# Watkins Glen Area Chamber of Commerce New Members Only Portal FAQs

Question: How do I access the Members Only portal?

Answer: From the Watkins Glen Chamber home page, find the Login icon/link at the top of the screen. When accessing from a mobile device or tablet, utilize the drop down menu through the three bars on the right hand side of the screen to find the Login icon (circled in blue in the images below).
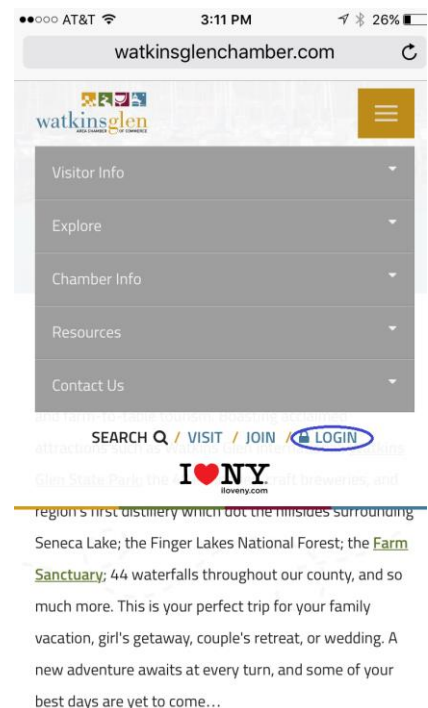
Question: Has my username or password been changed?

Answer: No, those will remain the same as they have been. If you forget your credentials, you are able to request them through the Members Only login screen.

Question: Did my directory listing transfer over in the change?

Answer: Your business category and description transferred over. You will need to upload any media and/or make any revisions you want associated with your listing. This includes selecting additional business categories, adding in social media presences and boosting SEO value through an expanded business description.

Question: What if I need to access multiple different organizations information?

Answer: Based on permission sets, you are able to see all your business profiles with one, single sign-on.

Question: Am I able to allow other people from my organization the ability to make edits to our business profile?

Answer: Multiple individuals can have "editor" capabilities. Request this information through the Chamber.

Question: Is there a way to drill down deeper into the Referral Report to see traffic/leads per hour, day or week?

Answer: While there is no way to retrieve this information through the Member's Only portal, the Chamber does have the ability to pull referrals based on specific date ranges if you require that information.

Question: How often does the referral report update?

Answer: The referral report will update in real time.

Question: Can I export the referral report in order to share with others?

Answer: You are able to share the link to the report with anyone or request an exported copy from the chamber.

Question: What are the referral types and what do they mean?

Answer:

Banner Ad Click – refers to the number of times a banner ad assigned to your business/organization is clicked on the site

Banner Ad Display – refers to the number of times a banner ad assigned to your business/organization is displayed on the site

Directory Listing Display – refers to the number of times your Directory Listing is returned in a search result

Listing Detail Page Display – refers to the number of times a visitor to the site accesses your particular business directory listing

Email Form Access – refers to the number of times a visitor has utilized the contact form within your directory listing to contact your business

Front Desk Referral – refers to the number of times Chamber staff have referred your business to someone soliciting recommendations

Question: How long does it take for updates to be made to my directory listing, including enhanced media.

Answer: Updates are reflected in real time.

Question: How can I tell that traffic is being driven to my site via Google Analytics?

Answer: Look at the referring source of www.watkinsglenchamber.com

Question: Who do I reach out to with additional questions?

Answer: Meredith Williams (meredith@watkinsglenchamber)

Question: Am I able to add photos to the events I submit to the Public Events Calendar.

Answer: Not currently.

Question: When submitting an event, am I able to set it up to be recurring?

Answer: Not currently.

Question: Is there a limit to how many visitor discount coupons I am able to have at one time?

Answer: No, it is unlimited.