

ACX Master Class

An Audible Approved Producer's insider secrets for voice actors wanting to record ACX audio books via Audiobook Creation Exchange

Welcome and On-Boarding Guide

Winter 2021 - <https://ACXMasterClass.com>
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Welcome!

Thank you for registering for the Winter 2021 ACX Master Class. **This Guide is required reading**, contains a lot of very **important information**, and should be kept in a safe place. **You might also print it out** so you can check the DONE boxes after each section, and refer to it when you need to.

In this Guide, you'll find info that will help you in **six** ways:

1. **Confirming** your info, and receiving a gift from us in the mail
2. **Registration** on the ACXMasterClass.com site to access your course materials
3. Getting **help** for anything regarding your account via email
4. Getting **help** with the private Facebook group (how to join it and its rules)
5. Getting **welcomed** publicly (or not)
6. **Joining Zoom** for our two weekly sessions
7. Downloading the **schedule** for each week in the course
8. **What's ahead** for you each week as an ACX Master Class student

At the bottom of each section, there will be a DONE box you can check should you print the Guide out. Tick off each one as you progress! Here's one to start:

DONE: I've read the outline of the Guide.

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1. Your Mailing Address and Phone Number

Before you do anything else, please send us an email with your:

1. **Complete postal mailing address** and
2. **Your best phone number**

...immediately. Send it to support@acxmasterclass.com.

We ask you for this as you may have used a billing address that is different from your mailing address when you registered for class, and we want to make sure you get your welcome package. You'll be receiving something you'll need for the class and your audiobook recording set up.

DONE: I have emailed my mailing address and phone number.

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2. Registration on the ACXMasterclass Website

Now that you've joined the course, you'll need access to the huge repository of content that the class offers. We release all of that material across the four weeks of the class via the course's website.

To do that, **you'll register for an account on the ACXMasterclass.com website.**

Here's how that works.

Sometime during the week before the first class, you'll be getting an email from:

WordPress - wordpress@acxmasterclass.com (not from Dan or me)

...with the subject line:

[ACX Master Class] Login Details

...that gives you your assigned username and a long link to log in to the site for the first time and **choose your password.**

(If you don't see that message in your inbox within 48 hours of registering for the course, please check your spam/junk/update/promo/social folders.)

What you'll see in that short email is a looooong link you'll use the first time you log in. Click that link to log in, and **then change your password** to whatever you'd like. Once you've selected a password, you'll see a screen that says:

Your password has been reset. Log in.

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Log in again with your chosen password, and you should be taken directly to a very important page: **the ACX Master Class Resource page**. If not, just click on the **Resources** link on the site's menu bar.

You'll be seeing new course content appear on that page all throughout the course, so **bookmark that page**.

On the Resources page, you'll find a video waiting for you (there will be dozens there by the time the class wraps up, as well as PDF files, videos and MP3 files).

That video that shows you how to change your password if you didn't when you first logged in:

How To Change Your Password on THIS Site (ACXMasterClass.com)

Watch that video, and THEN change your password (if you didn't before).

And that's it! You've been given access to the ACXMasterClass.com website!

DONE: I know how to register on the ACXMasterClass website.

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3. Get Help via Our Email Support Address

Now that you're inside the website, you'll want to know what to do when you need help.

There are **two ways** you can get help from our team and from your fellow classmates. One is via our support email address, and the other is in the course's private Facebook group. We'll look at that in the next section.

It's really important that you understand how they are both used.

You might be tempted to email Dan or David via their personal email addresses to ask questions about the course.

DON'T DO THAT.

If you do, all you'll get is a reply reminding you not to.

We have a **dedicated support email address** that gets your messages and then sends them to everyone on our team so any of us can help you. And it's simple. Here it is:

support@acxmasterclass.com

That's nice and big, so you don't miss it. **Please immediately add that address to your email system's address book or contacts list.** When you do, something magical happens: that address is whitelisted, meaning email coming to you from that address will more likely end up in your inbox, rather than in your spam or junk folder.

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Use our support email address for any personal inquiries about your class membership, your account, login/password information, naming and email usage on Facebook, etc. **DON'T USE THIS EMAIL ADDRESS TO ASK QUESTIONS ABOUT THE COURSE CONTENT.** For that, you want to use Facebook, which we'll look at next.

DONE: I understand how to get account help via email.

4. Get Help via the Private Facebook Group

We've seen that the support email address is for private, account related help. The Facebook group is for help with the coursework.

You'll be invited to **join your class' private Facebook mastermind group**. Once you get into the private Facebook mastermind group for the class, you'll post questions about the curriculum and content there, so everyone can see and benefit from the answers (and even chime in if they know - wisdom of the tribe). You'll also discuss issues around the world of audiobooks, offer opinions and respectful dialog, and you'll be able to get help from our team and all the students in the class.

The Facebook group is where you should post questions first, unless they are of a personal nature about your account or something private. Then, as we noted, you use the support email address and the team will help you.

Joining the Facebook Group

We will invite you to the Facebook group. You don't have to ask. But we will do so via the email address you used when you registered. If you use a different email address on Facebook, then it's time to send an email to us (*what address should you use?*) support@acxmasterclass.com (yes!) telling us the email address associated with your Facebook account. We'll then send you an invite there.

Respond to that invite, and you're in! **Once in, please introduce yourself** to us and to your fellow classmates.

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IMPORTANT

TO ACCEPT YOUR INVITATION TO JOIN THE MASTERMIND GROUP, YOU MUST BE LOGGED INTO FACEBOOK WITH THE EMAIL ADDRESS YOU PROVIDED US WHEN YOU REGISTERED. Otherwise, your invitation link won't work; you'll be told the invitation is "invalid" or "expired." If you have trouble accepting your invitation to join the Mastermind Group, it's almost certainly because the Facebook account you're logged into isn't associated with the email the invitation was sent to. In such an instance, log out of Facebook and then log back in with the email address you gave us when you registered.

ALSO IMPORTANT

Just so you know, **FACEBOOK DOES NOT ALLOW PAGES TO BE MEMBERS OF SECRET GROUPS.** Please don't ask - there's nothing we can do to change their rules. You should become a member via your profile.

What if you're not on Facebook, or you don't like Facebook?

We've got you covered. Once you register for the website (we'll show you how in the next section), you'll find an explanation Dan put together on how to join Facebook and create a profile just for this class, and **without giving Facebook any personal information** they can use or sell.

Now, let's talk about some **very simple rules** that we expect all students and graduates to follow when it comes to using the Facebook group.

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Rules of the Facebook Group

Our rules of behavior inside the private Facebook mastermind discussion group are simple. They revolve around giving help and getting help, and being respectful of everyone in the group. To be a member of the Group is a privilege associated with the ACX Master Class, and if you don't follow the rules, you'll lose these valuable benefits.

The Mastermind Group exists solely for the students in the class to:

- Ask for help with course material
- Ask for help with a particular ACX audiobook problem (including related technical challenges)
- Offer help to others who are experiencing an ACX audiobook-related problem
- Share your progress (e.g., "here's the recording booth I built") with your colleagues
- Share your audiobook successes with your colleagues
- Celebrate the successes of other group members.

It is NOT the place to:

- post questions or problems related to your class account (e.g., "I can't log in"). You now know that those should be handled by sending an email to support@ACXMasterClass.com.
- post a message intended solely for David or for Dan.
- post ANY outside links (other than to your own newly published audiobook)

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- promote some entity (person, product, etc.) and -- as a way of getting around the "no outside links" rule -- telling people to Google the name or other search terms to locate them
- tell everyone what some other group is arguing about or advising
- tell everyone what some outside "expert" (some of whom are tremendously knowledgeable, while some others should be avoided at all costs) says
- make personal posts that aren't directly related to the mission of the group (what you're doing this evening, where you're going tomorrow, your vacation plans, etc.)
- invite others to PM you if they're interested in some unrelated activity you're involved in.

The "don't" list really isn't as formidable as it appears. Really.

Please follow those rules - they've been really helpful over the years in keeping our online culture one of "be nice, be respectful, be helpful."

DONE: I understand how to get course help via Facebook.

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5. We'd Like to Publicly Welcome You

We would like to publicly welcome you via Twitter and via Facebook, **but not without your permission.**

If you'd rather we don't welcome you publicly, you don't need to do anything. We won't say anything publicly unless you say it's okay.

If it's okay with you that we welcome you publicly, please:

1. Send us an email message immediately at support@acxmasterclass.com. Make the subject line something along the lines of "It's OK to welcome me publicly."
2. In the body of the email, tell us your Twitter "handle," if you have one.
3. Also, tell us the URL of your Facebook profile/page, if you have one.

DONE: I understand your welcoming procedures.

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6. Joining Zoom for Our Sessions

Each week, there will be two live Zoom sessions for you to attend:

1. the live Zoom session on **Monday** nights where we teach you the material for that week, and
2. the live Zoom session on **Thursday** nights where you can ask any questions about the course material and assignments that you might have.

We've created a lesson in the class, which we will release before Week One, that shows you how to create a Zoom account (if you don't already have one), and how to register for all of the class and Q&A Zoom sessions. We'll email you access information on that before class begins.

DONE: I will watch for further details regarding Zoom.

7. Your Roadmap of Course Content

One of the most common things that happen is that students get ready for what's coming, and it doesn't necessarily follow their expectations: as an example, they might be itching to know exactly what gear to get, but well before we've given them the underlying foundation of why they do or don't need certain items.

So, we want to make sure you know what's coming. We've created a detailed schedule of what will be taught when, one that might look familiar as it was displayed on the registration page you completed when you joined the course.

Please, if you haven't already, download and review that PDF file before class begins, so you know when we will be teaching what content.

It's available on the same "welcome page" you found this document:

<https://acxmasterclass.com/welcome-students>

The PDF is titled **2021 Winter ACX MC Detailed Curriculum**. Be sure to download that and review it.

DONE: I will download and review the Detailed Curriculum.

8. What's Ahead

Once you get everything that precedes this taken care of, there are a few details we need to share with you so that you know what to expect once class begins. As the weeks go by, you'll get more and more information, released in a carefully designed flow so as not to overwhelm you. Here's what you will see each day:

- Every **Monday**, you'll get an email that tells you what's new for that week, including the Study Guide for that week, access information for the live Zoom session for that night, and a reminder about the new material for the week you'll find added to your class Resources page. Watch for it from us!
- Every **Tuesday** morning, you'll get an email that gives you bonus content for that week's class, access to the class recording for that week, and more new material for the week you'll find added to your class Resources page.
- You might also get material sent to you on **Wednesday**. It depends on the week.
- Every **Thursday** morning, you'll get even more instructional content that ties into that week's course content.
- And then every **Friday** morning, you'll get an email that gives you the info on how to access the recordings of that week's Q & A Zoom session, plus any extra bonus content for that week.

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TIP: You might want to create a filter and a label for the emails and other information you're going to be getting over the next several weeks. You can set your filter in Gmail and in other email clients to watch for subject lines that include this prefix:

[2021 ACX Master Class]

That way, all of your email and notifications will be in one place, waiting for you to work with.

And that's it!

We're delighted that you've joined us on this journey, and we're honored to have the chance to help you achieve the highest possible level of your audiobook career.

Thanks!

David H. Lawrence XVII & Dan O'Day