# Guide to Listing on You’re Welcome

## Introduction

Creating a listing on You’re Welcome is easy and a great way to help more people discover what you offer.

Anyone can search the site without signing up, but to list activities, events, groups or venues, you’ll first need to create a user account (you can use your organisation’s email address to do this). Once you have created your user account, you can create an organisation profile and start adding your listings.

Listings appear in our directories of Upcoming Events and Regular Activities, and this is how people find you based on their interests and access needs. From your listings, they can visit your profile to learn more about what you offer.

You can also:  
– Have more than one person manage your organisation’s profile  
– link to other organisations on You’re Welcome that you’re running an event or activity in partnership with

This guide will take you through every step.

## How to create an Organisation profile

1. Create a user account on You’re Welcome.
2. When you are logged in, click on ‘My Account’ and then ‘Create Organisation’.
3. Enter the name of your organisation and then add a banner image – this will appear across the top of your profile. The ideal dimensions for this banner image are 1225 x 525 pixels (make sure you use a landscape image).
4. Add your logo, which should be a square image – this will appear on your profile and across the site wherever your listings are shown.
5. You may run your activities at various locations around the county. The listing creation screen asks you to add the address of the location, postcode, and the accessibility requirements you can meet at that location. Within your organisation profile you can add up to 5 different locations or venues. You can fill out the address and accessibility requirements for each location. Later, when you come to create a listing and select one of the locations you have added, those details will be carried over to your listing.
6. Fill out the rest of the form with your organisation’s details. Your contact details will be accessible from your listings, so it’s important to make sure that your contact information is up-to-date and comprehensive.
7. Remember to add your inclusion statement. This is a statement of how you welcome everyone who would like to take part, or a more specific target audience. Your inclusion statement means that people can easily decide if your organisation will be able to meet their specific requirements. For more guidance on how to write your inclusion statement, [click here](https://yourewelcomeglos.org/writing-an-inclusion-statement/).
8. Click ‘Create Organisation’.
9. You can edit your organisation details at any time by selecting ‘My Account’ and then ‘Manage Organisation’.

## Adding listings to You’re Welcome

1. Click on ‘My Account’ and then select the type of listing you want to add.
   1. A **regular activity** could be a venue that routinely provides activities or that people can visit (such as a theatre or a castle), or something that occurs on a regular basis (a sports club, for instance).
   2. An **upcoming event** could be a one-off activity, such as an annual festival or a special event you are running. You could also put any regular club meetings up as events, which are easy to duplicate when you create the first event.
2. Click ‘Manage Upcoming Events’ or ‘Manage Regular Activities’.
3. Fill out all the information about the event or activity.
4. Use the ‘Find Out More’ box to add a link to book onto your activity, or where people can go to find out more about it. This could be a link to your website or social media.

B. The details section should include information about times, prices, what the event or activity involves and any particular accessibility information e.g. ‘There are steps at the front but wheelchair access around the side’.

1. Add a banner - this will appear across the top of your listing and wherever your listing appears on the site. You can download a banner template [here](https://www.canva.com/design/DAGkyIT60_0/k4yLG9elH41Gj_HvJSIaYQ/view?utm_content=DAGkyIT60_0&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink&mode=preview).
2. Select all the interest categories that your listing fits into.
3. Select all the accessibility features you can offer. This is very important as people search You’re Welcome based on their accessibility requirements. If you are not sure what you can offer, or want to talk through it, contact the You’re Welcome team at [hello@yourewelcomeglos.org](mailto:hello@yourewelcomeglos.org).
4. If you are running an event or activity in partnership with one or more organisations who are also on You’re Welcome, you can add them as an Associated Organisation (you **do not** need to select your own organisation). To do this, select the relevant organisation under ‘Associated Organisations’. The organisation(s) selected will have to approve your request before they are linked to the listing and it appears on their profile.
5. Click ‘publish upcoming event/regular activity’.
6. **If an error message appears once you have tried to publish it, your listing will automatically be saved as a draft. Once you have made the required corrections, scroll down to the bottom of the page, click the button under ‘Save as draft’ so it says ‘No’, and then click ‘Update upcoming event/ regular activity’.**

## Being linked as an ‘Associated Organisation’

Your organisation may be linked to a listing added by another organisation. If this happens, you will receive an email saying that they have requested to link your organisation to their listing. To approve or reject this request, log into You’re Welcome, and, in your ‘My Account’ menu, go down to ‘Manage Upcoming Events’ or ‘Manage Regular Activities’. Under ‘Associated Upcoming Events’/’Associated Regular Activities’, you can approve or reject the request. If you approve the request, the listing will appear on your profile.

## Managing roles within an organisation

Other members of your team can join your organisation on You’re Welcome too, so they can manage and add listings. To do this they must:

1. **Sign up**:Create their own user account on You’re Welcome.
2. **Find your organisation:** easily found via the Directory of Organisations.
3. **Click ‘Join this organisation’ on your organisation profile**. Under the ‘About this Organisation’ tab on your profile, they can click ‘Join this organisation’ below all your organisation’s details.

You will get an email saying they have requested to join your organisation. To approve or reject this, log into You’re Welcome, and, in your ‘My Account’ menu, go down to ‘Manage organisation’. They will appear in the user list, where you can approve or reject them.

When other users become members of your organisation, you can upgrade them to admin status. This means they have the same rights as you to upgrade and downgrade the status of other members, to remove them and to approve new members. This is useful if you are leaving your job with your organisation as it allows you to pass admin responsibilities over to another member of staff.

As the admin of an organisation, changing member status, removing members and approving new members are the only additional tasks you can do.

## Images

You can upload images to your media library. In your ‘My Account ‘ menu you will see ‘Media Library’. These images are most likely to be banner images for your organisation or for a listing. You are also required to have a logo image for your organisation. The images need to have alt text and correct dimensions.

## Alt Text

Whenever you add an image IT MUST CONTAIN Alt Text. This is a written description of the image for anyone who can’t see it. If the image you want to add is a picture, you can give it a brief description e.g. ‘Man sitting on bench’. If your image includes text, this must be typed out in the alt text. You will need to add alt text when you upload an image to your image library, before you click to add it to your listing/profile.  
For more information on the use of Alt Text, have a look at this [short video](https://www.youtube.com/watch?v=gO6tAu3wSRY).

## Image dimensions

Although your organisation logo must be square, images at the top of listings need to have certain dimensions. For best results banner images should be 1225px wide and 525px tall. You can download a [template](https://www.canva.com/design/DAGkyIT60_0/k4yLG9elH41Gj_HvJSIaYQ/view?utm_content=DAGkyIT60_0&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink&mode=preview) for this. If your image is not exactly like this when you upload it, you can use the site’s cropping tool to crop your image to the right size, just like you would do for a social media banner. This cropped version is then saved to your media library for future use.

## Image rights

It is your responsibility to make sure that any images you use on the You’re Welcome Gloucestershire website are owned by you as the organisation or entity, or that you have the correct rights to use them. By uploading your images (including images within posters and infographics), you consent to their use in our social media, newsletters, and marketing materials and understand that it is your responsibility to have the necessary permissions recorded.

Incorrect use of images owned by someone else can incur significant fines by the legal owner. You're Welcome Gloucestershire accepts no liability; therefore the organisation that posted the image is responsible for any and all costs in this circumstance.

If you still have unanswered questions about You’re Welcome or you would like some help, please get in touch with the team by emailing hello@yourewelcomeglos.org.