

**dinolingo**

**GIFT SUBSCRIPTION**



# dinolingo

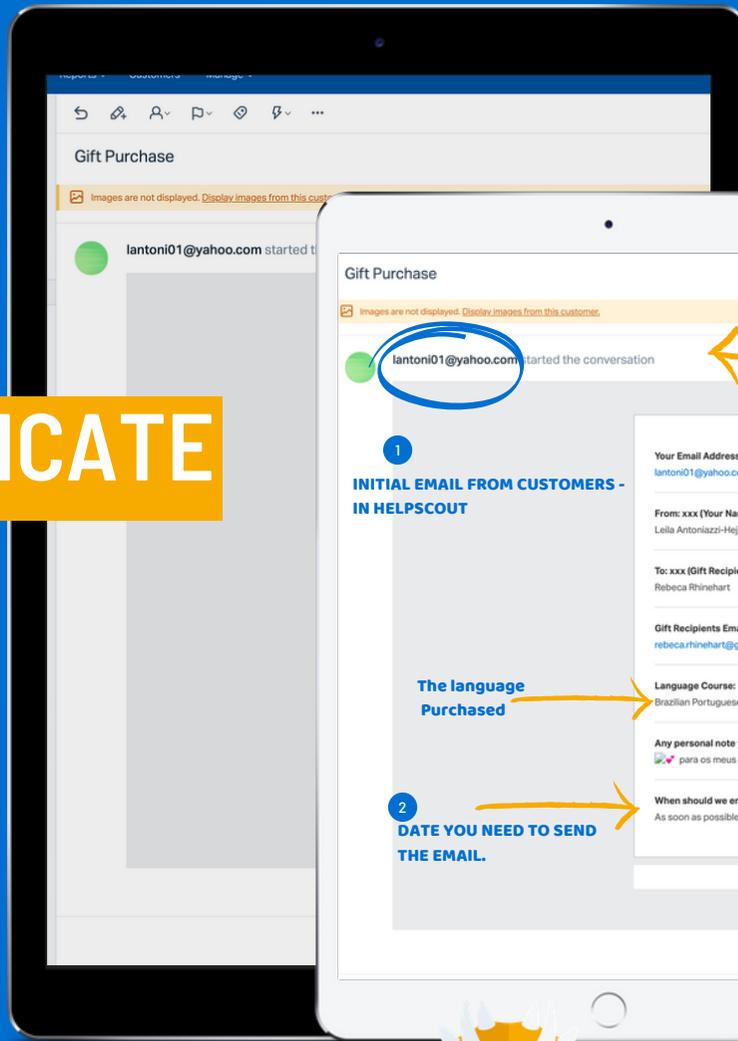
## HELP SCOUT

Gift subscription step by step  
HOW TO ISSUE

Customers place a request for a 'gift subscription' often. We have set up a system to deliver this easily.



# GIFT CERTIFICATE



## Gift Purchase

1  
**INITIAL EMAIL FROM CUSTOMERS - IN HELPSCOUT**

2  
**DATE YOU NEED TO SEND THE EMAIL.**

**FROM**

**TO**

**MESSAGE**



# STEP BY STEP #1

The screenshot displays a support ticket interface. On the left, a form is visible with the following fields:

- Your Email Address:** lanton01@yahoo.com
- From: xxx (Your Name):** Leila Antoniazzi-Hejda
- To: xxx (Gift Recipients Name or Child's name):** Rebeca Rhinehart
- Gift Recipients Email Address:** rebeca.rhinehart@gmail.com
- Language Course:** Brazilian Portuguese
- Any personal note you want to add?** para os meus netinhos
- When should we email your gift certificate?** As soon as possible

On the right, the 'New Conversation' window is open. The search bar contains the text 'gift', and a dropdown menu shows the following results:

- CS - GIFT SUBSCRIPTION - Welcome Package
- GIFT SUBSCRIPTION - For Gifttee
- GIFT SUBSCRIPTION - is... Thank you for your purchase

Blue arrows and numbers 1 and 2 indicate the search process. Arrow 1 points to the search bar, and arrow 2 points to the search results dropdown. Below the screenshot, the text 'SAVED RESPONSES : search for 'GIFT SUBSCRIPTION - For Gifttee'' is displayed.



# STEP BY STEP #2

2

## PERSONALIZE THE GIFT CERTIFICATE

From the Gift Request, copy and paste the gift recipient and message to the Gift Certificate Email.

The image shows a support ticket interface. On the left is a form for creating a gift certificate. On the right is a 'New Conversation' window showing an email template. The form fields and the email content are highlighted with yellow and blue circles to show the mapping between them.

**Form Fields (Left):**

- Your Email Address:** lantoni01@yahoo.com
- From: xxx (Your Name):** Leila Antoniazzi-Hejda
- To: xxx (Gift Recipients Name or Child's name):** Rebeca Rhinehart
- Gift Recipients Email Address:** rebeca.rhinehart@gmail.com
- Language:** Brazilian Portuguese
- Any personal note you want to add?** para os meus netinhos
- When should we email your gift certificate?** As soon as possible

**New Conversation (Right):**

- To:** rebeca.rhinehart@gmail.com
- Subject:** A Special Gift for you Rebeca Rhinehart.
- Personal Message:** para os meus netinhos
- Body:** Hello... 1-year online subscription for Brazilian Portuguese for kids! Time to set up your account, please follow these easy steps:  
1 - Go to our subscription page <https://dinolingo.com/register/portuguese-for-kids>  
2 - Enter your information  
3 - Enter coupon code: **POR235E** (This code will expire)  
4 - Click Submit. You do not have to enter your credit card information.  
Congratulations, you are now automatically logged in!  
How to use the portal each time:  
1- Go to our website login page [dinolingo.com/login](https://dinolingo.com/login)  
2- Enter your USERNAME /or Email  
3- Enter your PASSWORD  
Once logged in you will be directed to your language. You can locate the "My-Account" section at the bottom of the page to change your password.  
Please let us know if you have any questions.

**Footer:** Annique dinolingo, Customer Service Team, dinolingo - Language Starts Here, Sign-Up Here!, Follow us on Social Media: Instagram Facebook, Youtube, LinkedIn, Pinterest, Twitter, Blog

# STEP BY STEP #3

## CODES AND LINKS

Open your Google Docs folder.

Copy and paste the code and link for the specific language course being purchased

1	LANGUAGE	1 YEAR CODES	1 YEAR LINK	6 MONTH CODES	6 MONTH LINK
3	ARABIC	ARA565C	<a href="https://dinolino.com/register/?ARA384C">https://dinolino.com/register/?ARA384C</a>		<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
4	ARMENIAN	ARM347M	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
5	BULGARIAN	BUL587N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	BUL239N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
6	CANTONESE	CAN367E	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
7	CHINESE	CHI846E	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	CHI356E	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
8	CREOLE	CRE645E	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
9	CROATIAN	CRO645N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
10	CZECH	CZE847H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
11	DANISH	DAN924H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
12	DUTCH	DUT364H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
13	ENGLISH	ENG367H	do not use, use english new	serdar	
14	ENGLISH - NEW	ENG596H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
15	FINNISH	FIN375H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
16	FRENCH	FRE826H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	FRE485H	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
17	GERMAN	GER827N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	GER934N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
18	GREEK	GRE837K	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
19	GUJARATI	GUJ983I	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
20	HAWAIIAN	HAW635N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
21	HEBREW	HEB982W	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	HEB346W	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
22	HINDI	HIN639I	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
23	HUNGARIAN	HUN028N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	HUN346N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
24	INDONESIAN	IND053N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
25	IRISH	IRI027H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
26	ITALIAN	ITA764N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
27	JAPANESE	JAP926E	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	JAP645E	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
28	KOREAN	KOR836N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	KOR457N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
29	LATIN	LAT019N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	LAT634N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
30	MALAY	MAL746Y	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	MAL750Y	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
31	NORWEGIAN	NOR936N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
32	PERSIAN	PER635N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	PER784N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
33	POLISH	POL645H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
34	PORTUGUESE-BR	POR235E	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
35	PORTUGUESE	EPR762S	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
36	PUNJABI	PUN834I	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
37	ROMANIAN	ROM746N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
38	RUSSIAN	RUS645R	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	RUS364R	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
39	SERBIAN	SER635N	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	SER984N	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
40	SLOVAK	SLO684K	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
41	SPANISH	SPA627H - OLD	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	SPA 98	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
42	SPANISH	SPA937H - NEW	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	SPA 16	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
43	SWAHILI	SWA803I	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
44	SWEDISH	SWE835H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
45	TAGALOG	TAG836G	<a href="https://dinolino.com/reg">https://dinolino.com/reg</a>		
46	THAI	THA509T	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
47	TURKISH	TUR028K	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
48	UKRAINIAN	UKR647Y	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		
49	URDU	URD872U	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	UR	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
50	VIETNAMESE	VIE937E	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>	VIE	<a href="https://dinolino.com/regis">https://dinolino.com/regis</a>
51	WELSH	WEL704H	<a href="https://dinolino.com/register/?">https://dinolino.com/register/?</a>		

CODE  
TIME SENSITIVE

LINK TO LOG IN PAGE



# CODES AND LINKS COPIED

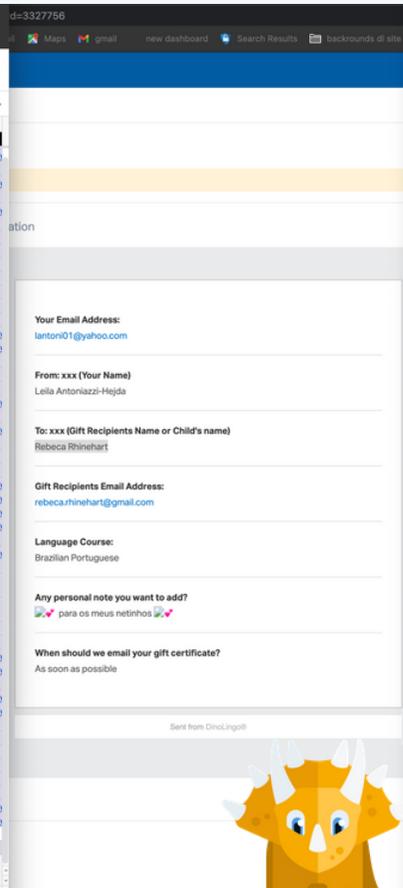
## CODES AND LINKS

Open Google Docs folder.

Copy and paste the code and link for the specific language course being purchased



	A	B	C	D	E
1	LANGUAGE	1 YEAR CODES	1 YEAR LINK	6 MONTH CODES	6 MONTH LINK
3	ARABIC	ARA565C	<a href="https://dinolingo.com/register/?code=ARA384C">https://dinolingo.com/register/?code=ARA384C</a>		<a href="https://dinolingo.com/">https://dinolingo.com/</a>
4	ARMENIAN	ARM347M	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
5	BULGARIAN	BUL597H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	BUL239N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
6	CANTONESE	CAN397E	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
7	CHINESE	CHI46E	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	CHI356E	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
8	CREOLE	CRE645E	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
9	CROATIAN	CRO645N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
10	CZECH	CZE847H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
11	DANISH	DAN924H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
12	DUTCH	DUT364H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
13	ENGLISH	ENG397H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
14	ENGLISH - NEW	ENG596H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
15	FINNISH	FIN375H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
16	FRENCH	FRE262H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	FRE485H	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
17	GERMAN	GER272H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	GER934N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
18	GREEK	GRE837K	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
19	GUJARATI	GUJ383J	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
20	HAWAIIAN	HAW935N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
21	HEBREW	HEB932W	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	HEB346W	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
22	HINDI	HIN938I	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
23	HUNGARIAN	HUN028N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	HUN346N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
24	INDONESIAN	IND053N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
25	IRISH	IRI027H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
26	ITALIAN	ITA764N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
27	JAPANESE	JAP928E	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	JAP645E	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
28	KOREAN	KOR035N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	KOR457N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
29	LATIN	LAT193H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	LAT634N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
30	MALAY	MAL746Y	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	MAL750Y	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
31	NORWEGIAN	NOR366N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
32	PERSIAN	PER635N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	PER784N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
33	POLISH	POL645H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
34	PORTUGUESE-B-R	POR235E	<a href="https://dinolingo.com/register/portuguese-for-kids">https://dinolingo.com/register/portuguese-for-kids</a>		
35	PORTUGUESE-E-U	EPRT625	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
36	PUNJABI	PUN334I	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
37	ROMANIAN	ROM746N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
38	RUSSIAN	RUS449R	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	RUS364R	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
39	SERBIAN	SER635N	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	SER904N	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
40	SLOVAK	SLO684K	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
41	SPANISH	SPA627H - OLD	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	SPA698H	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
42	SPANISH	SPA937H - NEW	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	SPA546H	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
43	SWAHILI	SWA803I	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
44	SWEDISH	SWE835H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
45	TAGALOG	TAG836G	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
46	THAI	THA509T	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
47	TURKISH	TUR028K	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
48	UKRAINIAN	UKR947Y	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
49	URDU	URD872U	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	URD984U	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
50	VIETNAMESE	VIE937E	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>	VIE866E	<a href="https://dinolingo.com/">https://dinolingo.com/</a>
51	WELSH	WEL704H	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		
52	FULL LICENSE	FULL937845D	<a href="https://dinolingo.com/register/">https://dinolingo.com/register/</a>		



Your Email Address:  
lantoni01@yahoo.com

From: xxx (Your Name)  
Lela Antoniazzi-Hejda

To: xxx (Gift Recipients Name or Child's name)  
Rebecca Rhinehart

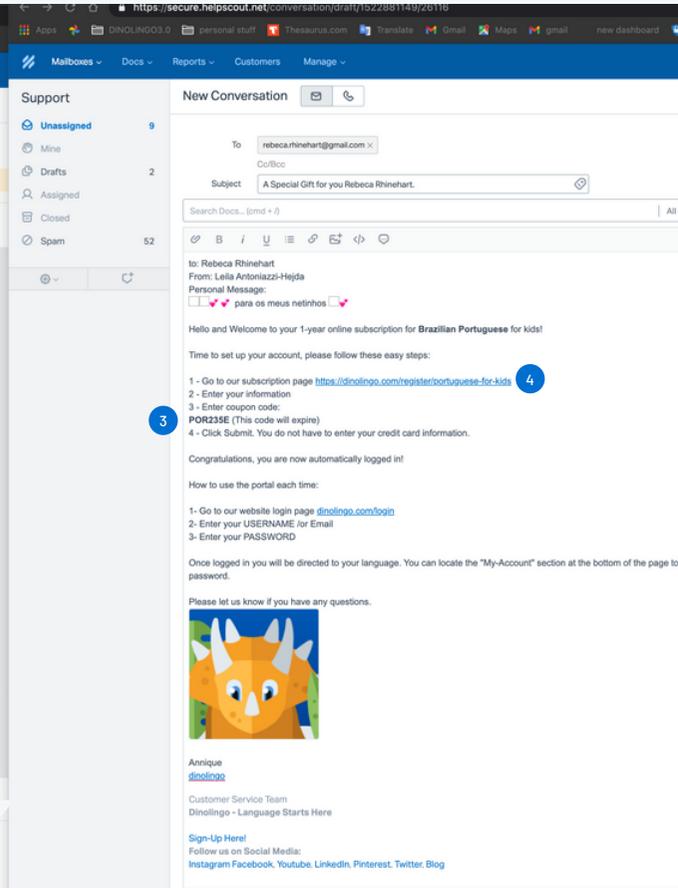
Gift Recipients Email Address:  
rebecca.rhinehart@gmail.com

Language Course:  
Brazilian Portuguese

Any personal note you want to add?  
para os meus netinhos

When should we email your gift certificate?  
As soon as possible

Sent from DinoLingo!



Support

- Unassigned: 9
- Mine
- Drafts: 2
- Assigned
- Closed
- Spam: 52

New Conversation

To: rebecca.rhinehart@gmail.com x  
Cc/Bcc

Subject: A Special Gift for You Rebecca Rhinehart.

Search Docs... (cmd + f)

to: Rebecca Rhinehart  
From: Lela Antoniazzi-Hejda  
Personal Message:  
para os meus netinhos

Hello and Welcome to your 1-year online subscription for Brazilian Portuguese for kids!

Time to set up your account, please follow these easy steps:

- 1 - Go to our subscription page <https://dinolingo.com/register/portuguese-for-kids>
- 2 - Enter your information
- 3 - Enter coupon code: POR235E (This code will expire)
- 4 - Click Submit. You do not have to enter your credit card information.

Congratulations, you are now automatically logged in!

How to use the portal each time:

- 1- Go to our website login page [dinolingo.com/login](https://dinolingo.com/login)
- 2-Enter your USERNAME (or Email)
- 3-Enter your PASSWORD

Once logged in you will be directed to your language. You can locate the "My-Account" section at the bottom of the page to password.

Please let us know if you have any questions.



Annie  
[dinolingo](https://dinolingo.com)

Customer Service Team  
Dinolingo - Language Starts Here

Sign-Up Here!  
Follow us on Social Media:  
Instagram Facebook, Youtube, LinkedIn, Pinterest, Twitter, Blog

# CHECK YOUR WORK

MISTAKES HAPPEN TO THE BEST OF US.

Please double-check that the emails and messages are correct.

Please check the codes and links are accurate before sending.

A Special Gift for you Rebeca Rhinehart. #26116 ACTIVE

annique

 **CHECK IT** 3 hrs ago

 **you started the conversation** May 24, 1:59pm  
Anyone, Active

To: Rebeca Rhinehart <rebeca.rhinehart@dinolingo.com>

to: Rebeca Rhinehart

From: Leila Antoniazzi-Hejda

Personal Message:

♥ para os meus netinhos

Hello and Welcome to your 1-year online subscription for **Brazilian Portuguese** for kids!

Time to set up your account, please follow these easy steps:

- 1 - Go to our subscription page <https://dinolingo.com/register/portuguese-for-kids>
- 2 - Enter your information
- 3 - Enter coupon code:  
POR235E (This code will expire)
- 4 - Click Submit. You do not have to enter your credit card information.

Congratulations, you are now automatically logged in!

How to use the portal each time:

- 1- Go to our website login page [dinolingo.com/login](https://dinolingo.com/login)
- 2- Enter your USERNAME for Email
- 3- Enter your PASSWORD

Once logged in you will be directed to your language. You can locate the "My-Account" section at the bottom of the page to change your password.

Please let us know if you have any questions.

 Annique  
dinolingo



Customer viewed yesterday @ 2:35 pm

# LET CUSTOMER KNOW!



ONCE YOU HAVE SENT THE GIFT CERTIFICATE OUT,  
RESPOND TO CUSTOMER AND LET THEM KNOW

Gift Purchas

Images are not displayed. [Display images from this customer.](#)

lantoni01@yahoo.com started the conversation

**Your Email Address:**  
lantoni01@yahoo.com

**From: xxx (Your Name)**  
Lella Antoniazzi-Hejda

**To: xxx (Gift Recipients Name or...)**  
Rebeca Rhinehart

**Gift Recipients Email Address:**  
rebeca.rhinehart@gmail.com

**Language Course:**  
Brazilian Portuguese

**Any personal note you want to add?**  
🎉 para os meus netinhos 🎉

**When should we email your gift certificate?**  
As soon as possible

you replied

Dear Customer,  
Thank you for your recent gift purchase.  
This subscription has been issued for you today.

Thank you and have a great day.  
Please let us know if you have any questions.

The Dinolingo Team.

lantoni01@yahoo.com started the conversation

**Your Email Address:**  
lantoni01@yahoo.com

**From: xxx (Your Name)**  
Lella Antoniazzi-Hejda

**To: xxx (Gift Recipients Name or Child's name)**  
Rebeca Rhinehart

**Gift Recipients Email Address:**  
rebeca.rhinehart@gmail.com

**Language Course:**  
Brazilian Portuguese

**Any personal note you want to add?**  
👉👉👉  
para os meus netinhos 👉👉👉

**When should we email your gift certificate?**  
As soon as possible

**USE 'THANK YOU' SAVED RESPONSE**

# GLOBAL - LT

THIS CUSTOMER HAS A SPECIAL SAVED RESPONSE TO USE.  
OTHERWISE, FOLLOW THE SAME PROCESS

https://secure.helpscout.net/mailbox/dd7fe5e2c19fee0a/new-ticket/3327756/

Apps DINOLINGO3.0 personal stuff Thesaurus.com Translate Gmail Maps gmail new dashboard Search Results back

Mailboxes Docs Reports Customers Manage

Support

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Mine

Assigned

Closed

Spam 52

New Conversation

To

Cc/Bcc

Subject

Search Docs... (cmd + /) All collections

GLOBAL|

GLOBAL-LT - NEW USER - subscription access

GLOBAL-LT - subscription was issued

Customer Service Team  
Dinolino - Language Starts Here

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Status: Active > Assign to: Anyone Send

**SEND TO RECIPIENT**

**RESPOND TO GLOBAL LT AND LET THEM KNOW GIFT WAS SENT**

