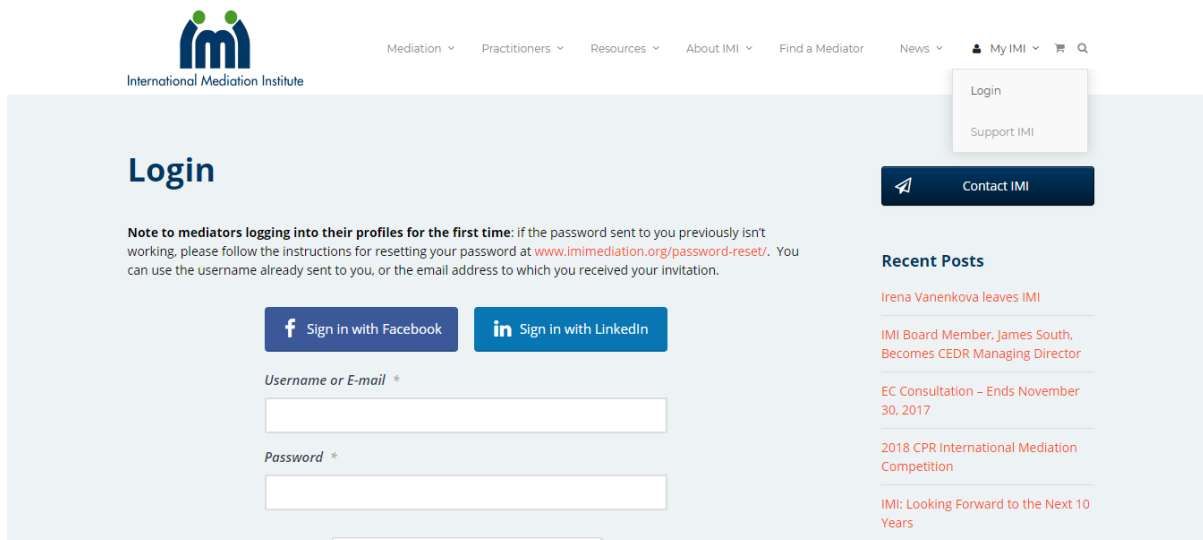


WEBSITE GUIDELINES

International Mediation Institute, January 2018

Logging into the IMI website

You can login to the IMI website at www.imimmediation.org/login/ using either your **user name** or **email address**, along with the password you received when your profile was set up. You can also find a link to the login page under ‘My IMI’ in the menu at the top of the website.



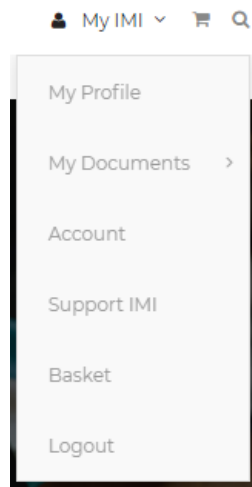
The screenshot shows the IMI website's login page. At the top, there is a navigation menu with items: Mediation, Practitioners, Resources, About IMI, Find a Mediator, News, My IMI, and a search icon. The 'My IMI' dropdown menu is open, showing 'Login' and 'Support IMI'. Below the navigation is the IMI logo and name. The main heading is 'Login'. A note states: 'Note to mediators logging into their profiles for the first time: If the password sent to you previously isn't working, please follow the instructions for resetting your password at www.imimmediation.org/password-reset/. You can use the username already sent to you, or the email address to which you received your invitation.' There are two social media login buttons: 'Sign in with Facebook' and 'Sign in with LinkedIn'. Below these are two input fields: 'Username or E-mail *' and 'Password *'. On the right side, there is a 'Contact IMI' button and a 'Recent Posts' section with several article titles.

If you have any problems logging in, please first try **resetting your password** via www.imimmediation.org/password-reset/.

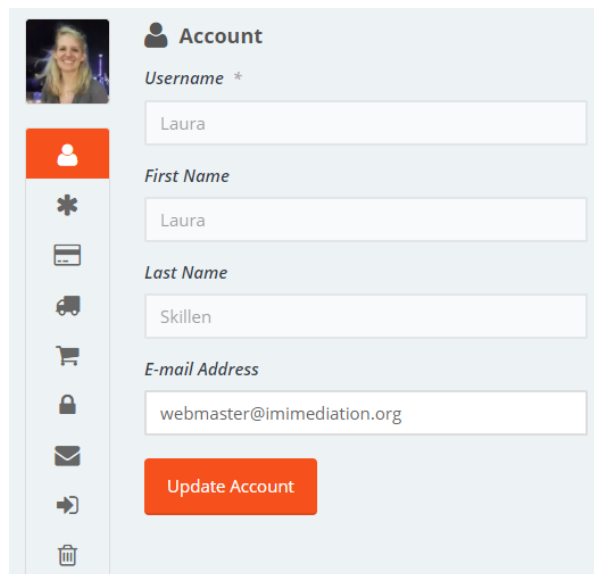
You can also connect your social media to the IMI website, allowing for faster login—read on to find out how.

‘My Account’

Once you have logged in, you will notice there are additional options under the ‘My IMI’ menu.

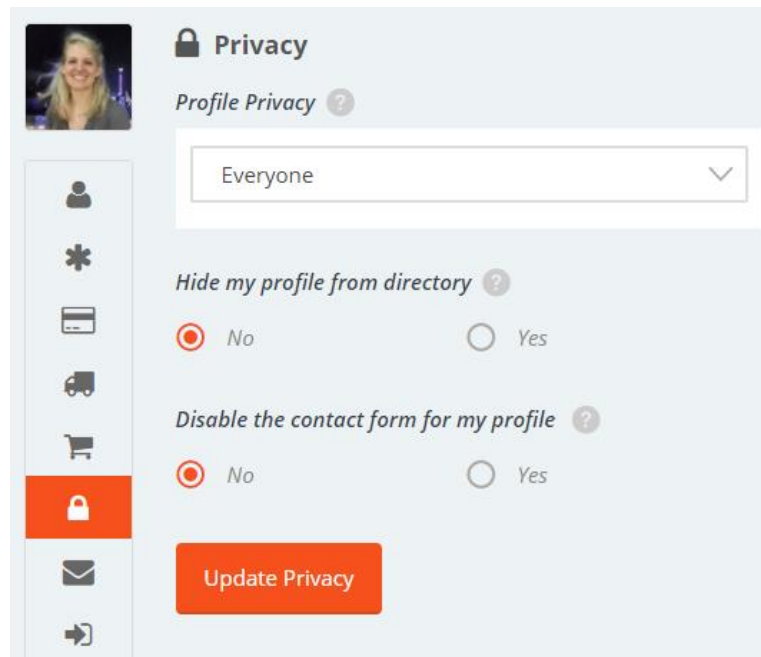


You can click 'My Profile' to view your mediator profile, 'My Documents' to view those documents available to you—such as official IMI Certified Mediator logos—'Support IMI' to donate or pay your listing contribution, or 'Account' to view details about your IMI account.



On the main page of your 'Account', you can update your email address. You will also find a series of icons down the left-hand side, below your profile picture. These are to change your password (asterix), your billing and shipping address (credit card and truck, respectively), view your past payments (shopping trolley), privacy (lock), IMI mailing list opt-ins (letter), social media connections (arrow), and account deletion (bin).

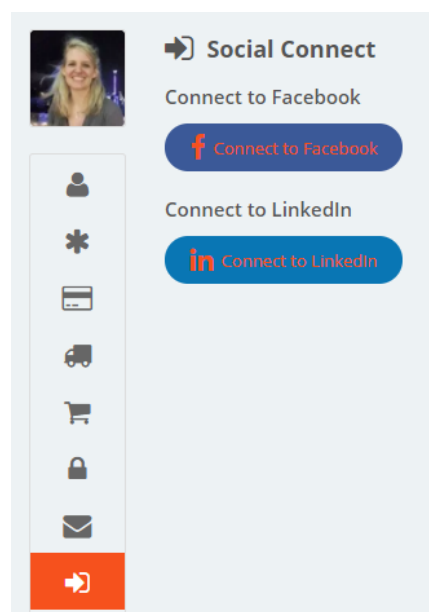
Under 'Privacy', you have several options:



You can choose to hide your profile, so that only you (and website administrators) can see it ('Profile Privacy'). You can hide your profile from appearing in search results on the IMI website ('Hide my profile from directory'). You can also disable the contact form for your profile. As it stands, all mediators and mediation advocates can be contacted directly via the IMI website by prospective clients—to disable the contact form on your profile, select 'Yes' for 'Disable the contact form for my profile'.

Connecting to Social Media

To connect your profile to social media, enabling faster login to the IMI site, select the 'social media' tab on your Account page:



For assistance with the IMI website, email webmaster@imimediation.org



Click the 'Connect' buttons and you will be asked to login to the relevant social media and approve the connection. Occasionally, after you connect your social media, you may not be automatically redirected back to the social media page on IMI to check the connection has been successful. The direct link is <http://www.imimmediation.org/account/social/>.

Once connected, the social media page will look something like this:



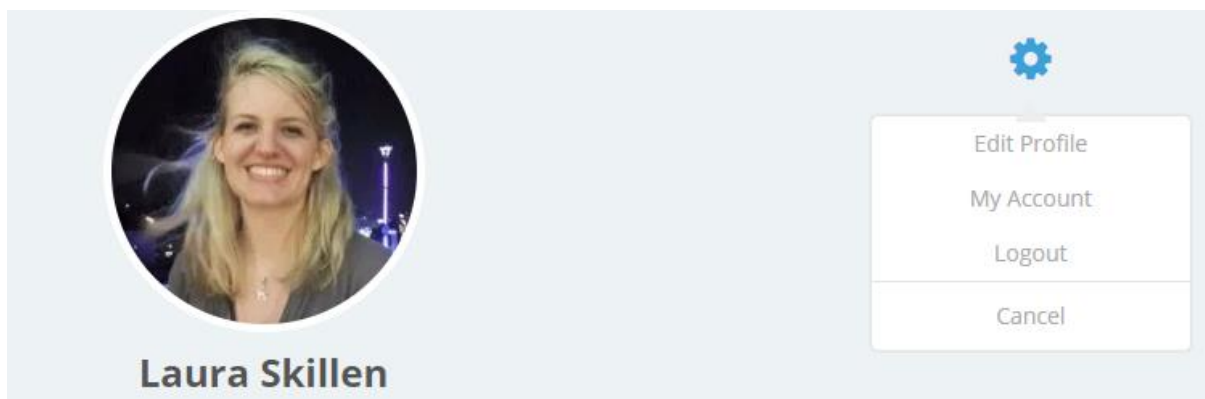
You can then use your Facebook or LinkedIn account to log into the IMI site, rather than your user name and password.

Updating your Profile

It is important to keep your IMI profile current, as it is available to potential clients to view and contact you. Additionally, search results on the 'Find a Mediator' page are sorted by the users who have most recently logged in.

When updating your profile, pay particular attention to ensuring you have a profile picture, and that your active locations, languages, and contact details are correct.

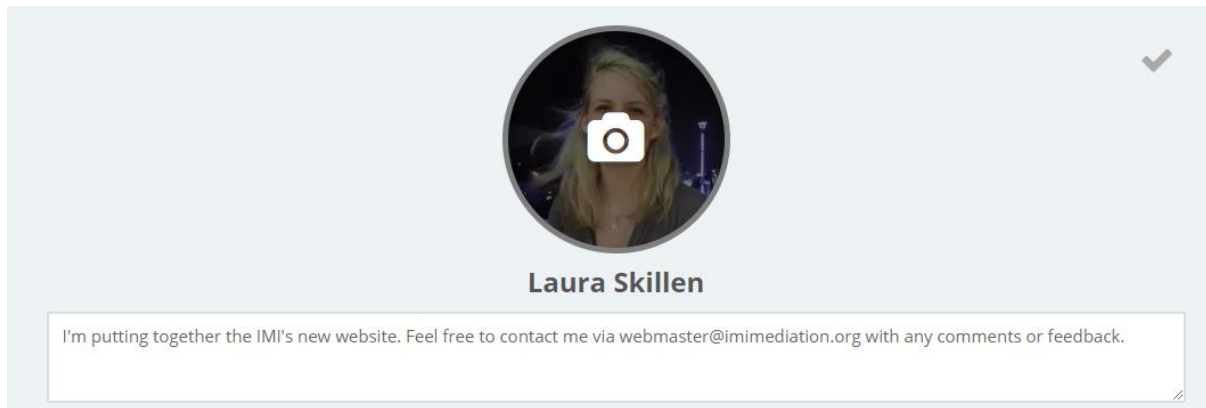
To upload a profile picture, firstly go to your profile. You will see there is a little 'gear' icon to the right of your image. By clicking on this, you will have the option to 'Edit Profile'. Select this item.



You can see that how the page looks will change, and there will be a 'camera' icon over where your face should be. Click this to upload a new profile picture.

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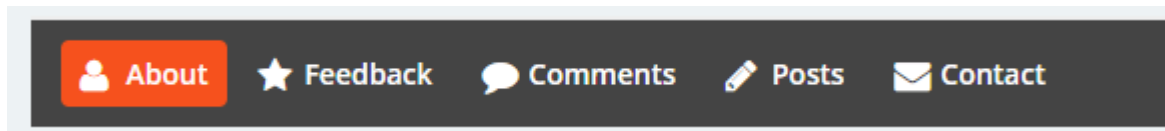
Additionally, there is a small text box below your name. If you enter a brief sentence or two here (no special characters such as quotation marks are permitted), it will appear below your image in search results.



You can see there is a 'tick' where the gear icon was. You can either click this tick, or scroll down to the bottom of the page and select 'Update Profile', to save any changes you make.

The Profile Menu

You may notice that, below your image on your profile page, there is a special menu:



Click 'About' to view a person's profile, 'Feedback' to view their feedback digest, 'Comments' to see any comments they have made on posts on the IMI website, 'Posts' to see any posts they have authored on the IMI website, and 'Contact' to send a message directly to that person.

Recent Website Updates

Several changes have been made to the website over the past several months, and new measures in aid of improved functionality and speed continue to be rolled out. Feedback is welcome to webmaster@imimmediation.org.

There are several items to note:

- Incomplete profiles will no longer be displayed as of the end of February, so do make sure you update your profile, upload a profile image, and ensure your 'active locations' and 'languages' (even if it's only one language, include it) are filled out.
- Feedback digests from the old website are in the process of being uploaded, and we appreciate your patience.

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- Rather than completing manual payments for your listing contribution each year, an automated process is now available. You can sign up for an auto-renewing listing contribution on the 'Support' page (www.imimmediation.org/support). Payments made via credit card or PayPal will be re-charged annually; where payments made via bank transfer, you will be notified 14 days before expiry of your profile.
- Certain past payment records are being added to the website, so you may receive new alerts of historic payments. These may be disregarded; you are not being re-charged for old payments. Where payment history is added, you will be able to access relevant records under the 'Orders'/'Payments' section of 'My Account'.
- Mediators can now be contacted directly via the IMI website, so please do make sure that emails from imisupport@imimmediation.org are not sent to spam.

Finally, you can contact Laura via webmaster@imimmediation.org with any website-specific questions not answered above.