EFACTOR

BUSINESS HIVE USER GUIDE

Making The Most Of Your Business Hive Account

We have recently updated our suite of profile management tools to provide more options and flexibility for our end users. In this helpful guide we will show you how to make the most of your new profile. In this guide you will learn how to create a listing, add team members to your listing, try our new action buttons feature, add your working hours and much more.

Benefits Of The New Directory

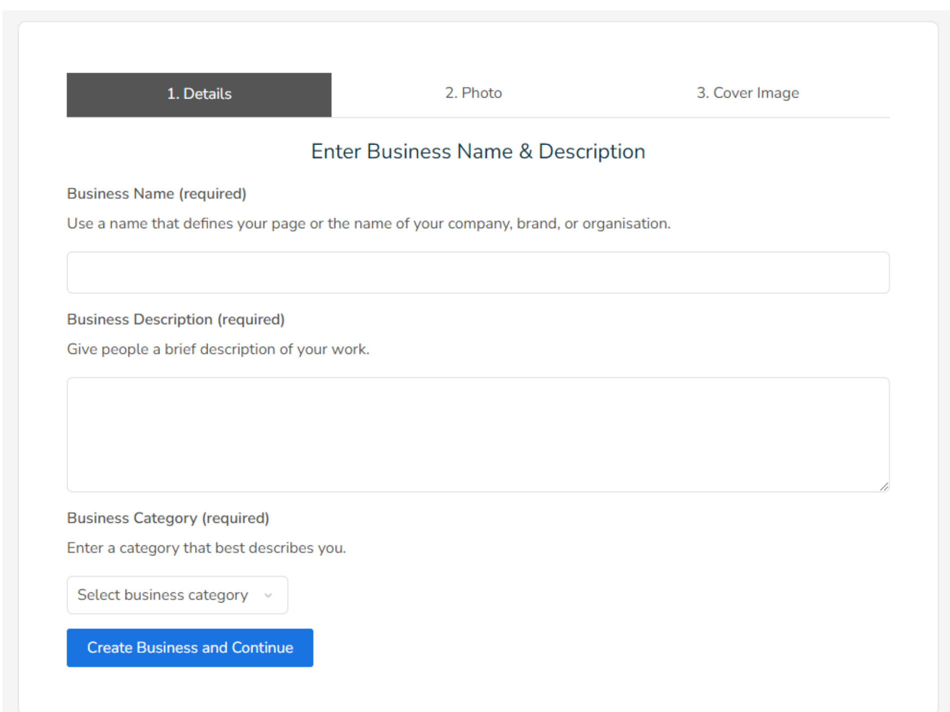
The updated Business Hive directory brings with it a variety of changes including the ability to show your logo and business information to the general public and members alike.

Originally our listings were only available to other Hive members. These new changes ensure that you can expand your online reach straight from your Business Hive profile.

Create a New Business

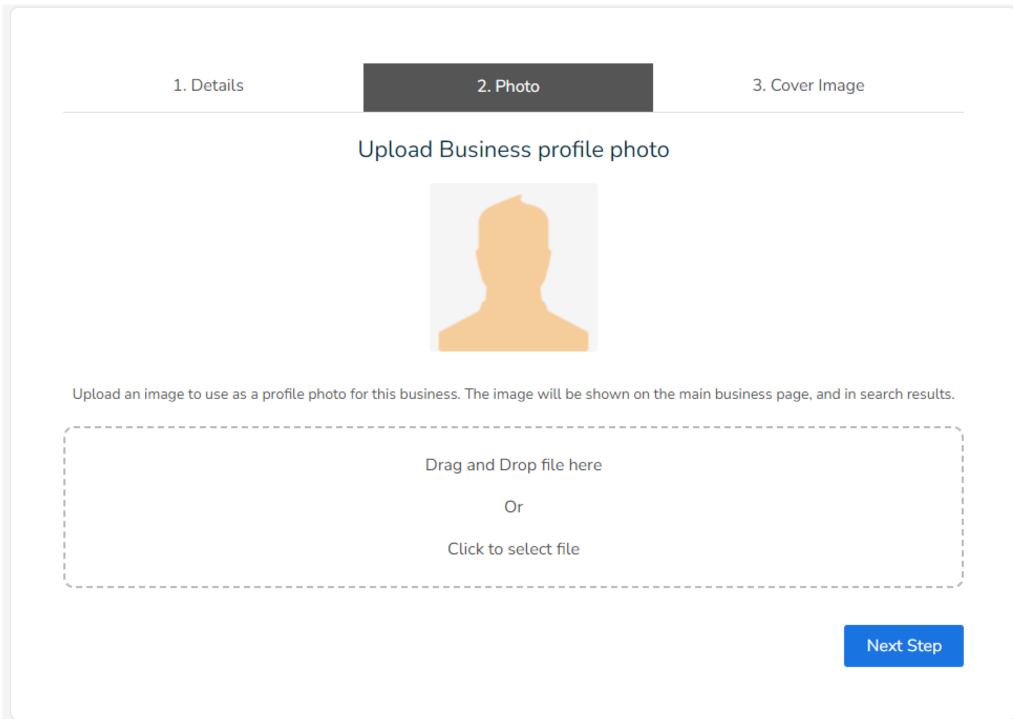
From your Business Hive profile page, visit the My Businesses tab and click **"Create New Business"** to open the new business editor. Each Hive and Patron Member are able to create one business (please note if you have multiple memberships we can merge these into a single profile but we will need to do this on your behalf, please contact the hive team at info@buisinssshive.net)

Once clicked, a pop up window will open allowing you to create a Business Name, Description and Industry Category.



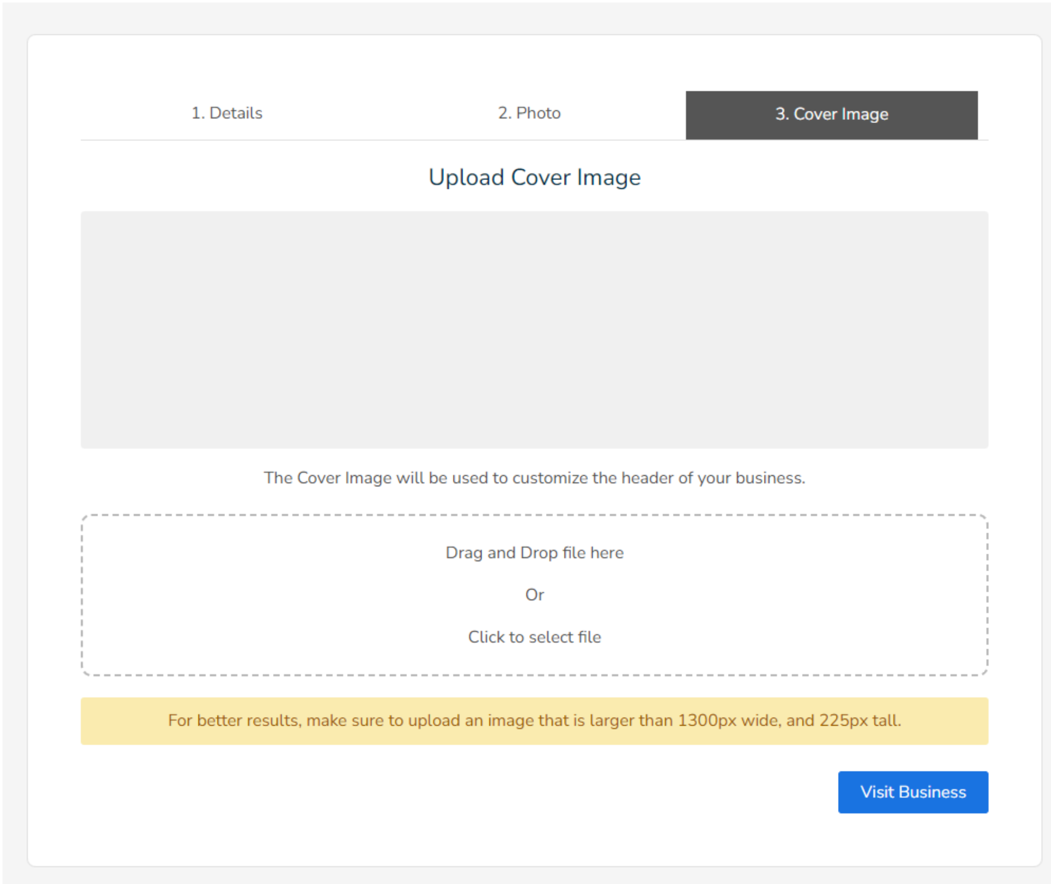
Once you have populated the above fields, click “Create Business and Continue” to move on to the next step.

On the next page you will be required to upload your business image, this can be a logo or photograph and will be the main image shown on your business page.



Once you have added your image, click “Next Step”.

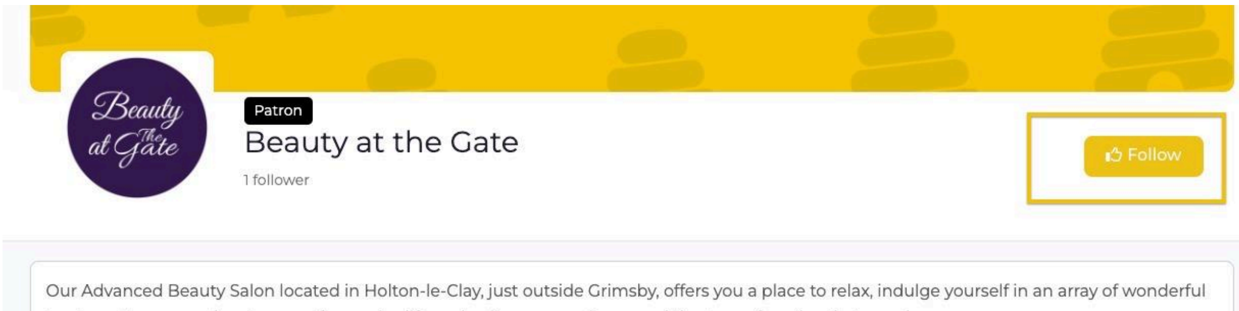
Next we will upload our Cover Image, this will be a large image banner that will be displayed across the top of your business profile. For best results your Cover Image should be at least 1300px 225px.



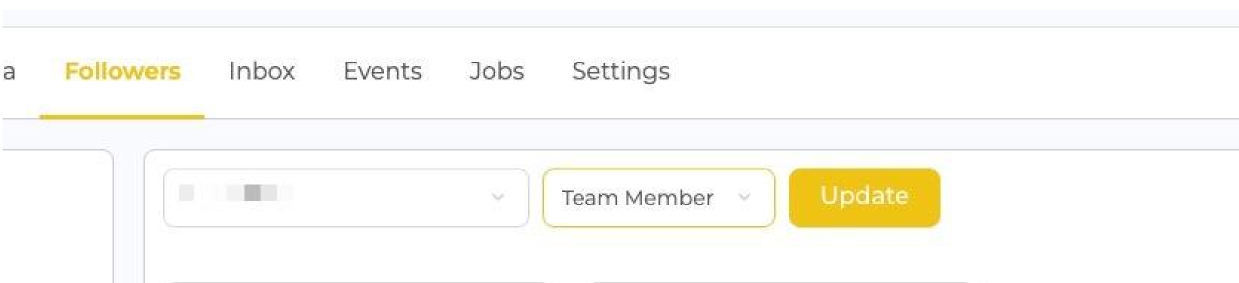
Well done! You have successfully created your Business Page. Click the "Visit Business" button to see your live business page.

Adding A Team Member

Want to add team members to your business page? It couldn't be easier. The first step is for your associate members to follow your business page.



Once this has been done you the business owner will need to head to Businesses on your profile and select your business. Check your followers list tab and providing that your team member has followed you, select their name, select team member and click update to set them as a team member.



Team members are also able to manage your business profile on your behalf.

Want To Show Your Team to the Public?

From your Business Hive profile, first visit the "settings" >> "sidebar", from here you need to select "enable team sidebar". Doing this will show all of your business pages associate members to the public, however, as a caveat users will not be able to see your entire team profile unless they become a Business Hive member.

Image of how to show team page on business profile

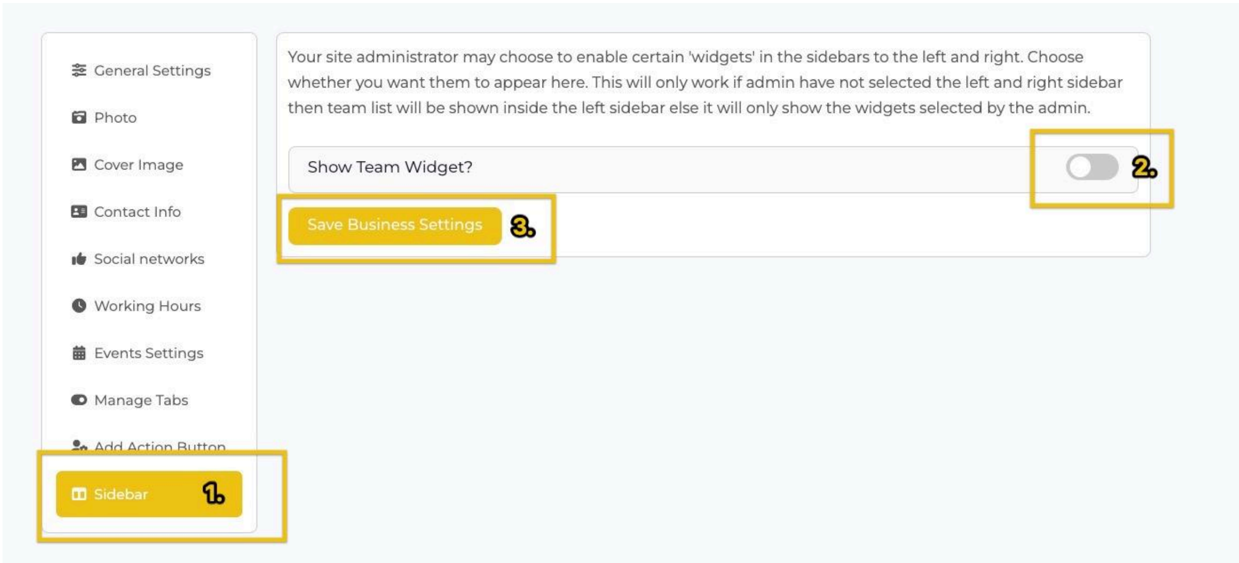
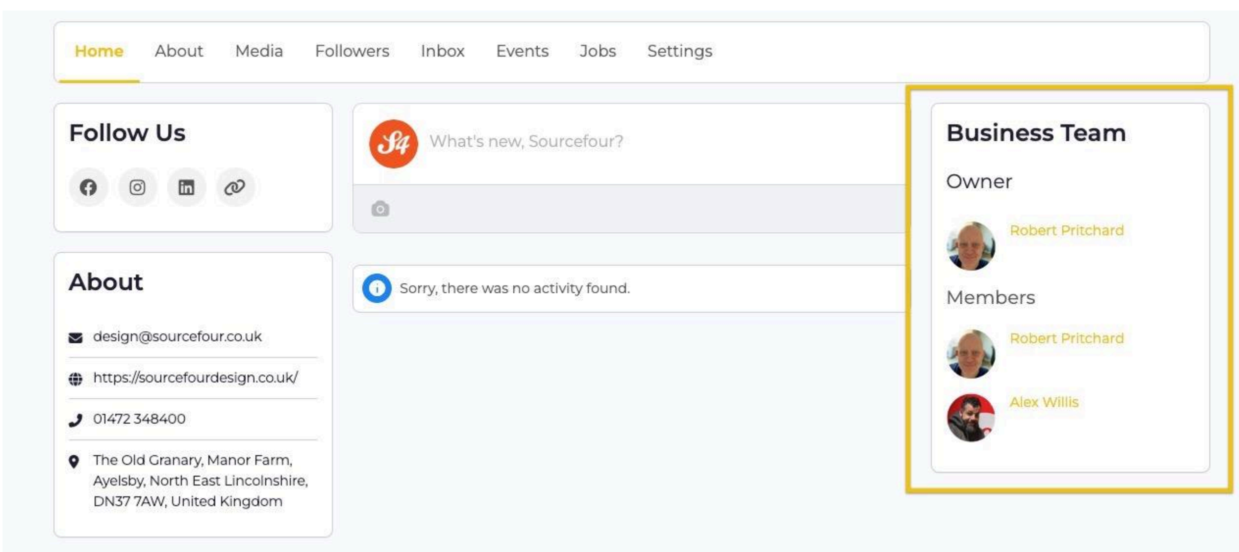
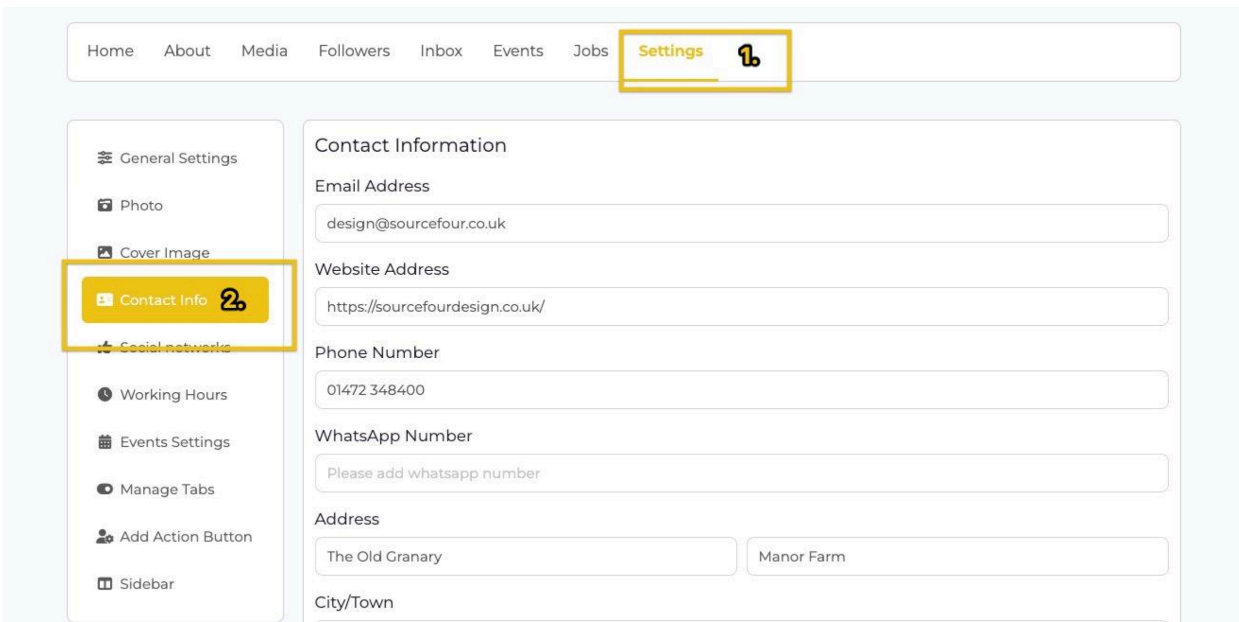


Image of how this shows on the business page (once toggled and saved)



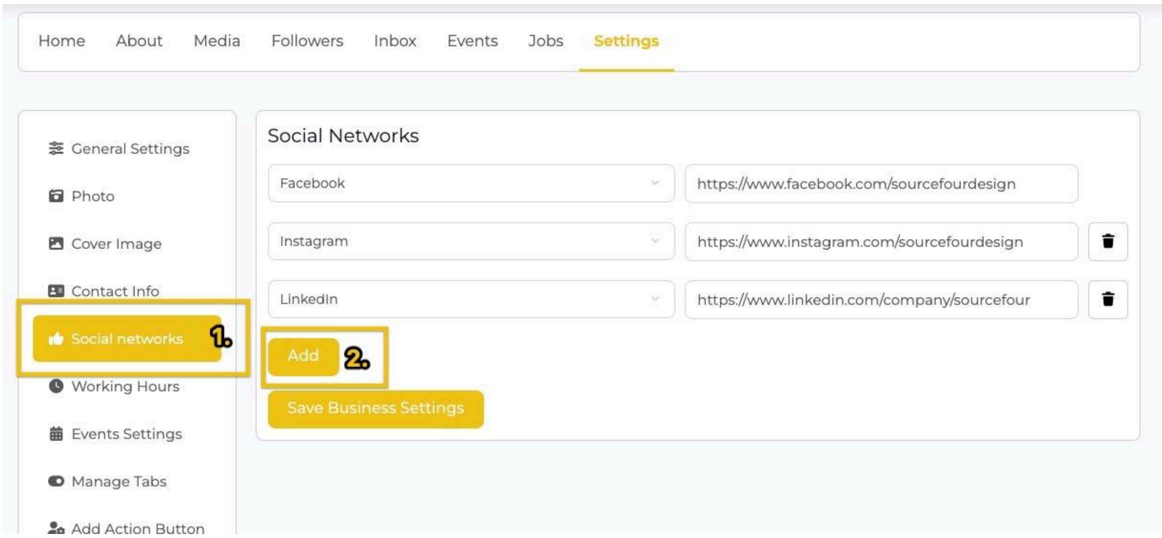
Update Your Business Information

All Business Hive members now have the ability to update their business information. This includes contact information such as email addresses and phone numbers, as well as website urls and whatsapp information. You can find all of your current business information under “Settings” >> “Contact Info”.



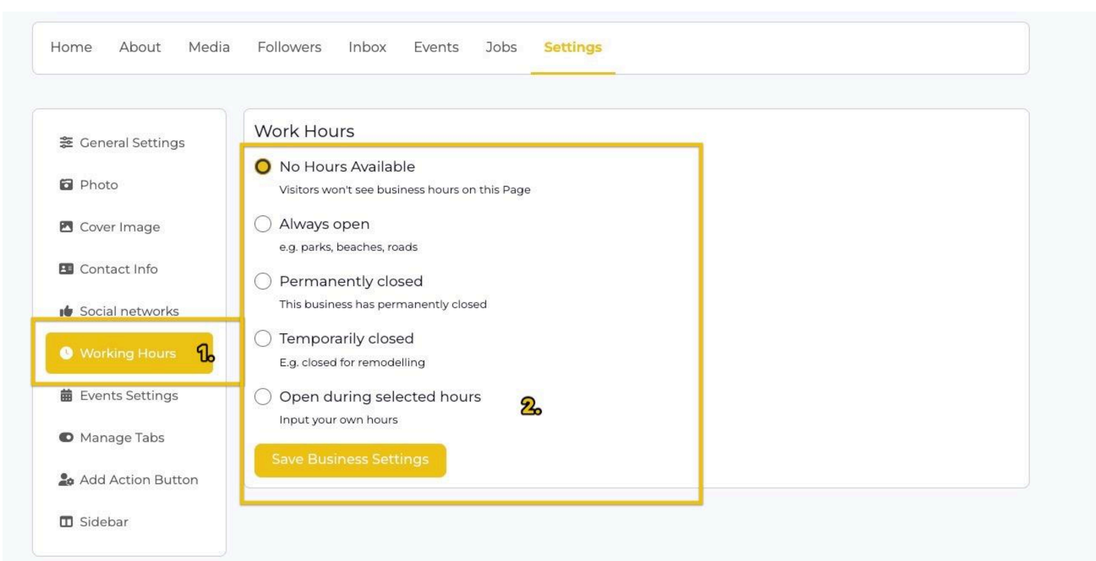
Add Or Update Your Socials

Add or update your social media links quickly and easily by visiting “Settings” tab >> “Social Networks”



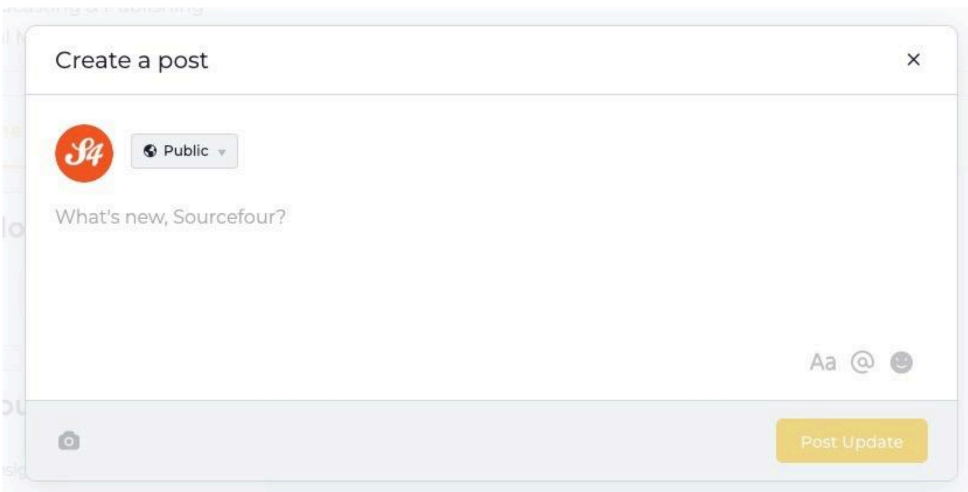
Need To Add Or Update Your Opening Hours

Business Hours and opening and closing times can now be added or updated via the “Settings” tab. Visit “Settings” >> “Working Hours” to start editing.

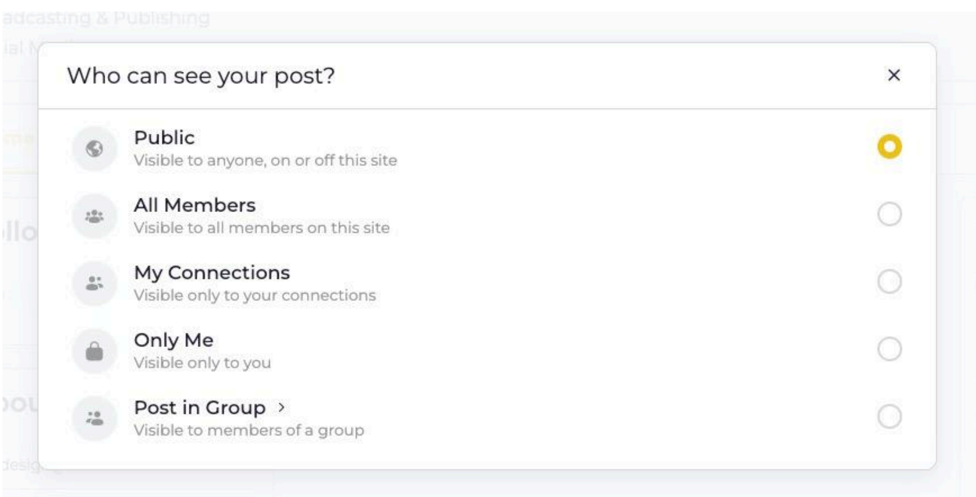


Post As Your Business

There are times when you will want to communicate with your audience directly as your business rather than from your personal Hive account. To do this, first visit your Hive Business Profile and click “Businesses” select your business and click “Manage”. This will take you directly to your businesses newsfeed (Home Tab). Click the input box that says “What’s new, Business Name? And start writing your post, once completed click “Post Update” to publish your post.



You can also change their preferred post audience by selecting the red highlighted menu from the image below:

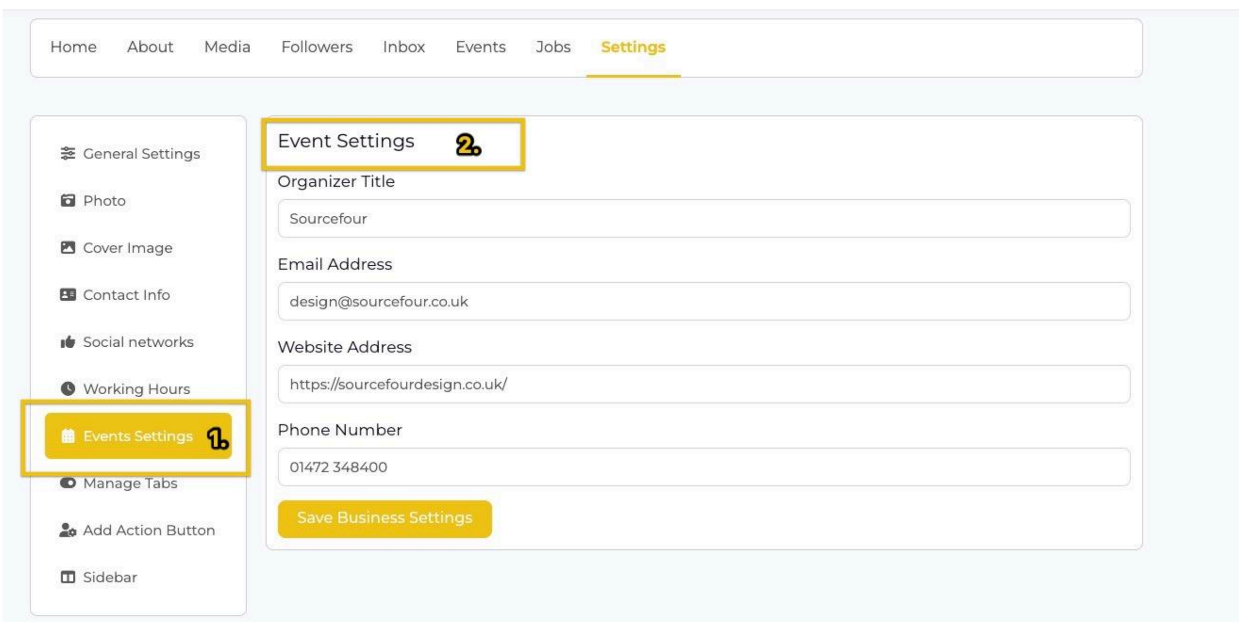


This will give you the option of posting publicly, making your post visible to anyone on or off site. Posting to all members, meaning only registered users can see your post. Posting to your connections, posting to only yourself and posting in a specific group if you are a member of any.

How To Post Business Events

Hosting a business event and want to spread the word? What better way than posting to your Business Hive profile. For your Business Hive profile, head to the “Settings” tab >> “Event Settings” here you will need to fill in some business details. This is a one time operation, and you will not need to do this each time you want to promote your own events.

Add your Organiser Title (Business Name), Email Address, Website Address and Phone Number. Once done click “Save Business Settings” and return to your profile.



The next step is to head to the “Events” tab of your business profile page, you will be greeted with a simple web form to complete, fill in all of the fields and submit. Once submitted a member of the Hive admin team will vet your event before approval.

Image of events >> create event

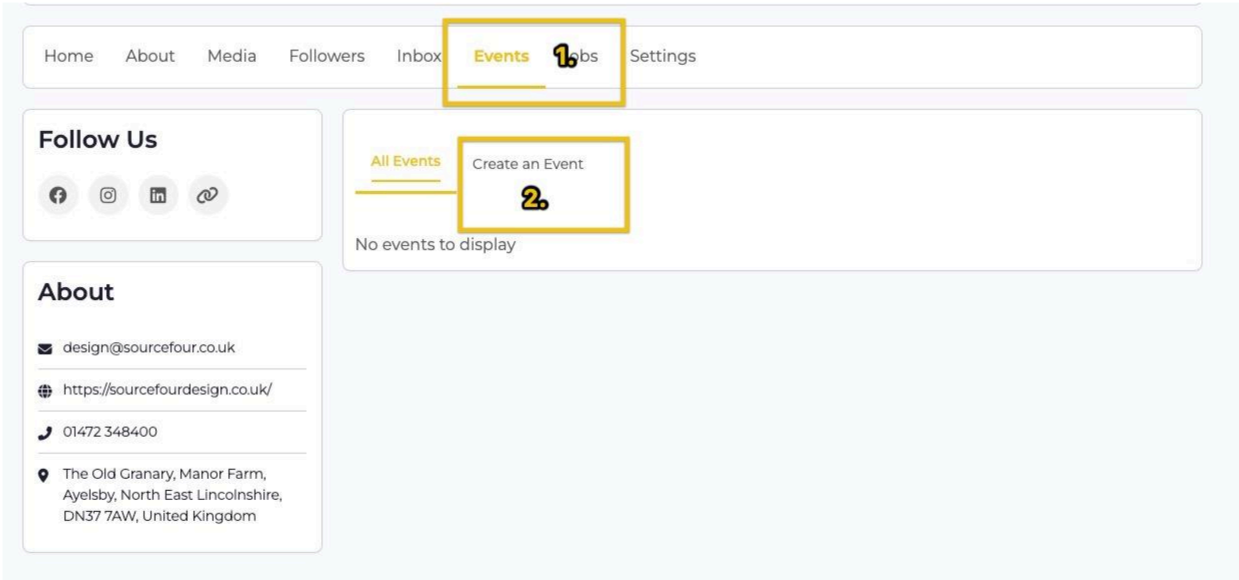
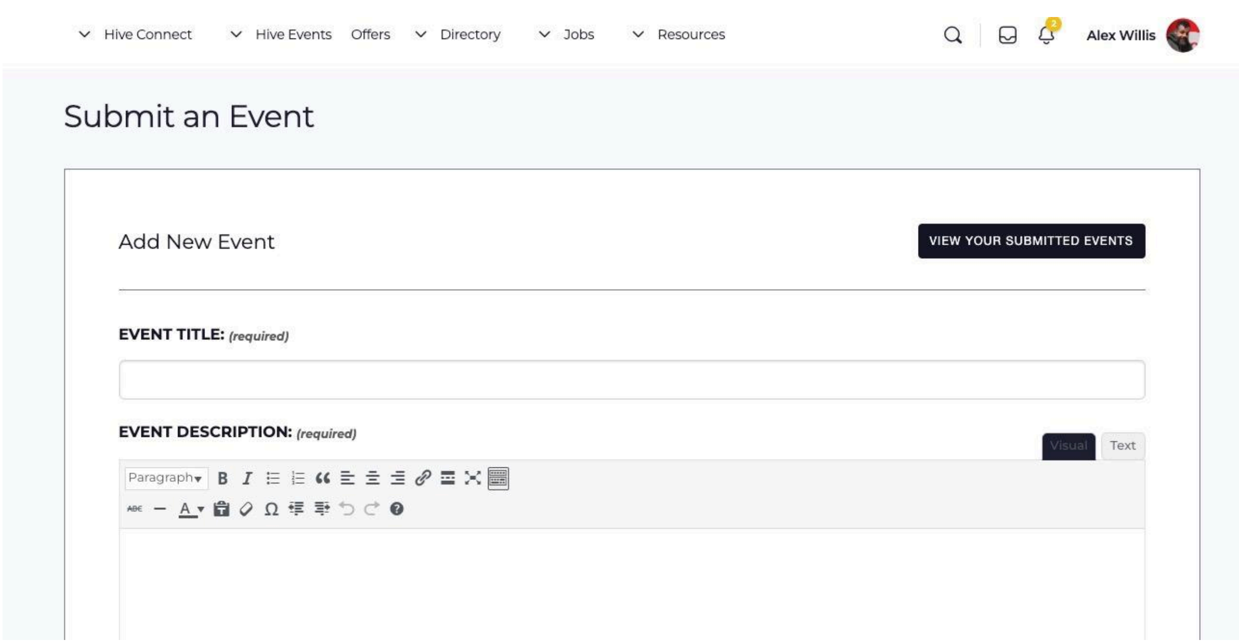


Image of event submission page



Posting A Job Vacancy

Looking to hire? You can now post jobs from your Business Hive page. Head to your business profile and click on the “Jobs” tab. Once there select “Create Job” and fill out the webform. A member of the hive team will vet the posting before approval to make sure that it is inline with our content standards. You can currently add up to 5 jobs to your Business Hive page. Once the Hive team has reviewed your job post they will then approve it and it will sit within your business directory under the Jobs tab.

Image of how to get to the job post editor.

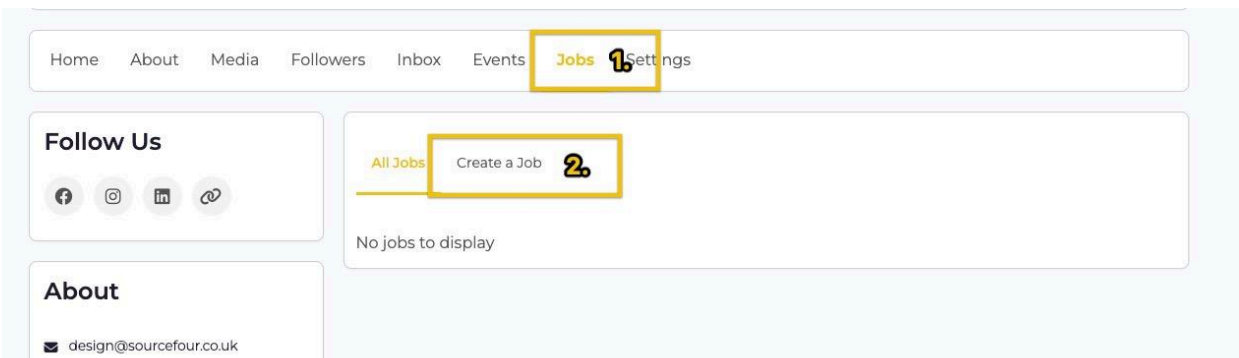
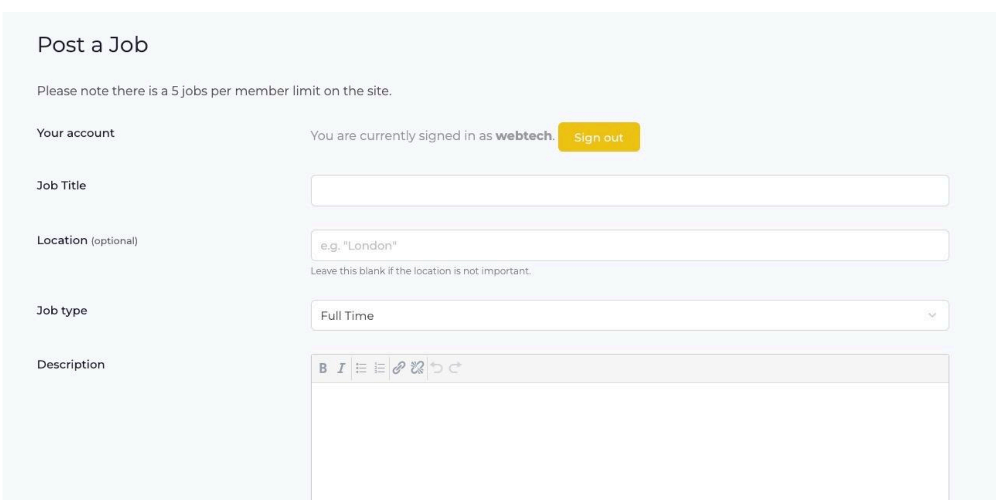
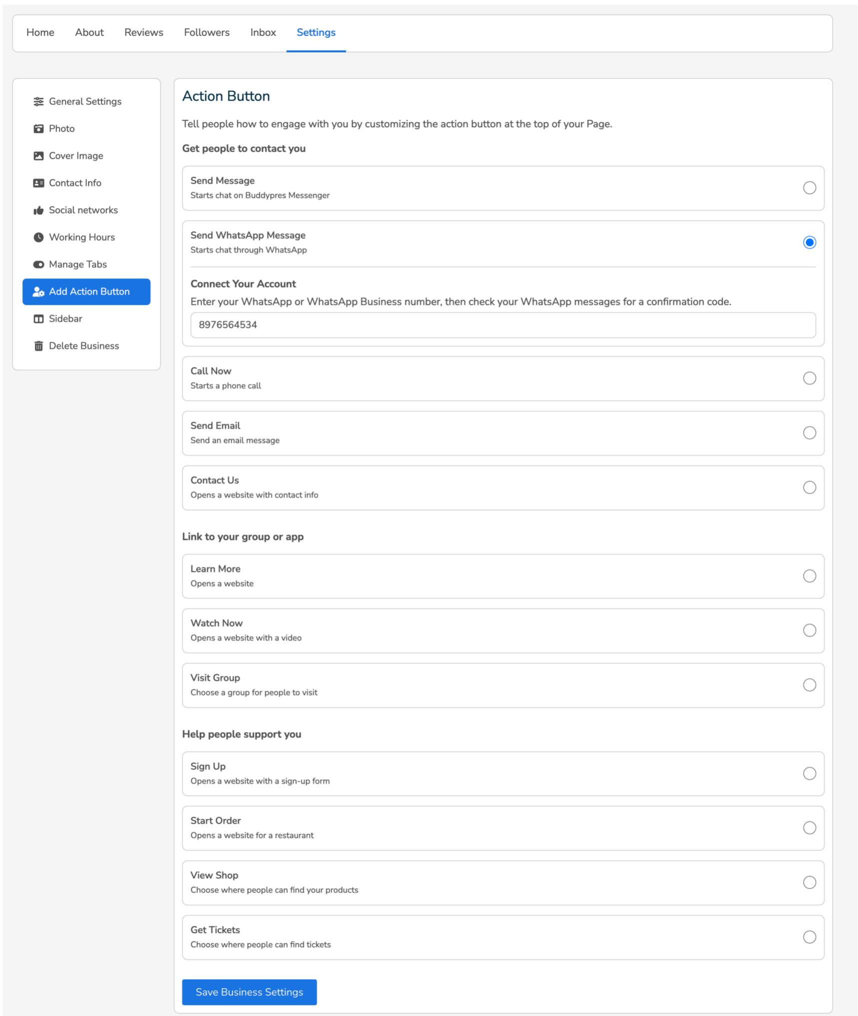


Image of job post form



Improve Contact Turnaround with Action Buttons

Add simple, customisable Call To Action buttons to your Business Hive profile. From the “Settings” tab select “Add Action Button”. From here you can create a number of engageable call to action buttons. Check out the image below for an overview:



If you are unsure or encounter any other issues please contact business hive support at info@businesshive.net.