**FAQ – CMoreNY Last updated: 2/14/14**

**ACCESS:**

1. **How do I login?**
	* You can access the site by going to: *Provide link to site.*
2. **How do I get a new password?**
	* Each user can ask to set up a new password by clicking on the link found here: *provide link*
3. **Who do I contact if I am having difficulty entering or finding information?**
	* Please email tgarland@esd.ny.gov Tiffany Garland will receive your emails and forward to the appropriate person for handling.
4. **Are there any specific computer needs – will it work on all machines?**
	* *Provide minimum browser needs to view/use site.*
5. **How many people can login at the same time and work?**
	* As each individual has their own unique login, multiple users can access the system at the same time. NOTE: If you access the same record at the same time, whomever saves it last will have their changes updated over the other person.

**TRAINING:**

1. **How do I search for a property?**
	* *Provide step by step info.*
2. **Can I print out my listings?**
	* *Provide info.*
3. **Can I do exports of this data out as I need it?**
	* *Provide info.*
4. **What are the steps to enter a new event?**
	* *Provide info.*
5. **What are the steps to enter a new facility?**
	* *Provide info.*
6. **What criteria has been established so that I can put in listings that will be approved?**
	* Criteria has been created and is found on the Industry Update page. They cover what types of listings may/may not be approved for both facilities and events in all categories. P*rovide links to criteria pieces also on Industry page*
7. **Will my updates appear immediately on iloveny.com or do we have to wait?**
	* All updates that must go through a review/approval process should appear live, once approved, on iloveny.com within 72 business hours. If a change is made to ‘minor’ information, the update should go live immediately. Minor information is defined as a Phone # change, Property name, address change, email change. If a listing needs to have a new image, description, category change, those must be approved at the State Gatekeeper level.
8. **Will there be additional training sessions?**
	* Plans are being made to provide additional training sessions in various areas of the state in the spring of 2014. Please monitor the Industry Update page for further information as it is available.
9. **Where do I find the recordings of this training session?**
	* The recording of session A can be found here: *Provide link when available*
	* The recording of session B can be found here: *Provide link when available*
10. **Is there a training manual on how to use this site?**
	* At this time there is not a written manual. For the regional training sessions documentation is being created and will be made available.
11. **Why are some listings on iloveny.com showing with a red box around them?**
	* These listings were deemed as a “Top” item based on research we gathered for the Travel Guide and from the information provided by each TPA’s submitted grant applications.
12. **What do you mean by “Top”?**
	* Top listings should be the Best of the Best that your specific county has to offer. We take into consideration promotions and marketing that your area is doing if it is centered upon a listing in the database, as described in the admin grant applications.
13. **Can I change any of the “Top” items or add more?**
	* You can always recommend that a listing be included (if it meets our criteria) in the Travel Guide and as a feature item. Space in the Guide is limited so we must consider the total number of listings we place. If we add more, we must remove a similar amount from other sections for that region. Please send the request, with specific details about the property to tgarland@esd.ny.gov

**MORE INFO:**

1. **Listings I had in LEE don’t appear here – what happened to them?**
	* Only listings that were marked as Approved or as a TPA Property were brought into the new system.
2. **What happened to all the images I had originally – they are missing?**
	* Most of the images that were loaded into the prior system were not salvageable. We have brought in all that appeared without distortion. Images can be added at any time to the listing so that the search results will show off the property info to a greater degree on the web site.
3. **How are the images on the header slides chosen? Can I provide you with other shots to use?**
	* We utilized mainly images that were taken by our in-house photographer. Others were purchased from outside sources, while some were donated to us when we asked for specific areas/themes. If you have any images that you own and believe would fit appropriately, you can contact tgarland@esd.ny.gov. Please provide them to us in photo shelter (or another media share tool), with a link and login that will not expire in less than 30 days.
4. **Are there regional videos being displayed on the site?**
	* Unfortunately we have not yet compiled a set of full regional videos to display for each region/season. We have the links posted on the regional page for those that were originally submitted to us, but due to time limitations and the amount of work involved in the editing/placing of raw footage, we have not yet been able to produce these. As we continue to update our site, this is one of the features we plan to roll out.