

# User Welcome and Onboarding

User signs up for account and opts-in for email marketing



Ben Dan - the cool one

## Hi. Thanks for joining Mailchimp

I'm Ben Chestnut (the one with the funny socks), Co-founder and CEO of Mailchimp. My Co-founder, Dan and I started Mailchimp to empower small businesses like yours with the marketing tools and resources you need to start and grow your business.

We understand small business because it's part of our DNA. I grew up helping my mom around her hair salon that ran from our family kitchen, and Dan's parents owned a bakery.





Little Dan Little Ben

We got you because we were you, and we know what's at stake. We understand that getting a business off the ground is hard work because we've been through it ourselves. Back in 2000, Dan and I founded the company after we were both laid off during the dotcom bust. It was hard, and we didn't always know what we were doing. People thought we were reckless for starting a business during a downturn. We grew slowly at first, with a few setbacks along the way like the September 11th terror attacks in the U.S. in 2001, and the global recession in 2007. But we evolved our business over time from an email service provider to an all-in-one Marketing Platform by listening hard to our customers and innovating quickly to meet their needs. And, we stayed true to ourselves along the way. Today, we have more than 1,200 employees and millions of customers around the world.

We hope you enjoy enabling our marketing platform and inspiring and practical content. Wherever you are in your business, we're glad you chose Mailchimp.

I'd love to know if there are additional features, resources, or insights that would help your business. Feel free to let me know about your experience and stay in touch on [Twitter](#) and [LinkedIn](#).

Ben



## We're happy you're here

On behalf of the Mailchimp family, "Welcome!"

We want to make sure you have the tools needed to turn your big ideas into reality.

Mailchimp's mission is to empower the underdog. Our co-founders, Ben and Dan, understand small business because it's part of our DNA. Long story short: we want to see you win!



Whether you are just starting out or ready for the next step, Mailchimp is the all-in-one Marketing Platform you need to grow your business. Start exploring the platform for ways to build on what you've already accomplished.

[Build your next big idea](#)

### Ready to dive in?

Our Support team offers a series of Getting Started webinars tailored to new Mailchimp users. Get a feel for the layout of the app, learn how to import your contacts, and catch through step-by-step how to set up your first email campaign.

[Register Now](#)



## You've got questions. We've got answers.

Whether you're ready to launch a campaign or need tips for marketing your business, we're here to help.

Explore Mailchimp's multilingual knowledge base for educational tools or expand your expertise with our marketing glossary and resource page.

If you have questions or are seeking guidance on customizing your account, our Support team is here to help via live chat and email. Our team and resources are available 24 hours a day, 7 days a week. Premium plans have access to phone support, plus priority response chat and email support.

Don't forget - we also offer a series of webinars just for new users to help you feel comfortable and confident getting started with Mailchimp. [Click here](#) to find a list of topics, and a date and time that works for you.



Get the help you need, on your schedule.

[Learn more](#)

### Need to email Support now?

No matter what plan you're in, you can access a Support agent by email during your first 30 days with Mailchimp.

[Email support](#)



## Build it. Grow it. All in one place.

Bring your ideas to life with the all-in-one Marketing Platform.


When you're just starting out, it can feel like there are too many steps and very little time. With Mailchimp, we'll help you streamline those processes so that you can launch faster, confidently establish your brand online, and jumpstart your growth.

Register for one of our webinars to learn the basics and gain the confidence you need for success.

[Get started](#)

Explore some of our favorite features to get you going:

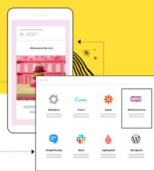

- Take your business online with Mailchimp's intuitive and free website builder.
- Share your website on social media using images from your content studio.
- Grow your audience when you use our mobile app to add your existing phone contacts to your audience dashboard.
- Engage your audience with more than 100 email templates at your disposal.



### Looking to spark your creativity?

Check out [Mailchimp Postcards](#), or live, global streaming platform featuring series, films, and podcasts built with small businesses and entrepreneurs like you in mind.

[Be inspired](#)



## Put your favorite apps to work.

We get it. Too many platforms, not enough cohesion.

We also know that having all of your content and data in one place helps you market smarter and grow faster.

Our all-in-one Marketing Platform allows you to seamlessly integrate your favorite business tools and apps through our open API, giving you a 360-degree view of your audience.

With over 200 integrations you can connect to Mailchimp and automatically sync items like contacts, orders, products, content, and more.

### Looking to spark your creativity?

- Connecting data and apps
- E-Commerce
- Audience Management
- Social Media
- Design

With all of your tools in one place it's easier to build your business and upgrade your marketing strategy.

[Search Connections](#)

\* Click on any asset to view full version