



# DCHI Website user guide

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## Welcome to your DCHI website

**You will not gain full benefit from the website until you have completed the steps outlined in this guide to set up your details and preferences.**

### Access

To access the member features you need to go to the member's area.



You will be asked to sign in using your Username (which is normally your last name and first initial) and your password which will have been sent to you,

### Members Area

Please enter your username and password below to access your DCHI account.

Username

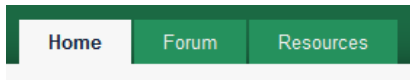
Password  [Forgotten your password?](#)

Remember me on this computer for 2 weeks

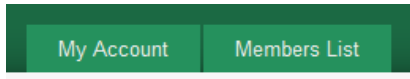
## Members home page

The home page will provide you a quick reference list of contact emails for the current committee.

It also provides links to the member's features.

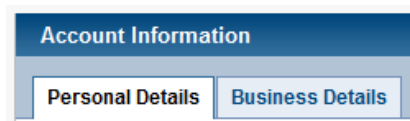


And

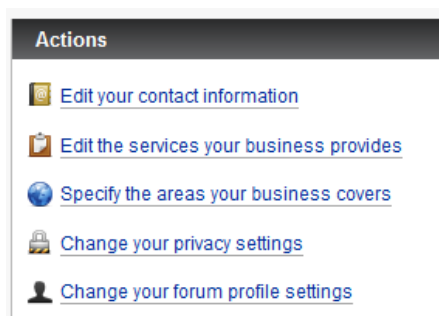


## My account

Here you can set up your personal details (which are not displayed in the public areas of the site) and your business details (which are used for your directory listing)

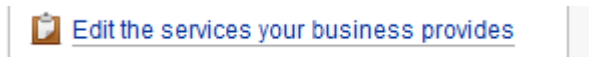


You also have a selection of tasks on the right hand side you can perform to set up or update your account.



## Edit the services your business provides

You need to set up your services before you appear on the directory.



Check all the boxes relevant to the services you want to promote.

Domestic Energy Performance Certificates

Accreditation Number:

- Pre 1900
- Post 1900
- Thatched
- System built
- Listed
- On-construction

**Note**

You must enter your accreditation number for your listing to appear. This is to allow trainees to have membership accounts but ensure their services are not advertised until they are qualified.

### Specify the areas your business covers

Check all the boxes for the local areas you service.

**Areas Covered**

An important part of the DCHI website is the results of the search facility you must ensure exposure to potential clients.

**EX Postal Area**


- DT7 Lyme Regis
- EX1 Exeter
- EX2 Exeter
- EX3 Topsham area
- EX4 Exeter & area north
- EX5 Exeter area northeast
- EX6 Exeter area southwest

**Note**

DCHI does not currently limit the areas you can select and relies on members adopting a sensible approach. Please do not select more than your core area. If you get an enquiry from the website in the area you have selected we would expect you to take the work. If potential clients contact somebody who says they cover their area but then declines because it is too far away that devalues the user's experience of DCHI and probably deprives other members of the work that is on their doorstep. It is also worth remembering that a user is looking for a short list of local suppliers. If they are faced with a long list and have to work out who is closest they are likely to take the easy option and search elsewhere, rather than using the DCHI directory. So please KEEP IT LOCAL.

### Change your privacy settings

This is where you determine how much of your contact details are displayed a) to potential clients and b) to other members.

 [Change your privacy settings](#)

Allow visitors to the DCHI Website to view your Business Details

Select any additional business details below that you would like to be visible to potential clients on the DCHI website. The business name and general location will appear as standard.

Full Address

Telephone

Company Email

Website

### Note

If you do not select to display any details you will not appear on the lists.

## Change your forum profile settings

This is where you can select what notifications you want to receive from the forum.

 [Change your forum profile settings](#)

The forum is intended to be a significant source for sharing information. It is strongly recommended that members should use this facility to ensure they are kept up to date with discussions on subjects directly relevant to their area of interest.

### Forum Profile Settings

#### — Email Settings

Notify me when a new discussion is started.

Notify me when people comment on my bookmarked discussions.

## Using the forum

The forum has been divided into topic areas relevant to the main qualification groups i.e. Domestic (DEA), Commercial (CEA), Display Energy (DEC), On Construction (OCDEA).

Please ensure you are posting in the relevant section and where appropriate continue an existing thread rather than creating new ones. However if your post is likely to significantly change the subject please create a new thread with an appropriate heading rather than diverting an existing thread onto a subject that is not indicated by the thread heading.

### Note

The “News and Announcements” section is intended to be primarily used by committee members for “official” circulation. Members should create threads in the general discussions sections related to the qualification area where possible to avoid important announcements getting swamped.

## Bookmarking the forum

To use the bookmark option detailed above you need to bookmark threads relevant to your area of interest. To do so you need to have the thread open on screen and click on the bookmark option that appears in the actions section on the left of the page.

## Actions

[Start a New Discussion](#)

[Bookmark Discussion](#)

## Resources

The resource site is outside the secure area of the DCHI website and exists because the main site is structured in a way which provides higher levels of functionality and security but in return means that changes have to be made by the developer and in most cases will incur a cost.

The resource site is hosted and managed by the IT Officer to provide somewhere that can be modified to address specific needs quickly and without needing to purchase programming time. Generally it will handle things that members may wish to see on the website, but that were not included in the brief. Those features on the resource site identified as useful are likely to form a part of the specification for future development of the main site.

## Forgotten password

If you cannot remember your password click on the forgotten password link. This will invite you to enter your email address and have a new password sent to you.

## Forgot Your Password?

Please enter your email address below and we will send you a new password.

Email Address

Email Password

[Return to the login page](#)

The new password will be sent to the email address you enter ONLY if you enter an email address that is associated with an active account. If you have more than one email address you need to enter the one that is associated with your DCHI membership.

### Note

If you cannot remember which email address you used it is OK to try several and see which one works. If you still can't get one recognised email [support@dchi.org.uk](mailto:support@dchi.org.uk) and we should be able to confirm the email address you used to set up your membership and can re-set your password. All passwords are randomly generated and cannot be changed. We cannot see your password but can re-set it.