Instructions for Website Managers

Sister Cities International's website offers the opportunity for members to customize their city and partnership profiles with critical information, including contacts, social media information, program descriptions, history, and more.

These profiles are directly connected to Sister Cities International's database, and keeping your information up to date is vital to ensuring that you receive communications about news, events, grants, and other opportunities that will help your sister city organization.

Each community in the Sister Cities International network may designate one manager for their city's profile, as well as one manager for each of their partnership profiles. In addition maintaining up-to -date information, the managers have one other critical ability— to invite fellow members of their sister city organization to join their group, giving them access to the website's **Member Area** where they can access toolkits, templates, webinars, grant opportunities, request forms, and other member benefits.

Below you'll find step-by-step instructions, which you can also find online at www.sister-cities.org/WebsiteInstructions.

Managing City Profiles

1. For any member or manager, the first step is to create an account on Sister Cities International's website at www.sister-cities.org/user/register. After you create an account you'll be sent a verification email with a link to set your password. If you've already created an account but have forgotten your password you can request a new one at www.sister-cities.org/user/password. If you do not opt out of emails you will be automatically added to Sister Cities International's mailing list and receive important announcements about events, programs, news, and other opportunities.

2. If you are not already the manager for your city's profile you can contact Sister Cities International at membership1@sister-cities.org and request to become manager. If there is already a manager for your city, Sister Cities International's policy is to confirm the change with him or her prior to switching.

3. If you want more than one person to have administrative controls for your city's profile or any partnership profile then we suggest creating a shared account associated with an organizational email address.

4. After you've been designated as manager, log into the website (www.sister-cities.org/login) and you'll be directed to your **Account** page where you can access your various administrative abilities. You can access this area at any time while browsing the website by clicking on the **Account** button at the top of the site.

5. In order to change or review information about your program, click on **Edit Group.** You should see a number of fields related to your city's profile where you can enter information

6. The following fields are publicly visible on your city's profile page and should be filled whenever possible: **Website**, **Facebook**, **Twitter**, **Population**, **Primary Contact First/Last Name**, **Primary Contact Phone**, **Primary Contact Email**, and **About Our Program**.

7. Be sure to fill out fields related to your organization and the **Billing Contact**, as well as the **Primary Contact Address**. Although these are not displayed publicly. During invoicing periods Sister Cities International will send your community's invoice to both the primary and billing contact email addresses, and renewal packets and other information may be sent to both the organizational and primary contact addresses.

8. The **About Our Program** section can be a paragraph up to 500 characters, and will add considerable depth to your profile. Feel free to enter things like the history of your program, your mission, recent accomplishments, volunteer opportunities, or any other information you want the public to know.

9. If your city is seeking new sister cities you can check "Yes" in the **Cities Seeking Cities** field, as well as the different geographic and thematic areas of interest, and this information will be publicly posted on your profile. It will also alert Sister Cities International staff who will contact you about your search to offer assistance.

10. After you complete your profile be sure to click **Save** and then search for your city in the light blue **Interactive City Search** box to view your changes.

Managing Partnership Profiles

1. You can access and edit the profiles of your sister cities on the **Account** page. If you don't see one of your sister cities, please contact us at membership1@sister-cities.org and we'll add it to your city. Don't forget to let us know when you have new partnerships!

2. Click on the **Edit** button next to the profile you want to change and you'll be directed to your sister city's information box. City Profile administrators will also see the information boxes for their sister cities in the **Edit Group** section.

3. You'll see a number of fields, including **Date of Establishment**, **Website**, **Facebook**, **Primary Contact Name/Phone/Email**, **About the Partnership** and **Activities,** all of which will be publicly visible.

4. For Website, Facebook, and Twitter, the **Title** field is the hyperlinked word or words that will appear on your profile and **URL** is where you should enter the actual web address.

5. We also recommend filling out the fields for **Partner Contact/Phone/Email** for your international contact, although this information will not be used publicly or shared outside of Sister Cities International staff.

6. The **About the Partnership** and **Activities** fields can have up to 1,000 words each. We recommend providing some history about your partnership and why it started, as well as what sort of activities you have done in recent years.

7. You can also post a copy of your sister city agreement for visitors to your profile to view and download. Upload a copy in PDF format with a maximum size of 10MB.

8. The **Partnership Manager** field will be visible to all City Profile administrators, and is one of the most critical abilities. Enter the email address of the person you'd like to be able to edit information about this partnership, as well as invite other members to join your group and gain access to the **Member Area**.

9. The person must have an account on the Sister Cities International website before they can be designated as a **Partnership Manager.** One person may serve as manager for more than one partnership.

10. The **Partnership Manager** will be able to make edits to the information about the partnerships assigned to them, but not to the U.S. city's profile. The City Profile Manager will always have the ability to edit partnership information, even when a Partnership Manager has been designated.

Giving Members Access to the Member Area

The **Member Area** is accessible to volunteers, municipal officials, public employees, or any other individual involved in your sister city organization. In order to access the Member Area, however, **your members must be invited to join your group on Sister Cities International's website.** Invitations may be made by either the **City Manager** or any **Partnership Manager**.

1. Contact your members and have them create an account on our website at www.sister-cities.org/user/register. Individuals **must** have an account in order to be invited to join.

2. After they've created an account, log in to our website. You should be on your **Account** page. Click on the button that says **Manage Group** and then click on **Invite Members**

3. Enter the email addresses of your members, separated by a comma, and click the **Invite** button (you can invite as many members as you like, but can only enter up to 20 email addresses at a time). If a member has not created an account on our website yet then you may receive an error message and need to remove their email address.

Your members will be sent an email informing them that they are now a part of your group, and the next time they log in they'll be able to access the **Member Area**! We wanted to make this as easy as possible so there's one more way to make sure your members join: if you send us a spreadsheet with the names and email addresses of your members, Sister Cities International will reach out to them, have them create an account, invite them to join, and answer any questions they might have.

If you have any questions or need any assistance please email us at membership1@sister-cities.org or call 202-347-8630.