




# The Chamber

*of Commerce ♦ Murray-Calloway County*

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## *Member Information Center* **USER GUIDE**

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Welcome To  
**MURRAY**

Murray Calloway County  
Chamber of Commerce

COMMERCE CENTER

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*"Serve our members to enhance our community."*

Welcome to the Murray-Calloway County Chamber of Commerce

# *Member Information Center* **USER GUIDE**

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## A NOTE FROM THE CHAMBER...

The Member Information Center (powered by ChamberMaster) is your direct connection to the Murray-Calloway County Chamber of Commerce. As a member of The Chamber, you have the opportunity to market your business to consumers visiting our website by enhancing your informational home page with pictures and text. You can also post job openings, events, even special promotions through our member-to-member deal feature.

By visiting the Member Information Center (MIC), you are able to register for Chamber events, pay your balances online and chat with other members.

Whether at work, at home, or travelling, anywhere that you have access to the internet you will be able to edit your information by logging into your Member Portal.

This guide will help you to navigate your Membership Portal with step by step instructions from logging in, to editing your personal and business information, to paying bills and adding job postings/events.

If you have any questions or have any issues with your Member Information Center Portal please reach out to me at [hailey@mymurray.com](mailto:hailey@mymurray.com). I am always happy to assist!

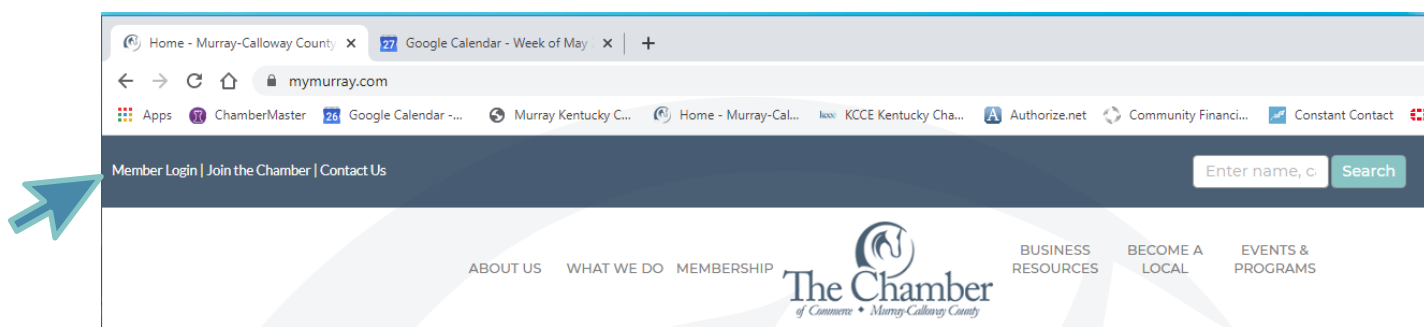


**Hailey Anderson**  
*Director of Membership Development*

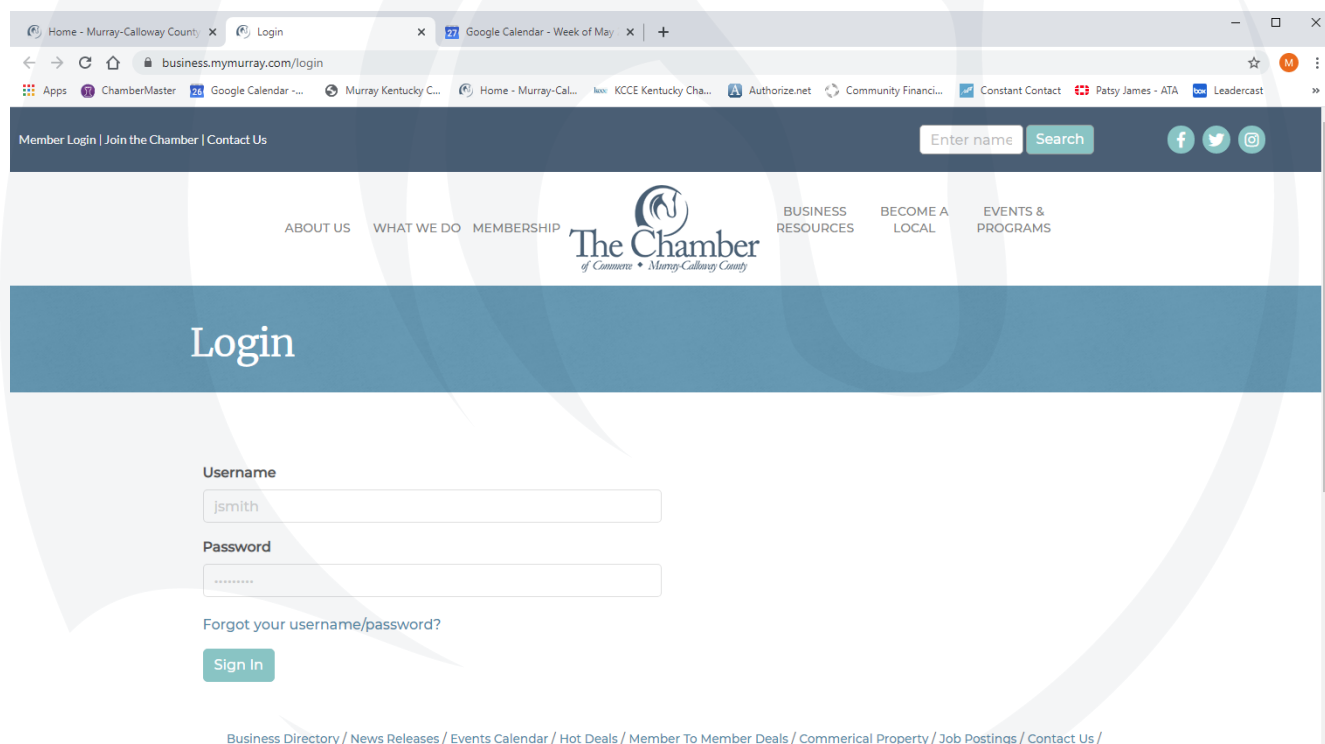




# LOGGING INTO YOUR MEMBER PORTAL



- Visit [www.mymurray.com](http://www.mymurray.com)
- In the upper left corner click **Member Login**



- Enter your Login and Password
  - *If you do not know this, contact the Chamber office at 270-753-5171 or email [hailey@mymurray.com](mailto:hailey@mymurray.com).*





# MIC DASHBOARD

The screenshot displays the MIC Dashboard for a user logged in as Karen Welch - Mgr. New Life Christian Bookstore. The interface includes a top navigation bar with a search field and a user profile dropdown. Below this is a main navigation menu with icons for Home, Directory, Events, Resources, Reports, News, and Settings. A left sidebar contains a 'Shortcuts' section with links to Personal Information, Company Information, Hot Deals, Member To Member Deals, News Releases, Job Postings, and Commercial Property. The main content area is titled 'Home' and features a 'Welcome Message' from ChamberMaster, an 'Account Balance' of \$129.00 with a 'Pay' button, and a section for 'Upcoming Events' highlighting 'Business@Breakfast - August 2020' with a 'REGISTER NOW' button. Below these are sections for 'Member Profile' (showing a 42% completion rate) and 'Refer a Business for Membership'. At the bottom, there is a feed of member posts, including one from Phil & Deb Domke about Payroll Vault.

Once you log into your member portal you will have access to our Member Information Center dashboard. This dashboard will be your home base for any edits or changes you want to make to your member profile. The dashboard is also where you will see updates from other members, view upcoming events and can view/pay your account balance.



# UPDATING YOUR PERSONAL INFORMATION

The screenshots illustrate the steps to update personal information. The top image shows the 'Home' dashboard with a left sidebar. A blue arrow points to the 'Personal Information' link in the 'Shortcuts' menu. The bottom image shows the 'My Profile' page, which is accessed after clicking 'Personal Information'. A blue arrow points to the 'Save Changes' button at the top of the profile form.

To update your personal information on the MIC...

1. Click the **Personal Information** tab on the left side-panel on your MIC dashboard.
2. You will now see a page titled **My Profile** - this page is where you can update your name, email, phone, address, etc. Please remember to click the **Save Changes** button.
3. On this same page you will see a panel on the left-hand side of the screen. This is where you can update your username/password, view groups, add social network information, etc. Again, please click **Save Changes** after any edits have been made.



# UPDATING YOUR COMPANY INFORMATION



To update your company information on the MIC...

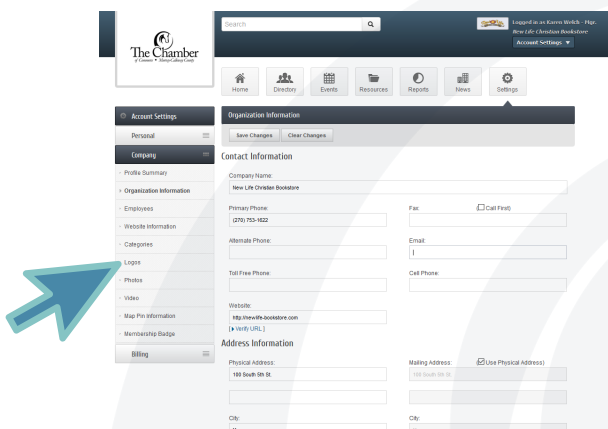
1. Click the **Company Information** tab on the left side-panel on your MIC dashboard.
2. You will now see a page titled **Organizational Information** - this page is where you can update your business name, email, phone, address, etc. Please remember to click the **Save Changes** button. Please note: any changes you make in the MIC will automatically update on our Chamber website.
3. On this same page you will see a panel on the left-hand side of the screen. This is where you will go to add images, videos, maps, etc. to your business page. Again, please click **Save Changes** after any edits have been made.



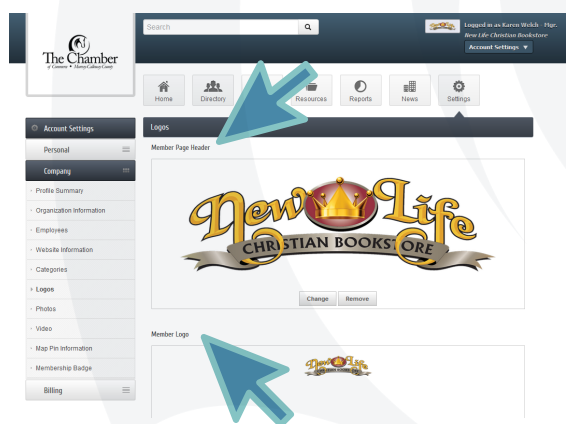


# UPDATING YOUR COMPANY INFORMATION

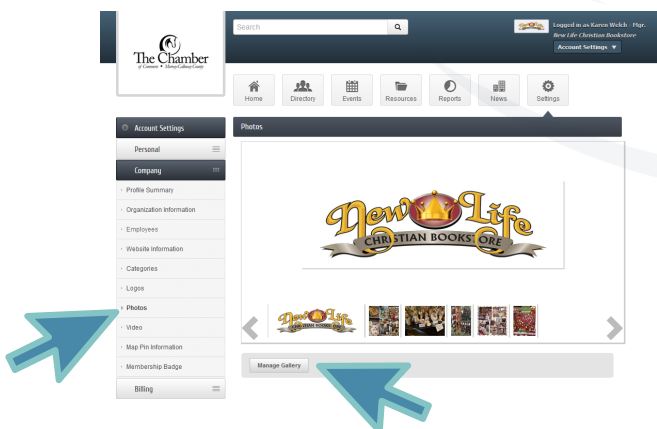
One way to maximize your Chamber membership is to fully develop your page on our website. Use the MIC to enhance your membership page with your business logo, photos, video, even show a map of where your business is located.



- Start on the **Company Information** tab then click **Logos** on the left side-panel.



- Upload your business logo or any image you want to appear on your **Page Header** (big image at the top of your page). Then upload your business logo in the section that says **Member Logo**.



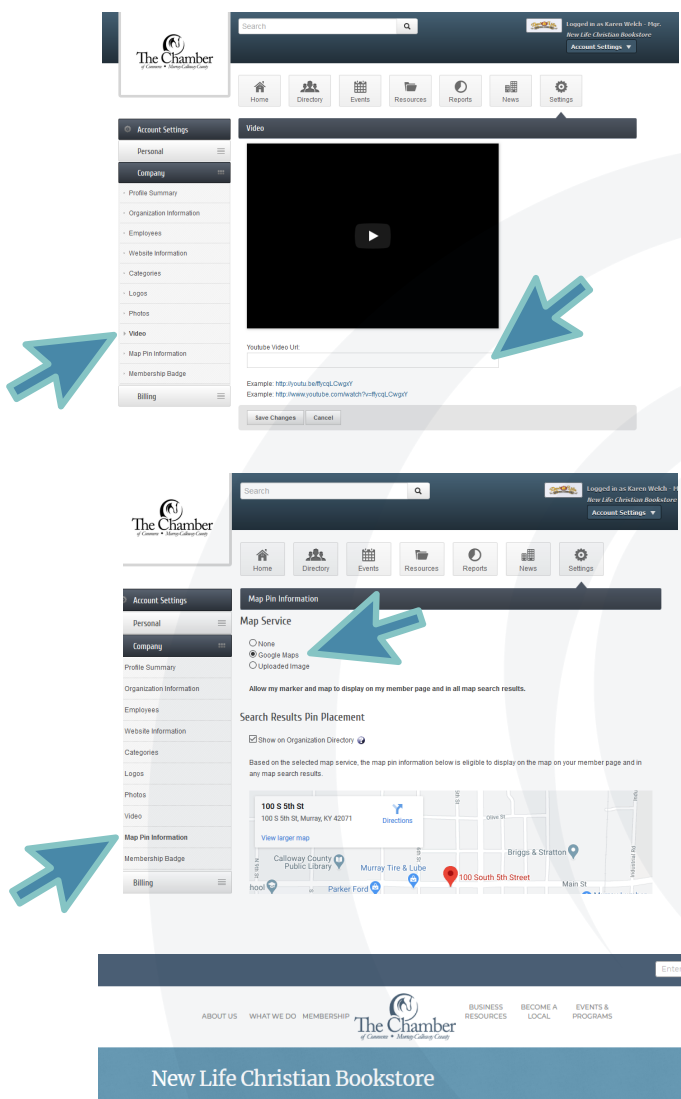
- Select **Photos** from the left side-panel. Click on **Manage Gallery** then upload the images you want to appear on your page.



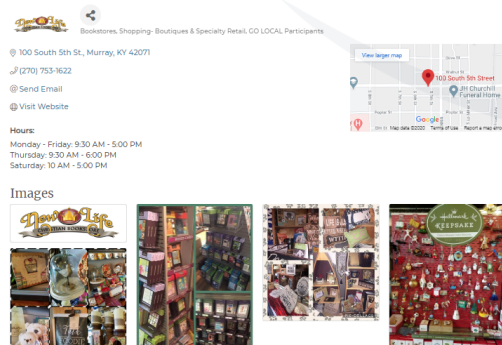
# UPDATING YOUR COMPANY INFORMATION

- If you would like a video on your page, simply click **Video** on the left-side panel and copy the **URL** link from **YouTube**. Don't forget to click **Save Changes**.

- Want to ensure customers know where your business is located? Add a map to your page. Click **Map Pin Information** on the left side-panel. We have found it best to click the **Google Maps** button at the top of the page. Then when you scroll down to the section that reads **Address to display on map pin** click the **custom** button. Once clicked, type the address of your business. If you want to be marked as a **point of interest** (shopping, dining, entertainment, etc.) select your category from the drop down menu. Click the **Save Changes** button.



New Life Christian Bookstore



WHEN CUSTOMERS VISIT OUR WEBSITE, YOUR PAGE SHOULD LOOK SIMILAR TO WHAT IS PICTURED.



# ACCESSING MEMBER UPDATES



- To view member updates...
  - Click the home button
  - Scroll down below the welcome message
  - You will see an area where you can type a message. This can be utilized if you are wanting to make a specific announcement to other Chamber members.
  - Below that will be a list of member updates. Each time a member changes anything on their profile, uploads a job posting or event, this newsfeed updates automatically.





# ACCESSING OUR MEMBER DIRECTORY

The image displays two screenshots of the Chamber of Commerce website. The left screenshot shows the 'Home' page with a 'Directory' button in the top navigation bar highlighted by a blue arrow. The right screenshot shows the 'Directory' page with a search bar and filters highlighted by blue arrows. A large blue arrow points from the 'Home' page to the 'Directory' page.

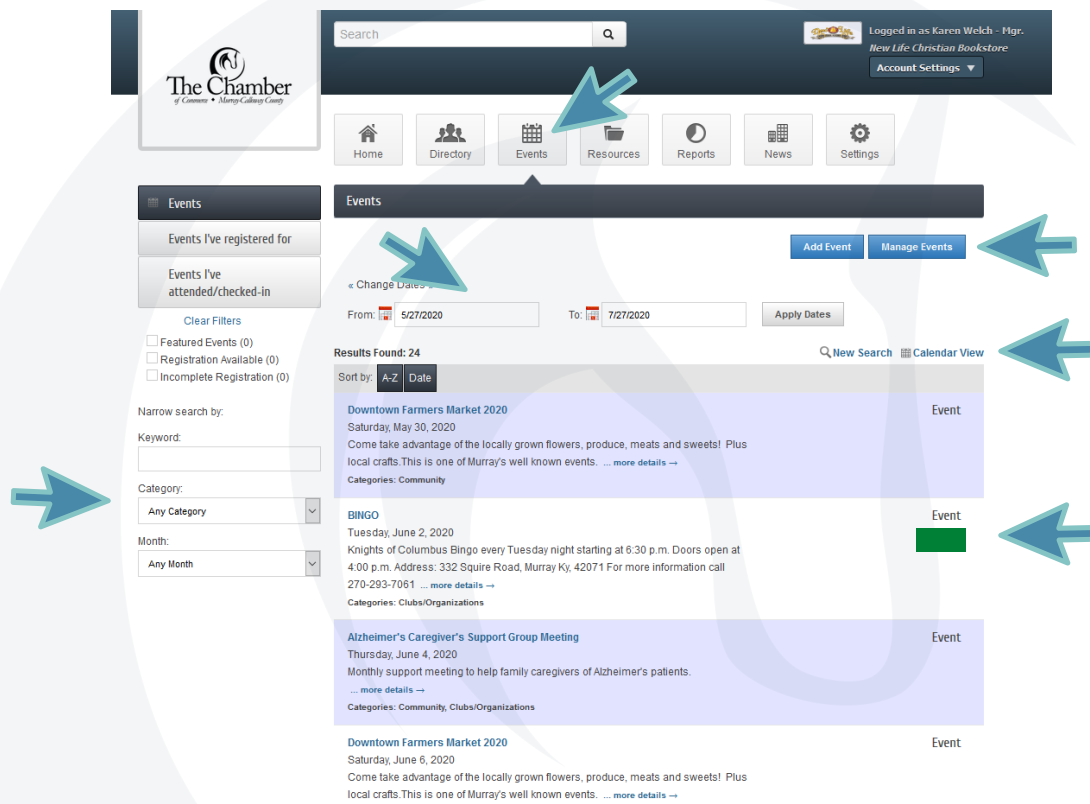
- To access our membership directory...
  - Click on the **directory** button at the top of your screen
  - Our membership directory will appear as shown above
  - The membership directory allows you to access each member's business information (contact, phone, address)
    - The membership directory can be sorted by alphabetical order
    - Members can also be sorted by category
    - You can search a specific business or representative
  - You can also search specific groups from this page (i.e. Young Professionals of Murray)

*Please note: you can not access specific member email addresses due to privacy of our members.*



# VIEWING EVENTS

One way to maximize your Chamber membership is to utilize our online event calendar. This calendar showcases both Chamber and community events. If your business is hosting an event, this calendar is what we use to promote what is going on around town.



- To view the Chamber and community event calendar, click **Events** on top menu.
- You should now see a list of events. You can sort the list by date range, view events you have attended, and register for events from this page.
  - If an event registration is open you will see a green **Register** button on the right-hand side of the event.
  - If you do not like the list view, click the **Calendar View** button.
  - If you are looking for a specific event search by clicking the magnifying glass or search by category.
- To add an event, click the **Add Event** button (same with **Manage Events**)



# ADDING EVENTS

To add an event to our event calendar simply follow the form shown.

- Add the **Event Title**
- Set the **Event Date and Time**
- Give some **Details** (description, location, date/time, fees/admission, contact information)
- Select the **Event Category** (this is how events are sorted)
- Upload **Photos & Images** to be displayed on the event page
  - Make sure you have an Event Header Photo and Main Event Photo
- Add a map to your event so attendees know where to find you
  - The best way to do this is by selecting **Google Maps**
- Upload a YouTube **Video** for event promotion if you would like
- Either **Save as Draft** or **Submit for Approval**
  - Please allow one business day for event approval, we check all submitted events for format and ensure all links work properly

The screenshot shows the 'Events - Create' form in 'The Chamber' system. The form is divided into several sections, with blue arrows highlighting specific areas:

- General:** Includes fields for Event Title, Start Date (5/27/2020), Start Hour (12), Start Minute (00), AM/PM (All), End Date (5/27/2020), End Hour (12), End Minute (00), AM/PM (All), Recurrence (None), and a Description field.
- Photos & Images:** Includes a large 'Event Header Photo' field and a 'Main Event Photo' field, both with 'Add Image' buttons. A 'Search Results Logo' field is also present.
- Map Service:** Includes radio buttons for 'None' (selected), 'Google Maps', and 'Uploaded Image'.
- YouTube Video:** Includes a large video player area and a 'Video Url' field.
- Bottom Buttons:** Includes 'Save as Draft', 'Cancel', and 'Submit for Approval' buttons.





# ADDING EVENTS

When Chamber members and community members visit the event calendar on our website, your event page should look similar to what is pictured below.

The screenshot shows the website header for 'The Chamber of Commerce & Morley-Collingwood County'. The navigation menu includes: ABOUT US, WHAT WE DO, MEMBERSHIP, BUSINESS RESOURCES, BECOME A LOCAL, and EVENTS & PROGRAMS. The main heading for the event is 'LEADERCAST 2020 : Presented by YPM'.

**2020 POSITIVE DISRUPTION**

**LEADERCAST 2020**

**2020 POSITIVE DISRUPTION**

**Thursday, May 7**

**Presented by:** YPM

**Sponsored by:** CFSB

**Set a Reminder**

**Date and Time**

Thursday May 7, 2020  
8:00 AM - 3:00 PM CDT

Thursday, May 7, 2020  
Doors open at 7:30 AM; Program begins at 8 AM

**Location**

The Murray Room of the CFSB Center  
1401 KY-121 Murray, Kentucky  
Enter through concourse A

**Fees/Admission**

Ticket Prices:  
Early Bird (Ends April 10) - \$69  
April 11 - May 6 - \$79

**Contact Information**

Hailey Harrison  
Send Email

**Description**

YPM will host an all-day leadership event for any and all ages called LEADERCAST Murray in The Murray Room of the CFSB Center on Thursday, May 7th, 2020. This event will be a simulcast of the live event happening in Atlanta, GA. Spend the day listening to speakers from all across the globe, networking with other professionals, and participating in various workshops. Breakfast, lunch and light snacks included with admission. More to details to come.

**Images**

Please note: only the elements you have provided will appear on the event page (i.e. if you did not add a video, a video will not appear on the event page). However, if you want to later add an element, simply click the **Manage Event** button on event section of the MIC.



# MEMBER VISIBILITY REPORTS

If you are ever curious on your Member Visibility (how many times your business page on our website has been viewed), click on the Reports tab.

The screenshot displays the user interface of 'The Chamber of Commerce • Murray-Galloway County'. The top navigation bar includes a search field, a login status for 'Karen Welch - Mgr.' of 'New Life Christian Bookstore', and an 'Account Settings' dropdown. Below this is a row of icons for Home, Directory, Events, Resources, Reports, News, and Settings. A blue arrow points to the 'Reports' icon. On the left, a sidebar menu under the 'Reports' heading lists 'Summary', 'Member to Member Deal Views', 'Job Posting Views', 'Profile', 'Lead Lists', and 'Referral Report'. Another blue arrow points to 'Member to Member Deal Views'. The main content area shows a 'Summary' section for 'Membership Visibility' with the following data:

Membership Visibility	
	1765 Total views and impressions in the last 12 months
0	Member to Member Deal Views
0	Job Posting Views

Below the table, a note states: 'Increase the impact of your membership by creating news, adding a Member to Member Deal or Job Posting, etc.'

The Reports tab also gives you a summary of how many views your Member to Member Deals and Job Postings have been viewed. Increase the impact of your membership by creating news, adding Member to Member Deals or Job Postings. *Instructions on how to add these are on the following pages.*



# NEWS, JOBS & MEMBER DEALS

Wanting to share a news release regarding your business? How about a job posting? Or even special deals for other Chamber member? The News section of the MIC is the place for you.

The screenshot shows the website interface for The Chamber of Commerce. The top navigation bar includes a search bar, a user login status (Logged in as Karen Welch - Mgr. New Life Christian Bookstore), and an Account Settings dropdown. Below this is a main navigation menu with icons for Home, Directory, Events, Resources, Reports, News, and Settings. The News icon is highlighted with a blue arrow. On the left side, there is a sidebar menu with options: Community, Hot Deals, Member To Member Deals, News Releases, Job Postings, Commerical Property, and Social Feed. The Member To Member Deals, News Releases, and Job Postings options are highlighted with blue boxes. The main content area displays the following sections:

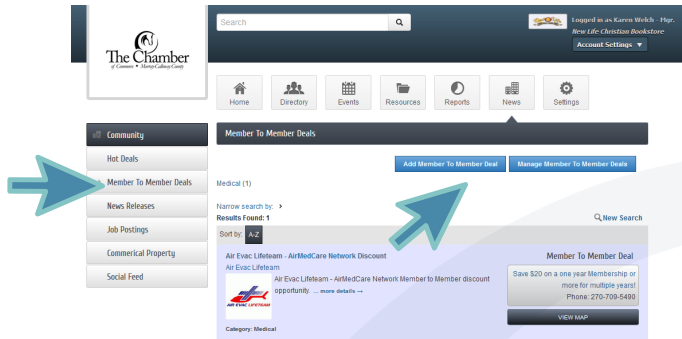
- Community**
- Community Content**
- Hot Deals**: There are currently no Hot Deals.
- Member To Member Deals**: There is 1 Member To Member Deal. Click to [View](#). (A blue arrow points to the 'View' link.)
- News Releases**: There are currently no News Releases. (A blue arrow points to the 'News Releases' header.)
- Job Postings**: There are 23 Job Postings. Click to [View All](#). (A blue arrow points to the 'View All' link.)
- Commercial Property**: There are currently no Commercial Property.

To view any of these elements (Member to Member Deals, News Releases, or Job Postings) simply click on the View link in the center of the screen OR click on the respective category you are wanting from the left side-bar. Once you are in the respective category, you will be able to add your specific business content.





# MEMBER TO MEMBER DEALS



Click the **Member to Member Deals** button from the left side-bar menu. All existing Member to Member Deals will be listed on this page.

To view...

- Click on existing deal for details.

To add...

- Click **Add Member to Member Deal**
- Enter a **Title** and select business **Category**
- Add a **Description** of the deal you are offering
- Enter **Dates** the offer is valid
- Insert your **Business Logo**
- Verify the correct **Contact Information** is listed (email, website, phone)
- Select the **Active Dates** in which you want your Member to Member Deal to run online.
  - Dates cannot be changed once the deal has been submitted.
- **Save as Draft** or **Submit for Approval**
  - Please allow one business day for approval. Our staff checks for complete form and verify all links work properly.
  - Once approved, your Member to Member Deal will automatically upload to the Chamber website and the MIC.

**Member to Member Deals - Create**

**General**

Title:

Tagline:

Category:

**Details**

Description:

Offer Start Date: (m/d/yyyy)  Offer End Date: (m/d/yyyy)

First date the offer is valid:  Last date the offer is valid:

Search Results Logo:

**Contact**

Email Address:  Email Link Text:

Website Address:  Website Link Text:

Phone:

**Active Dates**

Publish Start Date: (m/d/yyyy)  Publish End Date: (m/d/yyyy)

Note: Enter the dates you want your Member to Member Deal to run (end date is inclusive). Dates must be chosen at this point. Active dates cannot be changed once the hot deal has been submitted.

*Please note: if for some reason you do not see the option to Add Member to Member Deal, please contact hailey@mymurray.com.*



# NEWS RELEASES

Has your business recently celebrated an accomplishment, anniversary or have a big announcement you are wanting to share? The News Release section of the MIC is a great spot to share this information.

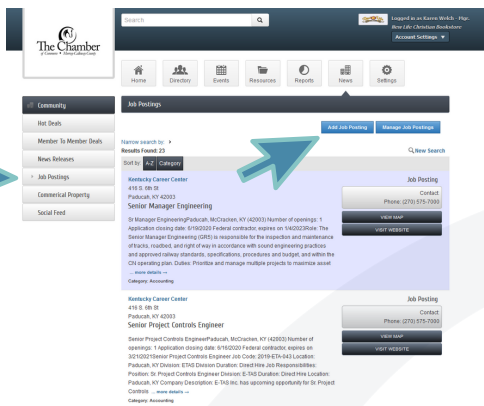
The screenshots illustrate the following steps:

- Step 1:** Log in to the account and click on **News Releases** in the left-side bar menu.
- Step 2:** Click on **Add News Release** in the top navigation bar.
- Step 3:** Fill out the **News Release - Create** form, including:
  - Title:** News Release: 6/10/2020
  - Dispatched Release Date:** 6/10/2020
  - Publish Start Date:** 6/10/2020
  - Publish End Date:** 6/10/2020
  - BodyText:** A rich text editor with a placeholder for the news release content.
  - Categories:** A grid of checkboxes for selecting business categories (e.g., Chamber, Education, Human Interest, Press Release, Community, Fun Facts, Pages Research, General News Update, Polls).
  - Search Results Logo:** A placeholder for a logo, with a 'Drop file or image' prompt and a 'Get image' button.
  - Contact Information:** Fields for Name, Email, Phone, and Address, with a 'Save' button.
- Step 4:** Click on **Save as Draft** or **Submit for Approval** at the bottom of the form.

- Click **News Release** on the left-side bar menu
- Click **Add News Release**
- Give a **Title** to your News Release
- **Date** and note when to publish
- Enter **BodyText**
- Select Business **Category**
- Add Business **Logo** if desired
- Assign a **Contact** for further information and questions
- Either **Save as Draft** or **Submit for Approval**
  - Please allow one business day for approval. Our staff checks for proper format prior to publishing.



# JOB POSTINGS



Is your business looking to hire?  
Post job openings through the MIC.

- Click **Job Postings** on the left-side bar menu
- Click **Add Job Posting**
- Give a **Title** to your Job Posting
- Provide a **Description** as to what the job entails. Consider including the following:
  - Location
  - Job Duties
  - Educational Requirements
  - Full/Part Time
  - Benefits
- Select Business **Category**
- Assign a **Contact** for further information and questions
- Select **Dates** for position to be listed online
- Add Business **Logo** or other images if desired
- Either **Save as Draft** or **Submit for Approval**
  - Please allow one business day for approval. Our staff checks for proper format prior to publishing.

**General**

Title

Description

Meta Description (1-2 sentence summary of your content, often visible in search engine results and social media post/homes, 120 characters max)

Category

Select a Category

**Contact Information**

Organization Name: New Life Christian Bookstore

Contact Rep Name:

Street: 100 South 5th St.

City: Murray

State: KY

Postal Code: 42071

Email: newlifecb@murray-ky.net

Local Phone: (270) 753-1622

Fax:

Website: http://newlifecb.com

(Verify URL)

**Action Dates**

Active Dates

Selected dates for this item to be run:  
NOTE: All dates must be selected at this point, active dates cannot be changed once the Job Posting has been submitted. Job Postings are run on a week by week basis, beginning on Sunday of each week.

Active Dates

None Selected

Clear Dates

Image

Image Not Assigned



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Murray-Calloway County Chamber of Commerce

*Member Information Center*  
**USER GUIDE**



*For additional assistance navigating the Member Information Center, please contact our office at (270) 753-5171 or email [hailey@mymurray.com](mailto:hailey@mymurray.com)*