

CHAMBER WEBSITE GUIDE



ACCESSING YOUR ACCOUNT

If you had an account on our previous website, we've already transferred your details. To access your account, simply click '[Forgot your Password](#)' and enter your email address. You'll then be prompted to set a new, secure password.

If you are the membership's Primary Contact, you'll be listed as the Company Manager, while all other employees will appear as users. Company Managers can promote other users to Manager status, or the Chamber team can assist with this if needed.

We've introduced Domain Recognition, which allows employees to automatically access the membership using their company email address. This feature is enabled by default, but you can disable it if you prefer.

You can also manually add or remove users via the Member Dashboard for full control over your membership.

If your email address isn't recognised when you log in, simply email us at communicate@gmchamber.co.uk with your name and company name, and we'll resolve the issue promptly.



MANAGING YOUR USERS

Managing Users

Only a Company Manager can manage users. To do this, go to the Member Dashboard and select 'Manage Users' from the left-hand toolbar. From here, the Company Manager can:

- View all users linked to the membership
- Promote users to Company Manager status
- Remove users to keep your data accurate

Permissions

- Company Users can create, edit, and delete posts, events, and offers. They can also invite other Company Users.
- Company Managers have full permissions: they can do everything a Company User can, plus edit company information, manage or delete users, and promote users to Company Manager status.

TOP TIP

Make sure you set your Company and User profile pictures, it will improve your content and will give you further profile opportunities. (500px x 500px)



UPLOADING CONTENT

Both Company Users and Company Managers can create, edit, and delete posts, events, and offers. To create an Event or Article, go to the Member Dashboard homepage. To create an Offer, use the left-hand toolbar.

Upload Process

Our simple upload wizard will guide you through completing the required fields. The new Chamber website includes SEO-friendly features, allowing you to:

- Add alt-text to images
- Provide a canonical URL to protect existing content
- Tag your content by sector, region, and theme for better reach

Image Guidelines

- Featured images: Any aspect ratio, minimum 1724px wide, recommended 1000px tall
- Thumbnail images: 5:4 aspect ratio, minimum 860px wide and 686px tall

After upload, you can save your content as a draft, submit it for Chamber approval or edit, archive, or delete your content

TOP TIP

Take note of the specifications required for each of the image opportunities. The better your listing looks, the more likely fellow members are to engage with it.

TOP TIP

Use the tagging feature wisely, pick really specific themes and your content will be shown to those it's most relevant to - avoid tagging for no reason!



RENEWING MEMBERSHIP

Go to the Membership section in the left-hand toolbar of the Members' Area to view your renewal date.

If you see a notice that you're on a 'Manual Subscription', you'll need to renew or cancel by contacting the Chamber team directly. This is because your account includes a loyalty discount that isn't reflected in the current website pricing.

Prefer to manage your membership online? You can switch to the new website pricing via your Members' Dashboard, giving you full control to manage your membership digitally.



FREQUENTLY ASKED QUESTIONS

I had content uploaded to the previous site, why hasn't it been transferred across?

Because of the updated website format, the previous information provided wasn't sufficient to publish your news, article, or offer on the new site. Now, you can tag your content, upload multiple images, and format it with enhanced tools. If you need to re-upload content, take advantage of these new features and apply SEO best practices, we promise it will be worth it.

Some users have been added to our account that don't work here anymore, why?

Some users may not have closed their accounts on the previous website. To make onboarding as smooth as possible, we've transferred all active member accounts from the old site. You can now review and update your user list to ensure accuracy. Rest assured, all accounts on the previous site have been closed.

Everything seems to be locked in the Members' Area, why might that be?

If your membership renewal becomes overdue, then the features of the membership will be locked until the payment is made.

I'm not a member but use the site regularly, have you created me an account?

We've only transferred member data - any non-members, past members or potential members will need to recreate themselves an account on the new site.



FREQUENTLY ASKED QUESTIONS

Why is the site asking me to renew online at a different rate?

If you're an existing member on a 'manual subscription' then you do have the option to move over to a digitally managed membership, but this will be on the current pricing structure. If you want to keep your existing rate, you can renew offline and we'll take care of the rest.

What are 'tags' and how should I use them?

You can now select a primary and secondary tag along with selecting the Area and Sector that your news, event or offer is relevant for. All tags should start with a '#' and should describe the themes of the content - examples would be: #sustainability, #growth, #fintech etc.

Are there any promotional options to have featured content?

Yes, advertising packages are on their way - you'll be able to have events, articles and offers featured on the homepage and throughout the site when you need your message amplified.

