

# Getting to Know Your Member Portal

## What is the Member Portal?

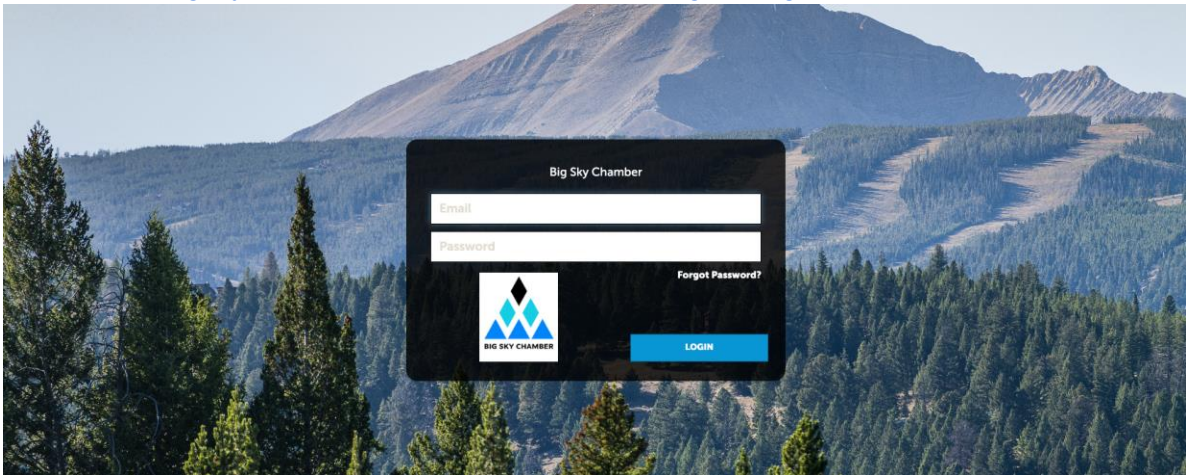
Your one-stop shop to update your business information.

Once you have logged into the Member Portal, you will be able to:

- View/change your account information and contact information
- Review Partner Bulletins\*\* Chamber Members only
- Updating your listing
  - Photos
  - Key Search terms
  - Hours
  - Location
- Create Job listings for our job board

## How to Login

1. Visit: <https://bigskymt.extranet.simpleviewcrm.com/login/#/login>



2. Provide the credentials
  - a. These were sent to you from a Simpleview Email, NOT Chamber.
  - b. If this is your first time, you will be prompted to reset your password.

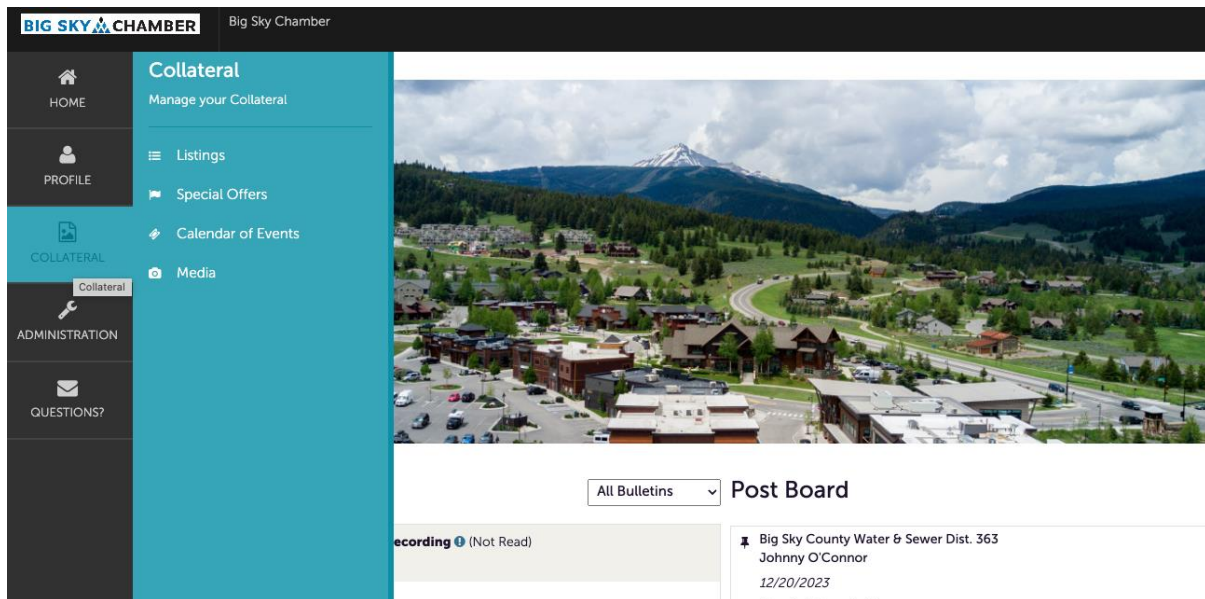
## Don't have your Login?

1. Try "Forgot Password"
2. If this does not prompt a new login, contact [info@bigskychamber.com](mailto:info@bigskychamber.com)

## Updating Your Account

### Collateral

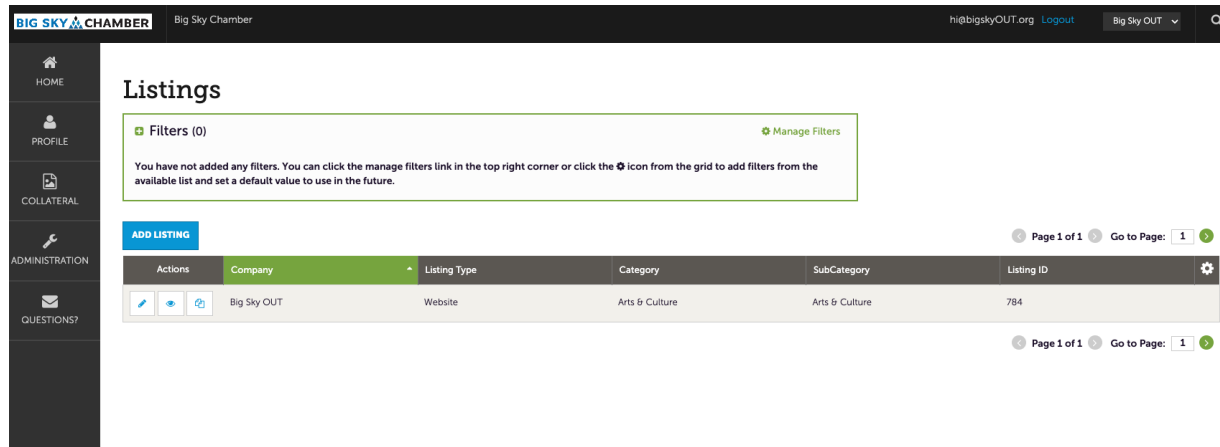
The Collateral tab provides you with your account information on file. You have the ability to manage your website listing as needed.



The screenshot displays the Big Sky Chamber website interface. At the top left, the logo reads "BIG SKY CHAMBER" with "Big Sky Chamber" text to its right. A dark sidebar on the left contains navigation icons for HOME, PROFILE, COLLATERAL (highlighted), ADMINISTRATION, and QUESTIONS?. The main content area features a teal "Collateral" header with the sub-header "Manage your Collateral". Below this, a list of options includes Listings, Special Offers, Calendar of Events, and Media. A large landscape photograph of a town with mountains in the background is positioned to the right. At the bottom, a "Post Board" section is visible, showing a dropdown menu set to "All Bulletins" and a post from "Big Sky County Water & Sewer Dist. 363" by Johnny O'Connor dated 12/20/2023.

# How to update your Listing

## Collateral -> Listings (Website)



The listings section provides you with information about your listing on our website. You have the ability to manage the description displayed on our website, keywords, contact information, job postings, and images.

Check the **pencil icon** next to your listing and make sure you have updated:

- Keywords (to ensure people can find your business)
- Description of your business

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## Media

Visit: Collateral > Media

This feature allows partners to manage and upload images for display on the website alongside their listings.

- To add an image, click “add new media.”
  - To ensure this is on your listing, select the “Choose Among the Following” and select your listing

**Listings:**

CHOOSE AMONG THE FOLLOWING... ▾

- If you have already uploaded images, you will see them once you complete the mandatory fields.

## Image Requirements:

Images may be GIF or JPEG, and no larger than 600w x 422h (pixels). Images must be uploaded before creating a listing/event/special offer.

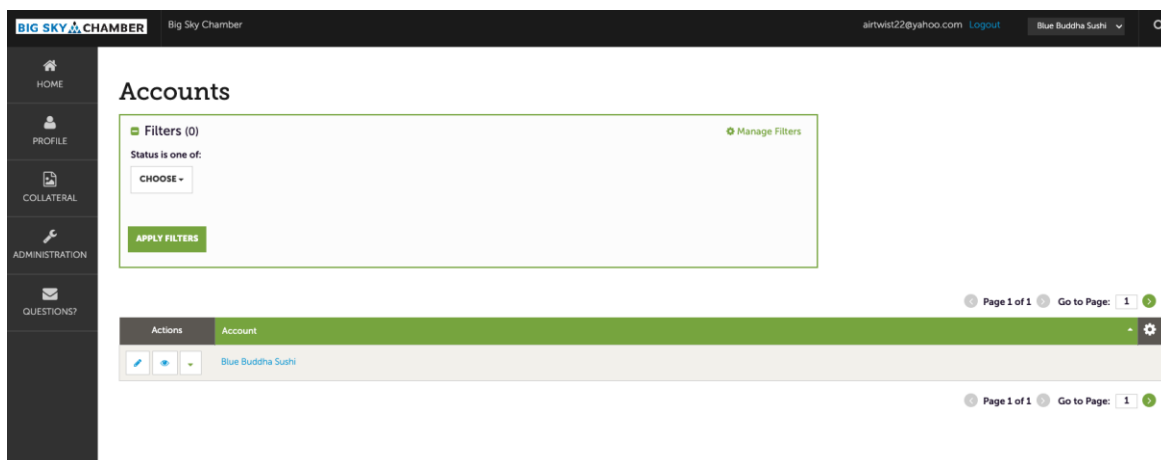
## Member “Profile”

Clicking the Member Profile icon displays a property’s information, such as

- Contacts
- Account details and information about your business
- Invoices sent for Chamber Members

## Accounts

Visit: Profile > Accounts



***If you see multiple account names, it is because you are associated with another property.***

### **The pencil icon**

will allow you to edit your property information. You will be able to edit some of the information, including:

- Website
- Email
- Phone
- Address
- Social Media

After you click the Profile icon and then Accounts, you will be presented with your account name and various actions you can perform.

The **eyeball icon** will allow you to view your property information.

The **down arrow icon** lets you view and edit your amenities and meeting space information.

**There are several sub-sections under this section that you can use to promote your venue.**

This includes:

- “Manage Amenities”
  - Hours and months of operation
  - Occupancy
  - ADA Accessibility
  - Accommodations

## **Contacts**

The Contacts section lists your team's contacts on file and their status. You have the ability to manage the contact's status, contact information, and to create new contacts.

***Best practice: Maintain one to two primary contacts for your organization. We do not recommend adding each team member as a contact.***

### **Manage Contact Details:**

To ensure seamless communication, **businesses are responsible for maintaining accurate contact records**. Please check this section frequently to keep your information current.

### **Quick Navigation**

1. **Access:** Click the **Profile** icon → Select **Contacts**.

2. **Actions:** Use the buttons to **Add, Edit, View, or Clone** (duplicate) contacts based on your permissions.

## Editing & Saving

- **To Make Changes:** Click **Edit** (the pencil icon next to the contact name)
- **To Commit Changes:** Click **Save** (located at the top left while in edit mode).

### [! IMPORTANT]

**Changes are NOT automatic.** You must click the **Save** button before exiting, or your updates will be lost.

IMPORTANT NOTE: If a contact has left your property, it is your responsibility to notify the Big Sky Chamber/Visit Big Sky Team and/or change their contact type to “Inactive” in the extranet portal. This will disable their ability to log in to the Portal.

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## Home Tab > Communication & Resources

The **Home Tab** is your central hub for community interaction and official updates. It is divided into two primary sections: the **Post Board** and **Partner Bulletins**.

### Post Board (Right Side)

The Post Board is a user-generated space for communicating directly with other partners in the Big Sky destination. It displays the 10 most recent active posts.

- **To Post:** Click the **Pencil Icon** (blue and white) at the top of the board.
- **To Reply:** Click the **Caption Bubble** icon.
- **To Email a Poster:** Click the **Email** icon.

### ✔ What to Post

- Industry events & job openings
- Professional questions
- Industry-wide announcements

## ✘ What NOT to Post

- Standard Venue events
- Grievances or off-topic rants
- Defamatory or inappropriate language

The Big Sky Chamber and Visit Big Sky reserve the right to exclude any posts that are deemed inappropriate.

## Partner Bulletins (Left Side)

This section contains official resources and notices posted by the **Big Sky Chamber** and **Visit Big Sky**.

- **Priority Info:** Look for the **Exclamation Mark** icon for important updates.
- **Attachments:** Click the **Paperclip** icon to open or download documentation.
- **Read More:** Click the **View Full** icon to expand a message.

## Support & Questions

If you need assistance while on the Home Tab:

- Click the **Questions** button in the left navigation menu.
- This will automatically open an email draft to the System Administrator.