

# AH Coaching Manual

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## **Prefer learning in video-format?**

Please view the “AHCoachingHelp” folder in your library to access videos and learn how to navigate through the AH Coaching platform.

# Overview

## What is the “Overview” tab?

The “Overview” tab of your AH Coaching account allows you to view all of your worksheets, tasks, and metrics that are INCOMPLETE. On the right-hand side, you can see the due date of each individual worksheet, task, or metric. You can also see a red, yellow, or green tab. The color represents the status of each item. Items in red are considered “late”, yellow are “due today”, and green are due at some date in the future (as indicated by the date). Please note that you can still complete an item that is marked as late. Simply click on the item and complete.

## Why is the Overview useful?

1. **Quick-view.** Allows you to see what worksheets, tasks, or metrics have been assigned to you.
2. **Easily prioritize tasks.** You can prioritize tasks based on their due dates.
3. **Catch up on “late” work.** Allows you to view (and complete) tasks/worksheets that are late or unfinished.

## Can I customize my Overview?

1. No. Items from all of your courses will automatically be added to the “What’s Next” list and placed in chronological order.

## What AH Coaching programs use the Overview?

1. All of the AH Coaching programs use this feature.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Book an Appointment

## How do I book an appointment?

On the right-hand side of your screen (in the “Overview” tab), you will see an option to add an appointment. Click the “+ Appointment” button and choose the coach you would like to schedule an appointment with. Please note that booking an appointment with “AH Coach” is for technical difficulties ONLY (we recommend you send an email prior to scheduling an appointment with AH Coach to discuss technical difficulties). Once you choose your coach, you will be presented with a calendar that outlines their availability. Choose a time that works for you and confirm. If you need to change the date or cancel, you can do so by clicking the settings button (the gear) to the right-hand side of the scheduled appointment. In general, we request 24 hour notice for cancellations, when possible.

## When will you need to book a call with your coach?

1. Our 3-month Jumpstart program will prompt you to schedule a total of six calls with your coach. You will be responsible for finding a time that works well for you.
2. You will be required to book a call with your coach when you order an “A la Carte Coaching Call”.
3. Group coaching sessions will have pre-set dates (therefore, you will not need to book an appointment to participate in a group session).

## What AH Coaching programs use this feature?

1. The 3-month Jumpstart program and our A La Carte Coaching offering use this feature.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Stream

## What is the Stream?

The “Stream” tab of your AH Coaching account allows you to view ALL activity on your personal account. This feature allows you to see all tasks/items that have been assigned to you, or added to your account. Essentially, your “Stream” is your go-to place to view all of the documents and tasks that are relevant to your AH Coaching offering.

### **Why is the Stream useful?**

1. **Quick-view.** Allows you to see all features (metrics, actions, session, worksheets, journal entries, files, whiteboards, and messages) that have been assigned/added to your account.
2. **Communication with your coach.** You can comment on each item. Mark comments as private, or share them with your coach to ask questions about a particular item in your Stream.
3. **Easily navigate through topics.** Use the search button at the bottom of the “Show:” box (on the right-hand side of your screen) to navigate through files. Use search terms such as “ratios” or “meal builders” to view all items that contain that keyword.

### **Can I customize my Stream?**

1. Yes! On the right-hand side of your screen you will see a box with the title “Show:” Check (or uncheck) items to choose what you would like to be displayed on your feed. You may also choose to only display items that were sent between a set range of dates. Once you choose a date range, click “refresh” to view only items that were added/updated within that time period.
2. The toggle button to the right-hand side of the “Show:” title allows you to sort your Stream by item date OR by latest comments. If you choose “sort by latest comments”, you will be able to see the items your and/or your coach have commented on most recently.

### **What AH Coaching programs use the Stream?**

1. All of our programs use this feature.

### **What if I have more questions?**

1. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Metrics

## What are “Metrics”?

The “Metrics” tab of your AH Coaching account allows you to view items that you (or your coach) have decided to track for a pre-set period of time. Here, you can create your own (new) metrics as well as log information for your current metrics. Metrics will be essential for you and your coach to track your progress, set reasonable goals, and monitor how you are feeling throughout your AH Coaching journey.

## Why are Metrics useful?

1. Metrics assigned by your coach or course...
  - a. **Easy to view.** You are able to easily view your metrics in a graph format. As a default, your metrics are set to display 14 days worth of information. However, if you want to see more/less data, you can change this (see “Can I customize this feature?”)
  - b. **Display answers from your Daily Trackers.** Answers from your “Daily Tracker” And “Food Mood Tracker” worksheets will automatically be inputted into your metrics graphs.
  - c. **Easily add data points directly to metrics.** You may also add an individual data point directly into the graph. Please note that if you have already completed a “Daily Tracker” or “Food Mood Tracker”, that data point will be removed and the newest data point (entered manually into the graph) will replace it.
2. **Track your own metrics.** You may also add metrics that have not been assigned by your coach. Perhaps you would like to track your steps, your weight, your waist measurement, etc. To use this feature, simply click on the “+” button to the right of the “Metrics” tab. Fill out the information on the “Create a Metric” form - name of metrics, unit of measure, dates to track, frequency, data entry, target, display options, and reminders.
3. **Comment on metrics (privately or with your coach).** In the right-hand corner of each metric, you will see a comment bubble button. This allows you to make a comment on a particular metric. After you write the comment, you may choose to share it with your coach or leave it as a private comment.
4. **Add context to each numerical metric.** You may add comments to your metrics

by typing in the “optional comment” box. Comments from your “Daily Tracker” and “Food Mood Tracker” worksheets will automatically be added to your metrics. For example, if you had poor sleep (ie: 4 hours), you may add a comment describing “my son was up sick and I was taking care of him.” This way, you can understand your metrics and remember why you may see some outliers in your graph.

## Can I customize my Metrics?

1. Yes! By default, there are NO targets on assigned metrics. If you would like to add a target, click the edit button (the pen and paper) in the right-hand corner of the metric graph. Here, you can add a target, change the display (ie: adjust the scale on the Y-axis), and add reminders to record your progress.
2. You may also create your own metrics to track, as discussed above. Examples might include: weight, waist measurement, and/or daily steps.

## What AH Coaching programs use Metrics?

1. The AH Accountability course (AHA) and the 3-month Jumpstart program use this feature. However, anyone who has purchased an AH Coaching offering has access to the metrics tab to add their own metrics, if desired.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Actions

## What is the “Actions” tab?

The “Actions” tab of your AH Coaching account allows you to view items that you (or your coach) have assigned. Your coach will decide whether or not you can edit the actions they assign to you. NOTE: You can always edit the actions that you create for yourself.

## Why is the “Actions” tab useful?

1. **Quick-view.** Allows you to see upcoming (or late) actions and prioritize tasks based on their due dates.
2. **Set small goals.** You can add your own actions to make a plan to accomplish a future goal.
3. **Communicate with your coach.** You can comment on each action to ask your coach a question about a particular task, or record private thoughts you have about an action.
4. **Easily navigate through topics.** You can quickly view a particular task by using the search button in the top right-hand corner of your screen. Type in a key word such as “meal prep” or “movement” to view all tasks associated with that term.

### Can I customize my Actions?

1. Yes! Click on the edit button on the right-hand side of the action item you would like to customize. From there, you will have the opportunity to change the title, due date, and comments of the action as well as set reminders as you see fit.
2. Please note that coaches may NOT allow you to modify the title, due date, or comments of an action. If you would like to modify an action (but cannot do so), please reach out to your coach by using the comment feature (located where the edit button would normally be). You can ALWAYS adjust your reminders/notifications for an action.

### What AH Coaching programs use this feature?

1. The AH Accountability course (AHA) and the 3-month Jumpstart program use this feature. However, anyone who has purchased an AH Coaching offering has access to the actions tab to add their own actions, if desired.

### How can I ask more questions about this feature?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

## Session Notes

### What are “Session Notes”?

Session notes are quick summaries of your calls with one of our AH Coaches. After you complete a coaching call, your AH coach will create a document that summarizes your session. A Session Note may include: reminders, goals, and any other relevant information.

### Why is this feature useful?

1. **Reminder of your call.** Allows you to view all session notes and refer to topics discussed during a call with one of our AH Coaches.
2. **Communicate with your coach.** You can comment on the session notes to ask for clarification from your coach, or add a personal note/comment to refer to later.
3. **Easily navigate through topics.** You can quickly view a particular session note by using the search button in the top right-hand corner of your screen. Type in a key word such as “meal prep”, “movement”, or a specific date to view all session notes associated with that term.

### Can I customize my Session Notes?

1. No. Session notes are sent by your coach and may not be edited. However, you may comment on each session note (mark your comment as private OR shared).

### What AH Coaching programs use Session Notes?

1. Any course or program that includes a call with one of our AH Coaches will use this feature. Some group sessions will use Session Notes while others will not.

### What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

## Worksheets

### What are “Worksheets”?

The “Worksheets” tab of your AH Coaching account allows you to view all worksheets and modules assigned to you. This is where most of your course content will be found.



You can view assigned (and uncompleted) worksheets as well as completed worksheets. The colored strip in the bottom right-hand corner of each worksheet represents its status. Late worksheets are marked in red, worksheets due today are in yellow, and worksheets due at some point in the future are in green. Please note that you may still complete a late worksheet. To do so, simply click on the worksheet, fill out the questions, and click “complete”.

### **Why is this feature useful?**

1. **Quick-view.** Allows you to see scheduled, assigned, late, and completed worksheets.
2. **Comment and/or print for future reference.** When you hover overtop of a worksheet, you will see four options in the right-hand corner. These buttons allow you to print, email, edit (fill out/complete), and/or comment on the worksheet. This is a great opportunity to ask questions about a specific worksheet or print out modules/worksheets that are particularly useful/relevant to you.
3. **Access Food Mood Trackers and Daily Trackers.** IF you are enrolled in ANY AH program, you may add your own Daily Tracker Worksheet or Food Mood Tracker Worksheet. To do so, simply click on the “+” button next to the “Worksheets” tab. Choose the worksheet you would like to add, and complete accordingly. TIP: If you made a mistake on your Daily Tracker or Food Mood Tracker, you may create a new worksheet and fill it out again. Your new recordings will automatically be added to your metrics graphs.
4. **Easily navigate through topics.** You can quickly view a particular worksheet by using the search button in the top right-hand corner of your screen. Type in a key word such as “P1” (to locate P1 worksheets) or “Stress Relief” to view all worksheets associated with that term.

### **Can I customize this feature?**

1. No. The worksheets assigned by your coach have a pre-set due date. You may, however, add reminders to be sent to yourself on a set day/time.
2. You always have the ability to access a brand new copy of a “Food Mood Tracker” or a “Daily Tracker”. To do so, simply click on the (+) next to “Worksheets” and click on the tracker you would like to fill out.

### **What AH Coaching programs use this feature?**

1. The 3-month Jumpstart program uses this feature. Every module in the 3-month

Jumpstart program will be displayed as a worksheet.

2. Some group calls or sessions may involve the use of a worksheet before and/or after the call.
3. Anyone who has purchased an AH Coaching offering has access to the Food Mood Tracker and Daily Tracker worksheets.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Journal

## What is a Journal?

The “Journal” tab of your AH Coaching account allows you to record any additional information that you would like to add to your account. Each journal can EITHER be shared with your coach or kept private. Similar to worksheets, you may also print, mail, edit, or comment on journals. NOTE: You cannot edit journals that are already completed (completed journals can be located in the “past” tab). To keep a journal “active” (so you are able to edit it), click the “save” button instead of the “complete” button at the bottom of a new journal entry. Once you click “complete”, the journal can no longer be edited. You can, however, still make comments on any journal entry.

## Why are Journals Useful?

1. **Further information.** Allows you to record any additional thoughts, feelings, or comments you may have on a particular day.
2. **Easily navigate through topics.** You can quickly view a particular journal by using the search button in the top right-hand corner of your screen. Type in a keyword (such as a date or topic) to view all journals associated with that term. We recommend you title your journals with the date of the entry, followed by a key-word term (joyful movement, accomplishment day, meal prep experience, etc.) so they are easy to find/access later on.

## Can I customize my journals?

1. Yes! The journals can be private or shared with your coach. This feature is similar to a diary - it is yours to customize and use as you see fit.
2. You may also upload photographs or insert links into a journal. This is useful if you would like to post a photo of an accomplishment, insert a link to a helpful blog post/online resource, or record a motivational video you found.

## What AH Coaching programs use Journals?

1. Anyone who has purchased an AH Coaching offering has access to the Journals feature.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Files

## What are “Files”?

The “Files” tab of your AH Coaching account allows you to access, view, comment on, and/or print any file that has been shared with you. You may also upload your own files to be shared with your coach. For example, perhaps you have a family recipe you would like to share with your coach. Simply upload a file of that recipe, and click on the checkbox to send a notification to your coach. Your coach will then be able to access the file and make comments to help you out.

## Why are “Files” Useful?

1. **Communicate with your coach.** Allows you to share files with your coach and receive quick comments/feedback about a resource.
2. **Access to exclusive resources.** This is your hub for all files your coach or course has shared with you. Here, you will find plenty of general AH Coaching resources included in courses as well as additional files we have made specifically for you.
3. **Easily navigate through topics.** You can quickly view a particular file by using

the search button in the top right-hand corner of your screen. Type in a keyword (“joyful movement”, “meal prep”, etc.) to view all files associated with that term.

## Can I customize my Files?

1. Yes! Feel free to add your own files and/or create your own folders to organize your documents. Keep in mind that your files will be automatically shared with your coach.
2. Create “folders” with your favorite documents!

## What AH Coaching programs use Files?

1. Most courses and groups in the AH Coaching program will use the files tab to share relevant documents with participants.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Whiteboards

## What is a Whiteboard?

The “Whiteboards” tab of your AH Coaching account allows you to have an on-going (and editable) document to discuss a particular topic. Each whiteboard can be private OR shared with your coach. When shared with your coach, this feature is similar to a live forum. You may both freely edit the document, and continue to expand upon a particular topic.

## Why are Whiteboards Useful

1. We recommend Whiteboards to be used for FAQ, or on-going lists.
  - a. **Ask questions.** If you have a question, type the question as the title of the Whiteboard. This way, you can easily navigate to that question by using the search feature at the top. You and your coach can continue to have a live conversation about the topic/question to help you through your AH

journey.

- b. **Create on-going lists.** Another great use for Whiteboards is creating lists. We recommend creating a “favorite recipes” whiteboard - however, you can also add topics such as “favorite movement activities”, “best stress-relief practices”, “favorite modules/blog posts”, or “favorite ingredients”. This way, you and your coach can add ideas and record the activities/meals that you love most throughout the program.
- c. **Easily navigate through topics.** You can quickly view a particular whiteboard by using the search button in the top right-hand corner of your screen. Type in a keyword (such as a question or topic) to view all whiteboards associated with that term.

## Can I customize my Whiteboards?

1. Yes! The whiteboards can be private or shared with your coach, and are continuously edited throughout the program.
2. You may also upload photographs or insert links into a whiteboard. This is useful if you would like to post a photo of your favorite meal, insert a link to a helpful blog post, or record a link to an online resource (recipe, movement routine, inspiring quote, video, etc.)

## What AH Coaching programs use Whiteboards?

1. Anyone enrolled in any of the AH Coaching programs has access to the journal feature. Most groups will also have Whiteboards as an “FAQ” resource.

## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Courses

## What are “Courses”?

The “Courses” tab of your AH Coaching account allows you to view your progress in your current and past courses. Here, you can view your progress including: day/unit of

program, completed metrics, completed worksheets, future worksheets (in green), worksheets due today (in yellow), and late worksheets (in red). You may also click the “view details” toggle bar to view a complete outline of what to expect in the course. NOTE: Some courses will allow you to see future items/tasks in the course whereas other courses will only allow you to see up to today’s date.

### Why is this feature useful?

1. **Quick-view.** This feature allows you to view your progress as a whole in a particular course. Additionally, you can find out what is coming, and make plans (as needed) to best prepare yourself for the course.
2. **Organization.** If you are enrolled in multiple courses, you can use the search bar to quickly view your progress in a specific course.

### Can I customize this feature?

1. No. This feature is simply an overview of a pre-set course.

### What AH Coaching programs use this feature?

1. All courses in the AH Coaching program use this feature. Groups do NOT use this feature.

### How can I ask more questions about this feature?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

## Groups

### What is a “Group”?

If you are enrolled in a group, the name of the group will appear at the bottom of the menu on the left-hand side of your screen. Here, you can access the group stream, files, whiteboards (if applicable), actions (if applicable), sessions (if applicable), and any relevant worksheets that have been assigned to the group.

### Why is this feature useful?

1. **Community.** Groups are a great way to connect with a community and gain a sense of accountability.
2. **Ask questions and communicate with others.** In most groups, you will be able to send a message with the group. To do so, simply click on the (+) button to the left-hand side of the “Group Stream” tab. Once you share your file or message, it will be displayed at the top of the Group Stream. View the “Stream” section in this document for more information on how to navigate through the Stream tab.
3. **Help others.** You will have the ability to comment on items in the group stream. To do so, click on the “add a comment...” bar and type your comment. You may make a private comment (for example: “this is motivating!” or “I want to try this for dinner”) or make the comment public (perhaps answer a question or ask a question about a particular item in the stream).
4. **Easily navigate through topics.** You can quickly view a particular message in the stream by using the search button in the top right-hand corner of your screen. Type in a keyword to view all messages associated with that term. TIP: You can also choose to display only messages that were posted within a particular date range.
5. **Exclusive files.** Any Files that are relevant to your group can be accessed in the “files” tab. Here, you can download, print, or comment on a file.
6. **FAQs and “live” conversations (whiteboards).** Some groups will have a “Whiteboards” section. This section is to be used for FAQs only. Use the search bar at the top to type in a keyword such as “meal prep”, “P2 ratios”, or “movement” to view FAQs related to that search term. If you do not see your question, add a new whiteboard with the title being your question.
  - a. NOTE: Anyone may comment on this whiteboard. Please be respectful of everyone’s questions in the group. We ask that coaches respond in BLUE and clients respond in BLACK. This way, you can easily navigate through questions and comments from both coaches and clients in the group.

## Can I customize my Groups?

1. Yes! Feel free to add your own whiteboards, if you have a FAQ that has not yet been addressed.
2. Adjust your notification settings in the “preferences” tab. You can choose whether or not to be notified via email when a group member posts a message or a comment.

## What AH Coaching programs use Groups?

1. Coaching programs are not always associated with groups. However, you can join a group by visiting the “offerings” tab (located in the top right-hand toggle menu).

## What if I have more questions?

1. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

# Your Account

## What is in “My Account”?

In the top right-hand corner of your screen, you will see a toggle button (where your username is displayed). Here, you can access the “My Account” tab to view and adjust your account settings. This is where you can update your personal information (User Profile), choose your preferences, sync your calendars, and view previous agreements.

NOTE: The tab below the “My Account” tab (called “Offerings”) displays all of the AH Coaching programs that you may purchase. If you have any questions about the offerings, please email [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

## Why would I use the “My Account” tab?

1. Use the “User Profile” tab to choose a username (the name that will be displayed in the top right-hand corner of your screen), update your time zone, change your password, and update any relevant information (such as your email and phone number).
2. Use the “Preferences” tab to choose whether or not you would like to receive SMS or email notifications when you have completed an action item or reported a metric.
3. Use the “Calendar Sync” tab to link your account to Google, Outlook, or Apple calendars. When this feature is enabled, your action due dates, metric reminders, and any other date-related tasks will be automatically added to the calendar of your choice.
4. Use the “MY Agreement” tab to access a complete copy of any agreements you signed prior/during the program.



## What if I have more questions?

1. Click on the lightbulb in the top right-hand corner of your screen to access the “help” feature.
2. If you have more questions, please reach out to [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).

## Invoicing

### How can I find my invoices?

In the top left-hand corner of your screen you will see a button with a picture of an envelope and dollar bills - this is your “invoicing” button. Here, you can view all of your past invoices as well as payments to be made in the future. Items marked in red are late, and items in green are paid. Click on the invoice to pay a fee, or click on a past invoice to print a hard copy to keep for your records. If you have any questions about your invoices, please email [coach@alwayshungrybook.com](mailto:coach@alwayshungrybook.com).