Jordan Gibbs Fractional Chief AI Officer

AI Briefing

November 2026

Prepared for	**Dana Whitfield**, Owner and CEO, Juniper Ridge Property Co.
Prepared by	**Jordan Gibbs**, Fractional Chief AI Officer · jordan@jordangibbs.xyz
Issued	Monday, Nov 2 · Covers Sept 25 – Oct 31

THIS MONTH IN BRIEF

- Three AI decisions for Dana; the first is due Nov 4 (page 2).
- Everyone picks Sonnet 5.5 for routine work, starting Nov 6 (page 3).
- Sharon tightens Claude's approval settings this week (page 5).

HOW TO READ THIS

Dana reads this master briefing. Each team member gets a one-page sheet with their own tasks, and reads the "New since October" pages here (3–4).

Hands-on help: your team has 2 hours of screen-share help this month, in 30-minute slots. Email jordan@jordangibbs.xyz to book.

Questions on any step: email jordan@jordangibbs.xyz; answered within one business day.

Juniper Ridge Property Co. is a fictional client. This is a sample of the monthly briefing in Jordan Gibbs's Fractional CAIO retainer.

FOR DANA

Three AI decisions this month

1 Should we adopt the house rule for which Claude model to use?

Sonnet 5.5 does office work almost as well as Opus on less allowance, and Team has no default-model setting, so the rule needs your backing (page 3).

Recommendation: approve it, with automatic approvals off until the December review (page 5).

Decide by Nov 4

2 Should we pilot RingCentral's AI Receptionist?

It runs on our phone system and now gives call summaries and word-for-word FAQ answers. AppFolio has announced one with no date or price; never run two on one line.

Recommendation: if the quote is near the $39–69 a month resellers cite, a 60-day pilot on the leasing line only. Sharon gets the quote by Nov 13.

Decide by Nov 20

3 Should we send owners a monthly AI-written market report?

Jasmine drafts a one-page report from current Zillow asking rents for the owner newsletter, with no advice on any specific rent.

Recommendation: approve it monthly, with you signing off each issue; the first draft reaches you Nov 12.

Approve the first issue by Nov 13

November tasks

WHO	TASK	NEXT DUE	SHEET
Sharon	URGENT Claude approval settings; scam note; AI vendor quotes.	Nov 2 (then Nov 6, 13)	Sharon's
Everyone	SET UP Pick Sonnet 5.5 for routine work; add the usage rule.	Nov 6	All sheets
Elena	BUILD Triage project trial; Friday summary.	Nov 4 (then Nov 18)	Elena's
Jasmine	BUILD Owner market report; style kit and pitch deck.	Nov 12 (then Nov 20)	Jasmine's
Marcus	BUILD Listings via the AppFolio connector; rent comps.	Nov 13	Marcus's
Kevin	BUILD Statement notes in Google Sheets; Performer trial.	Dec 8	Kevin's
Dana	DECIDE Three decisions; market report; pitch deck.	Nov 4 (then Nov 13, 20)	This page

NEW SINCE OCTOBER · CLAUDE MODELS

Two new models, and which one to use

The "New since October" pages assume you are signed in to the Juniper Ridge Claude Team account, not a personal account.

New: Claude Sonnet 5.5 Sept 28

The faster, cheaper companion to Opus 5.5. On Anthropic's office-work tests it scores almost level with Opus; Opus is stronger on complex, open-ended work that needs sustained judgment. Every Team seat has a weekly usage limit across all models, and Opus uses more of it per task.

New: Claude Haiku 5.5 Oct 7

The fastest and cheapest model, built for simple, high-volume jobs: summarizing a long email thread, sorting a list, reformatting a table. Don't use it for anything an owner, tenant or attorney will read, or for anything that sorts emergencies.

House rule: which model for which job

KIND OF WORK	MODEL	EFFORT
Summaries, sorting, reformatting, quick lookups	**Haiku 5.5**	Low
Everyday drafting and spreadsheets: listings, replies, maintenance triage, statement notes, slides	**Sonnet 5.5**	Medium
Judgment calls: owner disputes, money owed, legal notices, the pitch-deck story, or when Sonnet got it wrong twice	**Opus 5.5**	High for legal notices and owner disputes

How to switch. The model and effort level appear next to the send button. Click the model name to choose a model (**More models** shows the rest); click it again and choose **Effort**. A change applies from Claude's next reply.

What we can't control. The Team plan has no setting for a default model, so each person picks when they start a chat. Cowork has a model picker when you start a task, but no setting for the model it uses for smaller jobs within that task. Start Cowork tasks on Sonnet 5.5 · Medium.

Everyone: add the usage rule to your Claude projects By Nov 6 · 10 minutes

> PASTE THIS INTO THE INSTRUCTIONS OF EVERY CLAUDE PROJECT YOU OWN
>
> Usage rule for Juniper Ridge: most of our work is routine drafting, summarizing and spreadsheet work that Sonnet 5.5 or Haiku 5.5 handles well. If I give you a routine task while I'm on Opus, finish it, then add one line at the end: "Tip: Sonnet 5.5 at Medium would handle this kind of task." If a task involves money someone owes, a legal notice, a dispute or an owner relationship, say so in your first line and suggest I check the result on Opus 5.5.

NEW SINCE OCTOBER · CONNECTORS, FEATURES AND OUR OTHER TOOLS

What else changed in Claude and our AI tools

New: Claude in Google Docs, Sheets and Slides Oct 6 · beta

Claude runs in a sidebar inside an open file, reads it and your selection, and edits it in place. Choose **Ask before edits** for anything with numbers. Open it with **Extensions › Claude › Open Claude**; Sharon installs it for everyone.

New: the Zillow connector Oct 19

Search current for-sale and for-rent listings from a Claude chat, free and with no Zillow account. It's consumer Zillow, not Rental Manager, so it can't touch our listings. Connect it at **Customize › Connectors › Zillow › Connect**; every figure is an asking rent.

Reminder: the AppFolio connector since June

Included with every AppFolio plan. Claude can look things up and take actions in AppFolio under your own login, and AppFolio logs everything it does. Marcus uses it for listings.

Finished: Claude Docs, Slides and Design. New: Motion Oct 8

Docs, Slides and Design are out of beta. Motion (beta) makes short animated explainers that download as MP4; type **/motion** in a chat. It ships switched off, and Sharon turns it on. Dashboards (beta) needs a data warehouse or CRM we don't have, so it stays off. The old claude.ai/design site closes Dec 14.

AppFolio: Realm-X rebuilt Sept 29

Realm-X now handles multi-step requests, remembers earlier conversations, works from a **Knowledge Base** of our policies and saves shareable prompts as **Skills**. The new **Accounting Performer** automates bill entry; AppFolio hasn't said whether it's in our plan, so Sharon asks the rep.

QuickBooks: Fall release AI Oct 26

Bill Pay turns vendor emails into bills for approval, and every plan can now review and undo actions the AI took. Not every feature is live on day one. No action this month.

Google: Gemini in Workspace Oct 21–30

Docs Live turns a spoken walkthrough on the Docs phone app into a document, which suits inspections. **Meet translation** covers 63 languages, reaching all accounts gradually from Nov 2. Meet's "Take notes for me" now defaults to a one-page summary and posts recaps to Google Chat; Sharon sets a rule for using it.

Canva: Craft and Brush Oct 22 and Oct 29

Craft is Canva's first image model; **Brush** edits an existing design from a written instruction. Fine for marketing graphics; never use either on photos of a unit.

You can ignore: Claude Duet (Pro and Max plans only); combined chat and Cowork, default-model and Efficient mode settings (Enterprise); up to $500 a month in API credits (only useful if someone builds software on Claude).

AI RISK AND STANDING RULES

Keeping Claude safe, and what it may write

Scam: fake "Download Claude" pages

reported Oct 27

Fake download pages were posted as public pages and shared chats on claude.ai itself and promoted through Google ads. They ask you to paste a command into Windows Run or PowerShell, which installs password-stealing software. A separate fake "Claude Max giveaway" (Oct 6) ends in a fake Google sign-in. Sharon sends staff a note today.

Changed: Cowork tasks that approve themselves Oct 1

Scheduled tasks Claude creates now use "Automatically approve" wherever the organization allows it, and on Team new tasks start in that mode by default. Sharon turns automatic approval off until the December review, sets connector tools that change data to **Needs approval**, and keeps "Always allow" off.

Phishing aimed at AI assistants Oct 12

Some phishing emails now hide instructions meant for an AI assistant that reads the inbox. Don't ask Claude to act on mail from senders you don't know.

Which AI apps staff have connected

Sharon reviews the outside apps connected to work Google accounts each month and blocks AI tools we don't use. Anyone who leaves is removed from Claude the same day; single sign-on doesn't do it.

Rules for anything Claude writes

Summaries for staff, not legal advice.

Fair housing. AI-written listings describe the property, never the ideal tenant. Federal law still bars any ad that states a preference based on a protected class, even though HUD withdrew its 2024 guidance on digital advertising this spring. Colorado also protects **source of income**, so "no vouchers" is never allowed.

AI-edited photos. Fixing light and color is fine. Label virtually staged or AI-edited rooms "Virtually staged" and post the original beside them. Never remove defects, never add features, and never present AI-generated images or video as the real unit.

AI in housing decisions. From Jan 1, 2027, Colorado's SB26-189 requires notice, an explanation and human review when technology materially influences an approval, denial or rent decision. Our rule: a person makes every one of those decisions, and Claude only drafts.

CALENDAR AND SOURCES

Key dates

Nov 2	Scam note to all staff (Sharon).
Nov 4	Dana decides on the house model rule. Elena starts the triage trial.
Nov 6	Sharon's Claude and Google settings. Usage rule in every project (everyone).
Nov 12–13	Market report draft to Dana and approved. Listings rewritten (Marcus). AI vendor quotes in (Sharon).
Nov 18–20	Triage trial ends. AI Receptionist decision (Dana). Pitch deck approved.
Dec 8	Statement hours, triage numbers and any Accounting Performer result to Sharon for the December briefing.
Dec 14	The old claude.ai/design site closes.
Jan 1, 2027	Colorado's SB26-189 duties for AI in housing decisions take effect.

Sources

Checked Oct 21–31, 2026. Vendor figures are the vendors' own claims. Questions about any source: jordan@jordangibbs.xyz.

Claude Sonnet 5.5 (Sept 28) · https://www.anthropic.com/claude-sonnet-5-5

Claude Haiku 5.5 (Oct 7) · https://www.anthropic.com/claude-haiku-5-5

Change the model and effort level · https://support.claude.com/en/articles/8664678-how-can-i-change-the-model-version-that-i-m-chatting-with

Default model for your organization (Enterprise) · https://support.claude.com/en/articles/15330088-set-a-default-model-for-your-organization

Claude pricing and plan features · https://claude.com/pricing

Claude release notes · https://support.claude.com/en/articles/12138966-release-notes

Claude in Google Docs, Sheets and Slides (Oct 6) · https://claude.com/resources/articles/claude-now-works-in-google-docs-sheets-and-slides

Docs, Slides and Design GA; Dashboards and Motion (Oct 8) · https://claude.com/resources/articles/dashboards-and-motion

Artifacts admin guide for Team and Enterprise · https://support.claude.com/en/articles/16994751-artifacts-admin-guide-for-team-and-enterprise-plans

Connectors on Team and Enterprise · https://support.claude.com/en/articles/11176164

Claude Cowork on Team and Enterprise · https://support.claude.com/en/articles/13455879-use-claude-cowork-on-team-and-enterprise-plans

Cowork and desktop changelog (Oct 1) · https://claude.com/docs/cowork/changelog

AppFolio: the new Realm-X (Sept 29) · https://www.stocktitan.net/news/APPF/app-folio-introduces-the-new-realm-x-built-in-the-platform-that-zbh577ylz01d.html

AppFolio connects Realm-X to Claude · https://www.appfolio.com/blog/appfolio-connects-realm-x-to-anthropic-claude

Zillow in Claude (Oct 19) · https://s25.q4cdn.com/975009107/files/doc_news/Zillow-brings-specialized-housing-intelligence-to-Claude-with-a-path-to-tours-agents-and-financing-2026.pdf

QuickBooks Fall 2026 (Oct 26) · https://quickbooks.intuit.com/r/product-update/whats-new-quickbooks-fall-2026/

RingCentral AI Receptionist release notes (Sept 23) · https://support.ringcentral.com/release-notes/ai-receptionist.html

Google Workspace Updates, October 2026 · https://workspaceupdates.googleblog.com/2026/10/

Google Workspace October Drops · https://workspace.google.com/blog/product-announcements/october-workspace-drops-edit-markdown-talk-to-gmail-and-docs-translate-meetings-and-more

Canva's first image model (Oct 22) · https://techcrunch.com/2026/10/22/canva-releases-its-first-image-generation-model/

Canva Brush (Oct 29) · https://www.capitalbrief.com/briefing/canva-launches-ai-design-editing-model-brush-48352e11-c62c-4319-973a-490efa945f92/

Fake Claude download pages on claude.ai (Oct 27) · https://cybersecuritynews.com/claudes-official-website/

Claude-themed phishing lures (Oct 6) · https://blog.knowbe4.com/new-phishing-campaign-uses-claude-themed-lures

Phishing emails baiting AI assistants (Oct 12) · https://www.malwarebytes.com/blog/ai/2026/10/phishing-emails-are-baiting-your-ai-assistant

Colorado SB26-189 · https://leg.colorado.gov/bills/sb26-189

HUD withdraws fair housing guidance (Apr 2026) · https://public-inspection.federalregister.gov/2026-06624.pdf

AI-modified listing photos (Sept 8) · https://www.realestatenews.com/2026/09/08/ai-modified-listing-photos-blur-line-between-enhancement-deception

JUNIPER RIDGE PROPERTY CO. · NOVEMBER 2026

Personal sheets

One page per person: what's new for them in AI this month, their tasks with paste-ready prompts, their deadlines and how to get help.

Sharon Ortiz · Office manager and Claude Team admin

Kevin Park · Bookkeeper

Marcus Lee · Leasing manager

Elena Ruiz · Maintenance coordinator

Jasmine Cole · Marketing and owner relations

YOUR NOVEMBER SHEET

Sharon Ortiz · Office manager and Claude Team admin

From Jordan Gibbs · jordan@jordangibbs.xyz

New this month for you

This month's AI changes mostly land on you: connectors, Motion, self-approving Cowork tasks and two Claude scams.

YOUR TASKS

Scam note to all staff

Today, Nov 2 · 5 minutes

PASTE THIS · ALL-STAFF EMAIL

Subject: Two Claude scams to ignore

Get Claude only from claude.com/download, and never paste a command from a web page into Windows Run or PowerShell, even on claude.ai. There is no free Claude Max giveaway. Unsure? Email Jordan at jordan@jordangibbs.xyz.

Claude and Google settings

By Nov 6 · 45 minutes · needs the Claude Owner role and Google admin

1. **Organization settings › Connectors › Browse connectors**: add Docs, Sheets, Slides, Zillow, AppFolio.
2. **Customize › Connectors › Tool permissions**: tools that send email or edit records to **Needs approval**.
3. **Organization settings › Capabilities**: turn off both "Automatically approve" settings until the December review. In **Organization settings › Cowork**, keep "Always allow" off.
4. **Organization settings › Artifacts**: turn on **Motion**; migrate design systems if Jasmine asks.
5. Google Admin console: deploy the Claude for Google Workspace add-on to all staff.

AI vendor questions and monthly checks

Vendor answers by Nov 13 · then monthly

Ask AppFolio whether Realm-X and the Accounting Performer are live for us, and at what cost; get RingCentral's AI Receptionist quote. Monthly, block unused AI apps in **Google Admin › Security › Access and data control › API controls**, and remove leavers from Claude the same day.

Your deadlines

Nov 2	Scam note to all staff.
Nov 6	Claude and Google settings.
Nov 13	Vendor answers to Dana and Kevin.

Stuck? Reply to jordan@jordangibbs.xyz with a screenshot of where you are; answered within one business day. Or book a 30-minute screen-share; the team has 2 hours this month.

YOUR NOVEMBER SHEET

Kevin Park · Bookkeeper

From Jordan Gibbs · jordan@jordangibbs.xyz

New this month for you

Sonnet 5.5 handles statement notes and spreadsheet work almost as well as Opus while using less of your weekly allowance, so pick **Sonnet 5.5 · Medium** for routine work (briefing page 3). Claude now runs inside Google Sheets, which makes the first task possible. The QuickBooks Fall release adds AI bill entry from vendor emails; no action this month.

YOUR TASKS

Owner-statement notes with Claude in Google Sheets

November packet by Dec 8 · about 2 hours the first time

1. In AppFolio, export the owner statement summary for **October** and **November** and the November general ledger detail. Paste them into one Google Sheet on tabs named **Oct**, **Nov** and **Ledger**.
2. Open **Extensions › Claude › Open Claude**. Choose **Ask before edits** and **Sonnet 5.5 · Medium**, then paste the prompt below.
3. Approve the new column, check each note against the ledger, and copy the notes into the statement commentary in AppFolio.

PASTE THIS INTO THE CLAUDE SIDEBAR

This sheet has three tabs: Oct and Nov (owner statement summaries, one row per owner) and Ledger (November general ledger detail). Add a column called "Owner note" to the Nov tab. For every owner whose net distribution fell more than 10% from October, write two plain sentences explaining the main cause, using only entries in the Ledger tab, such as a repair invoice, a vacancy or a late payment. Name the property and the dollar amount. If no ledger entry explains it, write "CHECK: no ledger entry explains this" instead of guessing. Do not change any existing cell.

DONE WHEN Every owner down more than 10% has a checked note, and the packet takes about **1.5 days** instead of 3. Send Sharon your hours by Dec 8.

Two-week trial of the Accounting Performer

Only if Sharon hears it's included · 15 minutes a day

Turn it on as the AppFolio rep directs. For two weeks, check every bill it enters against the invoice (vendor, amount, property, GL account) and count the errors. If more than one bill in twenty needs fixing, switch it off. Send Sharon the result by Dec 8.

Your deadlines

Nov 6	Usage rule in your Claude projects.
Dec 8	November packet done; hours and trial result to Sharon.

Stuck? Reply to jordan@jordangibbs.xyz with a screenshot of where you are; answered within one business day. Or book a 30-minute screen-share; the team has 2 hours this month.

YOUR NOVEMBER SHEET

Marcus Lee · Leasing manager

From Jordan Gibbs · jordan@jordangibbs.xyz

New this month for you

The AppFolio connector (included with every plan) rewrites this month's listings, and the new Zillow connector pulls asking rents for comps. When Sharon confirms the rebuilt Realm-X is live, upload the leasing policies to its Knowledge Base.

YOUR TASKS

Rewrite every vacant listing through the AppFolio connector

By Nov 13 · 1 hour setup, then 5–10 minutes a unit

1. Create a Claude project called **Listings**. Paste the rules below and the usage rule (briefing page 3) into its instructions, and upload two of our best listings as examples.
2. Connect AppFolio at **Customize › Connectors › AppFolio Realm-X › Connect** and pick the Juniper Ridge company database.
3. In a project chat on **Sonnet 5.5 · Medium** with AppFolio on (**+ › Connectors**), ask: *"Using AppFolio, list every vacant or on-notice unit and write a new description for each, following the project instructions. Do not change anything in AppFolio."* Fix every [CHECK] and paste the text into AppFolio yourself.

> PASTE THIS INTO THE PROJECT INSTRUCTIONS
>
> You write rental listings for Juniper Ridge Property Co. in Denver, Lakewood and Aurora. Use only facts from AppFolio or my notes; if a fact is missing, write [CHECK: what's missing] instead of guessing. Describe the property, never the ideal tenant. Do not mention or hint at family status, age, religion, race, national origin, sex, disability or source of income, and never write phrases like "no vouchers", "perfect for young professionals" or "adults only". Don't describe anything the photos don't show. 120–180 words, plain sentences, no exclamation marks. After each draft, list any wording you changed for fair-housing reasons.

WATCH OUT The connector can act in AppFolio under your login. If Claude offers to update a listing, read the change first.

Rent comps with the Zillow connector

Each new vacancy

Connect Zillow at **Customize › Connectors › Zillow › Connect**, then ask: *"Find 8 current rental listings within a mile of [address] with [beds] bedrooms. Table: address, asking rent, square feet, link."* Check five links; you and the owner set the rent.

Your deadlines

Nov 6	Usage rule in your Claude projects.
Nov 13	Every vacant listing rewritten.

Stuck? Reply to jordan@jordangibbs.xyz with a screenshot of where you are; answered within one business day. Or book a 30-minute screen-share; the team has 2 hours this month.

YOUR NOVEMBER SHEET

Elena Ruiz · Maintenance coordinator

From Jordan Gibbs · jordan@jordangibbs.xyz

New this month for you

Sonnet 5.5 is the model for triage: fast, and close to Opus on office work. The new Haiku 5.5 suits your Friday summary, but never triage, because triage decides what is an emergency.

YOUR TASKS

Build the maintenance triage project and use it for two weeks

Build Nov 4 · run Nov 4–18 · 1 hour

1. Create a Claude project called **Maintenance triage**. Paste the instructions below and the usage rule (briefing page 3), then upload our vendor list by trade.
2. For each request, start a chat in the project on **Sonnet 5.5 · Medium** and paste it in. Sonnet, not Haiku, because it decides what counts as an emergency.
3. Note arrival and reply times in the work order; send Sharon the average and how often you changed Claude's urgency by Dec 8.

PASTE THIS INTO THE PROJECT INSTRUCTIONS

You help Juniper Ridge's maintenance coordinator triage tenant requests. For each, give: (1) Urgency: EMERGENCY (fire, gas smell, active flooding, no heat in cold weather, sewage backup, no water), 24-HOUR (health or safety, any leak, no hot water), 72-HOUR (other habitability problems) or ROUTINE; when in doubt, choose the more urgent level, and only a person may lower it. (2) The likely trade. (3) Up to three questions for the tenant. (4) A short reply that asks for photos, without promising a date. If the message mentions gas, fire, carbon monoxide or flooding, start the reply with: "If you smell gas or see fire or smoke, leave the unit and call 911 now."

WATCH OUT Claude doesn't watch the inbox and doesn't replace the after-hours answering service.

Friday work-order summary with Haiku

Every Friday · 10 minutes

Export open work orders from AppFolio, start a chat on **Haiku 5.5 · Low** and ask: *"Summarize these work orders: count by trade and urgency, and list any open longer than 72 hours with address and status. Plain list, no commentary."* Check the list, then send it to the property managers.

Your deadlines

Nov 4	Triage trial starts.
Nov 18	Trial ends.
Dec 8	Numbers to Sharon.

Stuck? Reply to jordan@jordangibbs.xyz with a screenshot of where you are; answered within one business day. Or book a 30-minute screen-share; the team has 2 hours this month.

YOUR NOVEMBER SHEET

Jasmine Cole · Marketing and owner relations

From Jordan Gibbs · jordan@jordangibbs.xyz

New this month for you

Claude Design and Slides are out of beta, and Motion (once Sharon switches it on) can make a short animated explainer for the December newsletter. The old claude.ai/design site closes Dec 14, so tell Sharon by Nov 6 if you have work there. Canva's new Craft and Brush are fine for marketing graphics, never for photos of a unit.

YOUR TASKS

The first owner market report

Draft to Dana by Nov 12 · about 45 minutes

In a new chat on **Sonnet 5.5 · Medium** with Zillow switched on, paste the prompt below with the areas where we manage the most homes. Open five of the listed links to confirm the prices, then ask Claude to put the result into a one-page Claude Doc and send it to Dana.

> PASTE THIS
>
> Using Zillow, find current rental listings for 2-bedroom and 3-bedroom homes and apartments in [Capitol Hill, Congress Park and Highland in Denver; ZIP codes 80226 and 80227 in Lakewood; 80012 and 80014 in Aurora]. For each area and bedroom count, give the sample size, the median and range of asking rents, and three example listings with links. Then write a short note for owners on what asking rents look like now, in plain language, with no predictions and no advice on any specific rent. Label every figure as an asking rent from current Zillow listings on today's date.

A style kit, then the owner pitch deck

Style kit Nov 6 · deck to Dana Nov 13 · about 3 hours

1. In Claude Design, upload the logo, two recent newsletters and the website address, and ask: *"Build a Juniper Ridge design system from these: colors, fonts, logo use, photo style and slide layouts. Calm and professional."*
2. In Claude Slides, choose **Opus 5.5**, upload the current owner pitch deck and ask for a 12-slide version in the new design system: the owner's problems, who we are, what we do each month, statements, maintenance, leasing, fees (amounts as [CHECK]), and a closing slide, with no promises about rent levels or vacancy. Fix it with comments on individual slides, then send Dana the link.

Your deadlines

Nov 6	Style kit; claude.ai/design check.
Nov 12	Market report draft to Dana.
Nov 13	Pitch deck link to Dana.

Stuck? Reply to jordan@jordangibbs.xyz with a screenshot of where you are; answered within one business day. Or book a 30-minute screen-share; the team has 2 hours this month.