

16BEG - Project Management and Content Collaboration Fundamentals

Top 20 Questions & Answers

1. Q: How do I know what tier of Smartsheet plan my company uses and which tools are available to me?

A: You can view your plan by clicking on your picture in the upper right hand corner of the app and selecting plan info. To learn more about what's available on each plan visit www.smartsheet.com/pricing. To learn more, you can also contact your account team at www.smartsheet.com/contact.

2. Q: Is a portal the same as a dashboard?

A: Yes - Dashboards are a fully customizable view, which can include information from sheets and reports, embedded content, images, and more. Portals are an approach to dashboards that is more focused on sharing resources (rather than incorporating a lot of live data) but it's the same capability.

3. Q: Are blueprints and templates the same?

A: A template is used to create a single sheet, either based on a pre-built template in the Solution Center, or a sheet you created. A Template Set will create multiple sheets/reports/dashboards for you in a folder together, and a Blueprint is a specific type of template set that Smartsheet Control Center uses to create projects. Learn more about creating Templates here:

<https://help.smartsheet.com/articles/522123-creating-using-templates> and more about Control Center here:

<https://www.smartsheet.com/marketplace/premium-apps/control-center>

4. Q: If I share a sheet with someone who does not have a Smartsheet license will they be able to see the dashboard?

A: Dashboards are actually separate from sheets - while you can incorporate sheet data into your dashboard through various widgets, dashboards are separate from sheets and so need to be shared separately. You can also "publish" a sheet or dashboard to provide access to people who do not have their own Smartsheet login. Publish is available by clicking on the "globe" icon in the right bar (for sheets) or the same globe icon in the top bar (for dashboard). To learn more about sharing visit

<https://help.smartsheet.com/learning-track/get-started/sharing>

5. Q: Where do I learn more about training and certification?

A: We have several training options available from instructor-led, to online self-paced, and even a certification program. To learn more visit www.smartsheet.com/training

6. Q: Are dashboards available to "Free" users to view?

A: Yes! If someone with a license creates a dashboard, they can share it with any free user to view. Simply share to that person's email address. If they haven't logged in before, Smartsheet will ask them to create a password to login as a free user.

7. Q: How do you connect 10,000ft to your project sheet?

A: You will need to have both a Smartsheet license and a 10,000ft license to connect the two together. To learn how to use the 10,000ft integration panel for Smartsheet, visit our Learning Center at:

<https://help.smartsheet.com/learning-track/integrations-and-add-ons/10000ft-panel-smartsheet>

8. Q: How do we access the links in the presentation?

A: Links referenced in the presentation are under the video, and you can access the slide deck with links there as well.

9. Q: What are the brain boosts and how do you access them?

A: Brain Boosts are activities you can do with these sessions. Visit

https://learn.smartsheet.com/page/engage-brain-boosts?access_code=engage2020

10. Q: Where can I find webinars/upcoming webinars/etc?

A: You can find upcoming webinars at www.smartsheet.com/webinars. You can currently register for webinars about new ENGAGE product releases, Document Builder, and Project Management. New topics are always being added.

11. Q: Will this be recorded and available to watch at a later date?

A: Yes, all sessions will be available to rewatch through October

12. Q: What were the tips that Tana Perkins recommended for adoption?

- A:
1. Define "why Smartsheet?" for your organization
 2. Garner support
 3. Start small and immediately demonstrate value
 4. Address apprehension
 5. Have patience

13. Q: What are some other resources I can use to onboard my team to Smartsheet?

A: We definitely recommend using our Help & Learning Center at www.help.smartsheet.com - it contains curated learning tracks with videos, help articles, templates and webinars.

You can also join the weekly SmartStart Onboarding webinar for new users at www.smartsheet.com/webinars or view a recording at <https://help.smartsheet.com/learning-track/best-practice-webinars/smartstart-onboarding>.

If you would like more in depth training for your team, please check out our instructor-led training offerings at www.smartsheet.com/training.

14. Q: Where do I learn more about Smartsheet User Groups?

A: You can learn more about Smartsheet User Groups at <https://www.smartsheet.com/user-groups>

15. Q: How do I join the Smartsheet Community?

A: You can join the Community at <https://community.smartsheet.com/>

16. Q: How do I sign up to receive product release notes?

A: You can join the product release notes mailing list at https://offers.smartsheet.com/product-release-notes-subscribe.html?_ga=2.9436277.1530116819.1596367012-2136388532.1592456444

17. Q: Where do I learn more about Smartsheet Certification?

A: You can learn more about Certification at: <https://help.smartsheet.com/learning-track/getting-started-training/certification>

18. Q: How do I join the Mobilizer Program?

A: To learn more about the Mobilizer Program visit <https://www.smartsheet.com/mobilizer>

19. Q: Where can I find some of the great customer stories shared today?

A: Check out our customer stories at <https://www.smartsheet.com/customers>

20. Q: I want to build a complex solution and I think I need help.

A: We have a consulting team that can help you build a custom solution, including custom integrations. To learn more about how our consulting team can help you get up and running, please visit <https://www.smartsheet.com/services/consulting>