



People SO Need You!

As this Thanksgiving season approaches, we take this time to thank you, our listed providers, for all the good work you do.

In the past few months traffic and searches on the HelpPRO website have more than doubled. People need you and are so grateful that you take the time to list your practice information.

You should hear the voices of people who call. Yes, a lot of people call us. HelpPRO is known primarily an online therapist finder, but a surprising number of people phone us wanting our help finding a therapist for them.

Of course we help and people are very appreciative. Sometimes the human touch makes all the difference.

So again, on this Thanksgiving Holiday, we thank you, as do all the people looking for help!

WELCOME TO ALL OUR NEW HELPPRO MEMBERS!

In the past few months we have had a lot of new therapists list with HelpPRO.

This is good since traffic and searches on the HelpPRO website have more than doubled and we need more providers in every geography to meet the need.

Those searching and in need especially thank you for sharing your information so they can find YOU!

Customer Service Corner

Question: I upgraded to a Premium listing last month. My personal statement is almost complete, but I don't have a photo of myself that I like enough to display on the web. Any suggestions?

Answer: Consider your Premium listing as a work in progress from which you want to get the most benefit. You can upload any type of photo such as a scenic view, a practice logo or a meaningful symbol. A photo can be changed just as easily as the text of your statement.

Lisa Guglietta, Director of Customer Services

Please [email Lisa](#) with any questions.

Please Take a Minute...

Over the last year we have made a lot of improvements to HelpPRO. Now we would like to know how you feel about HelpPRO services.

So we have created a very simple [60 second survey](#) with the hope that some of you will take a minute to give us much needed feedback.

This survey has only six questions and is completely anonymous. We created it to be quick and easy because we know your time is valuable.

[Click here](#) to take the 60-second survey now.

How Many Listing Views Do People Get?

Statistics can be helpful in assessing how well your listing is doing. A few years ago we innovated the *Listing View Notification System* to give you that information. Here are a few numbers in the last few months:

5.3 per month is the average number of Listing Views received by a therapist with a **Basic Listing**.

8.2 per month is the average number of Listing Views received by people with a **Premium Listing**.

Based on these averages, if you have a Basic Listing expect at least one listing view notification email each week. With a Premium Listing, expect twice that or about two per week.

(Notification of a listing view is an indication of how much visibility your listing is receiving but not necessarily how many referrals you will receive.)



A Blog from Bill Blout

William L. Blout, LICSW
President, HelpPRO

What You Are Saying...

Dear Colleagues,

A year ago we talked about making your listing more visible. At the time our benchmark was 500 visitors per day or 12,000 per month.

Last month we averaged close to 1000 visitors/day and 24,000 in the month. Yes!

It has been a real pleasure hearing your positive feelings about HelpPRO. Here are some examples of what you are saying:

"I love, love, love HelpPRO."

"Wonderful! I found myself pretty easily - tested OCD treatment Omaha & anxiety treatment Omaha... came up on first page of Google each time...Thank you!"

"It's the best \$ I spend on my practice each year."

Of course it has not been all positive. We hear from some people that they get very few referrals, but we hear less and less over time as HelpPRO has become more and more popular.

We want to keep improving our service. So please take a moment to complete our five question [60 second survey](#).

And A Major Improvement to Come...

We are almost finished with an important revision to the listing pages. Many people have reported confusion and frustration in listing and modifying their practice information.

So look for a much more friendly and intuitive experience the next time you login to your listing.

Best Regards,

Bill

Your login information:

Email: «LoginEmail»

Password: «Password»
(3 digits are hidden for security)

QUICK LINKS

[HelpPRO Home Page](#)

[Log into your Listing](#)

(see your personal login info)

[Sample Premium Listing](#)