.

[This is a great article](#) covering great tasks to outsource on Fiverr.

If you want your worker to manage the fiverr research and gig selection process, you can give your worker the url to [this training page](#). This is not included in the standard MPP training modules.