



A FREE 7-LESSON COURSE FOR EVERYDAY PEOPLE

AI SUPER POWERED



Make AI Work for Your Life,
Your Family and Your Business



THE BEGINNER'S COURSE FOR

Claude the AI assistant · No tech skills needed. You can't break it.

- 7 short lessons
- Real tasks from your own life
- A win in your first 5 minutes
- Graduate with your own AI plan

Contents

The Course

Seven lessons with worksheets. Do them in order.

	Why I made this: a letter from Nelson Alvarado	3
	You're not behind	4
	How this works	5
LESSON 0	Start Here: get Claude and begin	6
	Your starting snapshot	8
LESSON 1	Your First Win	9
LESSON 2	How to Ask	11
LESSON 3	Keep Talking	14
LESSON 4	Get Finished Work	17
LESSON 5	Give It Your Keys	20
LESSON 6	Pick the Right Helper	23
LESSON 7	Go Further	25
	Graduation: Your Superpowered Week	28
	Your certificate	30
	Cheat sheet	31
	The Helper's Guide: help someone you love start	32

The Reference Library

Go deeper anytime. Three short books.

BOOK 1	Your AI Hiring Guide: the helpers and what they cost	34
BOOK 2	Your AI Office Tour: every Settings page, plus APIs	50
BOOK 3	Where Your Team Works: app, Code, Chrome, connectors	65

Want Claude to teach you live, using examples from your own life? Lesson 0 on page 6 shows you how to start.

Why I made this

I made this for my dad. He's smart, but he just doesn't get it. He needs it explained a certain way.

I made it for my wife. She'll never be able to advance herself unless she gets into this technology, because it is needed and it can help her.

I made it for my kids. They're not dumb. They're very smart, but sometimes they just won't mess with it because they think it's too big.

But it's not just for my dad, my wife and my kids. **It's for everyone out there.** It's for anybody that needs to know and doesn't want to get left behind. Maybe that's you. Maybe it's someone you love.

That's why this course is free. When you do something good without worrying about the money, the good comes back by itself, without even asking for it. For me, the joy is in helping someone with this great technology.

So take your time. You can't break it. Go one lesson at a time. And when you're done, sit down with someone you love and help them too. There's a page at the back of this book that shows you how.

I got superpowered. Now it's your turn.

Nelson Alvarado

You're not behind.

Everyone's talking about AI. The news, your kids, the people at work. Maybe you've tried it once, typed something, and thought, *"Okay... now what?"* Maybe you haven't tried at all because you didn't want to look silly.

Here's the truth: **you're not behind. Nobody showed you how.** Most people using AI today learned it the hard way, by guessing. You won't have to.

This course is short and practical. In seven lessons you'll learn to use Claude, an AI assistant, the way you'd work with a smart, patient helper who never gets tired of your questions. You won't just read about it. In every lesson, you'll **do something real from your own life**: an email you actually need to send, a plan you actually need to make.

By the end, you'll have your own plan for using AI every week, at home and at work. And you'll notice something: you'll have time back that you didn't have before.

Four promises before we start

- **You can't break it.** Nothing you type will hurt anything.
- **There are no dumb questions.** Claude doesn't judge, and it never gets impatient.
- **Nobody is grading you.** If an answer isn't right, you just ask again.
- **You're the boss.** Claude helps. You decide.

Seven lessons. One new you.

	Lesson	You'll be able to...	Time
1	Your First Win	Open Claude and get something real done in minutes	10 min
2	How to Ask	Ask in a way that gets great answers the first time	15 min
3	Keep Talking	Shape any answer until it's exactly right, and check its work	15 min
4	Get Finished Work	Get documents, lists and plans, and use photos and files	20 min
5	Give It Your Keys	Connect your email, calendar and files, safely	15 min
6	Pick the Right Helper	Choose the right Claude for the job and save your usage	15 min
7	Go Further	Let Claude build things, use websites and work on a schedule	20 min

Every lesson has the same simple parts:

Why it matters	A quick reason this skill changes your week
Same lesson, in real lives	Examples from people like you: a realtor, a nurse, a parent, a retiree and more
How to do it	Simple numbered steps
Copy this	A ready-made message you can paste into Claude
Your turn	A worksheet: write your own version and try it for real
You did it!	A checklist so you can see your progress

Two ways to take this course

With this book: read each lesson and fill in the worksheets.

With Claude as your live tutor: Claude teaches you every lesson using examples from your own life, checks your work, and coaches you. Lesson 0 on the next page shows you how to start it.

Best of all: do both. Let Claude teach you, and use this book to write things down.

Start Here

Before Lesson 1, let's get you in the door. Four steps, about five minutes.

Four steps

- 1 Get Claude.** On a computer, go to **claude.ai**. On a phone, open the App Store (iPhone) or Google Play (Android), search **Claude**, and pick the app made by **Anthropic**.
- 2 Make your free account.** Sign up with your email or your Google account. If you use email, Claude sends you a code. Type it in and you're done.
- 3 Pick a plan: start free.** The free plan is all you need for this course. Every plan has a limit on how much you can use Claude, and it refills over time. If Claude often tells you that you've reached your limit, that's when to upgrade.
- 4 Start the course.** Pick one of the three ways below.

Which plan?

Plan	Cost	Good for
Free (start here)	\$0	Learning, everyday questions, this course
Pro	About \$20 a month	Using Claude every day, more usage, bigger helpers
Max	From about \$100 a month	Heavy daily use for work and business

Prices as of October 2026. Check claude.com/pricing for today's prices.

Three ways to start the course

Way 1, the easiest: the Start Here page

Open the **AI Superpowered Start Here** web page your trainer sent you. Tap **Copy my starter message**, open a new chat in Claude, paste it and send. Claude takes it from there.

Way 2: type a short starter

No page handy? Open a new chat and type this. Claude will do the rest.

COPY THIS · paste it into Claude (fill in any [brackets])

Please be my AI Superpowered tutor. Teach me to use Claude in 7 short lessons: First Win, How to Ask, Keep Talking, Get Finished Work, Give It Your Keys, Pick the Right Helper, Go Further. Ask me one question at a time about me, my language, my work and how I like things explained. Use examples from my life, have me do one real task each lesson, and coach me kindly.

Way 3, the shortcut: install the tutor

If someone gave you the file **superpowered-skill.zip**, you can install the tutor on a computer and start it anytime by typing **/superpowered**:

1. Settings, then Capabilities: turn on **Code execution**.
2. Customize, then Skills: click **+**, then **Create skill**, then **Upload a skill**.
3. Choose **superpowered-skill.zip** (leave it zipped).
4. Start a new chat and type **/superpowered**.

You did it!

You're in. Check these off, then turn the page:

- ☐ I have Claude on my computer or phone
- ☐ I made my free account
- ☐ I started the course with Claude, or I'm ready to read Lesson 1

YOUR STARTING POINT

Before Lesson 1: your snapshot

Take two minutes and fill this in. At graduation, you'll look back at it and see how far you've come.

My name

What I do (my work, or retired, student, at home, all of the above)

The thing that eats up most of my week

One thing I wish I had help with, at home or at work

How I feel about AI right now (circle one): Nervous Curious Confused Excited Skeptical

My progress

1	2	3	4	5	6	7	GRAD
☐	☐	☐	☐	☐	☐	☐	☐

Check off each lesson as you finish it.

Your First Win

In the next ten minutes, you're going to get something real done with AI. Not a demo. Something you actually need.

Why it matters

The hardest part of AI is the first message. Once you see it work on something from your own life, the fear goes away. So we start with a win.

Think of Claude like texting a very smart friend who's great at writing, planning and explaining things, and is awake at 3 a.m. You don't need special words. You just ask.

How to do it

- 1 Open Claude.** On a computer, go to **claude.ai**. On a phone, download the free **Claude** app. Create a free account with your email.
- 2 Find the message box** at the bottom of the screen. That's where you type, just like a text message.
- 3 Think of one small thing you need this week:** a message to send, a thank-you note, an explanation of something confusing.
- 4 Type it the way you'd say it to a friend,** and press Enter or the arrow button.
- 5 Read the answer.** If you like it, copy it and use it. That's it. You just used AI.

COPY THIS · paste it into Claude (fill in any [brackets])

I need to write a short, friendly message to [who] about [what]. Keep it under 100 words and make it sound like me: warm and simple.

Same lesson, in real lives

Who	What it looks like
Realtor	A thank-you text to a client who just closed on their first home
Attorney	A short, plain-English update to a client about where their case stands
Nurse	A message to a coworker asking to swap a weekend shift
Retiree	A birthday message for a grandchild who lives far away
Parent	A note to a teacher asking for a meeting about homework
Business owner	A reply to a customer asking about prices

Your turn

Write down the small thing you'll ask for. Then go try it.

What I asked Claude for

What happened? (Did you use it?)

You did it!

You just did something millions of people haven't tried yet. Check these off:

- ☐ I opened Claude and signed in
- ☐ I asked for something real from my own life
- ☐ I read the answer and used it (or saved it)

Time you just got back: about 10 to 15 minutes of writing and rewording

How to Ask

One simple habit turns okay answers into great ones. It's the most important thing in this whole course.

Why it matters

Imagine leaving a note for a babysitter. "Watch the kids" works, sort of. But a *great* note says who the kids are, what they need, what to know (Sam is allergic to peanuts), and what you want when you get home (kids in bed by 8). Claude is the same. **The more you tell it, the better it does.**

The 4-part ask

Every great request answers four questions. You don't need all four every time, but the more you include, the better the answer.

	Part	Ask yourself	Example
1	WHO	Who is this for?	"For my neighbor, who is 80 and not good with phones..."
2	WHAT	What do I want?	"...write simple instructions for video-calling her family..."
3	DETAILS	What should Claude know?	"...she has an iPhone and her daughter lives in Ohio..."
4	SHAPE	What should the answer look like?	"...5 short steps, big simple words, that I can print."

Easy way to remember it: **Who, What, Details, Shape.**

See the difference

Weak ask	Superpowered ask
"Write a dinner plan."	"Plan 5 weeknight dinners for a family of four. Who: two kids, ages 7 and 10, picky eaters. Details: under 30 minutes, about \$100 total, no seafood. Shape: a list of meals plus one shopping list grouped by store aisle."

"Help with my listing."

"Write a home listing **for** young families. 3 bedrooms, big backyard, walk to the elementary school, new roof. Warm tone, under 150 words, end with an invitation to visit Saturday."

COPY THIS · paste it into Claude (fill in any [brackets])

For: [who it's for]

I want: [what you want]

Good to know: [details, facts, limits]

Give it to me as: [a short list / an email / 3 options / one page]

The superpower trick

Not sure what to say? Just add this to the end of any request: **"Before you start, ask me any questions you need to do this well."** Claude will interview you, then do a much better job.

Same lesson, in real lives

Who	What it looks like
Realtor	WHO: first-time buyers. WHAT: explain closing costs. SHAPE: one page, no jargon.
Attorney	WHO: a scared client. WHAT: explain next steps. DETAILS: hearing is in 3 weeks. SHAPE: calm, 5 bullets.
Nurse	WHO: a patient's family. WHAT: explain visiting rules. SHAPE: a simple printable sheet.
Retiree	WHAT: plan a 4-day trip to see the grandkids. DETAILS: \$800 budget, no flying. SHAPE: day by day.
Parent	WHO: a 9-year-old. WHAT: explain fractions with pizza. SHAPE: a short story.
Business owner	WHO: an upset customer. WHAT: apologize and fix it. DETAILS: order was 2 days late. SHAPE: short, kind email.

Your turn

Rewrite these weak asks using Who, What, Details, Shape. Then try your favorite one in Claude.

Weak: “Help me with a birthday party.” My superpowered version:

Weak: “Write an email to my boss.” My superpowered version:

Something from MY life, asked the superpowered way:

You did it!

You now know the skill most people never learn. Check these off:

- ☐ I can name the 4 parts: Who, What, Details, Shape
- ☐ I rewrote at least one weak ask
- ☐ I tried the “ask me questions first” trick

Time you just got back: Better answers on the first try mean less back and forth, every single day

Keep Talking

The first answer is a first draft. The magic happens when you talk back.

Why it matters

Most people ask once, get an answer that's almost right, and give up. Superpowered people treat it like a conversation with a helper: "Good. Now shorter." "Warmer." "Add the price." **You never have to start over. Just tell it what to change.**

How to shape any answer

- 1 Read the first answer. Notice what you like and what's off.
- 2 Tell Claude what to change, in plain words. One or two changes at a time works best.
- 3 Keep going until it's right. There's no limit and no judgment.
- 4 Starting something totally different? Open a **new chat** (the "New chat" button). It keeps things clear and quick.

Words that work like magic

Say this	And Claude will...
"Shorter." or "Half as long."	Trim it down
"Warmer." "More professional." "More fun."	Change the tone
"Simpler. Explain it like I'm 12."	Remove the hard words
"Give me 3 different versions."	Show you options to choose from
"What am I missing?"	Point out gaps and things you didn't think of
"In Spanish, please." (or any language)	Translate it

The Golden Rule: trust, but check

Claude is very good, but it isn't perfect. It can sometimes sound sure about something that's wrong. So:

- **For anything important** (money, health, legal, a date, a phone number), double-check it.
- **Ask it:** "How sure are you? Where can I check this?"
- **For medical, legal or money decisions**, use Claude to understand and prepare, then talk to a professional.
- **Before you send anything with your name on it, read it.** You're the boss.

COPY THIS · paste it into Claude (fill in any [brackets])

Here's what you wrote: [paste it]. Please make it [shorter / warmer / simpler] and [one more change]. Then tell me anything I should double-check before I use it.

Same lesson, in real lives

Who	What it looks like
Realtor	"Love it. Now make a 2-sentence version for Instagram."
Attorney	"Good summary. What questions will my client probably ask after reading this?"
Nurse	"Simpler. The family is very stressed and English is their second language."
Retiree	"This trip plan is great, but I can't walk far. Adjust day 2."
Parent	"My son still doesn't get it. Try again using video games."
Business owner	"Give me 3 versions of this ad: serious, friendly and funny."

Your turn

Take something Claude wrote for you in Lesson 1 or 2 and improve it at least three times.

Change #1 I asked for

Change #2 I asked for

Change #3 I asked for

One thing I double-checked

You did it!

You're not just asking anymore. You're directing. Check these off:

- ☐ I asked for at least 3 changes to one answer
- ☐ I asked for different versions to choose from
- ☐ I know to double-check anything important

Time you just got back: no more starting over from scratch

Get Finished Work

Claude doesn't just answer. It can hand you the finished thing: a document, a checklist, a spreadsheet, a plan.

Why it matters

Think about the difference between a friend who *tells* you how to make a budget and a friend who *hands you* a finished budget with your numbers already in it. Claude can be the second friend.

You can also **show** it things: snap a photo of a confusing letter, a bill, a form or a whiteboard, and ask what it means.

How to do it

- 1 Ask for the finished thing by name:** "Make me a one-page document...", "...a checklist I can print", "...a spreadsheet", "...five slides."
- 2 To share a photo or file,** click the + button (or paperclip) next to the message box and choose your picture or document.
- 3 Tell it what you want done** with what you shared: explain it, summarize it, fill it in, turn it into a list.
- 4 Download or copy** the finished work. Then shape it with Lesson 3 if needed.

COPY THIS · paste it into Claude (fill in any [brackets])

Here's a photo of [a letter / bill / form]. Explain it to me in plain words. What does it say, what do I need to do, and by when?

COPY THIS · paste it into Claude (fill in any [brackets])

Make me a [checklist / one-page document / spreadsheet] for [what]. Use these details: [your details]. Make it ready to print.

Same lesson, in real lives

Who	What it looks like
Realtor	A move-in checklist for buyers, branded with your name, ready to print
Attorney	A one-page timeline of a case, made from the documents you share
Nurse	A photo of the new schedule turned into a clear list of your shifts
Retiree	A photo of a confusing medical bill, explained line by line in plain words
Parent	A family chore chart with points and rewards
Business owner	A price sheet, a simple monthly budget spreadsheet, or a short slide show for a pitch

Privacy tip

Don't share passwords, full Social Security numbers, bank account or card numbers. Cover them with your finger or a sticky note before you take the photo. Claude doesn't need them to help you.

Your turn

Get one finished piece of work you'll actually use, and try sharing one photo or file.

The finished thing I asked for

The photo or file I shared, and what I asked about it

Where I'll use it

You did it!

You're getting finished work, not just answers. Check these off:

- ☐ I got a finished document, list or spreadsheet
- ☐ I shared a photo or file and asked about it
- ☐ I kept private numbers out of it

Time you just got back: often an hour or more on documents, lists and plans

Give It Your Keys

Stop copying and pasting. Let Claude look in your email, calendar and files for you, safely.

Why it matters

When you hire a helper, you give them a key ring: the front door, the filing cabinet. Without keys, they'd ask you to open every door. Claude's keys are called **connectors**. Connect your calendar and you can simply ask, *"What's my week look like, and when am I free for lunch?"*

Claude can also keep a small **memory** about you, like how you like things written and who's who in your life, so you don't have to repeat yourself.

How to do it

- 1 Open **Settings** (click your name in the corner), then **Connectors**. Or click the **+** in a chat and look for Connectors.
- 2 Find the app you use (Gmail, Outlook, Google Calendar, Google Drive and many more) and click **Connect**.
- 3 Sign in to that app and approve. Start with just **one**, usually your calendar.
- 4 Ask a real question: "What do I have this week?" or "Find the email from my landlord about the lease."
- 5 Optional: in **Settings, then Memory**, turn memory on so Claude remembers your preferences. You can see and delete anything it saved.

COPY THIS · paste it into Claude (fill in any [brackets])

Look at my calendar for this week. What's coming up, what should I prepare for, and where do I have free time?

Same lesson, in real lives

Who	What it looks like
Realtor	"Which showing requests did I get by email this week that I haven't answered?"
Attorney	"Find the latest document in my drive about the Johnson matter and summarize what changed."
Nurse	"Add my next four shifts to my calendar from this schedule." (Claude asks before adding.)
Retiree	"What appointments do I have this month? Remind me what each one is for."
Parent	"Find every school email this week and list what I need to sign or pay."
Business owner	"What did I promise customers by email last week that's still open?"

Key ring rules

- **Connect only what you'll use.** Every key opens a real door.
- **Claude asks before it sends, books or changes anything.** Read before you say yes.
- **You can disconnect anytime** in Settings, then Connectors.
- **Want a private chat?** Use an **incognito chat**. It isn't saved or remembered.

Your turn

The one app I connected

The question I asked and what Claude found

You did it!

Claude now works where your life already happens. Check these off:

- ☐ I connected one app
- ☐ I asked a real question about my own email, calendar or files
- ☐ I know how to disconnect and use an incognito chat

Time you just got back: the minutes you used to spend searching and copying, every day

Pick the Right Helper

Claude comes in different sizes, like hiring the right person for the job. Here's how to choose, in one page.

Why it matters

Tap the model name near the message box and you'll see a few choices. Think of them as four helpers at a staffing agency. They're all good, but some are faster, some think deeper, and the bigger ones use up your plan's allowance faster. **Good news: for most everyday things, the default choice is fine.**

Helper	Think of it as	Use it for
Haiku	The fast assistant	Quick questions, short messages, translating, sorting a list
Sonnet	The skilled staff member	Everyday writing, drafts, summaries, research
Opus	The senior manager	Complicated jobs with many steps, finished documents, big decisions
Fable	The top outside expert	The hardest problems and highest stakes (on higher paid plans)

The 5-second choice

- 1 **Quick and simple?** Pick the fast assistant (Haiku).
- 2 **Normal everyday task?** The default or Sonnet is perfect.
- 3 **Big, important, many steps?** Choose Opus.
- 4 **Stuck, or the stakes are huge?** Bring in the expert (Fable), if your plan has it.

The Effort dial

Under the helper list there's an **Effort** setting. It's how long Claude thinks before answering. **Low** is quick. **Medium** is a great everyday choice. **High** is for important work. Higher effort uses more of your allowance.

Make your allowance last

Every plan, even the free one, has a usage limit that refills over time. To make it last: start a **new chat** for each new topic, ask for the length you need ("5 bullets"), and save the big helpers for big jobs. See your meter in **Settings, then Usage**.

Your turn

Try the same simple request with two different helpers and compare.

What I asked

Helper #1 and what I noticed

Helper #2 and what I noticed

You did it!

You know how to pick the right helper for any job. Check these off:

- ☐ I found where to switch helpers
- ☐ I tried the same task with two helpers
- ☐ I found the Effort setting and my Usage meter

Go Further

Three bigger superpowers: work on a schedule, use websites for you, and build things. Try the first one today.

Why it matters

So far, you've been asking and Claude has been answering. Now Claude can start **working for you**, even when you're not there.

Superpower	What it does	Example	Who it's for
Scheduled tasks	Claude does a job on its own, on a schedule you set	"Every Friday at 4, summarize my week's emails and list what's still open."	Everyone. Start here.
Claude in Chrome	Claude uses websites in your Chrome browser for you: clicking, filling forms, comparing	"Compare prices for this blender on three stores."	Anyone, carefully
Claude Code	Claude builds real things: a website page, an online form, an app	"Add a contact form to my website."	Builders, or anyone with a helper to review

Try it today: your first scheduled task

- 1
- Think of something you check or do **every week**.
- 2
- Ask Claude in plain words: "Every [day] at [time], [do this] and send me the result."
- 3
- Claude sets it up and tells you how it will run. Approve it.
- 4
- When the day comes, the result shows up on its own. You can change or stop it anytime.

COPY THIS · paste it into Claude (fill in any [brackets])

Every [Monday] at [7 a.m.], [look at my calendar and email] and give me a short list of what I need to do this week, most important first.

Safety for the bigger superpowers

- **Claude in Chrome:** install it from the Chrome Web Store, and start with **Manually approve** so it asks before every step. It won't buy things or create accounts on its own.
- **Claude Code:** great for building, but test everything before customers see it. If you're not technical, have a helper review.

Same lesson, in real lives

Who	What it looks like
Realtor	Every Monday: a list of new listings in your area to review (scheduled task)
Attorney	Every evening: tomorrow's court dates and deadlines from your calendar (scheduled task)
Nurse	Fill in the hospital's online time-off form, stopping before submit (Claude in Chrome)
Retiree	Compare three Medicare plan pages side by side (Claude in Chrome)
Parent	Every Sunday: the week's school events and a dinner plan (scheduled task)
Business owner	An online quote calculator for your website (Claude Code)

Your turn

My first scheduled task

One job I could hand to Claude in Chrome

One thing I'd love to have built someday

You did it!

Claude is now working for you, not just with you. Check these off:

- ☐ I set up one scheduled task
- ☐ I know what Claude in Chrome and Claude Code are for
- ☐ I picked one future job for each

Time you just got back: a weekly job that now does itself

Your Superpowered Week

This is your plan. Pick five real jobs from your life, at home and at work, and decide how Claude will help with each one.

Day	The job	How Claude helps (which lesson?)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Weekend		

Look how far you’ve come

Go back to your snapshot before Lesson 1. Read what you wrote about the thing that eats your week and how you felt about AI. Now answer these:

The thing that used to eat my week. Here’s how I’ll handle it now:

How I feel about AI now:

About how many hours a week I think I’ll get back:

Pass it on

The best way to lock in what you learned is to teach it. **Who in your life needs this?** A parent, a coworker, a friend who keeps saying they'll "get to it someday." Share this course with them, and sit with them for their first five minutes. You'll remember how that felt.

Three people I'll share this with:



CERTIFICATE OF COMPLETION

AI SUPERPOWERED

This certifies that

NAME

has completed all seven lessons and can now use AI
to save time and do more in life, family and business.



First Win



How to Ask



Keep Talking



Finished Work



Your Keys



Right Helper



Go Further

DATE

PRESENTED BY

"You weren't behind. Nobody had shown you how. Now you know."

Your AI Superpowered Cheat Sheet

	Remember	Say or do this
1	Just ask	Type it like a text to a smart friend.
2	Who, What, Details, Shape	"For [who], I want [what]. Good to know: [details]. Give it to me as [shape]."
3	Keep talking, then check	"Shorter. Warmer. 3 versions." Double-check anything important.
4	Ask for the finished thing	"Make me a checklist / document / spreadsheet." Share photos with the + button.
5	Give it keys, carefully	Settings, then Connectors. Start with your calendar.
6	Right helper for the job	Default for everyday. Bigger helper for big jobs. New chat for new topics.
7	Let it work for you	"Every Monday at 7, do this for me."

The five rules

- You can't break it.
- No dumb questions.
- Check anything important.
- Never share passwords or account numbers.
- You're the boss.

Want to go deeper? The **Reference Library** that follows has three short books: the Hiring Guide (all about the helpers and costs), the Office Tour (every Settings page explained) and Where Your Team Works (the Claude app, Claude Code, Claude in Chrome and connectors).

About this course: an independent guide written in plain language, accurate as of October 23, 2026. Claude changes often, so menus and names may look a little different on your screen. For the latest, visit support.claude.com. Claude is a product of Anthropic; this course is not made or endorsed by Anthropic.

The Helper's Guide

How to sit with someone you love for their first five minutes, and leave them feeling capable instead of confused.

1

Start with their need, not the technology.

Ask: "What's something you need to write, plan or figure out this week?" Use that as the first task.

2

Say the four promises out loud.

"You can't break it. No dumb questions. Nobody's grading you. You're the boss."

3

Sit beside them. Hands off the keyboard.

Let them type every word, even if it's slow. The win only counts if it's theirs.

4

When they get stuck, ask, don't do.

"What would you say if you were texting a friend?" is better than taking over.

5

Celebrate the first answer.

"Look at that. You just did it." People remember how the first time felt.

6

Stop while it's still fun.

Ten minutes is plenty for day one. Leave them wanting more, not worn out.

7

Leave them a next step.

Hand them the Cheat Sheet, or show them how to type /superpowered so Claude can keep teaching them.

Helping an older parent or grandparent

- Make the text bigger: press **Ctrl** and **+** on a computer (**Cmd** and **+** on a Mac), or use the phone's text size setting.
- Write the steps on paper in their words, not yours. They'll keep that paper.
- Go slower than feels necessary. Repeat without sighing. Patience is the whole lesson.

Four things not to do

Don't grab the mouse. • Don't say "it's easy" (if it feels hard, that makes them feel worse). • Don't use tech words. • Don't rush to the fancy stuff.

You were a beginner once too. Now you get to be the person who made it feel easy for someone else.



AI SUPERPOWERED

The Reference Library

You finished the course. Now go deeper, anytime.

BOOK 1 · PAGE 34

Your AI Hiring Guide

The helpers and what they cost

BOOK 2 · PAGE 50

Your AI Office Tour

Every Settings page, plus APIs

BOOK 3 · PAGE 65

Where Your Team Works

App, Code, Chrome, connectors

Your AI Hiring Guide

How to choose the right Claude for every job, what each one costs, and when to hand off.

Hailey

Haiku 5.5

Front-Desk Assistant



Sam

Sonnet 5.5

Skilled Staff Member



Olivia

Opus 5.5

Senior Manager



Faye

Fable 5.1

Top Outside Expert



How to use this guide

This packet teaches one skill: picking the right Claude for the job, so your team gets great work without wasting money or usage. No tech background needed. Read it once front to back (about 20 minutes), then keep the one-page Quick Reference Card on your desk.

Chapter		What you'll be able to do
1	The Big Idea	Explain why Claude is a team you hire from, not one chatbot
2	Tokens: Time on the Clock	Understand what drives cost and usage
3	Meet Your Team	Know each hire's strengths, limits and price
4	Side by Side	Compare all four at a glance, in dollars
5	The Effort Dial	Choose how long Claude thinks before answering
6	The Relay	Hand work from expensive to inexpensive hires
7	The 5-Second Hiring Test	Pick the right model with confidence
8	Old Names on the Menu	Know when (rarely) to use older models
9	Practice Round	Test yourself on six real-world jobs
Quick Reference Card		One page to keep at your desk

What you'll see on screen

When you open Claude and tap the model name, you'll see four choices: **Fable 5.1**, **Opus 5.5**, **Sonnet 5.5** and **Haiku 5.5**, plus an **Effort** setting underneath. Under "More models" you may also see older names. This guide explains every one of them.

The Big Idea

Claude isn't one employee. It's a staffing agency.

Imagine your company just signed with the best staffing agency in the world. When you call them, they don't send the same person every time. They ask, "*What's the job?*" and send the right person for it.

Need someone to answer phones and translate a note? They send a fast, friendly assistant. Need a proposal written? A skilled staff member. Need a messy business problem untangled? A senior manager. Facing the biggest decision of the year? They send their top outside expert.

Every one of them is excellent. But they bill at very different rates, and they work at different speeds. **That is exactly how Claude works.** Claude is the agency. Haiku, Sonnet, Opus and Fable are the people it sends.

Your four hires

Model	Your hire	Think of them as	Speed	Rate
Haiku 5.5	Hailey	The Front-Desk Assistant	Fastest	\$
Sonnet 5.5	Sam	The Skilled Staff Member	Fast	\$\$
Opus 5.5	Olivia	The Senior Manager	Moderate	\$\$\$
Fable 5.1	Faye	The Top Outside Expert	Slower, deliberate	\$\$\$\$

Memory trick: the first letter of each name matches the model. Hailey is Haiku, Sam is Sonnet, Olivia is Opus, Faye is Fable.

The one sentence to remember

You would never pay a senior manager's salary to answer the phone. And you would never hand your biggest contract to someone on their first day. Picking a Claude model is the same decision you already make every time you delegate.

Why this matters to a business

- **Money.** The top hire costs about 100 times more per word than the assistant for the same amount of work.
- **Speed.** Smaller hires answer in seconds. Bigger hires take longer because they think harder.
- **Usage limits.** On a monthly plan, bigger hires use up your allowance faster. Pick wrong all day and the team runs out before Friday.
- **Quality.** Pick too small for a hard job and you get a weak answer, then pay again to redo it.

Tokens: Time on the Clock

Everything Claude reads and writes is measured in tokens.

A **token** is a small piece of a word. It's the unit AI work is measured and billed in. The easiest way to think about it: **a token is a minute on the time clock**. Every word you hand Claude, and every word Claude hands back, punches the clock.

Rough sizes

Item	About how many tokens
A one-line question	20 to 50
A typical email	300 to 500
One typed page	about 600
A 30-page contract	about 18,000 to 20,000
A long chat after an hour of work	50,000 or more

Estimates only. Newer Claude models count a little differently than older ones.

Two kinds of tokens

Input tokens are the *briefing* you hand over: your question, any files you attach, and the whole conversation so far.

Output tokens are the *finished work* handed back, including any thinking Claude does before answering.

Output is the expensive part

For every Claude model, writing costs **5 times more** than reading. A request for “a short answer in 5 bullets” costs far less than “write me everything you know.”

The hidden cost of long chats

Each new message in a chat makes Claude re-read the *entire* conversation, like re-briefing an employee on the whole project before every small question. **New topic? Start a new chat.** It's the single easiest way to save.

Two ways to pay for Claude

	Monthly plan (Free, Pro, Max, Team, Enterprise)	Pay-as-you-go API
Who uses it	People chatting and working in the Claude app	Software you build: apps, automations, AI receptionists
How you pay	Flat monthly fee	A price per million tokens (the rates in this guide)
What tokens do	Drain a usage allowance that resets on a rolling 5-hour window, with a weekly cap on top	Add to your bill directly
Bigger model means	You hit your limit sooner	A bigger bill
Where to check	Settings, then Usage, in the Claude app	The Claude Console billing page

Good to know: your Claude usage across the app, desktop and Claude Code all counts toward the same allowance. On the Team plan, each member has their own limit, so one person running out doesn't stop anyone else.

Meet Your Team

Four hires. Four personalities. Four price tags.

Hailey

The Front-Desk Assistant

Haiku 5.5

Menu says: "Fastest for quick answers"

Hailey answers on the first ring. She sorts the mail, translates a note from a customer, cleans up a list, and never keeps you waiting. She isn't who you send to negotiate a contract, but every business runs smoother because she's there.

Hire them for

- Quick questions and look-ups
- Short summaries
- Translating a message
- Sorting, labeling, reformatting lists
- Large piles of simple, repetitive items

Don't hire them for

- Big decisions
- Long, complicated documents
- Anything where a small mistake costs real money

Superpower: Speed and price. About 1/20th the rate of Sam.

Price per million tokens
\$0.10 in / \$0.50 out
jobs under 100K tokens

Sam

Sonnet 5.5

The Skilled Staff Member

Menu says: "Most efficient for simpler tasks"

Sam has been with the company three years. Give him a clear assignment and he does it well, on time, without supervision. Emails, a first draft of a proposal, research on a vendor, a clean summary of a long report. He's the backbone of the office.

Hire them for

- Everyday writing: emails, letters, posts
- First drafts of proposals and documents
- Summarizing long documents
- Research questions
- Volume work where quality still matters

Don't hire them for

- The hardest multi-step strategy work
- A problem that already stumped him once

Superpower: Best value. Strong quality at half Olivia's rate.
Available even on the Free plan.

Price per million tokens
\$2 in / \$10 out

Olivia

Opus 5.5

The Senior Manager

Menu says: "For complex work and everyday tasks"

Olivia sees the whole board. Hand her a messy situation (three vendor quotes, a cash-flow question, a new process to design) and she asks the right questions, thinks several steps ahead, catches what others miss, and hands back finished work: a report, a spreadsheet, a slide deck, a plan.

Hire them for

- Complex projects with many steps
- Finished deliverables: reports, decks, spreadsheets
- Analysis with a clear recommendation
- Building software and automations
- Long tasks it works through on its own

Don't hire them for

- Simple, repetitive volume work (you'd pay manager rates for clerk work)

Superpower: Judgment plus stamina. Strong all-rounder; it's the default pick in the menu.

Price per million tokens
\$4 in / \$20 out
paid plans

Faye

Fable 5.1

The Top Outside Expert

Menu says: "For your toughest challenges"

Some problems are bigger than anyone on staff. So you bring in Faye, the specialist whose day rate makes you wince, but who solves in one meeting what the team has circled for weeks. She is slower and deliberate, and she thinks deeply every single time. You don't have her answer the phone.

Hire them for

- Highest-stakes decisions
- The hardest analysis and reasoning
- Problems where Olivia got stuck
- Big-picture strategy
- A final review of something critical before you commit

Don't hire them for

- Everyday work
- Anything where speed matters more than depth
- Anything Olivia handles well

Superpower: The deepest thinking available to the public. Also the slowest, and it uses your plan allowance fastest.

Price per million tokens
\$10 in / \$50 out
Pro and Max plans

Side by Side

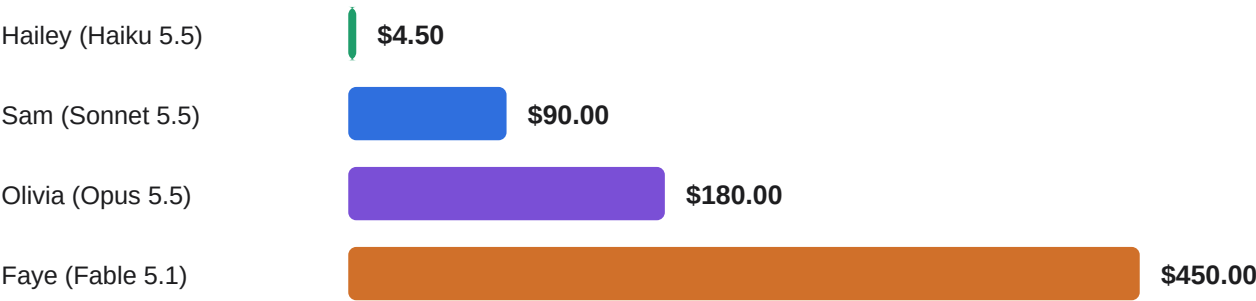
The same job, four different invoices.

	Hailey Haiku 5.5	Sam Sonnet 5.5	Olivia Opus 5.5	Faye Fable 5.1
If Hailey earned \$1 an hour, the others would earn	\$1	\$20	\$40	\$100
Reading rate (input, per million tokens)	\$0.10*	\$2	\$4	\$10
Writing rate (output, per million tokens)	\$0.50*	\$10	\$20	\$50
Speed	Fastest	Fast	Moderate	Slower
Depth of thinking	Good	Strong	Very strong	Deepest
Drains your plan allowance	Slowest	Slow	Faster	Fastest
Which plans include it	All	All, incl. Free	Paid plans	Pro and Max
Best default for	Quick and repetitive	Daily work	Complex work	Toughest problems

* Haiku's low rate applies to jobs under 100,000 tokens. Above that it rises to \$0.50 in / \$2.50 out, still the least expensive.

The cost of one job, in dollars

Cost of the same job done 1,000 times (API rates)



One job = a 30-page document read (about 20,000 tokens in) and a 3-page answer (about 5,000 tokens out).

What the numbers really say

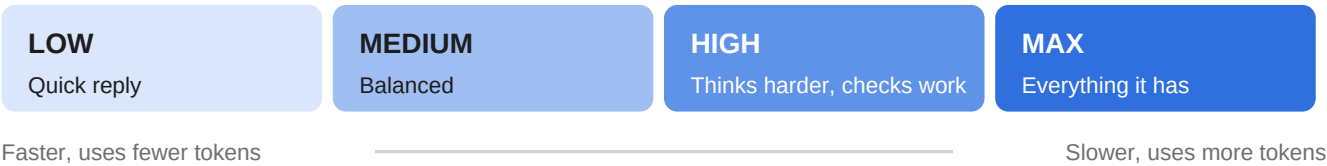
- For **one** job, even Faye costs less than a cup of coffee (about 45 cents). Don't be afraid to use the expert when the job deserves it.
- At **1,000** jobs, the difference is \$4.50 versus \$450. That's why repetitive, high-volume work belongs with Hailey or Sam.
- On a monthly plan you won't see these dollars, but you'll feel them: the bigger hires use up your 5-hour and weekly allowance much faster.

The Effort Dial

How long you let your hire think before they answer.

Under the model list there’s a setting called **Effort**. It doesn’t change *who* you hired. It changes *how long they think* before handing you the work.

Picture asking Olivia a question in the hallway versus booking her for an afternoon in the conference room. Same person, same brain. In the hallway you get a quick, solid answer. In the conference room she digs deeper, double-checks her work, and considers more angles. The afternoon costs more of her time.



Setting	Use it for	Example
Low	Simple, clear requests where speed matters	“Rewrite this sentence to sound friendlier.”
Medium	Most everyday work. A great default.	“Draft a follow-up email to this client.”
High	Important work where mistakes are costly	“Review this proposal for gaps before I send it.”
Max	Rarely. The hardest problems, when you’ve tried High.	“Find the flaw in this financial model.”

The pro move

Anthropic’s own advice: if you’re about to switch to an older or smaller model just to save usage, **try lowering Effort on the newer model first**. A newer model at Medium or Low effort often beats an older one at Max.

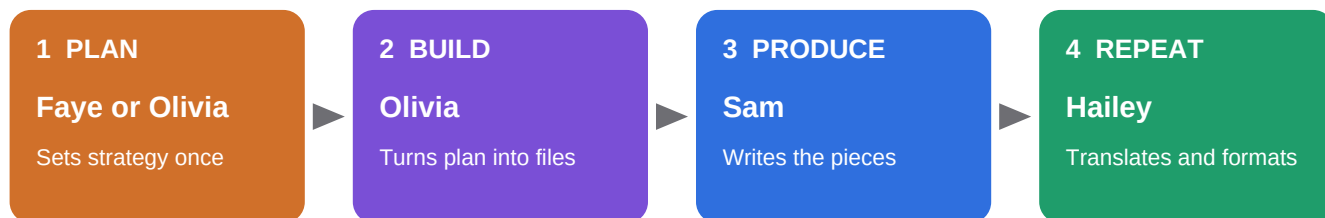
Remember

Model choice is **who** you hire. Effort is **how long** they spend. You control both, and both affect cost.

The Relay

Great teams hand off. Smart AI users do too.

Here's the secret most people miss: you don't have to pick *one* model for a whole project. The smartest approach is a relay race. The expensive expert does the thinking once. Less expensive hires carry it the rest of the way.



Cost per piece of work goes **DOWN** at every step → expensive thinking once, cheap hands many times

A story: launching a new service

Monday, Faye (Fable). The owner opens a chat with Faye at High effort: “Here’s our business, our customers and our numbers. Should we launch this new service, how should we price it, and how do we roll it out?” One deep conversation. One clear plan.

Tuesday, Olivia (Opus). In a new chat, she pastes Faye’s plan and asks Olivia to build the pieces: a pricing spreadsheet, a one-page sales sheet, and a template for customer emails.

Wednesday, Sam (Sonnet). A team member uses Sam to write the ten launch emails, five social posts and a letter to existing customers, all from Olivia’s template.

Thursday, Hailey (Haiku). Hailey translates everything into Spanish, shortens each email into a text message, and formats the customer list.

Why it works

The expert’s rate was paid for **one** conversation. Everything after that was done by less expensive hires following her plan. Same quality outcome, a fraction of the cost and usage.

How to hand off in the app

- Ask the senior hire to finish with a clear written plan or template.
- Copy it. Start a **new chat** (lighter and less expensive than continuing the long one).
- Pick the next model from the menu, paste the plan, and give the assignment.
- If the work comes back weak, move **up** one hire. If it’s easy and repetitive, move **down**.

The 5-Second Hiring Test

Ask these questions in order. Stop at the first “yes.”

	Ask yourself	If yes, hire
1	Is it quick, simple or repetitive? (translate, sort, shorten, look up)	Hailey · Haiku 5.5
2	Is it normal day-to-day work with a clear ask? (email, draft, summary)	Sam · Sonnet 5.5
3	Does it have many steps, need a finished file, or could a mistake cost real money?	Olivia · Opus 5.5
4	Is it the highest-stakes call of the month, or did Olivia already struggle with it?	Faye · Fable 5.1

Then set Effort: Low for quick, Medium for normal, High for important, Max only when High wasn't enough.

When in doubt

Not sure? Start with Sam (Sonnet) at Medium. If the answer isn't good enough, move up one hire. Moving up costs a little. Starting at the top for everything costs a lot.

Six golden rules for the whole team

1. **Match the hire to the job, not to your mood.** Bigger isn't always better. A senior hire on simple work is slower and burns your allowance.
2. **Try lowering Effort before downgrading the model.**
3. **New topic, new chat.** Long chats get re-read on every message.
4. **Ask for the length you need.** “Five bullets” costs far less than “tell me everything.” Writing costs 5x reading.
5. **Let the expert plan once; let the team repeat it.** That's the Relay.
6. **You are still the manager.** Review anything that goes out with your name or the company's name on it, no matter who wrote it.

Old Names on the Menu

Former employees kept on file.

Under “More models” you may see names like **Fable 5, Opus 5, Opus 4.8, Opus 4.7, Opus 4.6, Opus 3, Sonnet 5, Sonnet 4.6** and **Haiku 4.5**. Think of them as former employees whose files the agency still keeps. They can still work, but someone newer now holds each position, and the newer hire is usually both better and less expensive.

Two examples: Opus 5.5 costs **20% less** than Opus 5, and Haiku 5.5 is **90% less expensive** than Haiku 4.5 on everyday-size jobs.

Position	Current hire	Older names you may see
Top Outside Expert	Fable 5.1	Fable 5
Senior Manager	Opus 5.5	Opus 5, Opus 4.8, Opus 4.7, Opus 4.6, Opus 3
Skilled Staff Member	Sonnet 5.5	Sonnet 5, Sonnet 4.6
Front-Desk Assistant	Haiku 5.5	Haiku 4.5

When would you use an older one?

Only if a process you already built and tested depends on one and you need it to behave exactly the same way. For everyone else on the team: **use the four current names and ignore the rest.**

Practice Round

Who would you hire? Cover the right column and decide first.

The job	Best hire	Why
Translate a customer’s text message into Spanish and reply politely.	Hailey (Haiku), Low	Short, simple, fast. No judgment calls.
Write a firm but friendly email to a client who is 30 days late paying.	Sam (Sonnet), Medium	Everyday writing with a clear goal.
Compare three vendor quotes, build a spreadsheet, and recommend one.	Olivia (Opus), Medium or High	Many steps, a finished file, and money on the line.
Review a 60-page agreement before signing and flag every risk.	Faye (Fable), High	Highest stakes. Then have your attorney review it too.
Summarize 300 customer reviews into the top 5 themes.	Sam, or Hailey first	Volume work. Hailey can sort, Sam can summarize.
Build a 12-month growth plan, then the emails and posts to support it.	The Relay	Faye or Olivia plans once; Sam writes; Hailey translates and formats.

Discussion questions for a team session

- Which tasks on your desk this week are “Hailey jobs” you’ve been giving to Olivia?
- What is one high-stakes decision coming up that deserves Faye?
- Where could the Relay save us the most time this month?

Quick Reference Card

	Hailey Haiku 5.5	Sam Sonnet 5.5	Olivia Opus 5.5	Faye Fable 5.1
Role	Front-Desk Assistant	Skilled Staff Member	Senior Manager	Top Outside Expert
Use for	Quick, simple, repetitive	Daily writing and drafts	Complex, multi-step, files	Highest stakes, hardest problems
Relative rate	1x	20x	40x	100x
Per million tokens (in / out)	\$0.10 / \$0.50	\$2 / \$10	\$4 / \$20	\$10 / \$50
Speed	Fastest	Fast	Moderate	Slower

The 5-second test

1. Quick or repetitive? **Haiku**
2. Normal daily work? **Sonnet**
3. Many steps, a file, or money at risk? **Opus**
4. Highest stakes or Opus struggled? **Fable**

Not sure? Sonnet at Medium, then move up.

Effort dial

Low quick reply
Medium everyday default
High important work
Max rarely, hardest problems

Lower Effort before you downgrade the model.

Money and usage savers

New topic, new chat · Ask for the length you need · Writing costs 5x reading · Expert plans once, team repeats it · Check Settings, then Usage · You review everything that goes out

About the numbers: Prices are Anthropic's published API rates per million tokens as of October 23, 2026. Monthly plans don't bill per token; instead, tokens draw down a usage allowance. Plans, prices and the model lineup change several times a year. Check claude.com/pricing and platform.claude.com/docs before quoting numbers to a client.

Your AI Office Tour

A walk through every room in Claude's Settings, what happens inside, and when to open the door.

Part 1 · Front Office

General, Account, Privacy, Billing, Usage

Part 2 · How Your Team Works

Capabilities, Memory, Design systems, Reflect, Time and focus

Part 3 · Field Teams

Claude Code, Claude in Chrome

Part 4 · This Computer

System, Extensions, Developer

Part 5 · Customize

Skills, Connectors, API keys

Part 6 · The Service Window

What an API is, API keys, and how every platform uses them

Welcome to the back office

In the *Hiring Guide* you met your four hires: Hailey, Sam, Olivia and Faye. This guide takes you behind the front desk to the **back office**, the place where you set the rules your whole AI team works by.

Every item in Claude's Settings menu is a room in that office. Some rooms everyone visits on day one. Some only the owner should enter. A few are the maintenance closet: leave them to your tech lead. Each room in this guide is tagged so you know which is which.

EVERYONE	Safe for any team member to set for themselves.
OWNER / ADMIN	Affects money, privacy or the whole company. Owner decides.
TECH LEAD	Technical setup. Look, don't touch, unless you know why you're there.

How to find the back office

Click your name or initials in the bottom-left corner of Claude, then choose **Settings**. On a phone, tap your name in the menu. The rooms are grouped into sections:

Section	Rooms inside	Where you'll see it
Settings	General, Account, Privacy, Billing, Usage, Capabilities, Memory, Design systems, Reflect, Time and focus, Claude Code, Claude in Chrome	Web, desktop and (mostly) phone
This computer	System, Extensions, Developer	Desktop app only
Customize	Skills, Connectors, API keys	Web and desktop

Your screen may look a little different

Claude adds new rooms often. If your screen shows something this guide doesn't cover, or a room is missing, it's usually because of your plan (Free, Pro, Max, Team, Enterprise) or your device. Team and Enterprise owners also have a separate **Organization** area for company-wide rules.

The Front Office

Who you are, what you pay, and what you've used.

General

EVERYONE

The room: The front desk sign-in and your name badge.

On your first day, the receptionist asks your name, how you like to be addressed, and whether you prefer the lights bright or dim. General is that conversation. It's where you tell your AI team who you are and how you like to work, so you don't have to repeat it in every chat.

Visit this room when

- Setting your name and what Claude should call you
- Telling Claude about your role and how you like answers (short, detailed, bilingual)
- Changing the look: light mode, dark mode, language

Good to know

The preferences you write here quietly shape **every** conversation. A few clear sentences ("I run a service business. Keep answers short and plain.") go a long way.

Account

EVERYONE

The room: Your employee file and ID card.

HR keeps a folder with your email, your login, and your employment status. You rarely open it, but when something goes wrong, it's the first place to look.

Visit this room when

- Checking which email you're signed in with
- Signing out of other devices
- Closing an account

Good to know

If Claude looks different on your phone and your computer, you may be signed into two different accounts. Check here first.

Privacy

OWNER / ADMIN

The room: The locked filing cabinet and the confidentiality agreement.

Every good company has rules about who sees what. This room decides how your conversations are handled: whether they may be used to improve Claude, and how you can download or delete what you've shared.

Visit this room when

- Deciding whether your chats can help train future models
- Exporting a copy of your data
- Reviewing what's stored about you

Good to know

Owner's call for a business. Read every option before switching it, and set it once for the whole team's standard. For anything truly sensitive, use an **incognito chat**.

Billing

OWNER / ADMIN

The room: Accounts payable.

The bookkeeper's desk: what plan you're on, which card pays for it, and the stack of past invoices.

Visit this room when

- Upgrading or downgrading a plan (Free, Pro, Max, Team)
- Updating the payment card
- Downloading invoices for your accountant
- Buying extra usage, when your plan offers it

Good to know

Only one person should own this room. Changes here cost real money and can cut off the team's access if a card fails.

Usage

EVERYONE

The room: The time clock report.

Remember tokens are time on the clock? This is the report that shows how much of your allowance has been punched in. Two meters: a short window that resets every few hours, and a weekly total.

Visit this room when

- Claude says you've hit a limit
- Deciding whether to switch to a smaller hire or lower the Effort
- Deciding whether the team needs a bigger plan

Good to know

Checking it a few times a week teaches you fast which habits burn allowance. Big hires, high Effort, long chats and file creation use the most.

How Your Team Works

The tools they may use, what they remember, and healthy limits.

Capabilities

EVERYONE

The room: The tool crib and the permission badges.

On a jobsite, the tool crib decides who can check out the nail gun and who can drive the forklift. Capabilities is that crib. Each switch gives your AI team permission to use a power tool: build files and documents, run calculations, create interactive pages, search the web, look back through past chats.

Visit this room when

- Claude says it can't create a file or can't look something up
- You want to turn a tool off for simpler, more predictable answers
- Setting up a new team member's account

Good to know

Most people should leave the standard tools on. If a feature "doesn't work," this is usually the room where it's switched off.

Memory

EVERYONE

The room: Your personal notebook, kept by the team.

A great assistant keeps a small notebook: your kids' names, your favorite vendor, how you like reports formatted. Next week, they don't ask again. Memory is that notebook. Claude can write useful facts from your chats into it and read them at the start of new conversations.

Visit this room when

- Turning memory on or off
- Reading what Claude has saved about you
- Correcting or deleting something it got wrong

Good to know

You can always say in a chat, "remember that..." or "forget that...". For a private one-off conversation, use an incognito chat, which isn't saved to memory.

Design systems

OWNER / ADMIN

The room: The brand book.

Every professional company has a brand book: the exact logo, colors, fonts and layouts. Hand it to a new designer and everything they make looks like it came from you. A design system is that book for Claude. Claude learns your style from things you give it (your website, a slide deck, past designs) and applies it to every new design and deck.

Visit this room when

- Setting up your company's look once
- Choosing which brand is the default
- Keeping several brands for different businesses or clients

Good to know

Set it up once and every deck and design starts on-brand. If you run several businesses, keep one design system per brand.

Reflect

EVERYONE

The room: The annual review, about your own habits.

Once a year a good manager sits down and asks, "How did this year go? What did we spend our time on?" Reflect is that meeting. It looks back over the past 1, 3, 6 or 12 months and shows the topics you worked on, your usage patterns and the kinds of tasks you hand Claude, with questions to help you use it better.

Visit this room when

- Curious where your AI time actually goes
- Coaching a team member on better habits
- Planning training

Good to know

It needs Memory turned on, and it leaves out incognito chats. A great conversation starter in team training.

Time and focus

EVERYONE

The room: Office hours and the "lights out" policy.

*Even the best employee needs a quitting time. This room lets you set **quiet hours** (days and times you'd rather not use Claude) and **break reminders** (a nudge after a daily amount of time). They're gentle reminders, not locks.*

Visit this room when

- You want evenings or Sundays protected
- You notice long sessions running into the night

Good to know

These are separate from your plan's usage limits. They protect your time, not your allowance.

The Field Teams

Settings for Claude when it works outside the chat window.

Claude Code

TECH LEAD

The room: The engineering workshop.

Some of your team builds things: websites, apps, automations. They work in a workshop with real tools and real materials. Claude Code is Claude working as a software engineer, and this room holds the workshop rules: where it may work, what it may do without asking, and how it connects to your code.

Visit this room when

- You or a developer start building software with Claude
- Connecting a code account such as GitHub
- Tightening or loosening what Claude may do without asking

Good to know

If no one on your team writes software, you can skip this room entirely. If someone does, they own it.

Claude in Chrome

OWNER / ADMIN

The room: Handing a trusted rep the keys to your car.

Sometimes the job isn't at the desk. It's out there: filling a supplier's form, checking a portal, clicking through a website. Claude in Chrome lets Claude drive your actual Chrome browser. This room is the key cabinet: which websites Claude may act on, and whether it asks before every step.

Visit this room when

- Reviewing or removing websites you've approved
- Choosing "Manually approve" (asks before each action) or a more automatic mode
- Checking what Claude did and where

Good to know

Start with **Manually approve**. Even with a site approved, Claude still asks before downloads, sensitive information or authorizations, and it will never make purchases or create accounts on its own.

This Computer

Only in the desktop app. These rooms control this one machine, not your account.

System

EVERYONE

The room: The building's power, doors and alarm system.

Facilities decides when the doors unlock, whether the lights stay on overnight, and how alerts reach you. System does the same for the Claude app on this computer: whether it starts when the computer turns on, whether it keeps the computer awake while Claude is working, notifications, and quick shortcuts.

Visit this room when

- Claude stops mid-task because the computer went to sleep
- You want Claude to open automatically each morning
- Notifications are too noisy, or too quiet

Good to know

Settings here apply to **this computer only**. Your laptop and desktop can be set differently.

Extensions

TECH LEAD

The room: Tools mounted on your own workbench.

Connectors (Part 5) reach out to other buildings. Extensions are tools bolted onto your bench: add-ons installed on this computer that let Claude work with local files, apps and programs.

Visit this room when

- Installing a tool that lets Claude work with files on this computer
- Turning off an extension you no longer use

Good to know

Only install extensions from sources you trust. They run on your machine with access to what you allow.

Developer

TECH LEAD

The room: The maintenance closet.

Every building has a closet with the breaker panel and wiring diagrams. You don't go in there to change a lightbulb. Developer is where technical people add custom connections by hand and read error logs when something isn't working.

Visit this room when

- A technical person is troubleshooting a custom connection
- Support asks for logs

Good to know

If you don't know why you're in this room, close the door. Nothing here is needed for everyday work.

Customize

Training manuals, keys to other buildings, and the account number for the service window.

Skills

OWNER / ADMIN

The room: The training manual and standard operating procedures.

When you hire someone, you don't just say "do good work." You hand them the company playbook: here's exactly how we write a proposal, here's our checklist for a new client. A skill is one chapter of that playbook. Claude reads the right skill when a matching job comes up, so it does the task your way every time.

Visit this room when

- Adding a skill your organization or a partner created
- Turning a repeat process into a skill
- Removing outdated skills

Good to know

Skills are the secret to consistency across a team. Write the process once, and every team member's Claude follows it.

Connectors

OWNER / ADMIN

The room: Keys to the other buildings.

Your work lives in many buildings: email, calendar, shared drive, CRM, accounting. Connectors hand Claude a key to each one, so it can read your calendar, find a file, or draft an email right where your work already lives, instead of you copying and pasting.

Visit this room when

- Connecting Gmail, Outlook, Google Drive, Microsoft 365 and other tools
- Seeing which apps Claude can reach
- Disconnecting a tool you no longer want it to touch

Good to know

Each key opens a real door. Connect only what you need, and remember Claude asks before it sends messages or takes actions on your behalf. On Team plans, the owner may control which connectors are allowed.

API keys

OWNER / ADMIN

The room: The account number at the service window.

Part 6 tells the full story. In short: software can order work from Claude through a back service window called the API, and an API key is the account number that proves who is ordering and who pays. This room is where keys tied to your account are managed, and where Max and Team plans link their included monthly API credits.

Visit this room when

- A developer or a tool (like an AI receptionist) needs Claude to power it
- Linking your plan's monthly API credits
- Deleting a key after someone leaves or a key is exposed

Good to know

Treat an API key like a company credit card number. Never paste it into a chat, email, text or screenshot. Owner controls it.

The Service Window

What an API is, what an API key is, and how every platform uses them.

What API stands for

API stands for **Application Programming Interface**. Forget the long name. In plain words: **an API is a standard way for one piece of software to order work from another.**

The story

Your staffing agency has two entrances. The **front door** is the Claude app: people walk in, sit down, and have a conversation with Hailey, Sam, Olivia or Faye.

Around back is a **service window**, like a restaurant's kitchen pass or a supply-house will-call counter. Nobody chats there. Other businesses' *software* walks up with an order slip filled out exactly the right way: *which hire, what job, how long the answer may be*. The window takes the slip, the work gets done, and the finished order comes back out the window in seconds. That service window is the **API**.

Before the window takes any order, it asks for one thing: **your account number**. That's the **API key**. It proves the order is really from you and tells the agency whose account to bill. Anyone holding that number can place orders on your tab.

In the story	In real life	Example
The service window	The API	Claude's API, Stripe's API, Google Maps' API
The order slip	A request	"Sonnet 5.5, summarize this call, 3 bullets"
The finished order	A response	The 3-bullet summary, sent back to the app
Your account number	The API key	A long secret code that starts like sk-ant-...
The monthly statement	Usage billing	Charged per million tokens, at the rates in the Hiring Guide

How Claude uses APIs, in both directions

- 1. Software ordering from Claude.** Any app can put Claude to work through its API. An AI phone receptionist answering calls, a chatbot on a website, an app that writes a report every night, a tool that reads incoming leads and drafts replies. A person never opens the Claude app: the software walks up to the window, all day, automatically.
- 2. Claude ordering from other software.** When you click **Connect** on Gmail, Outlook, Google Drive or a CRM in the Connectors room, Claude is using *those* companies' APIs behind the scenes. Connectors are simply APIs with a friendly “connect” button, so nobody has to write code.

Every platform has a service window

Nearly every modern service works this way. Once you understand one API, you understand them all:

Service	What its window sells	Typical business use
Claude (Anthropic)	Thinking and writing	Receptionists, chatbots, reports, automations
OpenAI and other AI companies	Thinking, images, voice	The same jobs, from a different agency
Stripe	Taking payments	Charging a card on your website
Twilio	Texts and phone calls	Appointment reminders, call routing
Google Maps	Maps and addresses	Showing service areas, measuring distances
ElevenLabs, HeyGen	Voices and video	AI voiceovers, avatar videos
QuickBooks, CRMs	Your business records	Syncing customers, invoices and leads

Monthly plan vs. API: two different wallets

Your Claude subscription pays for **people** using the front door. The API is billed separately, per million tokens, for **software** using the service window. They don't share an allowance: heavy API use won't eat your chat limits, and vice versa.

A bonus most people miss

Max and Team plans now include monthly API credits: **\$100** a month on Max 5x, **\$200** on Max 20x, and up to **\$500** pooled on Team. You link them in Settings, then Billing. They cover the Claude API but **not** Claude Code or extra app usage, and unused credits **don't roll over**.

The API key rules

An API key is a **master key and a company credit card in one**. Whoever has it can run up charges on your account. Make these rules non-negotiable for the whole team:

1. **Never paste a key** into a chat, email, text message, shared doc or screenshot. Not even to Claude.
2. **Store keys in a password manager**, not in a note on your desktop.
3. **One key per app or project**, and give each a clear name ("Website chatbot"). If one leaks, you replace one key, not everything.
4. **Set spending limits** in the Claude Console so a runaway app can't run up a surprise bill.
5. **Delete keys** when a project ends or a contractor leaves.
6. **Never put a key in website code** that a visitor's browser can see. Keys belong on the server, out of sight.

If a key is ever exposed

Delete the key in the Claude Console right away, create a new one, and update the app that used it. Then check your usage for charges you don't recognize. Minutes matter: leaked keys get found and abused fast.

Who should touch the service window?

- **Everyone** should understand what an API is, so they can talk confidently with vendors and developers.
- **The owner** controls API keys, billing and spending limits.
- **A developer or tech lead** builds the apps that use the window. Business users almost never need a key of their own.

Day-one setup for a new team member

A 15-minute walk through the office, in this order:

1. **General.** Add your name, role and how you like answers.
2. **Usage.** Look at your meters so you know what normal looks like.
3. **Capabilities.** Confirm the standard tools are on: files, web search, past chats.
4. **Memory.** Turn it on and read what's there after your first week.
5. **Connectors.** Connect only the apps you use daily: email, calendar, drive.
6. **Skills.** Make sure the company's skills are installed.
7. **Time and focus.** Optional: set quiet hours to protect evenings.

Who owns which room

Everyone	Owner / Admin	Tech lead
General, Account, Usage, Capabilities, Memory, Reflect, Time and focus, System	Privacy, Billing, Design systems, Claude in Chrome, Skills, Connectors, API keys	Claude Code, Extensions, Developer

The five-second troubleshooter

Something isn't working? Check Capabilities. **Ran out?** Check Usage. **Claude forgot something?** Check Memory. **Can't reach your email or files?** Check Connectors. **Building an app?** Check API keys. **Looks different on another device?** Check Account.

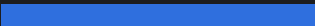
About this guide: written from Anthropic's help center and product announcements as of October 23, 2026. Settings names and locations change frequently; for the latest, visit support.claude.com.

Where Your Team Works

The Desk, the Workshop, the Road and the Key Ring.
What each one does, its superpowers, and how to start.

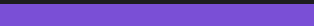
The Desk

The Claude app



The Workshop

Claude Code



The Road

Claude in Chrome



The Key Ring

Connectors

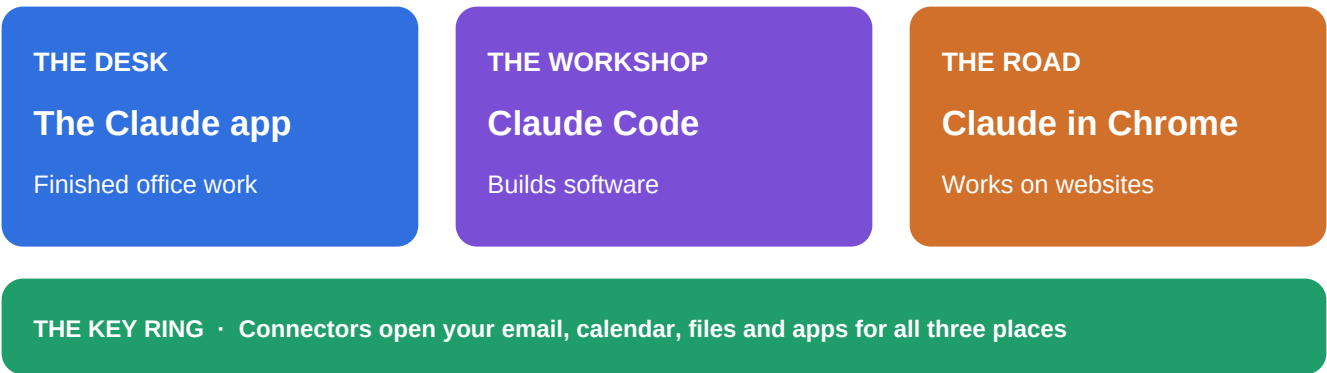


One team, three places to work

In Book 1 you met your AI team. In Book 2 you toured the back office. Now let’s see **where the work actually happens**.

Think about any real business. Some people work at a **desk**: they write, plan and keep the books. Some work in a **workshop**: they build things. Some work **on the road**: they drive out to customers and suppliers. And everybody carries a **key ring** so they can get into the buildings they need.

Claude works the same way:



Place	What it is in Claude	In one sentence
The Desk	The Claude app (web, desktop, phone)	Ask for work, get finished work back.
The Workshop	Claude Code	Tell it what to build, and it builds it.
The Road	Claude in Chrome	It drives your web browser for you.
The Key Ring	Connectors and integrations	Lets Claude open your email, calendar, files and apps.

Meet Rosa

To keep it simple, we'll follow one person through this book: **Rosa**, who owns a small cleaning company with eight employees. Rosa is not a tech person. She’s busy, she’s smart, and she wants her week back. Watch how she uses each place.

The Claude App

Where most of your work happens. Ask for work, get finished work back.



Monday morning, 7:30.

Rosa opens Claude on her laptop with her coffee. She types: “Look at my calendar and email from last week. What did I promise people, and what’s still open?”

A minute later she has a short list: two quotes she promised, one customer complaint to answer, and a supply order that never got confirmed.

Then she types: “Write me a one-page price sheet for our new move-out cleaning service, and a short email to send it to our property manager clients.” She goes to a job site. When she checks her phone at lunch, the price sheet is finished and the email is drafted, waiting for her to read and send.

That’s the Desk. Most people will spend 90% of their time here.

What it is	The regular Claude you open on the web (claude.ai), the desktop app, or your phone.
Its superpower	It doesn’t just answer questions. It does the whole job and hands back finished work : a document, a slide deck, a spreadsheet, a plan. Bigger jobs can keep running while you’re away, and you can schedule work to happen on its own, like a report every Monday.
Use it when	You’d hand the job to an office employee: write it, research it, summarize it, organize it, plan it, analyze it.
Don’t use it for	Building an app or website that runs by itself (that’s the Workshop), or clicking through a website that has no connector (that’s the Road).
Who uses it	Everyone on the team.

How to start

1. Open Claude on the web, the desktop app, or your phone, and sign in.
2. Type what you want the way you'd tell a good employee. Say what it's for and who will read it.
3. Attach any files it needs, or connect your apps (see Chapter 4) so it can look for itself.
4. Say what you want back: "a one-page document," "a spreadsheet," "five slides," or "just a short answer."
5. Read the result. Ask for changes in plain words: "shorter," "friendlier," "add prices."

Things the Desk can do that surprise people

- Make real documents, slide decks and spreadsheets you can download and send.
- Do research across dozens of web pages and give you the sources.
- Remember how you like things done (Memory, Book 2).
- Do a task on a schedule: "Every Friday at 4, summarize this week's emails."
- Work on a bigger job while you're away and let you know when it's done.

A note on "Cowork": you may hear this older name. Its abilities, like doing longer tasks and producing finished files, are now simply part of the Claude app. There's nothing extra to open.

Claude Code

Where things get built. Tell it what to build, and it builds it.



Wednesday afternoon.

Rosa's nephew Danny helps with her website. Customers keep calling to ask for prices, and Rosa wants a simple online quote form: customers type in their home size and how many bathrooms, and the website shows a price right away.

*A year ago, that would have meant hiring a developer for weeks. Instead, Danny opens **Claude Code** and types: "Add a quote calculator page to Rosa's website. Use her prices from this price sheet. Make it look good on phones."*

Claude Code reads the website's files, explains its plan, builds the page, tests it, and shows Danny what changed. Danny checks it on his phone, asks for one change, and it goes live that evening.

That's the Workshop. The Desk *writes about* things. The Workshop *builds* things that keep working after you close the chat.

What it is	Claude working as a software engineer. It works inside a project's actual files: reading them, changing them, running them and testing them.
Its superpower	It can take a big technical job from start to finish: plan it, build it, test it, and fix its own mistakes along the way. Websites, apps, automations, connecting one system to another.
Use it when	You want something built that runs on its own: a website, an online form, an app, an automation that moves data every night.
Don't use it for	Writing emails, documents or plans. That's the Desk, and it's simpler there.
Who uses it	Developers and builders. A non-technical owner can use it for small projects, but should have someone review before anything goes live.

How to start

1. Open Claude Code. It's available in the Claude desktop app, on the web, on your phone, and in a computer's terminal.
2. Point it at your project: a folder on your computer or a code storage account like GitHub.
3. Describe the result you want in plain words, like you'd explain it to a contractor.
4. Read its plan before it starts. Answer its questions.
5. Let it build, then **test it yourself** before customers ever see it.

Workshop safety rules

- Keep a backup of your project (GitHub does this automatically) so any change can be undone.
- Let it ask before big or risky changes. Don't switch that off on a live business system.
- Never paste passwords or API keys into the chat (Book 2, Part 6).
- Workshop work uses the same plan allowance as the Desk. Big builds use a lot of it.

Claude in Chrome

Where Claude goes out into the world. It drives your web browser for you.



Thursday morning.

Rosa's supplier doesn't have a fancy system. Every week she has to log into their old website, click through six pages, and type in her order by hand. Her insurance company is the same: a portal with no connector and no email option.

*So Rosa opens Chrome and clicks the **Claude** icon. A side panel opens. She types: "Go to my supplier's site and put in my usual weekly order. Stop before you submit so I can check it."*

She watches Claude click through the pages in her browser like an assistant sitting at her keyboard. It fills in the order, then stops and asks. Rosa checks the cart and clicks Submit herself.

That's the Road. When a job lives on a website, and the only way in is clicking, Claude in Chrome drives for you.

What it is	An add-on for the Google Chrome browser that lets Claude see the page and click, type and scroll in your browser, with your sign-ins.
Its superpower	It can work on any website, even old ones with no connector: filling forms, checking portals, gathering information across sites, and repeating boring clicking work.
Use it when	The job lives on a website and there's no connector for it: supplier portals, government forms, insurance sites, comparing prices across websites.
Don't use it for	Anything a connector can do (connectors are faster and safer), or anything you can simply ask at the Desk.
Who uses it	Anyone, carefully. Like lending someone your car keys: you choose where they may drive.

How to start

1. Install the Claude extension from the Chrome Web Store and sign in with your Claude account.
2. Pin the Claude icon to your toolbar, then click it to open the side panel.
3. Choose **Manually approve**, so Claude asks before each action. Stay in this mode until you trust the job.
4. Tell Claude what to do in plain words, and tell it where to stop: “stop before you submit.”
5. When Claude reaches a new website, you decide: allow once, always allow this site, or say no.

Road safety rules

- Claude still asks before downloads, sensitive information, or giving a website permission, even on sites you approved.
- It will not make purchases or create accounts on its own. That’s by design.
- Don’t leave it on sites with bank accounts or payroll unless you’re watching.
- Review your approved sites now and then (Book 2: Claude in Chrome settings) and remove the ones you no longer use.

Connectors and Integrations

The keys that let Claude into your email, calendar, files and business apps.

The story

When Rosa hired her office manager, Lupe, the first thing she did was hand her a key ring: the front door, the supply closet, the filing cabinet. Without keys, Lupe would spend all day asking, “Can you open this for me?”

Before connectors, that’s how Rosa used Claude. Copy an email, paste it in. Download a file, upload it. Read the calendar, type it in. Once she connected her email, calendar and shared drive, she could just say, “Find the contract we sent the Henderson building and remind me what we promised.” Claude used its keys and looked.

What it is	A connection between Claude and another app you already use. You sign in to that app once and approve what Claude may do.
Its superpower	Claude works where your work already lives . No more copying and pasting. It can read, search, and with your permission, draft and act inside your other tools.
Works with	The Desk uses connectors most. Many connectors also work in the Workshop. The Road is the backup plan when no connector exists.
Who sets it up	Each person connects their own email and calendar. The owner decides which business apps the company connects.

Popular keys for a small business

Key	What Claude can do with it
Email (Gmail, Outlook)	Find messages, summarize threads, draft replies for you to send
Calendar	See your schedule, find open times, prepare you for meetings
Files (Google Drive, OneDrive, SharePoint)	Find documents and read them so you don’t have to upload
Team chat (Slack, Microsoft Teams)	Catch you up on channels, draft messages
Meetings (Zoom and others)	Pull meeting notes and action items

Key	What Claude can do with it
CRM and sales tools	Look up customers and deals, log notes, find who needs follow-up
Payments and accounting	Look up payments and invoices

How to add a key

1. In Claude, open **Settings, then Connectors**, or click the + button in a chat and choose Connectors.
2. Browse or search for the app you use and click **Connect**.
3. Sign in to that app and approve what Claude may see and do.
4. In any chat, use the + menu to turn a connector on or off for that conversation.
5. Ask normally: “Check my calendar for Thursday,” “Find last month’s invoice from our supplier.”

Key ring rules

- Only connect what you actually use. Every key opens a real door.
- Claude **asks before** sending messages, booking, or changing things on your behalf. Read before you say yes.
- Remove keys you no longer need (Settings, then Connectors).
- On Team plans, the owner may decide which connectors are allowed for the company.
- Curious how keys work underneath? They’re APIs with a friendly button. See Book 2, Part 6.

Two more kinds of keys

- **Desktop extensions** (Book 2, Part 4) are keys to things on *your own computer*: local files and programs. Your tech lead usually sets these up.
- **Custom integrations** are keys a developer builds when no ready-made connector exists, usually through an API (Book 2, Part 6) or in the Workshop.

Which Place for Which Job?

Ask three questions. Stop at the first yes.

Ask yourself		Go to
1	Do I want something built that keeps working on its own? (a web page, a form, an app, an automation)	The Workshop: Claude Code
2	Does the job live on a website I have to click through, with no connector?	The Road: Claude in Chrome
3	Everything else: writing, research, planning, analysis, documents, decks, spreadsheets	The Desk: the Claude app

And in every place: **if the job needs your email, calendar, files or business apps, add the right key from the Key Ring.**

Superpowers side by side

	The Desk	The Workshop	The Road
Product	Claude app	Claude Code	Claude in Chrome
Superpower	Finished office work	Builds working software	Works on any website
Typical job	Price sheet, report, email draft, research	Website page, quote form, automation	Supplier order, portal check, form filling
Who	Everyone	Builders and developers	Anyone, carefully
Biggest caution	Review before it goes out	Test before customers see it	Start in Manually approve

Rosa’s week, in one picture

Day	Job	Place
Monday	Catch up on promises, write a price sheet and email	Desk + email and calendar keys
Wednesday	Add an online quote calculator to the website	Workshop
Thursday	Place the weekly supply order on an old website	Road
Friday	Automatic weekly summary arrives on its own	Desk (scheduled task)

Rosa didn't learn to code. She didn't hire anyone new. She just learned **which door to walk through**, and got her week back.

Where Your Team Works: Quick Card

	The Desk	The Workshop	The Road	The Key Ring
Product	Claude app	Claude Code	Claude in Chrome	Connectors
In one line	Ask for work, get finished work	Tell it what to build	It drives your browser	Opens your apps for Claude
Start here	claude.ai, desktop or phone	Desktop app, web, phone or terminal	Chrome extension side panel	Settings, then Connectors
Golden rule	Say what you want back	Test before going live	Manually approve first	Connect only what you use

Three questions, in order

1. Want something **built**? Workshop.
2. Stuck behind a **website**? Road.
3. Everything else? Desk. Add keys as needed.

Safety in every place

- Claude asks before sending, buying, deleting or acting for you. Read before you say yes.
- Never paste passwords or API keys into any chat.
- You are the manager: review anything that goes out with your name on it.

About this book: written from Anthropic's help center and product information as of October 23, 2026. Features, names and plan availability change; verify at support.claude.com.