

## **New Inclusive Employers Website Teams**

### **What Is a Team?**

Each of our member organisations has been set up as a Team in the member area of our website. Team is just a different name for organisation.

Teams are made up of Managers and Members.

Managers can see their organisation's Team In their account area, they can add and remove Team Members. Managers can also set Team Members as Managers and vice versa.

Usually, a Team Manager is the main contact for your organisation, so the person who meets regularly with their Inclusive Employers account manager.

Members will not be able to see the Team and there is no Impact on their member access.

### **How do I add a colleague to our Team?**

You can follow the Instructions below or watch a video on how to do this [here](#).

Once logged in to the website, go to your Account, then Dashboard, then click on the 'Manage your Team' button in the bottom right of the screen. You can then see your team listed. Click on the Team name and you will see the list of Team members.

Scroll to the bottom of the screen and you will see a button titled: 'Add User'

When you click on this you will be presented with a unique link

Copy and paste this link and forward onto the person who would like member's access to the website

They will then follow the link and fill out their details and register for the website

### **Why can't I see my Team?**

This Is likely because you are not set up as a Team Manager, only Team Managers can see Teams.

### **How do I become the manager of our Team?**

If you think you should be set up as a Manager for your Team either contact your current Team Manager or email [members@Inclusiveemployers.co.uk](mailto:members@inclusiveemployers.co.uk)

### **How do I make someone else a manager?**

Once logged in to the website, go to your Account, then Dashboard, then click on the 'Manage your Team' button.

You should then see your team listed.

Click on the Team name and you will then see the list of your Team members.

Use the buttons next to each person's name to edit their access.

If you are struggling, try this instructional video: [Setting up a Team Manager](#)

### **One of our Team members has left our organisation, how do I remove them from our Team?**

In the same way that you can change someone from Team Member to Manager and vice versa by going to your Team list, here you can also see the option to 'Remove' someone from your Team.

### **What do I do if a colleague is missing from my team?**

If someone is missing from your team who should be there and who does have an active IE website login, please contact us at [members@inclusiveemployers.co.uk](mailto:members@inclusiveemployers.co.uk) to let us know with the name and email address of the person and we can make sure they are added to your team.

If you would like to add someone to the Team who has never had an IE website login and access to the member's resources, [then just them up as described above as a new team member](#).

## **New Event Booking Process**

### **How do I book onto an event?**

You can follow the instructions below or watch a video that shows you how to do this [here](#).

- Go to the [events](#) section on our website and select the event you want to book places for.
- Scroll down and select the quantity of tickets you want to book.
- Click on the 'Get Tickets' button.
- Next you will complete the details of who you are purchasing tickets for, this could be for yourself, a colleague or a group of colleagues if purchasing more than one ticket.
- Once you have entered the required Information, click 'Checkout Now'.
- This will bring you to the checkout page – if using your 5 free member places, the total should be £0.
- Just fill in your billing details, tick the checkbox for the terms and conditions and click on 'Complete Registration'.

- You will now receive a confirmation email and each person you have purchased a ticket for will also receive an email ticket containing all the details and Zoom link for the chosen event.

### **Can I book tickets for someone other than myself?**

Yes. If you would like to book others onto an event, just select the quantity of tickets you want to purchase. You follow the same process as if you were booking a ticket for yourself, but you will be prompted to enter the details of anyone else you are purchasing a ticket for. Each person you register for a ticket will receive their own email confirmation and joining instructions automatically.

### **Why can't I book our free member tickets for myself or someone else?**

Ensure you are logged into the website using your Inclusive Employers login details.

If you are trying to book someone onto an event using an email address not associated with your organisation, you will not be able to purchase tickets for them. If your organisation uses multiple email domains, please let us know so we can ensure they are set up as an allowable domain.

Contact [members@inclusiveemployers.co.uk](mailto:members@inclusiveemployers.co.uk) if you are still having an issue.

### **Why can I not book free tickets to an event?**

If you are logged in on the website and the free ticket option is greyed out then all of your free allocation of tickets have been booked already.

You can still book tickets at a discounted member price.

If there is no member ticket option available at all then you may not be logged in or you may not be a member of your organisation's team.

To be added to a team, please contact your team manager or email [members@inclusiveemployers.co.uk](mailto:members@inclusiveemployers.co.uk)

### **I don't have a login, how do I get booked onto an event?**

If you do not have a login to book onto events, you will need to contact your team manager to set you up with a login to allow you to book onto events, or you can ask someone in your organisation who possesses a login to make the booking on your behalf.

### **How do I cancel my place on an event?**

If you need to cancel your place on an event, please contact the events team at the inbox: [events@inclusiveemployers.co.uk](mailto:events@inclusiveemployers.co.uk)

### **Some comms to share with your Team about our website updates**

To help you communicate the new updates to your colleagues we have crafted a couple of pieces of text for you to adapt and send around to anyone who might need to know about these changes.

#### **For logins and resources access:**

*Inclusive Employers have made some updates to the website and created a 'Team' for each organisation. That means that myself (OR OTHER TEAM MANAGER – INSERT NAME HERE) will manage who has access to the website, resources and webinar bookings. If you would like a login for the website, please contact (NAME OF TEAM MANAGER).*

#### **For webinar booking:**

*With the updates which have been made on the Inclusive Employers website, webinars will now be booked only through the website. If you have a login, you should be able to go to the website and book onto webinars, you will receive all the joining information once your booking is complete. You can also book webinar places for others in the organisation who do not have website logins. Just add more tickets to your basket and fill in their details. The member half year schedule document will still be sent out monthly, but instead of containing the registration links for every webinar, it will contain a link to the website event where you can book on. If you don't have a login and would like one, or would like booked onto a webinar, please contact (NAME OF TEAM MANAGER).*