ICF MEMBER WEBSITES USER GUIDE
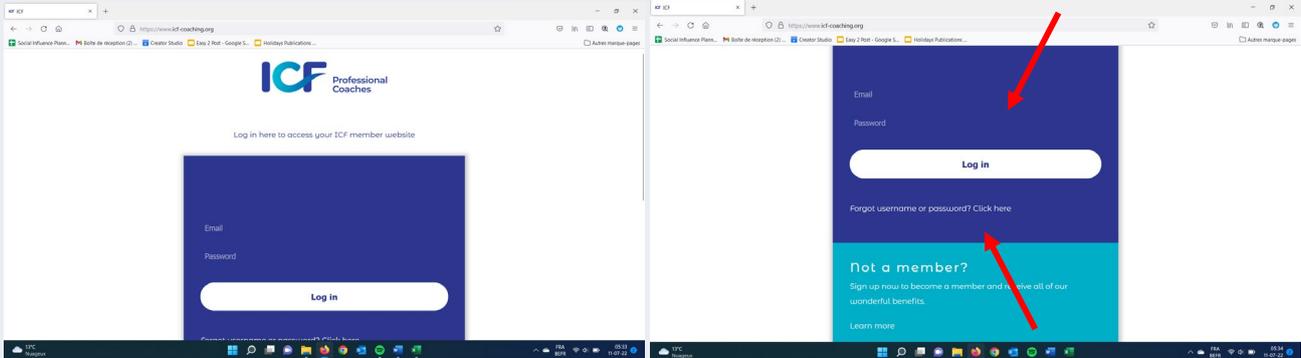
TABLE OF CONTENT

1. LOG IN TO YOUR ICF MEMBER WEBSITE

Start creating your ICF member website at **https://www.icf-coaching.org/** and log in with your usual ICF member ID and password (the one used to connect on our global website)

If you do not remember your password click on forget username or password to reinstate it through the ICF Global website.

Note: The ICF member website is only available for ICF members in good standing. If you haven't renewed your membership on time, please click here to reinstate your membership.

2. ACCESS YOUR ICF MEMBER WEBSITE

The very first time you log in on your member website, you will be requested to adhere to the terms of use and privacy statement of the ICF member websites.   Make sure to scroll down to read all these terms.   Please note, you won't be able to access your simplified back office until you have accepted these terms. They will also be made available in your back office so that you can always refer back to them when needed.
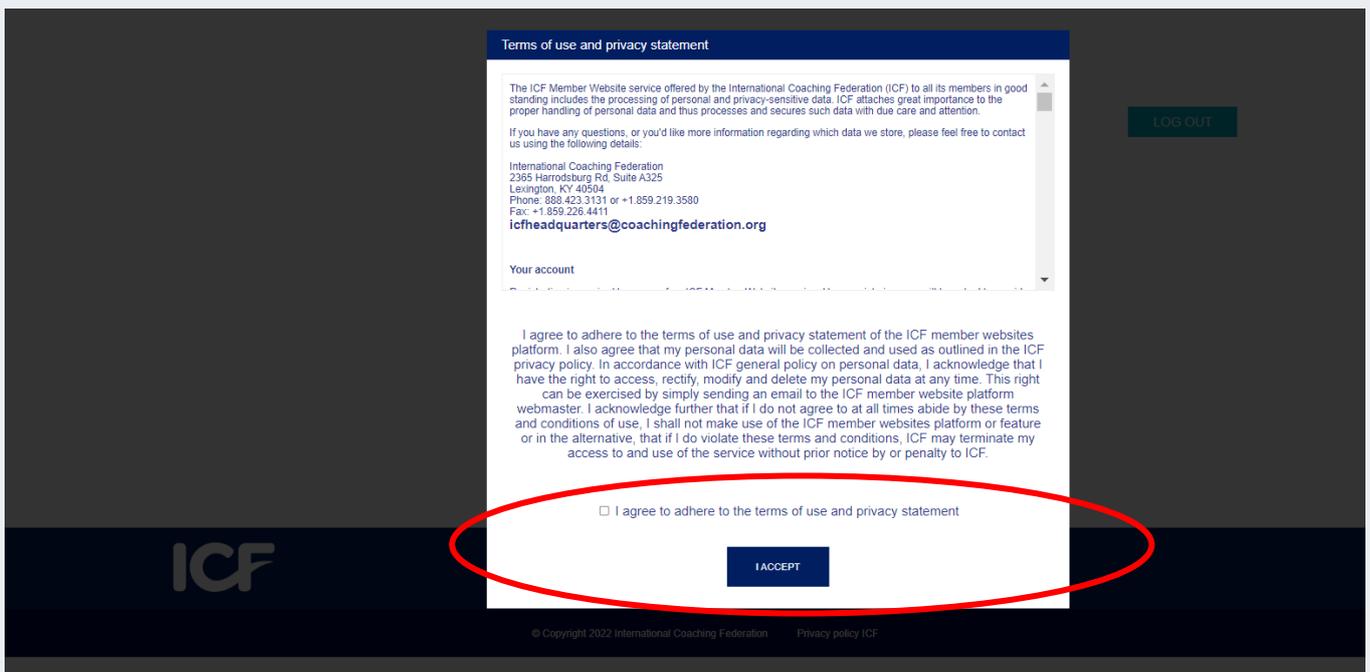
Once you are logged in and you have accepted the terms of use, you will see your firstname under the ICF Professional Coaches logo

Click on the button "ENTER YOUR WEBSITE" to start the creation of your professional website.

3. MY SPACE – YOUR DASHBOARD

3.1. ACCESS YOUR DASHBOARD
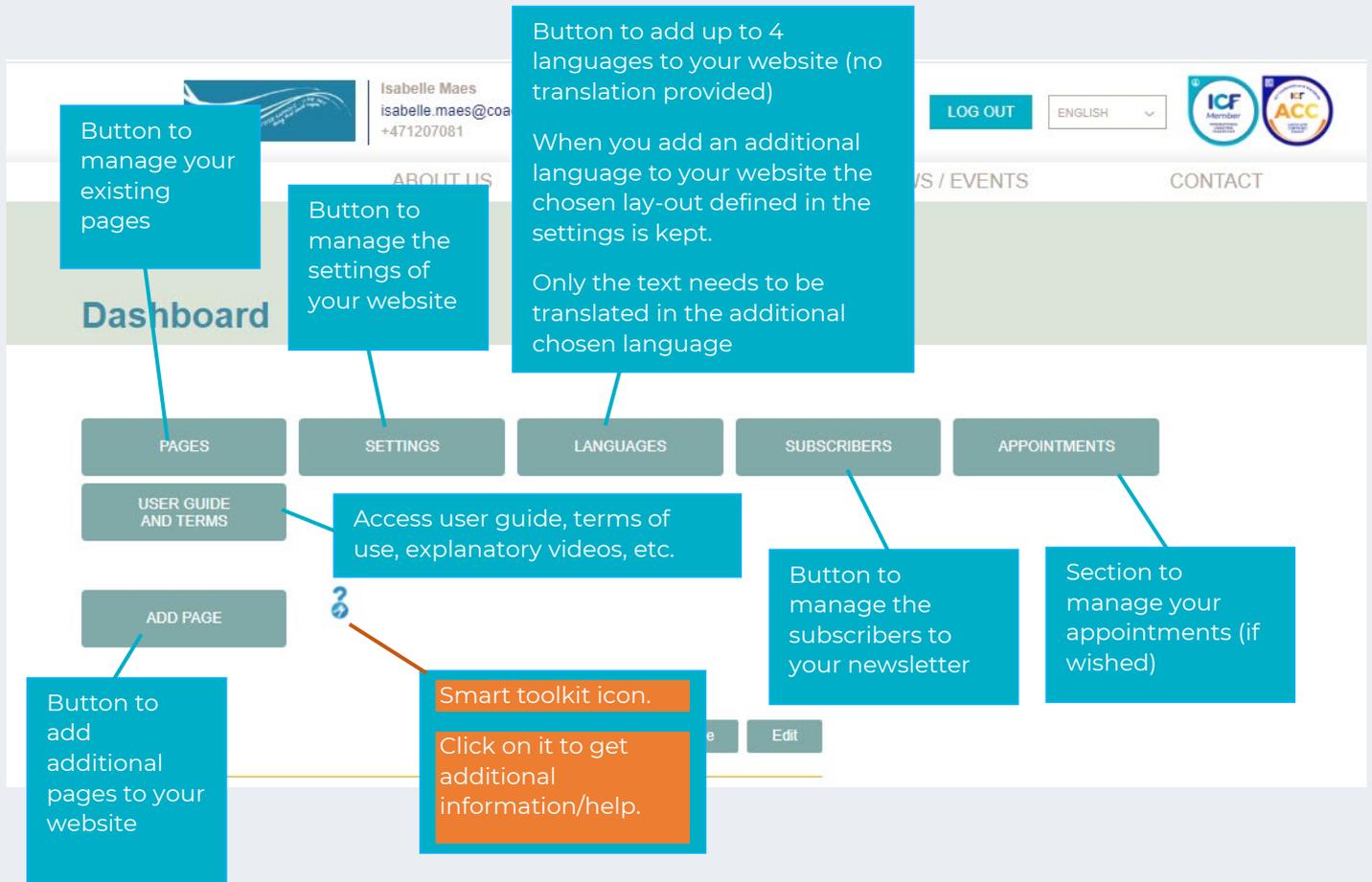
To access your dashboard, click on the My Space yellow button at the bottom of your homepage.

3.2. DASHBOARD CONTENT

You can customize your ICF member website from your dashboard where several options are offered for your pages, settings and languages. In the dashboard you also have the possibility to access and manage the subscribers to your newsletter (see point 4.4).

Button to manage your existing pages

Button to manage the settings of your website

Button to add up to 4 languages to your website (no translation provided)

When you add an additional language to your website the chosen lay-out defined in the settings is kept.

Only the text needs to be translated in the additional chosen language

Access user guide, terms of use, explanatory videos, etc.

Button to manage the subscribers to your newsletter

Section to manage your appointments (if wished)

Button to add additional pages to your website

Smart toolkit icon.

Click on it to get additional information/help.

4. CREATE YOUR ICF MEMBER WEBSITE

4.1. DEFINE THE SETTINGS OF YOUR WEBSITE

In your dashboard click on the SETTINGS button.
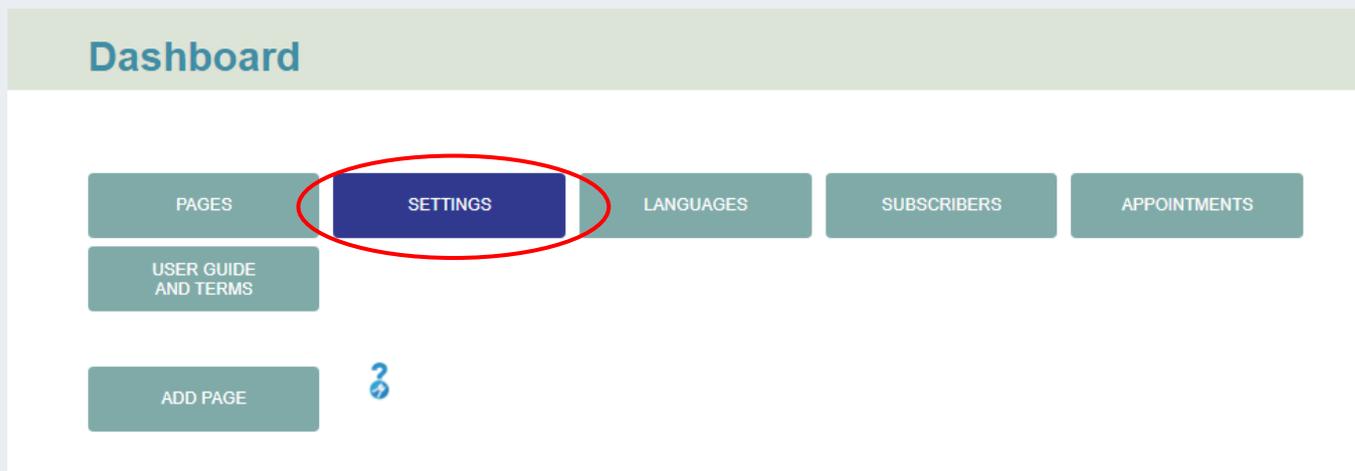
4.1.1.1.   Name of your site

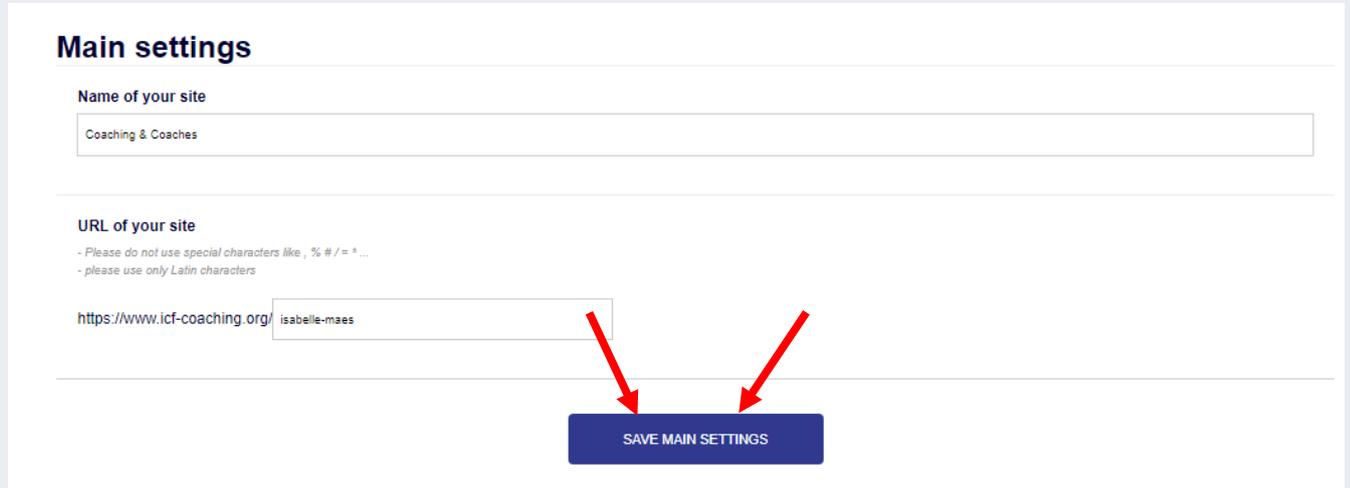Fill in the name of your site. This is the name that will appear in the site tab next to the ICF favicon. You are free to use the name you wish as long as it is still available on the platform. If the name has already been chosen, you will get a notification inviting you to select another name.   Never forget to save your settings.

4.1.1.2.   URL of your site

The URL is the link that will lead directly to your website. Please do not use special characters; use Latin characters only. You are free to use the URL you wish as long as it is still available on the platform. If the URL has already been chosen, you will get a notification inviting you to select another one.

You can also come back anytime and change your URL or site name, but remember this may have an impact on any previous links you may have created and shared with the initial name.

Once you have defined the main settings for your website, please do not forget to click the SAVE SETTINGS button.

4.1.2.1. Template

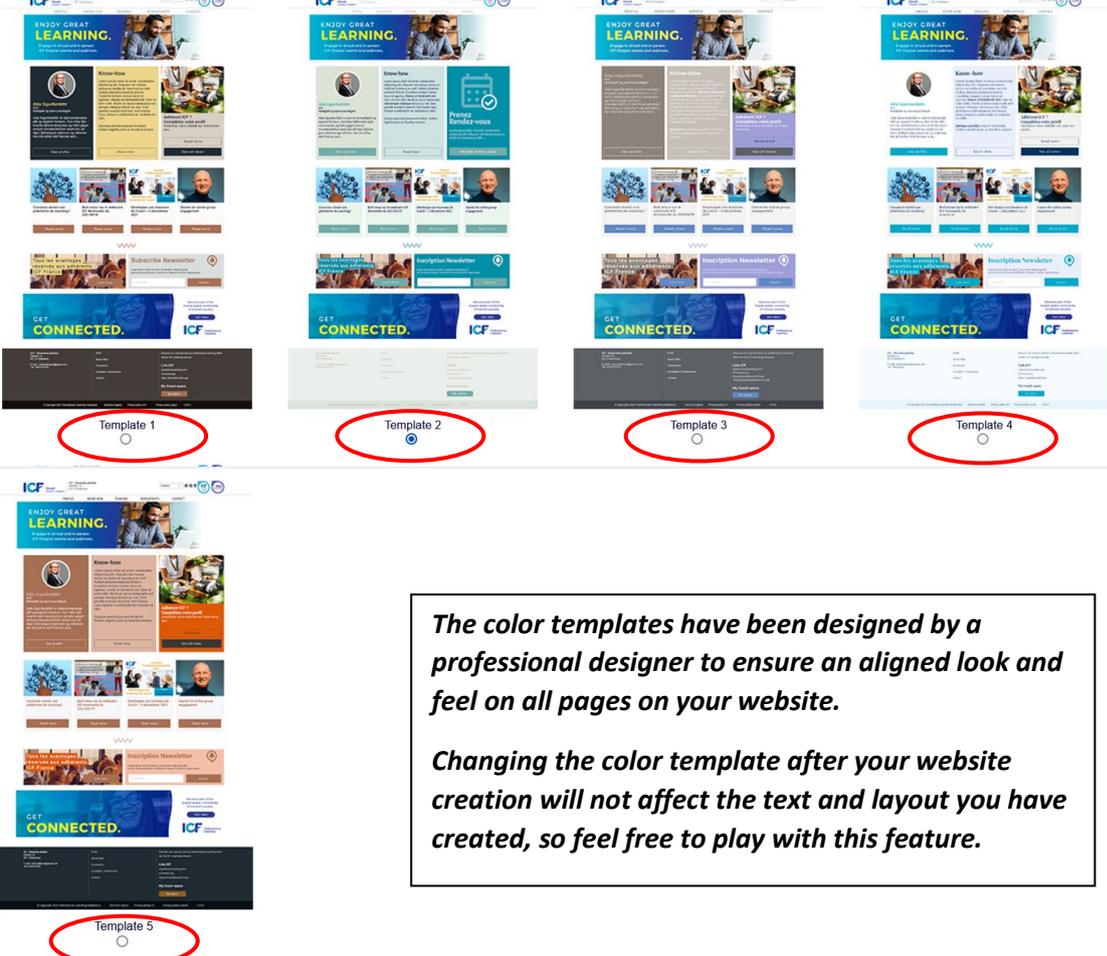You have the choice between 5 different color templates for your website. Choose one of the five templates available.

Additional Settings

Template

The color templates have been designed by a professional designer to ensure an aligned look and feel on all pages on your website.

Changing the color template after your website creation will not affect the text and layout you have created, so feel free to play with this feature.

4.1.2.2. Font

You have the choice between 5 different fonts. If you add these to the 5 color templates, it gives you 25 options to customize your member website and find the layout that fits best with your needs.

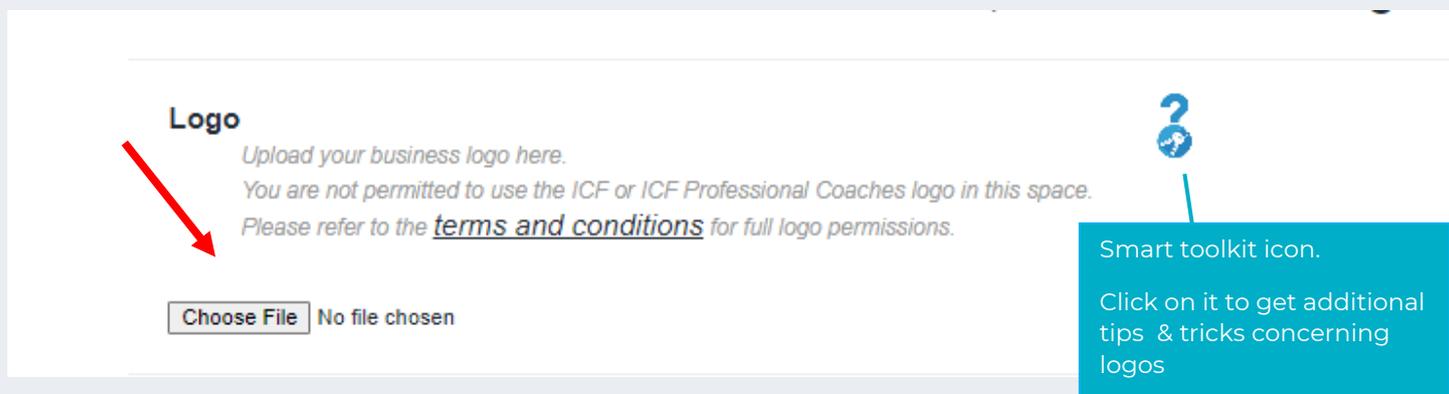Select one of the five fonts available by simply clicking before the font of your choice.

Font

⦿ Arial - Almost before we knew it, we had left the ground.
○ Overlock - Almost before we knew it, we had left the ground.
○ Montserrat Alternates - Almost before we knew it, we had left the ground.
○ Playfair Display – Almost before we knew it, we had left the ground.
○ Roboto - Almost before we knew it, we had left the ground.

4.1.2.3.   Logo

Upload your business logo. Please note that you are not allowed to use the ICF nor the ICF Professional Coaches logo in this section (ICF logo will display automatically on your homepage through your member badge (see section 4.1.2.6).

4.1.2.4.   Banner

You can upload up to 2 banners (the third one is reserved for ICF). Please use only JPEG images with a minimum width of 1591 pixels and a minimum height of 345 pixels.   Or make an image that is at least 4 times wider than tall using programs like Canva Powerpoint. Banners appear at the top and the bottom of your page in random order and rotate automatically

If you do not use banners, note that only the ICF banner will automatically appear. This one will be managed directly by ICF staff and could change several times a year.

4.1.2.5.   Professional information

In this section please fill in all your professional information :

- Name
- Address (street name + house number)
- Zipcode
- City
- Email address
- Phone number

Name

Address

Zipcode

City

Email

Phone

4.1.2.6.   Badges

Here you can add the link to your ICF Member Bagde and the link to your ACC Badge.

ICF Member Badge - Link

https://www.credly.com/badges/9889e09c-deea-4b81-8492-0783cfb22b00/public_url

ACC - ICF Credential Badge - Link

https://www.credly.com/badges/b557cb3c-64b2-41ea-b33f-58d60ece7e93/public_url

PCC - ICF Credential Badge - Link

MCC - ICF Credential Badge - Link

Simply use the URL from Credly you would use to promote your badges on social media. No complicated embed link is needed to make it work.

4.1.2.7.   Social networks

Here you can add up to 10 links linking your member website with your social media networks. These are the top 10 most used social networks.

Please fill in the complete URL for each of them (if any of course).

Facebook

Twitter

LinkedIn

Youtube

Instagram

WhatsApp

Messenger

WeChat

QQ

Sina Weibo

Social media icons will be automatically generated for the fields you will fill in.

These icons with clickthrough links will display at the top of your home page next to your ICF badges.

Once you have filled in all additional settings for your website, please do not forget to click the SAVE SETTINGS button.

SAVE ADDITIONAL SETTINGS

4.2. <u>MANAGE YOUR PAGES</u>

In your dashboard click on the PAGES button to enter the page management section. Whenever you move your cursor to a section, it will color differently to increase visibility
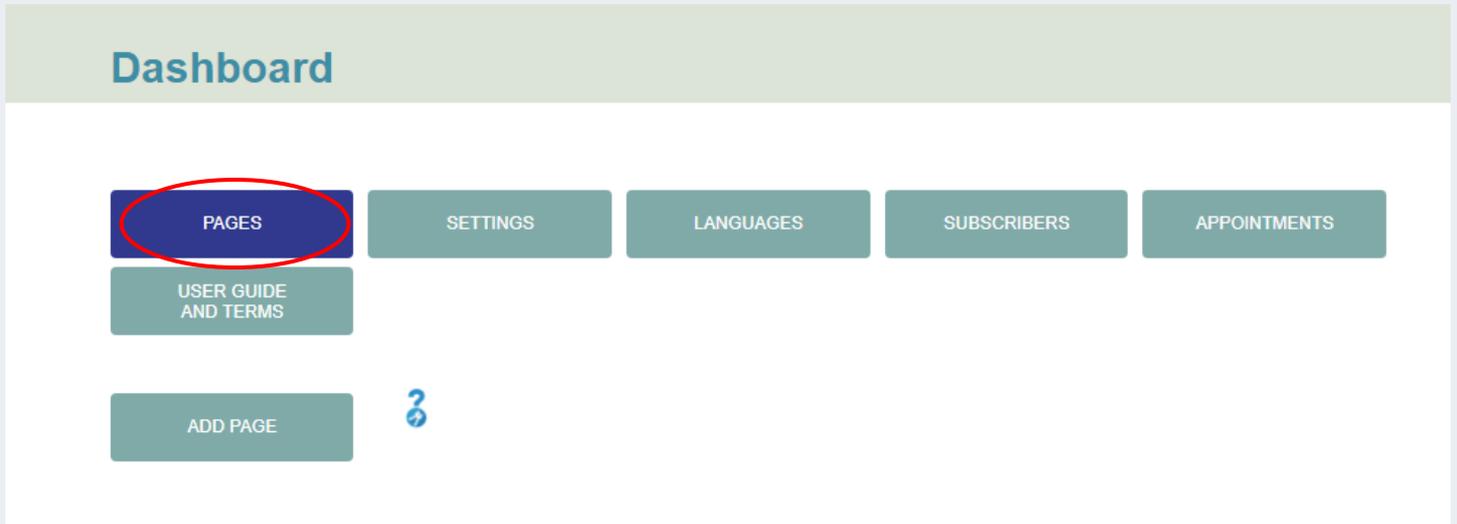
In addition to your homepage, we have created 5 standard PRESET pages : About, Know-how, Services, News/Events and Contact, which you can edit, rename or delete at your convenience.

The only pages you can't delete are the home page and the Privacy Policy section.
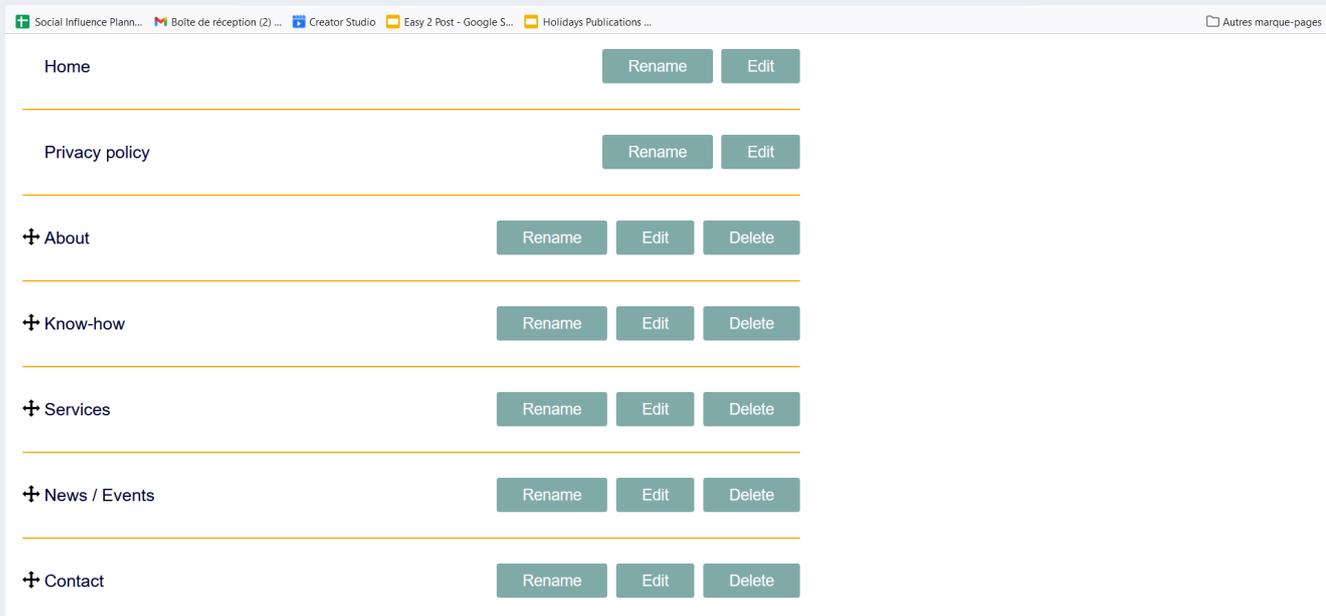
Note: The Privacy policy page does not appear in the menu page above but is accessible to visitors at the bottom of all your pages by clicking on the link Privacy policy coach. Note that privacy policies are mandatory in many countries, so please do not forget to fill them in as soon as you start creating your website.

The standard name of each page can be modified by clicking the Rename button next to the page name.
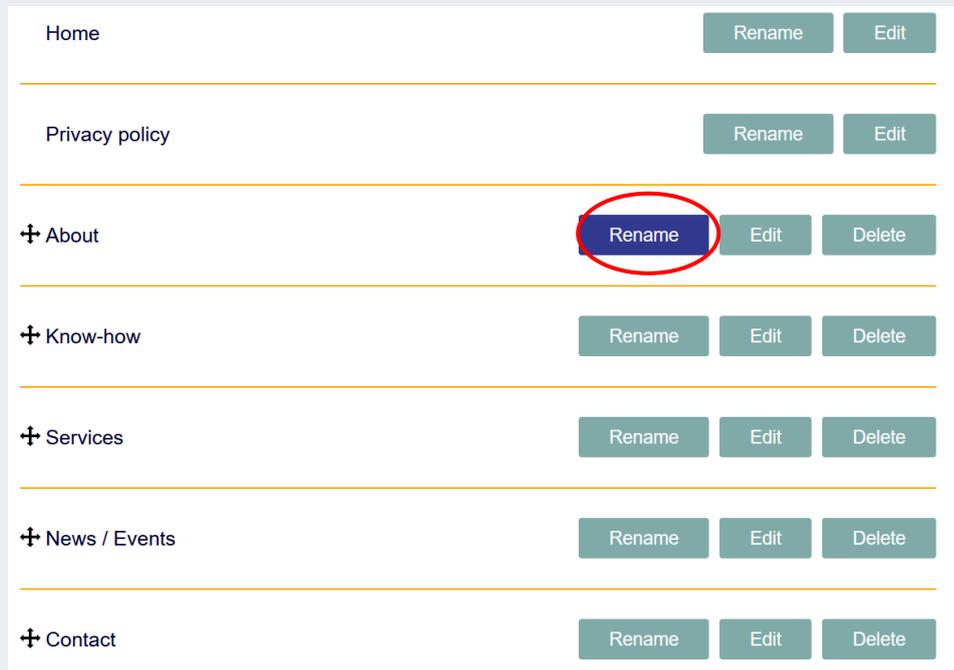
Note: All pages can be renamed.

4.2.2. DELETE A PAGE

A page can be deleted by clicking the Delete button next to the page name. For safety reasons, you will have to confirm your choice before the page is deleted. Once a page is deleted, you will not be able to retrieve it.

Home		Rename	Edit
Privacy policy		Rename	Edit
✛ About	Rename	Edit	Delete
✛ Know-how	Rename	Edit	**Delete**
✛ Services	Rename	Edit	Delete
✛ News / Events	Rename	Edit	Delete
✛ Contact	Rename	Edit	Delete

Click OK button to confirm the deletion of the page

Rename	Edit	Delete

🌐 www.icf-coaching.org

Delete this page ?

OK   Annuler

Rename	Edit	Delete
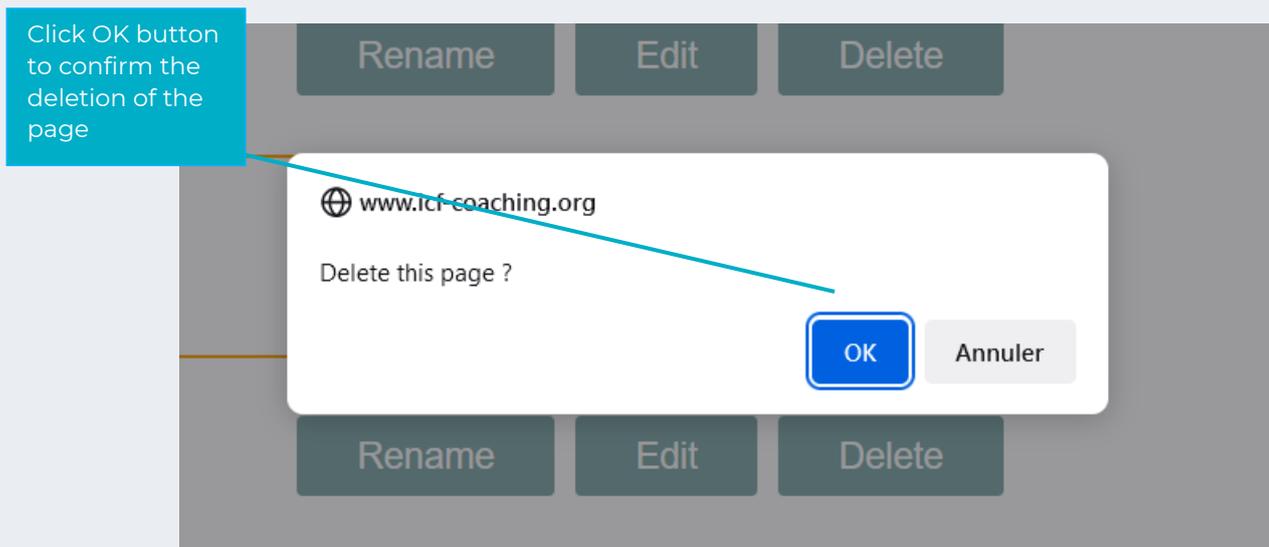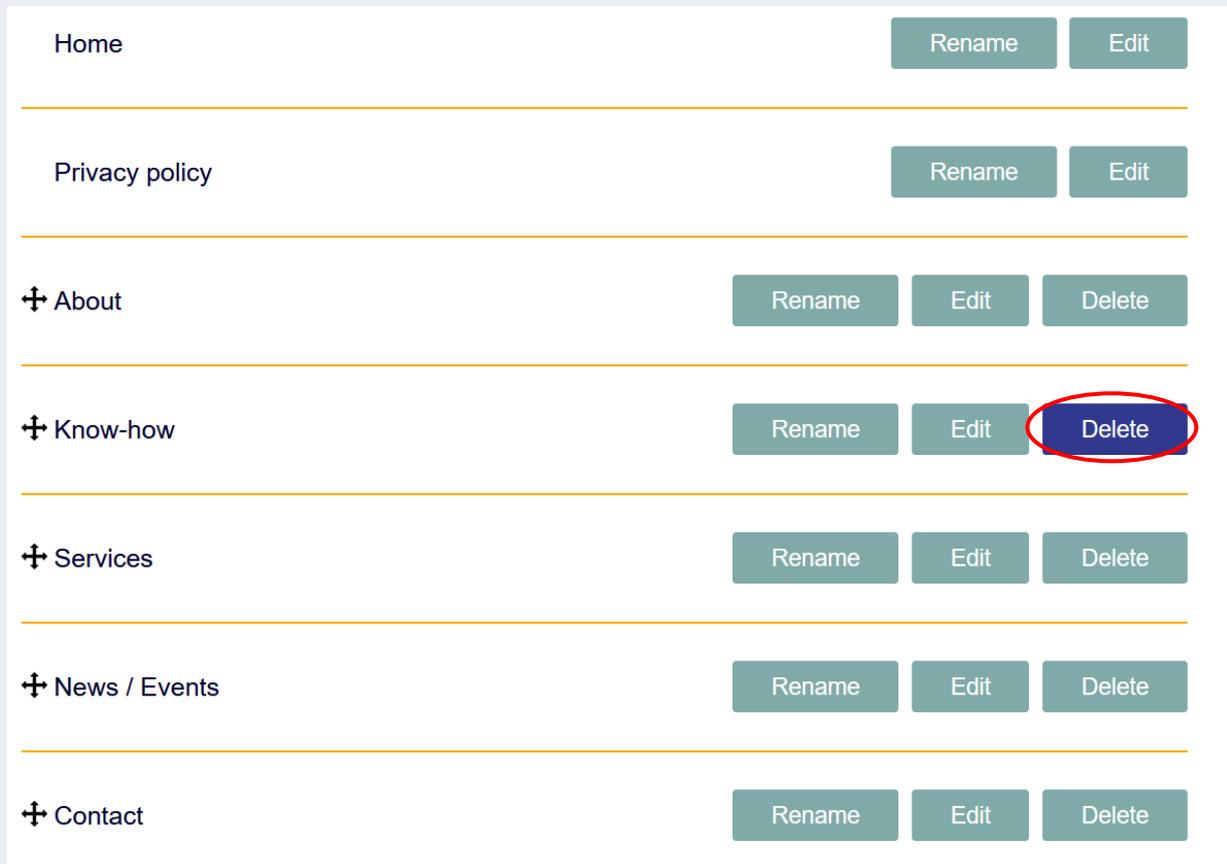
Note: All pages can be deleted EXCEPT from the Home page and the Privacy policy page.

Whilst the number of main pages is set to 5 + 1 for the privacy policy, you can add as many subpages as you wish under each of the existing main pages.

Go to your Dashboard and click on the ADD PAGE button.

Dashboard

| PAGES | SETTINGS | LANGUAGES | SUBSCRIBERS |

ADD PAGE
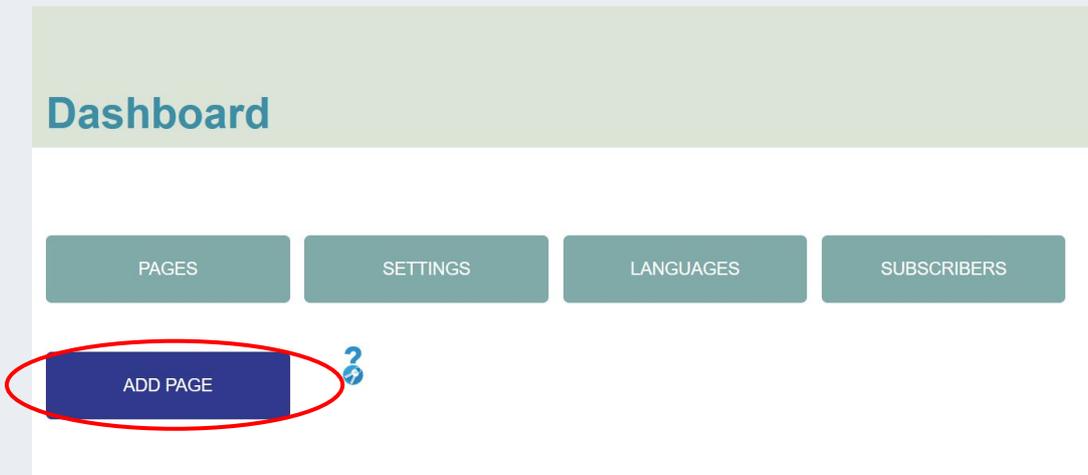
Then fill in the name of your subpage and mark which main page it will display under.

Dashboard

BACK

Fill in the new page name in the Title field

Title

Title

Section

About

Select the Section/Page under which the new subpage will appear

Template
● Rich Text ○ Profile

Select which lay-out you want

TIP : If needed use the Smart Toolkit to help you choose the right template for your needs

SAVE

Click SAVE button
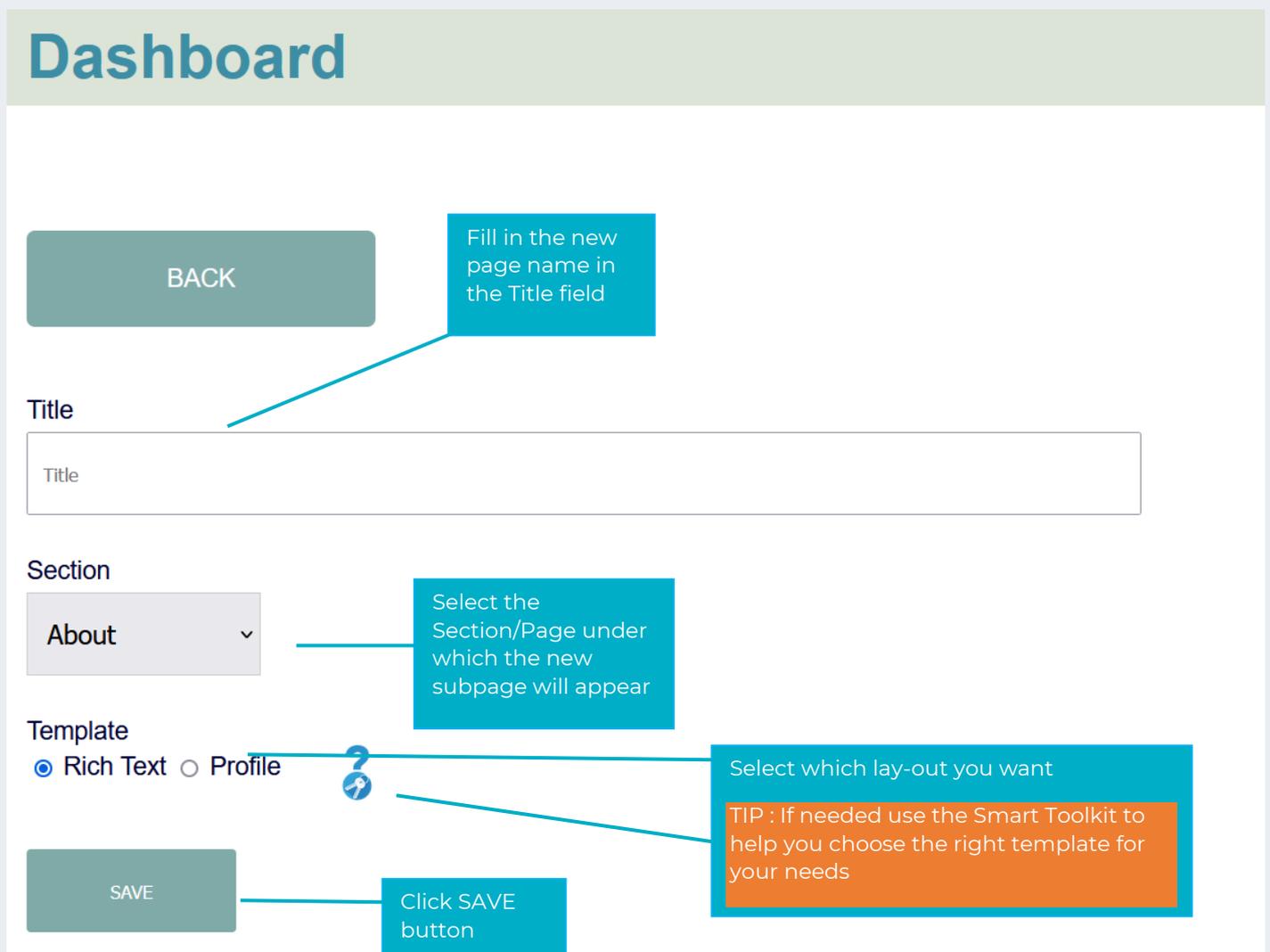
The subpage now appears under the selected main page:
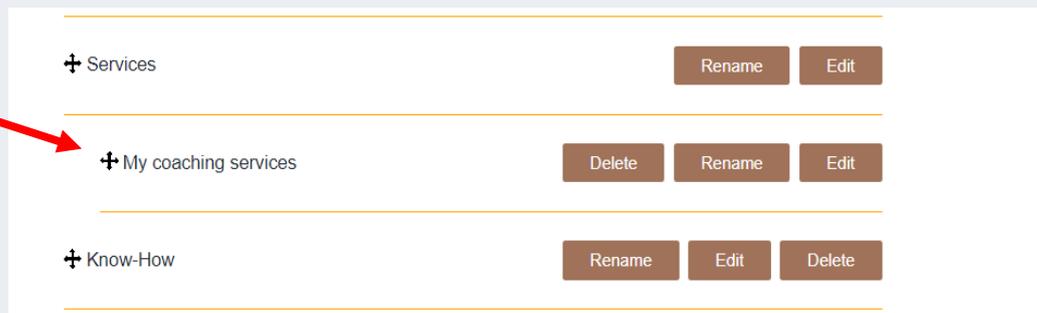
Once you have created a subpage, you will not be able to delete the main page until you have deleted all the sub pages.

Should you wish to change the order of your pages on your homepage, feel free to move your pages by clicking on the ⊕ icon and move the selected page up or down. You can do the same for your subpages

TIP : Use the Smart Toolkit to see how to easily move your pages
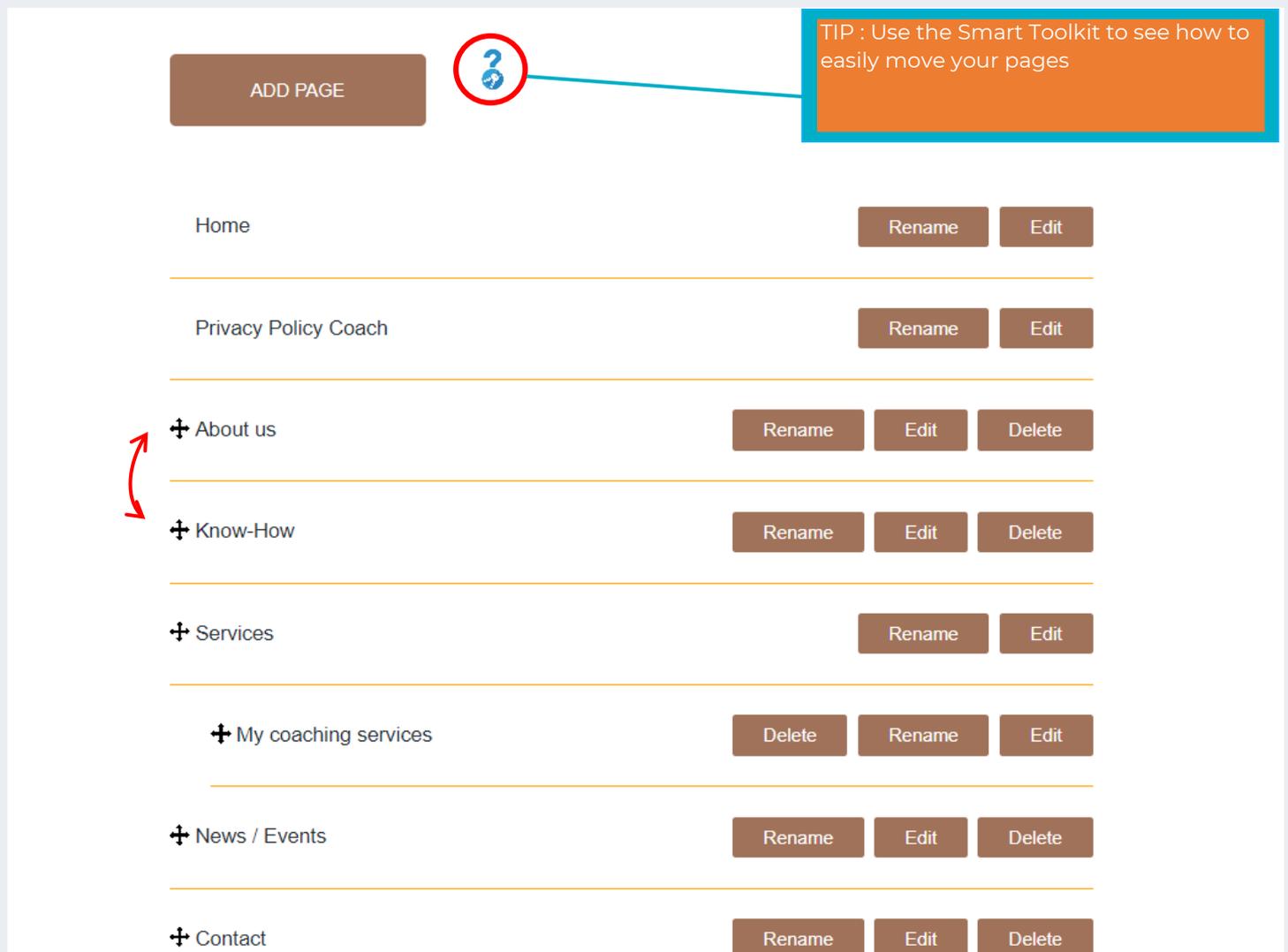
4.2.5.1. EDIT YOUR HOMEPAGE

Go to your Dashboard and click the Edit button for the Home page.

Home	Rename	**Edit**
Privacy policy	Rename	Edit
✛ About	Rename	Edit	Delete
✛ Know-how	Rename	Edit	Delete
✛ Services	Rename	Edit	Delete
✛ News / Events	Rename	Edit	Delete
✛ Contact	Rename	Edit	Delete

You can go back to your main Dashboard anytime, but BE CAREFUL: do not forget to save your changes before going back or you may lose all the work you have previously done

Dashboard - Home

BACK   VIEW PAGE   ?

The Smart Toolkit Icon shows how the Homepage is split in 3 sections

PART 1   PART 2   PART 3

Click on VIEW PAGE button to see the modifications done on your page

There are 3 sections on the Homepage

VIEW PAGE   SAVE PAGE

Click SAVE PAGE button to save your changes

15

To ease the edition of your homepage, it has been divided into 3 sections which you can create/edit separately. Move with your cursor on the Smart Toolkit Icon to see the different parts of your Homepage.

Smart Toolkit Icon details for the Homepage

BACK **VIEW PAGE**

Your home page is divided into 3 parts + a banner at the top and bottom.

Select the part to be edited and create your content.

PART 1 **PART 2**

The banners are to be published in the **Settings** menu

Column 1 - Text

A- Homepage – Part 1

Click on PART 1 button to edit this section of your homepage.

Dashboard - Home

BACK **VIEW PAGE**

PART 1 **PART 2** **PART 3**

VIEW PAGE **SAVE PAGE**

In the first section you can select whether you want to have 2 or 3 columns.

VIEW PAGE   SAVE PAGE

Number of columns
○ 2 ● 3
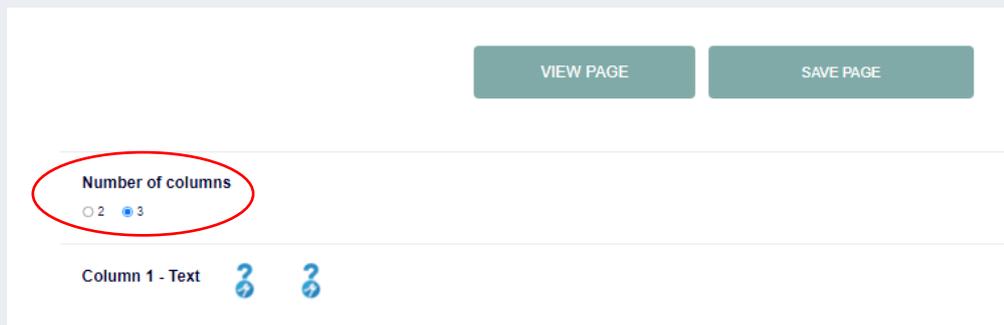
Column 1 - Text
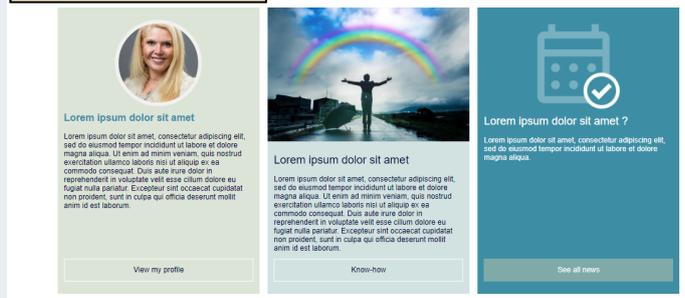
3 column option

2 column option

Fill in the text field, choose a picture, add Button Text and Button Link for column 1 (we recommend you use this column to present yourself).

Move your cursor over the Smart Toolkit Icons to get explanations on the function of each button

Text field to be filled in

Column 1 - Text
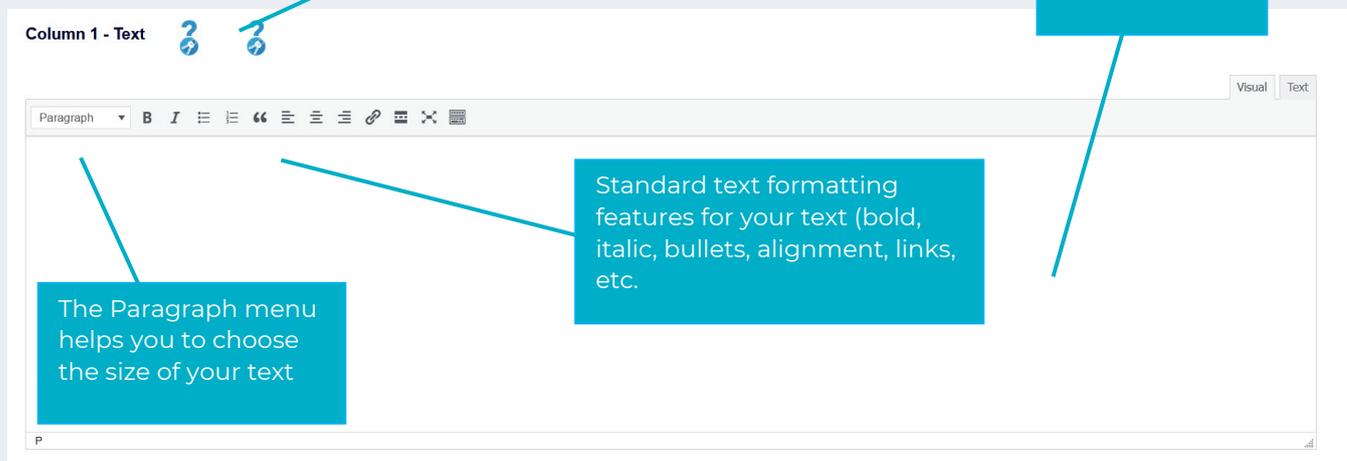
Paragraph ▼ B I ≡ ≡ " ≡ ≡ ≡ 🔗 ▦ ✕ ▦

Visual Text

Standard text formatting features for your text (bold, italic, bullets, alignment, links, etc.

The Paragraph menu helps you to choose the size of your text

P

Select an image

Column 1 - Image
Parcourir... Aucun fichier sélectionné.
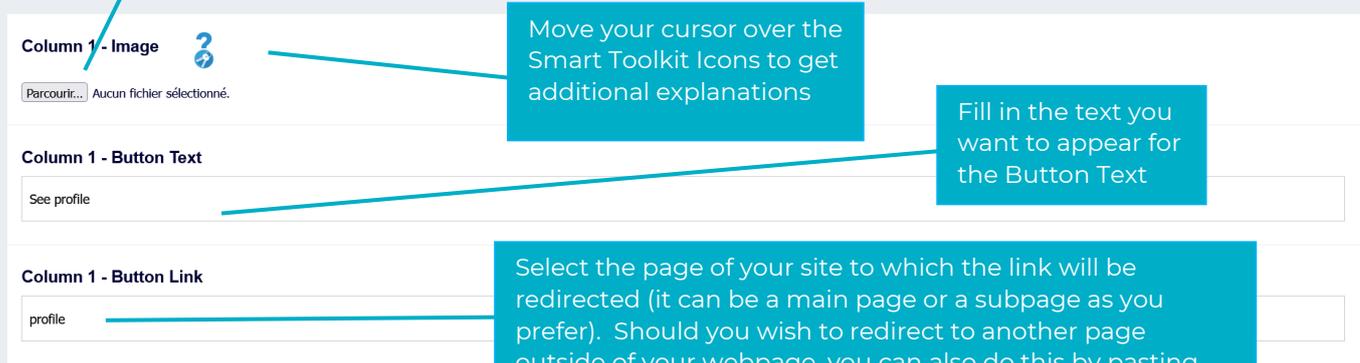
Move your cursor over the Smart Toolkit Icons to get additional explanations

Column 1 - Button Text
See profile

Fill in the text you want to appear for the Button Text

Column 1 - Button Link
profile

Select the page of your site to which the link will be redirected (it can be a main page or a subpage as you prefer). Should you wish to redirect to another page outside of your webpage, you can also do this by pasting the full URL of the page you want the button to redirect to.

17

Repeat exactly the same for Column 2.

Column 2 - Text

Column 2 - Image
Parcourir... Aucun fichier sélectionné.

Column 2 - Button Text
Know-how

Column 2 - Button Link
know-how
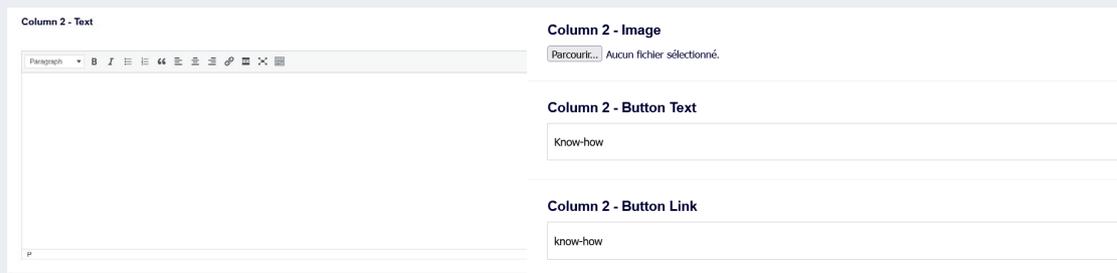
For Column 3 you can choose to proceed the same way as for Column 1 &2 **OR** add an appointment module. Up to you to decide what is the best option

If you want to add an appointment module check the little box accordingly. In this case, you won't be able to add an image in Column 3 as we have created a preset design for appointments. Please add a text in the button below like 'book a session'. The visitor will land on your calendar when hitting the button. More information on the appointment module can be found on **pages 35-38**
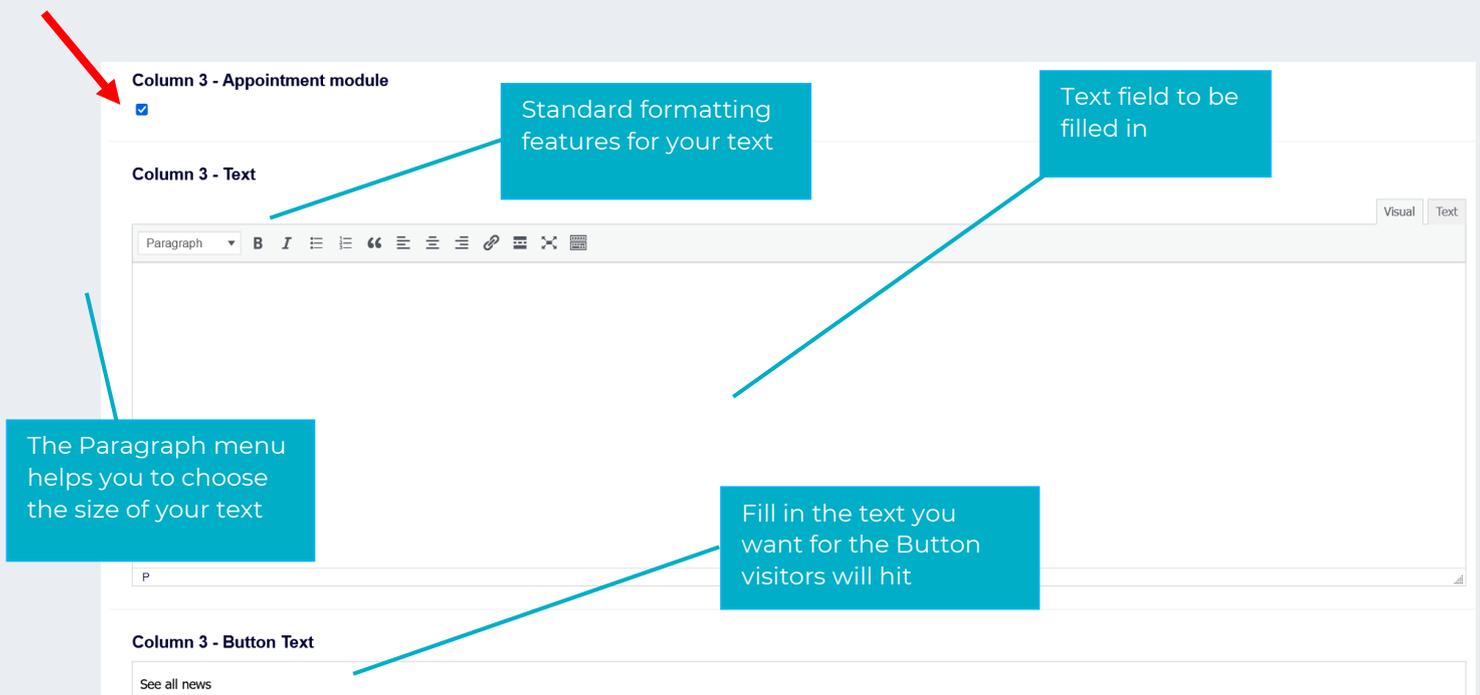
Column 3 - Appointment module

Standard formatting features for your text

Text field to be filled in

Column 3 - Text

The Paragraph menu helps you to choose the size of your text

Fill in the text you want for the Button visitors will hit

Column 3 - Button Text
See all news

Do not forget to click the THE SAVE PAGE button to keep your changes.

After having saved your changes you can click on VIEW PAGE button to see the results.

VIEW PAGE   SAVE PAGE

18
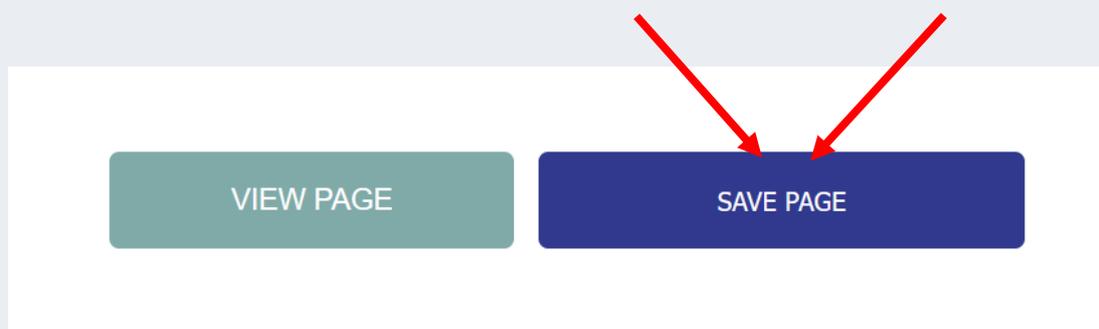
B- Homepage – Part 2

Click on PART 2 button.

In PART 2 of the Home page you can Create up to 4 eye catching blocks with redirection to the pages of your choice. The layout will automatically adapt to the number of blocks selected

- For each block it is mandatory to select a lay-out. You have 3 possibilities for each block. Depending on the chosen lay-out you will have to fill in specific fields.
- You can move blocks easily by using the cross in front of each block and slide it in your order of preference.
- You can remove a block.
- You can duplicate a block; this keeps your initial lay-out and only content needs to be adapted. Duplication is only possible if you have not reached the maximum of 4 blocks. If you have 4 blocks and want to duplicate one, please first delete one of the existing blocks.

If you want to add a blanck block with no previous lay-out, click ADD BLOCK at the bottom of the page.
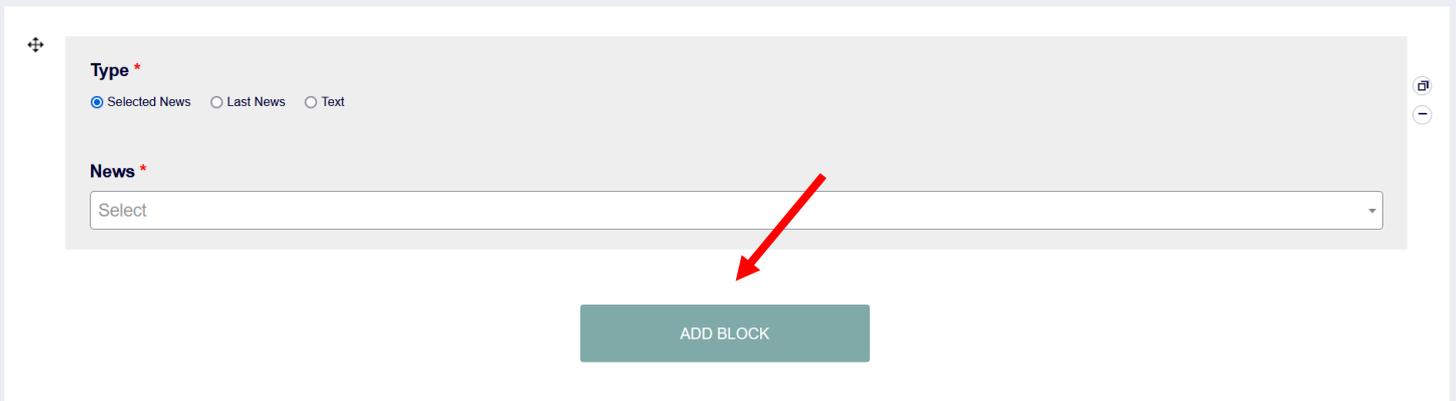
Once you have finalised Part 2 of your Home page, do not forget to click the THE SAVE PAGE button to keep your changes.

When your changes are saved, click on VIEW PAGE button to see the results.

C- Homepage – Part 3

Click on PART 3 button.
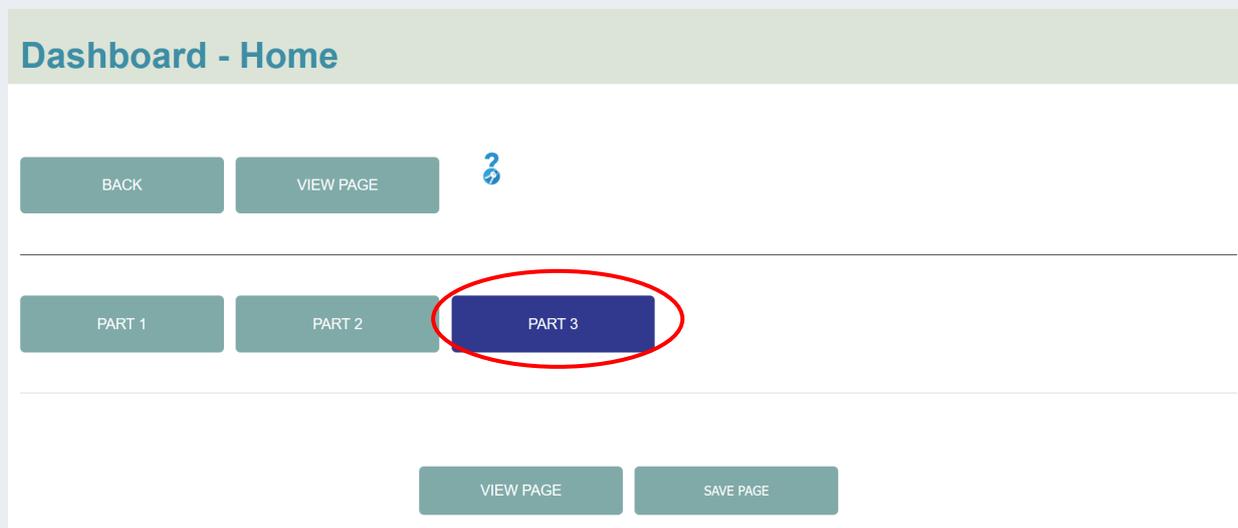
In PART 3 of the Home page you have 2 columns.

Column 1 - Text

```
This is a test in English to see how it shows in front
This is a test in English to see how it shows in front
This is a test in English to see how it shows in front
This is a test in English to see how it shows in front
This is a test in English to see how it shows in front
```

Text field to be filled in

Column 1 - Image

Parcourir... Aucun fichier sélectionné.

Select an image

Column 1 - Button Text

Profile

Fill in the text you want to appear for the Button Text

Column 1 - Button Link

profile

Select the page to which the link will be redirected

If you want the same lay-out for Column 2 as for Column 1 please select Text Type for Column 2 and proceed the same way to complete the data.

If you are planning to send out Newsletters you can select Newsletter for the type of Column 2. Your visitors will then have the opportunity to subscribe with an email address and you will be able to manage the lists in your Dashboard (see point 4.4).

Column 2 - Type

○ Text   ● Newsletter

For the Newsletter functionality select Newsletter

Column 2 - Title

Subscribe to our Newsletter

Complete the Title of Column 2

Column 2 - Text

```
to receive invitations and our latest news and events
```

Fill in the Text field

Once you have finalised Part 2 of your Home page, do not forget to click the THE SAVE PAGE button to keep your changes.

After having saved your changes you can click on VIEW PAGE button to see the results.

VIEW PAGE   SAVE PAGE
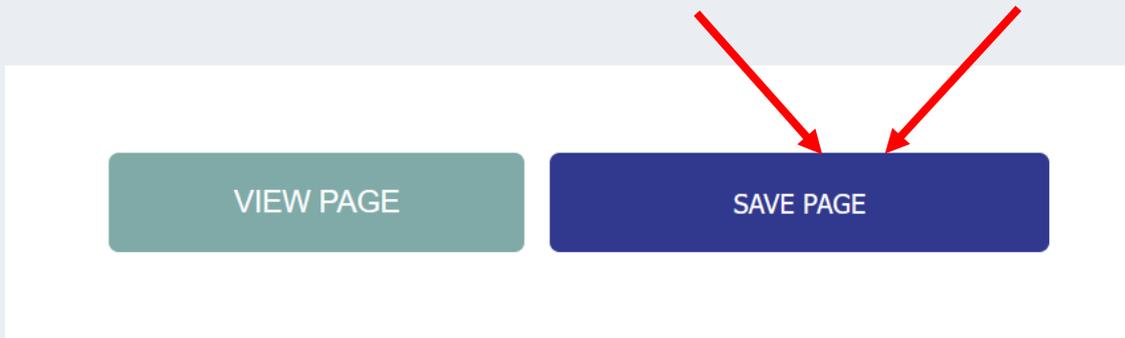
4.2.5.2.   EDIT PRIVACY POLICY

Go to your Dashboard and click the Edit button for the Privacy Policy page.

Home		Rename	Edit
Privacy policy		Rename	Edit
✛ About		Rename	Edit	Delete
✛ Know-how		Rename	Edit	Delete
✛ Services		Rename	Edit	Delete
✛ News / Events		Rename	Edit	Delete
✛ Contact		Rename	Edit	Delete
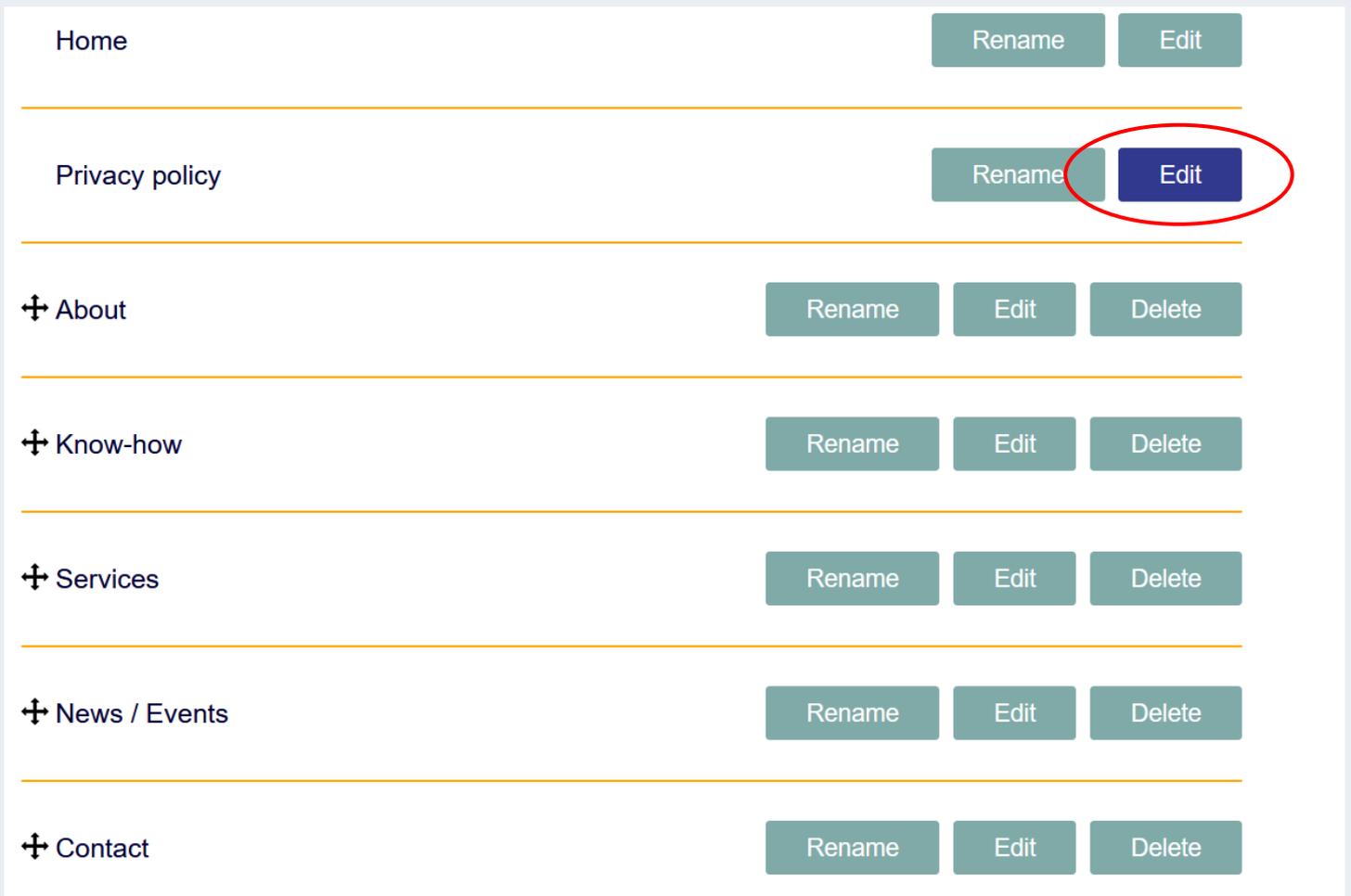
For the section concerning the Privacy Policy there are several paragraphs you can add.

You can then :

- move paragraphs using the cross icon in front of each paragraph and slide them in your order of preference.
- remove a paragraph.
- duplicate a paragraph; this keeps your initial lay-out and only content needs to be adapted.
- add a paragraph.

Dashboard - Privacy policy

The Smart Toolkit Icons give you more information on the functionalities of the Privacy Policy page

BACK	VIEW PAGE

¶ Text

Use the cross icon to move paragraphs

Click the plus icon to add a paragraph

Click the minus icon to remove a paragraph

¶ Text

Click to see the different layout possibilities

Click the duplicate icon to duplicate a paragraph. Lay-out will be kept, only the content will need to be adapted.

22

For each paragraph you can select a specific lay-out. Click on the arrow to toggle and see the different possibilities. Use Smart Toolkit Icons to help you choose the right option for you.

Depending on your choice you will have to fill in specific fields/info linked to the chosen lay-out.

BACK

VIEW PAGE

The Smart Toolkit Icons give you information on the functionalities of the Privacy Policy page

¶
Text

Image only

Image + text

Columns

Highlight Title

Separator

Button

Blocks

Text

Visual   Text

Heading 2   B I ≣ ≣ ❝ ≣ ≣ ≣ 🔗 ▣ ✕ ▦

You also have the possibility to add a paragraph at the bottom of the page by clicking the ADD A PARAGRAPH button.

Once you have finalised your Privacy Policy do not forget to click the THE SAVE PAGE button to keep your changes. After saving changes you can click on VIEW PAGE button to see the results.

¶   Text

ADD A PARAGRAPH

SAVE PAGE
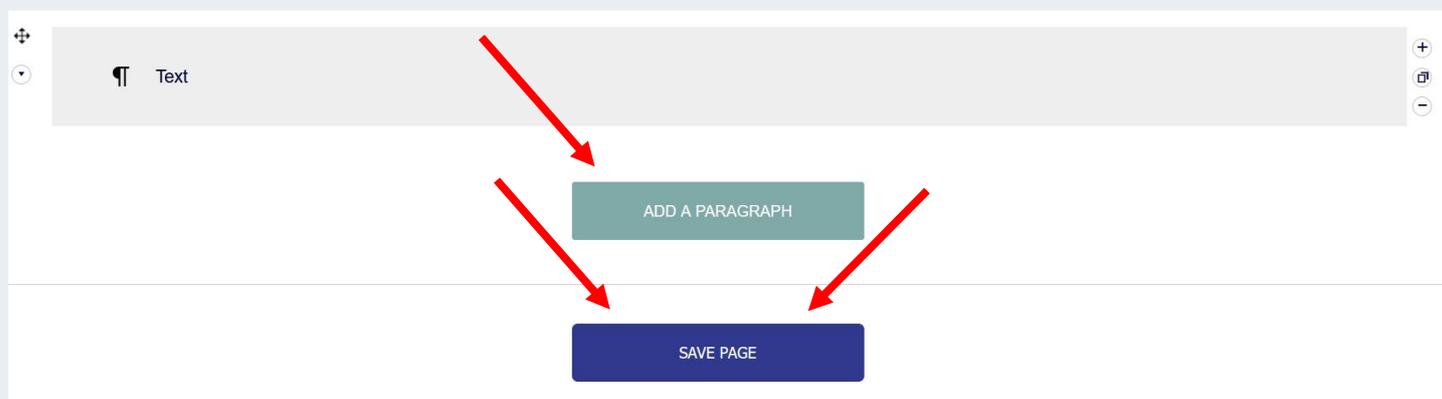
4.2.5.3.   EDIT THE ABOUT PAGE (your profile page)

Go to your Dashboard and click the Edit button for the About page. Feel free to rename the page if you do not like the original name by clicking on the button RENAME.

Home		Rename	Edit

Privacy policy		Rename	Edit

✛ About — Rename — **Edit** — Delete

✛ Know-how — Rename — Edit — Delete

✛ Services — Rename — Edit — Delete

✛ News / Events — Rename — Edit — Delete

✛ Contact — Rename — Edit — Delete

For this "profile" page (information about yourself) you can add several paragraphs. Please refer to previous section (Privacy policy) for the specificities and use the Smart Toolkit Icons.

Dashboard - About

BACK   VIEW PAGE   ❓ ❓ ❓

The Smart Toolkit Icons give you information on the lay-out and functionalities of the paragraphs

✛
▾   ¶   Text   ⊕ ⧉ ⊖

✛
▾   ¶   Text   ⊕ ⧉ ⊖

ADD A PARAGRAPH

You can also :

- Add a picture
- Fill in your name
- Fill in your function
- Add your bio/certification
- Complete your email address
- Add your social networks

Photo

Parcourir... Aucun fichier sélectionné.

Add your picture

Name

Fill in your name

Function

Add your function

Certification

Complete your bio/certification

Email

Add your email address

Skype

Linkedin

Add your social networks links

Facebook

Twitter

Instagram

Add your website address

Website

SAVE PAGE

Once you have finalised the About page do not forget to click the THE SAVE PAGE button to keep your changes. After saving your changes you can click on VIEW PAGE button to see the results.

4.2.5.4. EDIT KNOW-HOW PAGE

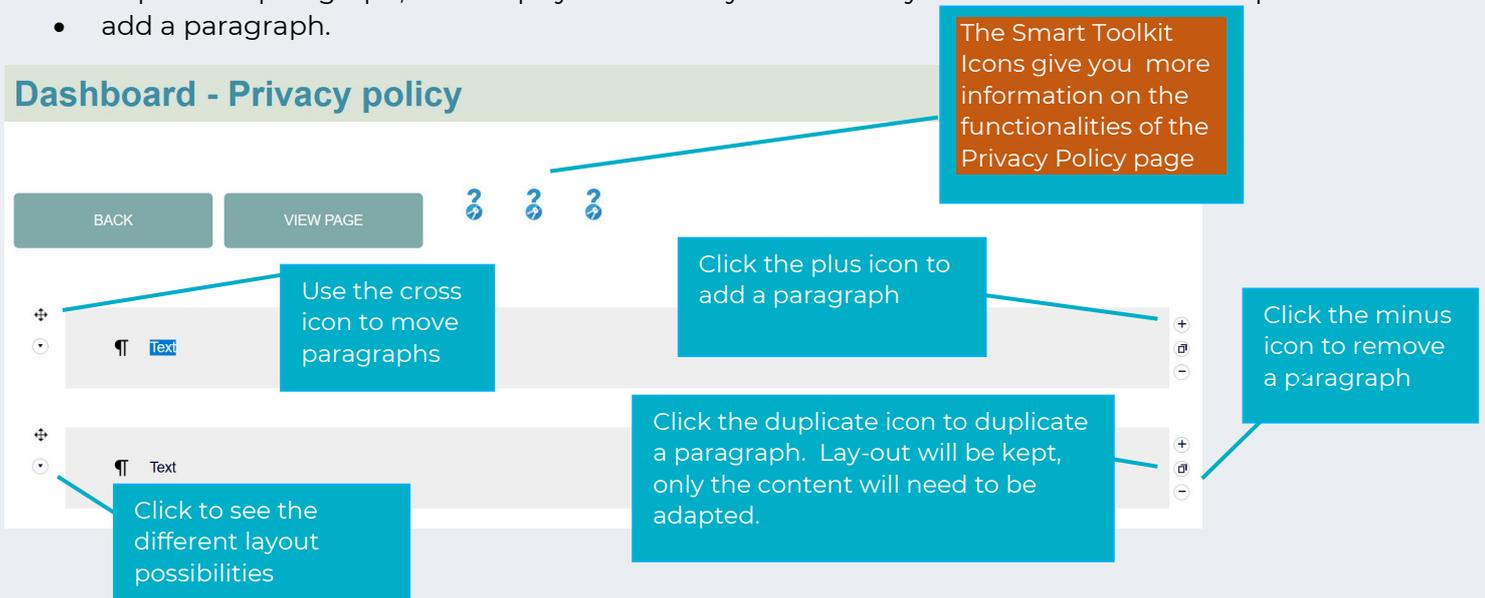Go to your Dashboard and click the Edit button for the Know-How page.
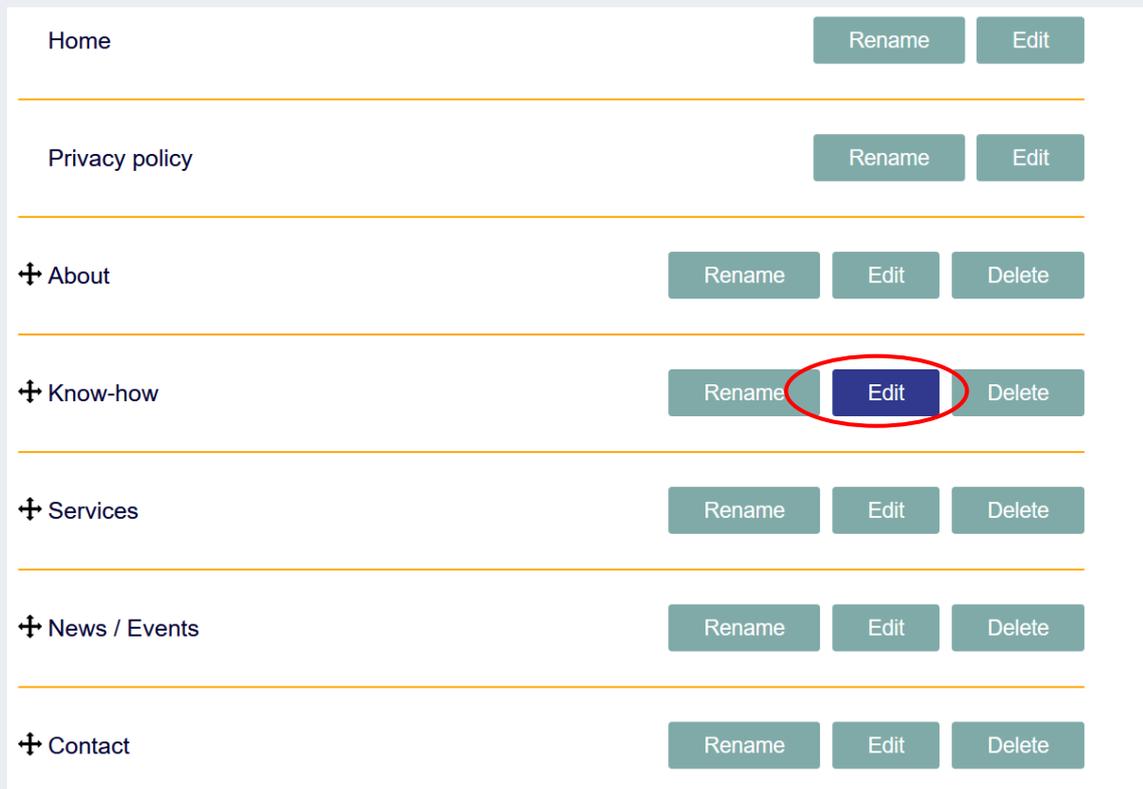
For this page you can select many layout features (blocks, text, images only, columns, etc.)

Move your cursor on the Smart Toolkit Icons for more detailed information

Image + text

Image + text

¶ Text

Columns

¶ Text

Columns

Once you have finalised your Know-How page do not forget to click the THE SAVE PAGE button to keep your changes.   After saving your changes you can click on VIEW PAGE button to see the results.

¶ Text

ADD A PARAGRAPH

SAVE PAGE

4.2.5.5.   EDIT SERVICES PAGE

Go to your Dashboard and click the Edit button for the Services page.

Home	Rename	Edit
Privacy policy	Rename	Edit
✛ About	Rename	Edit	Delete
✛ Know-how	Rename	Edit	Delete
✛ Services	Rename	**Edit**	Delete
✛ News / Events	Rename	Edit	Delete
✛ Contact	Rename	Edit	Delete

For this page you can also add several paragraphs and layout (please refer to know how pages for more details)

Dashboard - Services

BACK	VIEW PAGE	? ? ?

The Smart Toolkit Icons give you information on the lay-out and functionalities to select from

✛
▾   ▐≡ Image + text

✛
▾   ▐≡ Image + text

ADD A PARAGRAPH

28

Once you have finalised your Services page do not forget to click the THE SAVE PAGE button to keep your changes.

After saving your changes you can click on VIEW PAGE button to see the results.

¶   Text

ADD A PARAGRAPH

SAVE PAGE
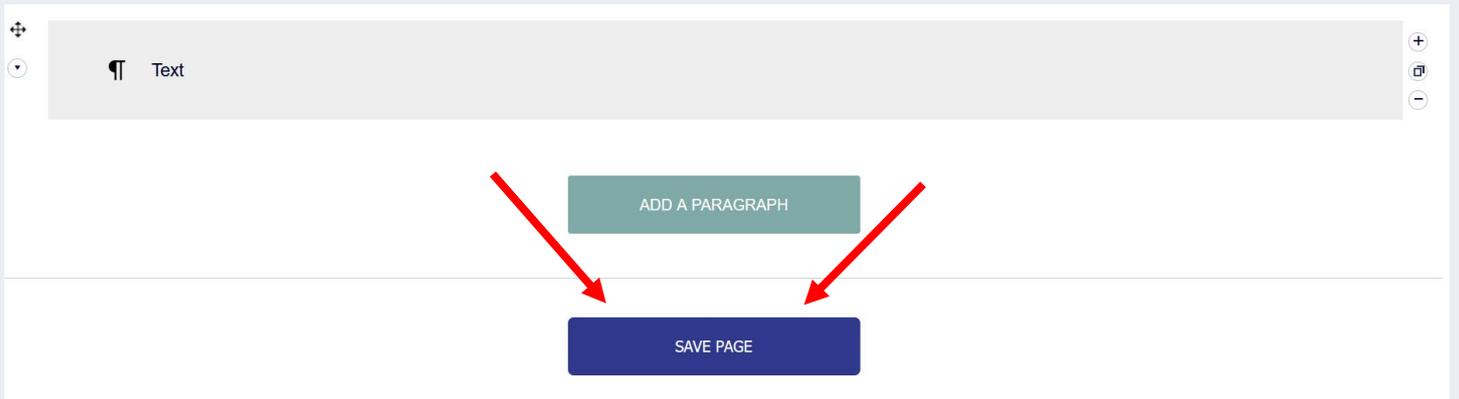
4.2.5.6.   EDIT NEWS / EVENTS PAGE

Go to your Dashboard and click the Edit button for the News / Events page.

Home	Rename	Edit

Privacy policy	Rename	Edit

✛ About	Rename	Edit	Delete

✛ Know-how	Rename	Edit	Delete

✛ Services	Rename	Edit	Delete

✛ News / Events	Rename	Edit	Delete

✛ Contact	Rename	Edit	Delete

Click on ADD NEWS button to add news and/or events to this page.

| ABOUT | KNOW-HOW | SERVICES | NEWS / EVENTS | CONTACT |

Dashboard - News / Events

BACK   VIEW PAGE   ❓ ❓ ❓

ADD NEWS

Title

Title

> Add the title of your event/news

Date

11 / 07 / 2022

> Add the date of your event/news

Image
2MB max.

Parcourir... Aucun fichier sélectionné.

> Add an image of your event

Content

Visual | Text

B *I* U 66 ᴬᴮᶜ ≔ ≔ ≡ ≡ ≡ ↶ ↷ 🔗 ⤢

> Add a description about your event/news. Do not forget to include redirection links in case you use a separate registration platform for instance

Once you have finalised your news/event do not forget to click the THE SAVE button to keep your changes.

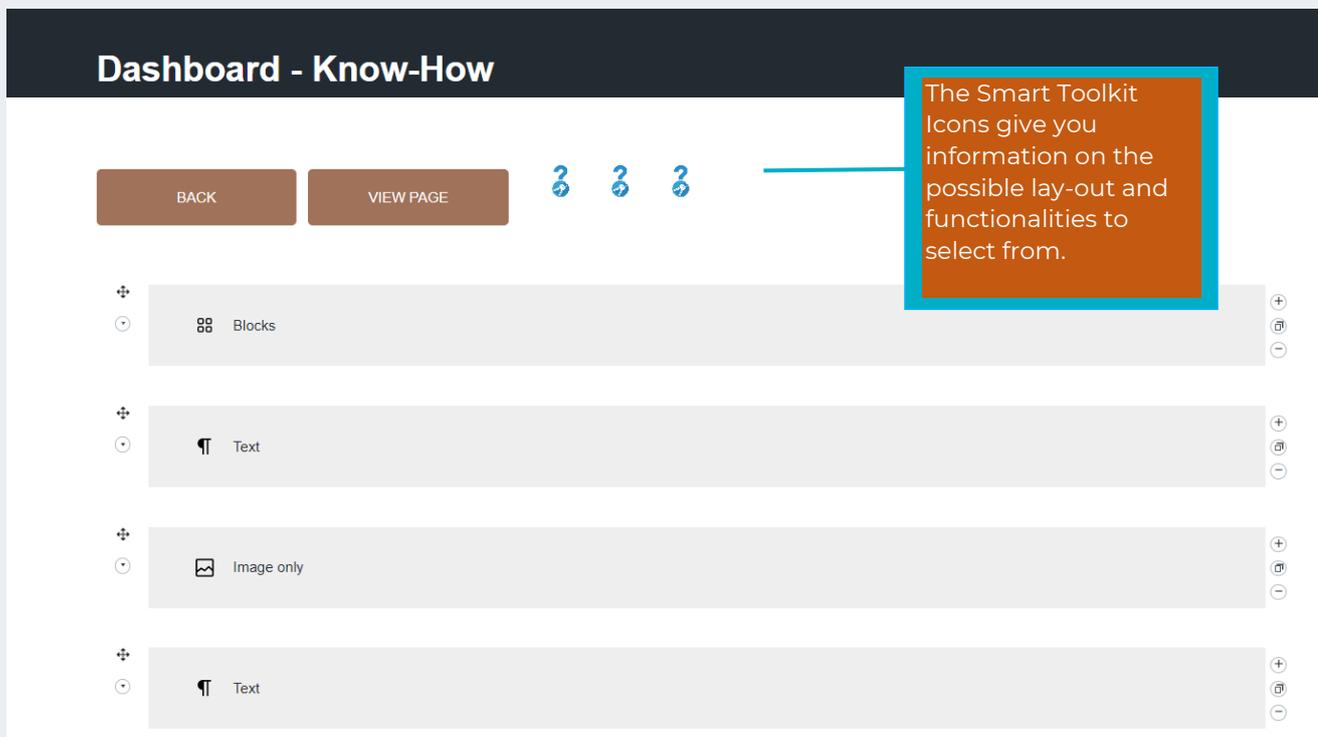After saving your changes you can click on VIEW PAGE button to see the results.

SAVE

Repeat the process to add an additional news/event to your page. You can add as many events or news as you wish.

4.2.5.7.   EDIT CONTACT PAGE

Go to your Dashboard and click the Edit button for the Contact page.
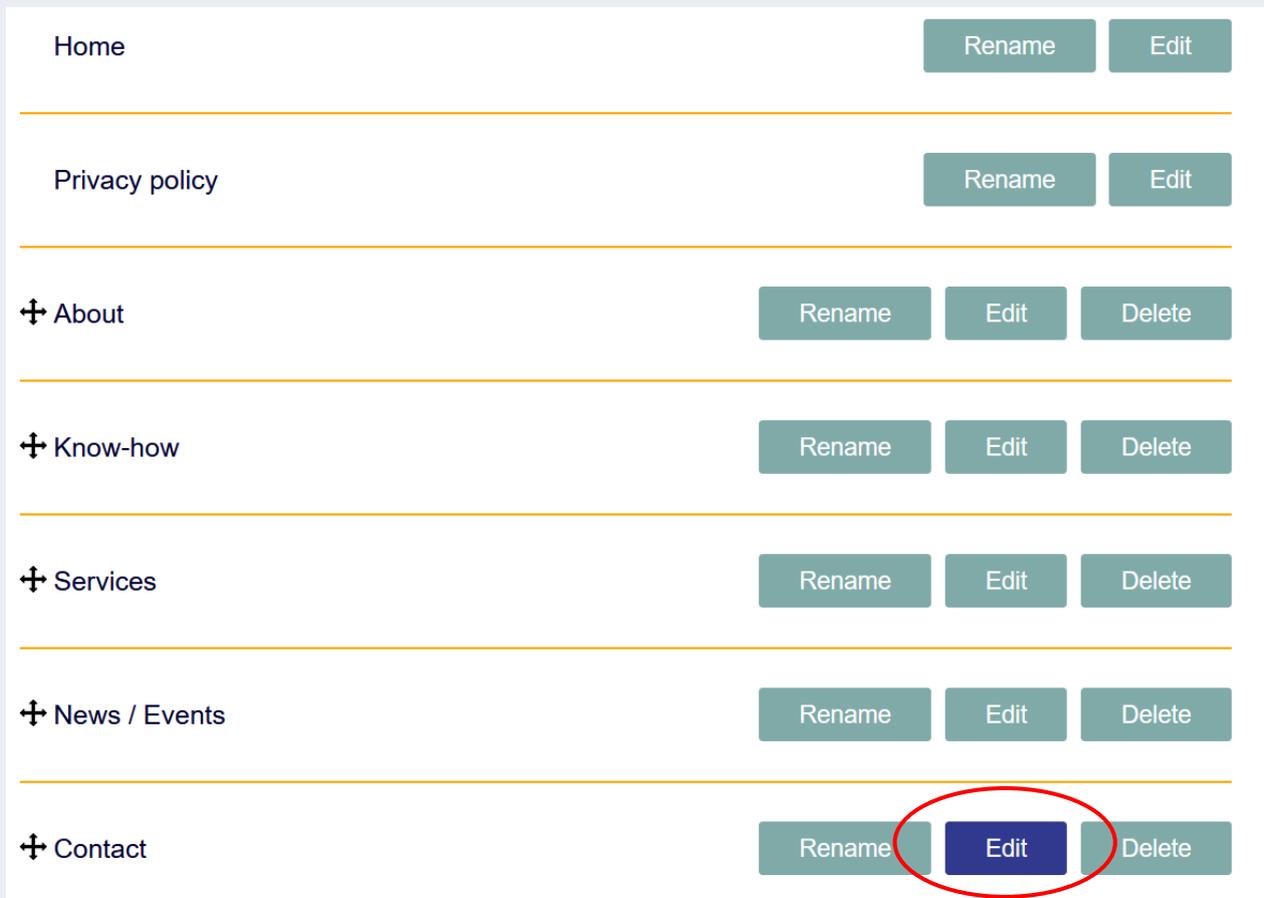
On this page you can also add as many paragraphs/blocks/columns/texts as wished
The different lay-out possibilities for this page are the same as for the know-how and services pages
Please refer to previous sections for the specificities or activate to Smart Toolkit Icons.
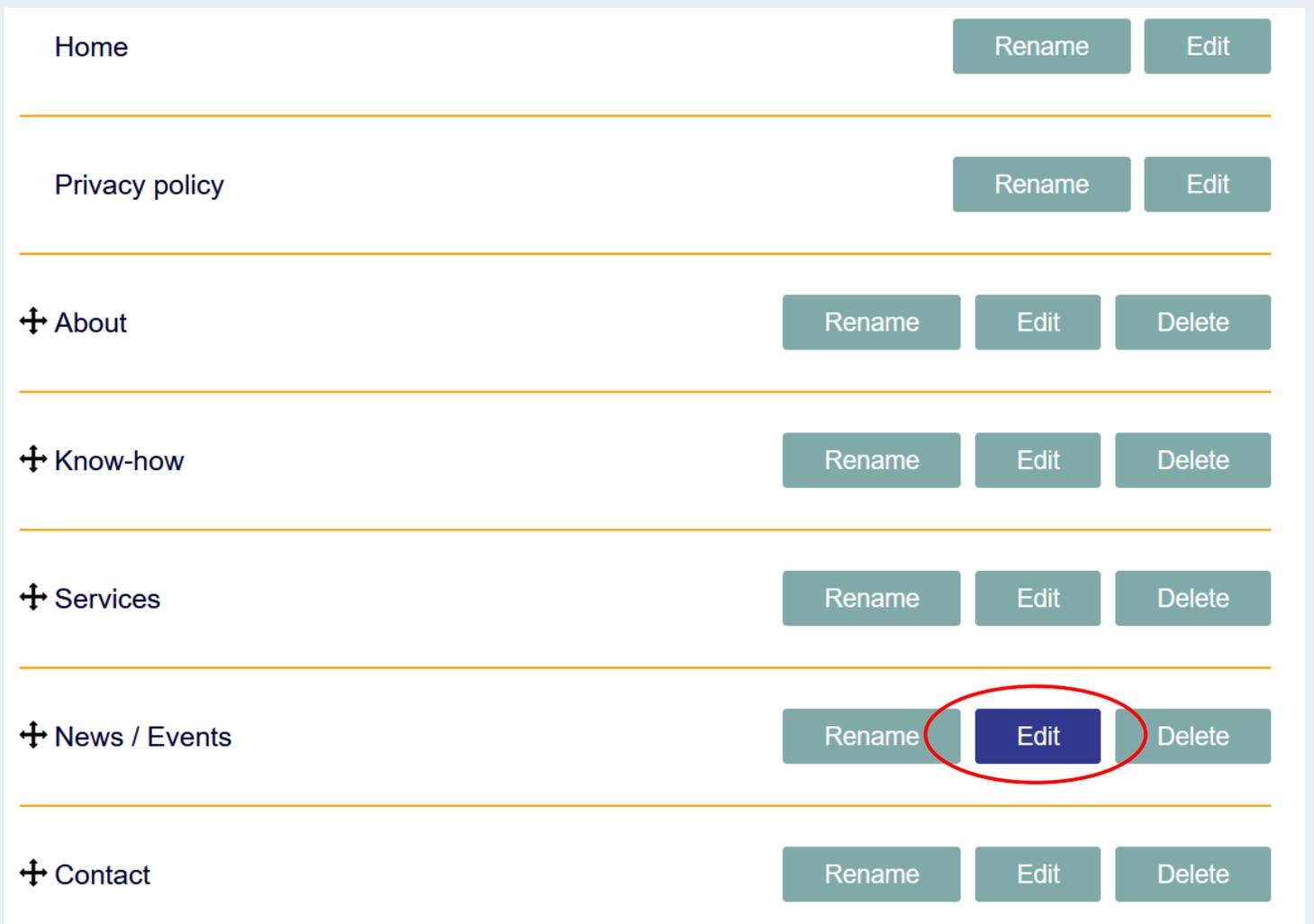

Once you have finalised your Contact page do not forget to click the THE SAVE PAGE button to keep your changes.

After having saved your changes you can click on VIEW PAGE button to see the results.
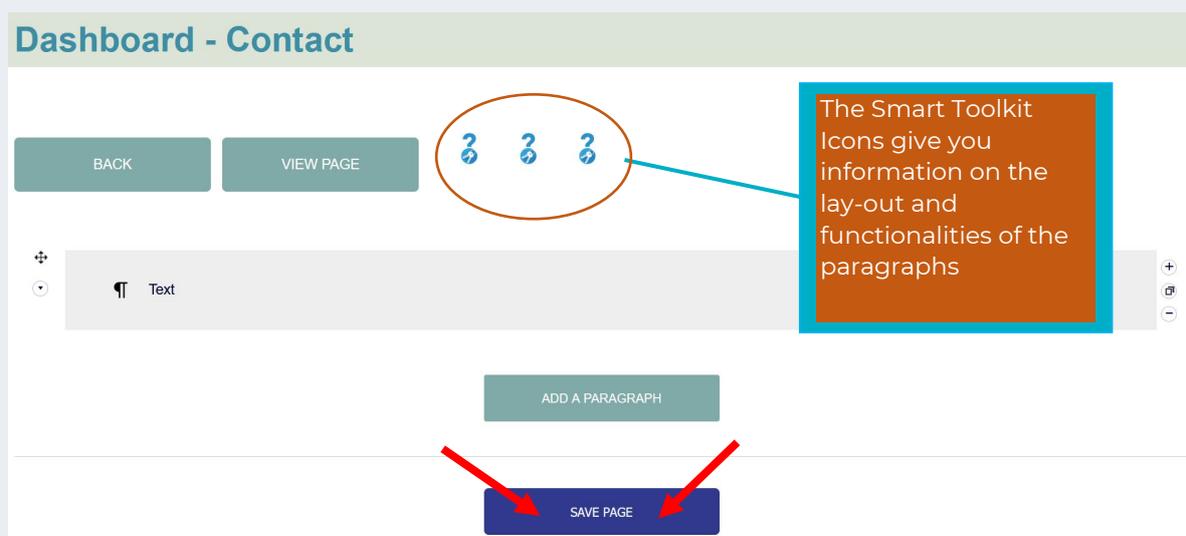
4.3. LANGUAGES

The member website is Google translate compatible meaning that your visitors can activate this option but the translations will be the ones of Google and may not be 100% accurate or satisfactory for your needs.

Should you wish to create a multilingual website, this is perfectly possible and you can add up to 4 languages to your website (IMPORTANT NOTE: ICF will not provide the translations)

We recommend you create your website in one language first.
Once you have created your website in this language and defined your site's settings, you can easily add other languages.
The site and all the pages you have created in the initial language will be automatically duplicated which means you will keep all the selected layout. All you will have to do is translate the texts into the new language version.

If you want to add an additional language go to your dashboard, click on the LANGUAGES button.

| ABOUT | KNOW-HOW | SERVICES | NEWS / EVENTS | CONTACT |

Dashboard

| PAGES | SETTINGS | LANGUAGES | SUBSCRIBERS |

| ADD PAGE |

Click on ADD LANGUAGE button

Dashboard

| PAGES | SETTINGS | LANGUAGES | SUBSCRIBERS |

| ADD LANGUAGE |

The Smart Toolkit Icon gives you additional information and tips on how to add another language to your site.

English   language

Français

| Set as default | Delete |

https://www.icf-coaching.org/patty/dashboard?languages=8&delete=8&languages=

32

Select a language in the list. Make sure to identify whether the chosen language is written from right to left and click ADD LANGUAGE button. This option enables the layout to be fully adapted for languages like Arabic written from right to left instead of left to right.

PAGES	SETTINGS	LANGUAGES	SUBSCRIBERS

Select a language to add

...   ⌄

Veuillez sélectionner un élément de la liste.

Select a language from the list

Right to left
◉ No ○ Yes

Mark if the chosen language is written from right to left or not (eg: Arabic, Hebrew, ...

ADD LANGUAGE

then click on ADD LANGUAGE button to finalize the process

The additional language now appears in your dashboard.

You can change the default language of your website whenever you wish to. Default language will be the one that automatically pops-up when visitor land on your homepage.

To change the default language please click on Set as default button next to the concerned language.

ADD LANGUAGE

English		Default language
Français	Set as default	Delete
Español	Set as default	Delete

IMPORTANT : To edit the new language version and adapt the texts, first select the new language version at the top right of your screen. You can then edit the content in this new language.

LOG OUT   ENGLISH   ⌄

English
Français
Español

CON

4.4. NEWSLETTER SUBSCRIBERS

If you have activated the Newsletter feature where visitors can leave an email address for you to contact them, you can manage your email list in this section.

Go to your dashboard and click on the SUBSCRIBERS button.

ABOUT	KNOW-HOW	SERVICES	NEWS / EVENTS	CONTACT

Dashboard

PAGES	SETTINGS	LANGUAGES	SUBSCRIBERS

ADD LANGUAGE
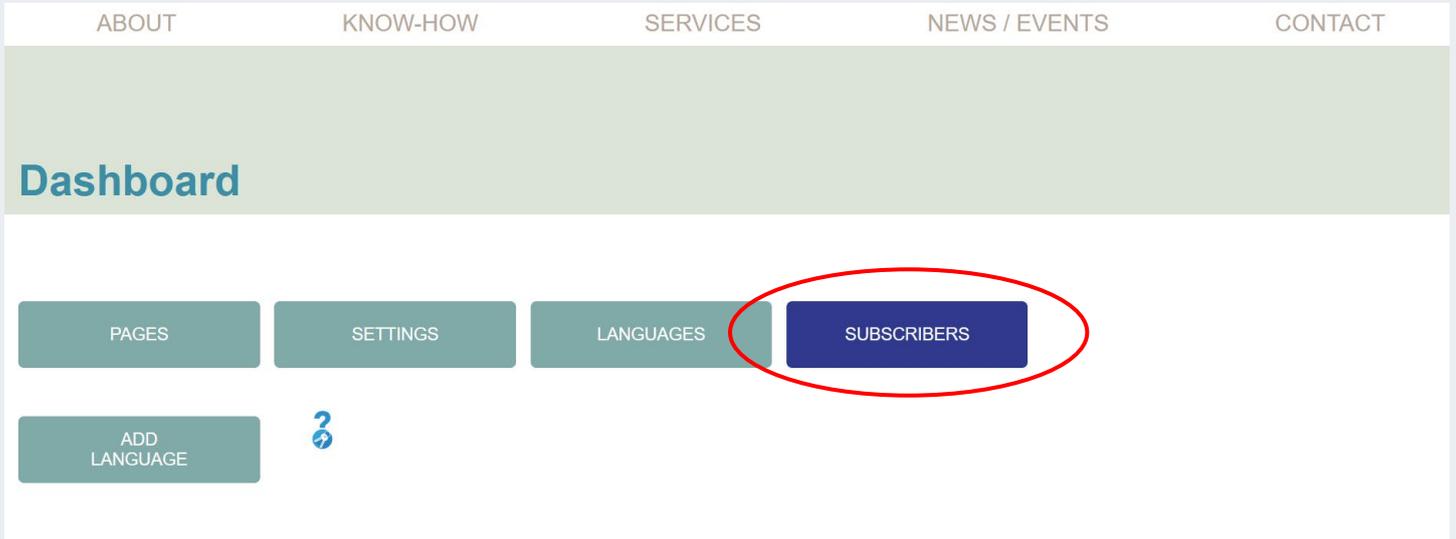
The emails of the visitors who subscribed to your newsletter will be listed here.

You can export this list as XLS or CSV to create your newsletter with a mailmerge system or any available newsletter programme on the market.

Dashboard

PAGES	SETTINGS	LANGUAGES	SUBSCRIBERS

2 newsletter subscribers

EXPORT AS CSV	EXPORT AS XLS

Possibility to export email addresses as CSV or XLS

Email	Subscription date
patty.vandevyver@gmail.com	05/07/2022
maxime@adgensite.com	22/06/2022

List of emails of the visitors who subscribed to your newsletter
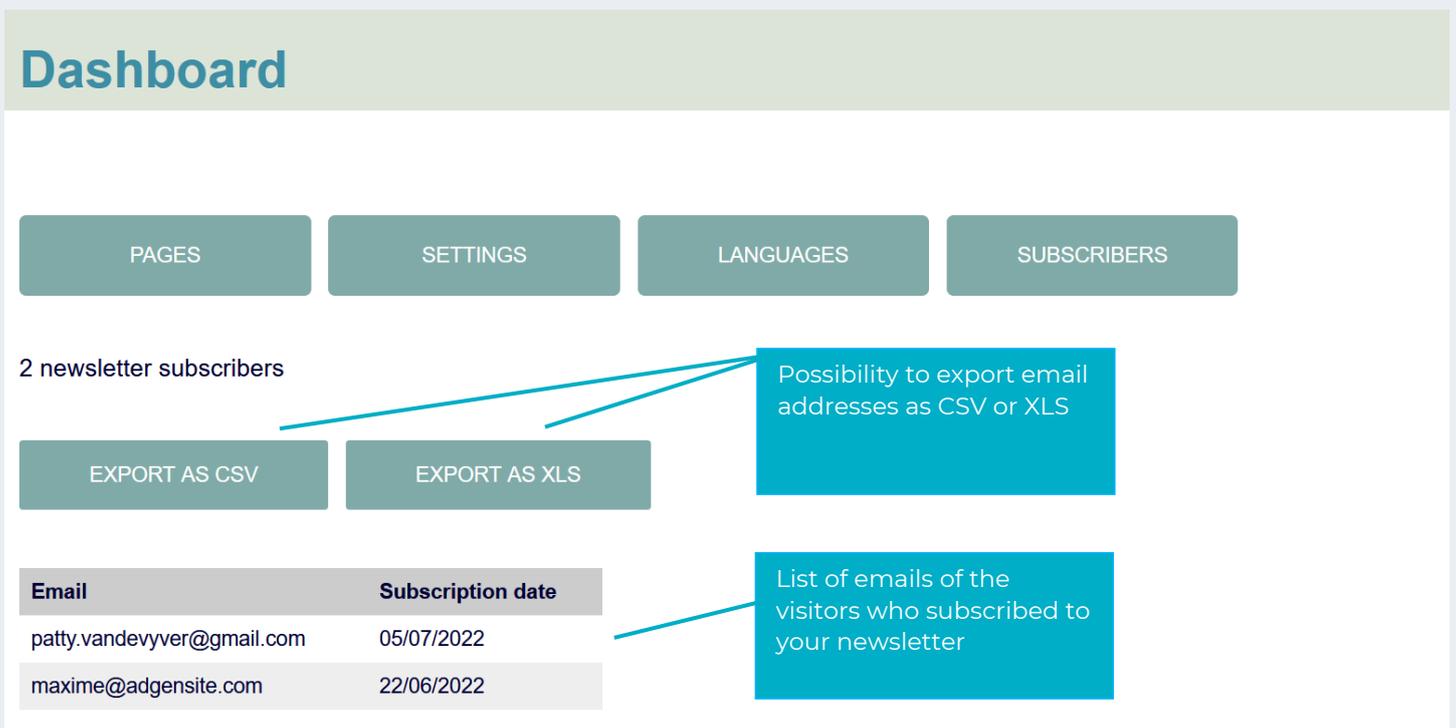
4.5. SET UP THE APPOINTMENT MODULE

If you have activated the appointment model in Part 1 of your homepage (featured in column 3), you can set-up your preferences for visitors using the button Appointment in your dashboard.
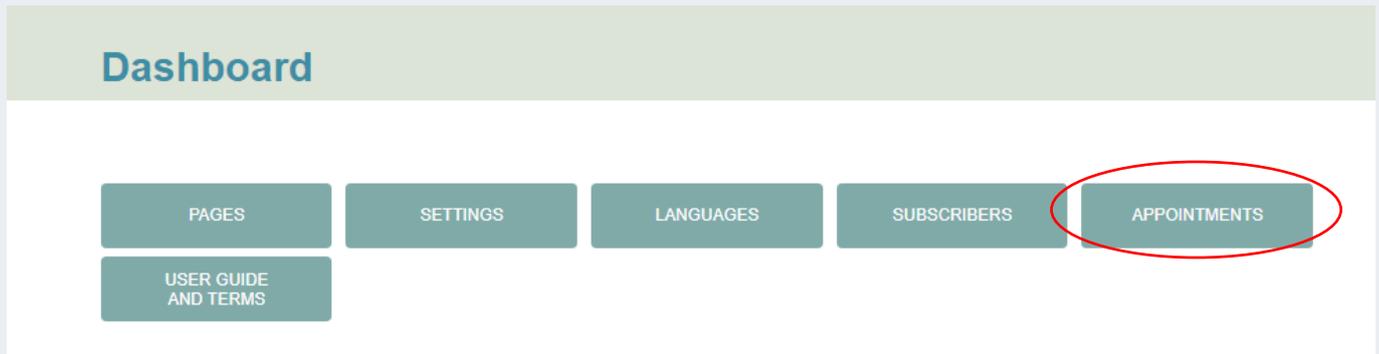
1. Select the duration of your meetings using the scroll down menu

Handy tooltip boxes are at your disposal to view the process.
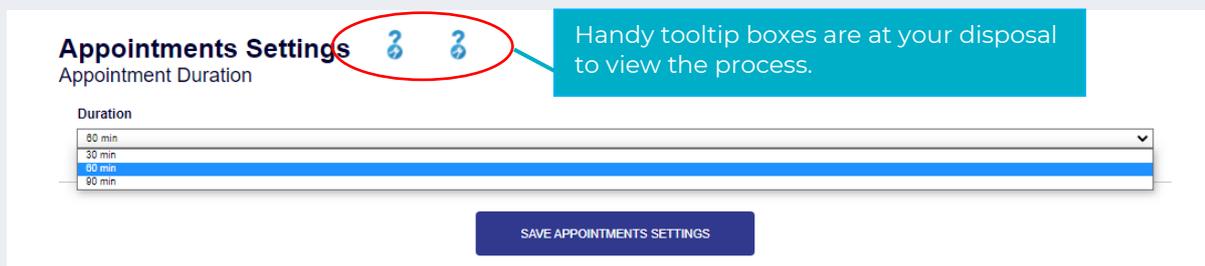
2. Set-up your email notification preferences

These are the available variables you can copy and paste in your customized email confirmation.
Variable 1 = the name of your client
Variable 2 = the appointment date
Variable 3 = the appointment start time

Here you can define the confirmation email your clients will receive from you when booking an appointment on your website. You can use all text formatting options as well as adding hyperlink to your message. Make sure to always include your contact details

Don't forget to Save your notification Settings

Once you have set up your notification, you can start setting up your agenda marking your availabilities as wished.

- Select your week and time zone using the available menus
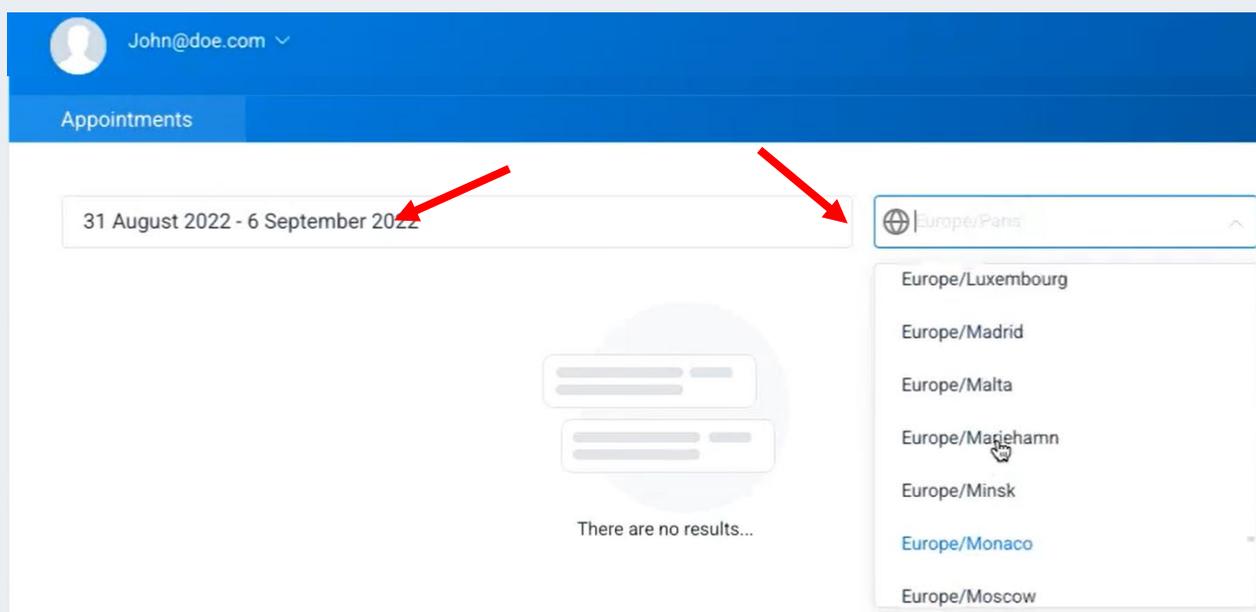
- Click on the arrow next to your name and select My Profile
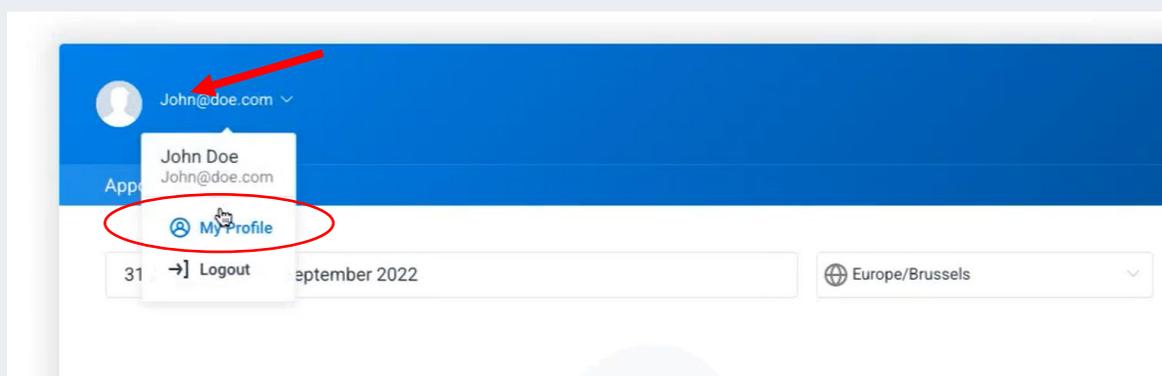
- Then start filling information in the section working hours / days off and Special days
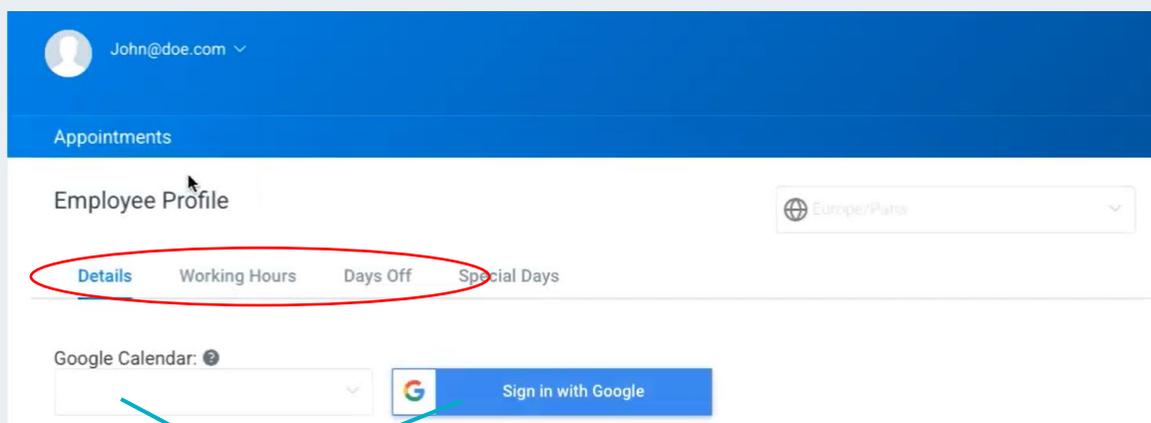
Here you can sign in with your Google account to link this appointment module with your agenda if wished (not mandatory). You may get a warning message from Google that you sign in at your own risks. As it is a brand new platform, it may take a while before it gets validated by Google.

- Select working hours as a 1st step. Here you can start filling your available times for meetings by clicking on the + buttons
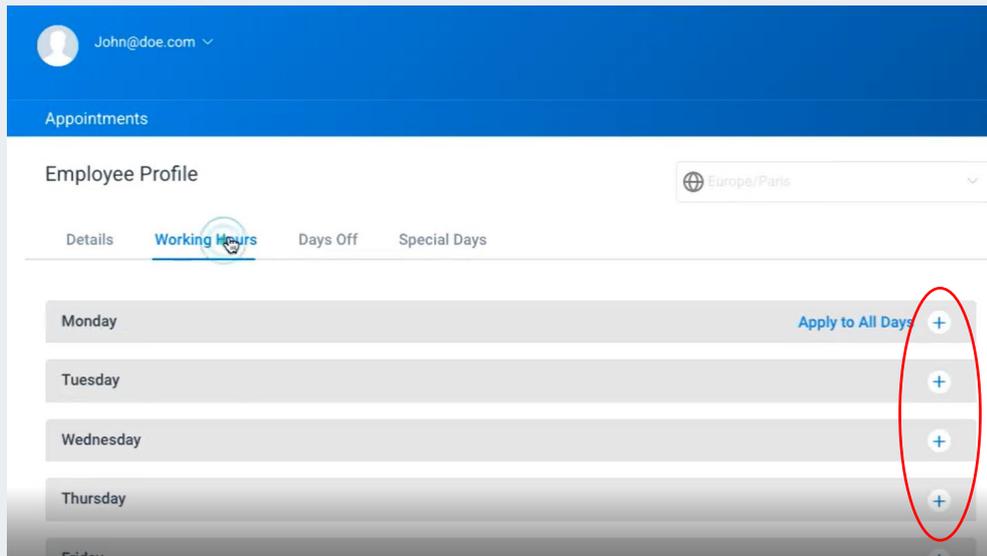
You can do this day by day or select the option apply to all days to do the exercise only once.

Please select your available time slots as well as your breaks. You can edit, change and delete your slots anytime by clicking on the little pencil button
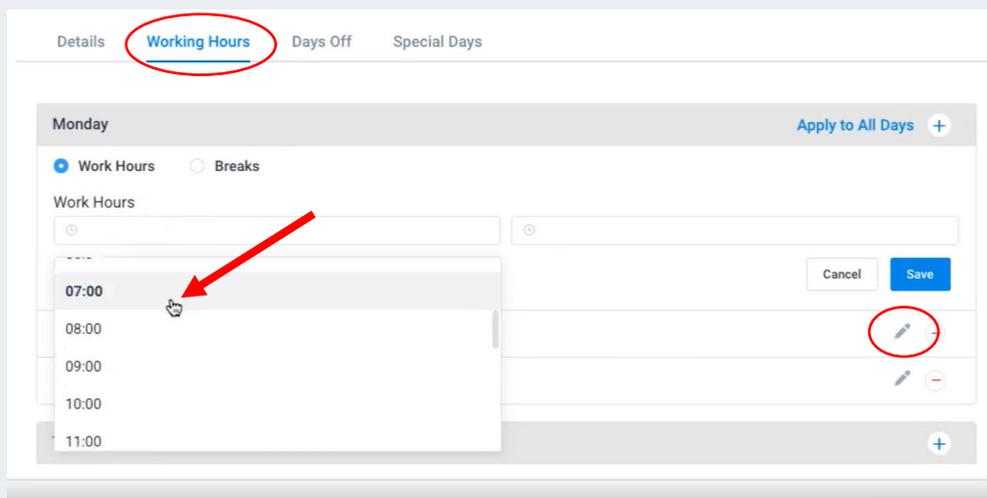
- Then select Days Off and indicate all your holidays / days you will not be working and there for not accept any meetings. You can add as many days off as wished and decide whether you want them to be repeated every year or just considered as Once off
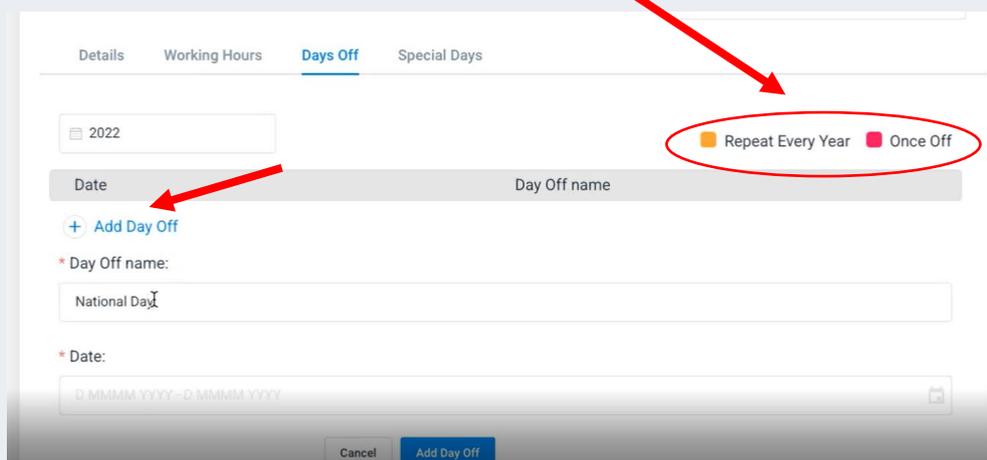
- Don't forget to save the changes before moving to the next section "special days". There you can add Special Day and select the dates on the preset calendar
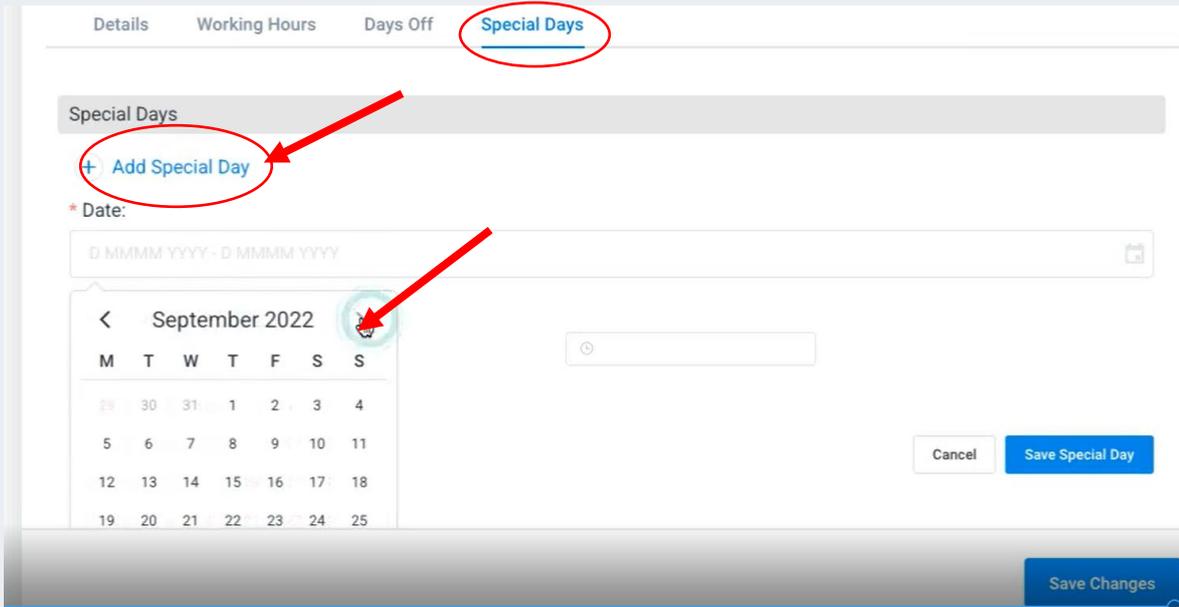
This section can be handy when you are off part of the day or giving a training and only available for one or 2 specific slot on that day. You can simply fill in the date and your available work hours and save the changes
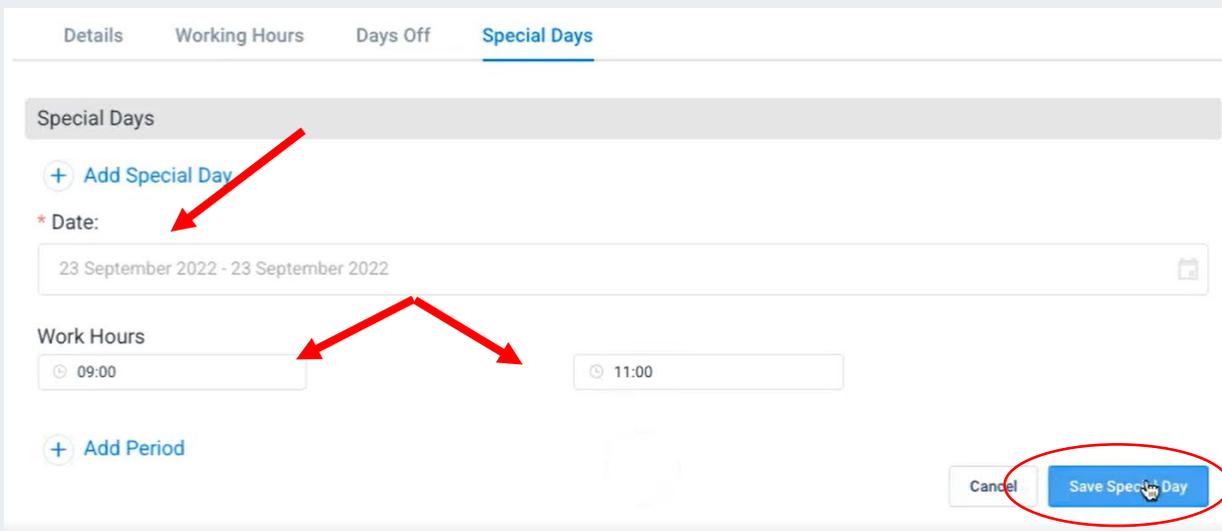
Feel free to view this short video giving you more details on how to set up your appointment module:

https://youtu.be/WGMWjpZOs04

5. REPORT A MEMBER WEBSITE

All ICF member websites will display a "**report this site**" button to enable people to alert us if any content is in breach of any of ICF's terms and conditions of use.

This button is located at the bottom of each site and is linked with an ICF mailbox where reported sites will land.
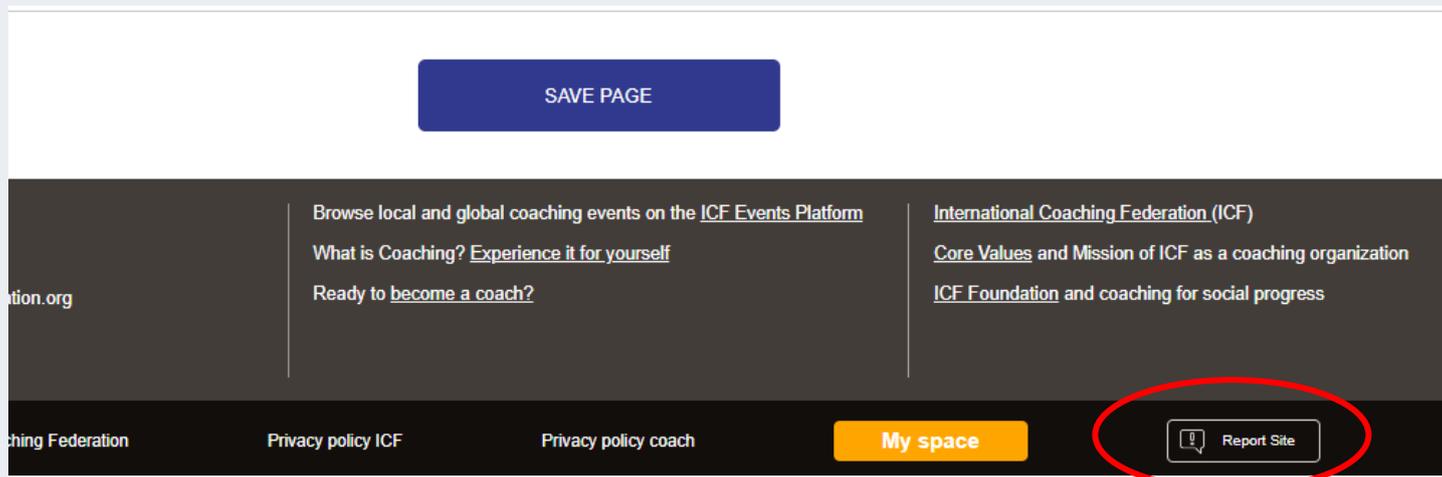
If the reporting is deemed by ICF to be justified, ICF will contact the member who created the website reported to reach a suitable arrangement. If no arrangement acceptable to ICF is found within a period of 7 calendar days, ICF will have the right to deactivate the website without any further notice to the member nor any liability or responsibility for compensation or damages

6. ASSISTANCE

This tutorial has been created to answer many questions you may have (see also the FAQ section below)

Should you not find the information you need or should you experience any technical issue with our member websites platform, feel free to send an email to
memberwebsites@coachingfederation.org

7. FREQUENTLY ASKED QUESTIONS

1. **How do I connect to create my personal website?**
    Registration is required to use the ICF member website platform located at https://www.icf-coaching.org/ using the same ID and password linked with your ICF membership. Once registration is complete and the terms of use and privacy statement of the platform have been accepted by you, you can immediately access your account and start using the service.

2. **Is the ICF member website platform free of charge?**
    There are no costs associated with using the "ICF member websites" platform apart from becoming or remaining a member of ICF in good standing. In order to continue to offer this service for free, ICF reserves the right to display banner advertisements on the members' websites and to place some hyperlinks to ICF Global website and social media accounts, with pre-set sentences to help the overall Search Engine Optimization of ICF. Please note that hiding or blocking advertisements placed on free websites by ICF is strictly prohibited and may result in ICF deactivating your website.

3. **Once created, will my website always remain online and active?**
    Your ICF member website will remain online and active as long as you are a member in good standing of the ICF, adhere to our terms and conditions of use, and ICF decides to keep on offering this membership benefit to all its members.

4. **What happens with my website if I don't renew my ICF membership?**
    If you decide not to renew your ICF annual membership at its expiration date, ICF reserves the right to deactivate the free website until the ICF membership is fully renewed. ICF will however keep the website information stored for a maximum of 6 months from the date of expiration of membership to enable you to reinstate your membership and reactivate the website. After a period of 6 months when the membership has expired, ICF will fully delete the free website you have created and all data it contains. Even if reinstating your membership at a later stage, there will be no possibility for you to recover the previous data and a new website will have to be recreated.

5. **Can I create multiple websites with my membership ID and password?**
    No, this service is limited to one (1) free website creation per active ICF membership and cannot be transferred nor sold to any other third party.

6. **Can I offer other activities than coaching on my website?**
    We are aware that the majority of our ICF members do not make a living exclusively from coaching. We authorize other activities/services to be mentioned/promoted on your website on top of coaching as long as they align with the terms of use of the platform and do not contravene any U.S, international or local applicable laws and regulations.

7. **What is the storage capacity of my website?**
    A maximum of 180 Megabytes apply to content, storage space, or data traffic on each member website. As soon as you hit the maximum storage capacity, you will get a notification from ICF to free some space. If you engage in frequent excessive use, ICF may contact you to reach a suitable arrangement.   To keep your storage low, we highly recommend you to avoid uploading huge documents, pictures and videos directly on your website. You can either compress them using online tools like Zamzar.com or compress2go.com or you can upload them first on YouTube/Vimeo and then simply embed the link on your website.

8. **Can I use the ICF logo on my personal website?**
    To avoid creating confusion on the market, you do not have the right to use the ICF logo next to your personal details on the homepage of your free website. You will have an opportunity to upload your own personal business logo as well as a link to your ICF membership and credentialing badge(s) which will display on the top right corner of the homepage, if activated.

Please refer to the terms and conditions for the use of ICF Member logo according to our ICF brand guidelines available at https://coachingfederation.org/profile/member-toolkit. A violation of the terms and conditions for limited use of the ICF Member logo and other marks in the ICF family of marks shall be grounds for termination of your access to or use of the "ICF member websites" feature.

9. Can I use the member website to promote my coaching school?
No. "ICF member websites" are designed for the sole use of ICF individual coach members and ICF credentialed members to promote their coaching business in a professional way. They are not intended to be used by coach training programmes which have not been accredited/approved by ICF. If any non-ICF approved training program uses our individual website solution to promote their coaching education program, ICF reserves the rights to immediately deactivate the created website without any further notice, explanation or liability to the violating coaching education program.

10. Can I delete my website whenever I want?
If you wish to delete ;your websites, you can do so anytime, at no cost, by notifying ICF in writing of this request at memberwebsites@coachingfederation.org. Deletion of a website by ICF cannot be reversed and the loss of any data, documents or information as a result of the deletion will be the sole responsibility of the User member.

11. What about the intellectual property?
The ICF member website platform and associated software, as well as all information and images stored on the website are protected by all applicable legal and intellectual property rights of ICF and may not be copied, shared or used in any way without separate and prior written permission from ICF, except when and to the extent permitted by mandatory law.

Information stored or processed by you on your website is and remains your property. ICF reserves a limited right to use this information to improve and enhance member services only. ICF shall refrain from accessing data you store and/or distribute via your free website, unless this is necessary for adequate provision of the service or ICF is compelled to do so by law or court order. In these cases, ICF shall endeavor to limit access to the information as much as possible, insofar as this is within its control.

12. Where can I find the user guide and the terms of use/privacy statement.
All documents aiming at supporting our members navigating this new platform and leverage this new membership benefit are available in the dashboard of your back office under the button USER GUIDE AND TERMS. Feel also free to use the tooltip boxes spread all over the dashboard. These contain lots of short explanatory videos for further support and enhanced user experience.
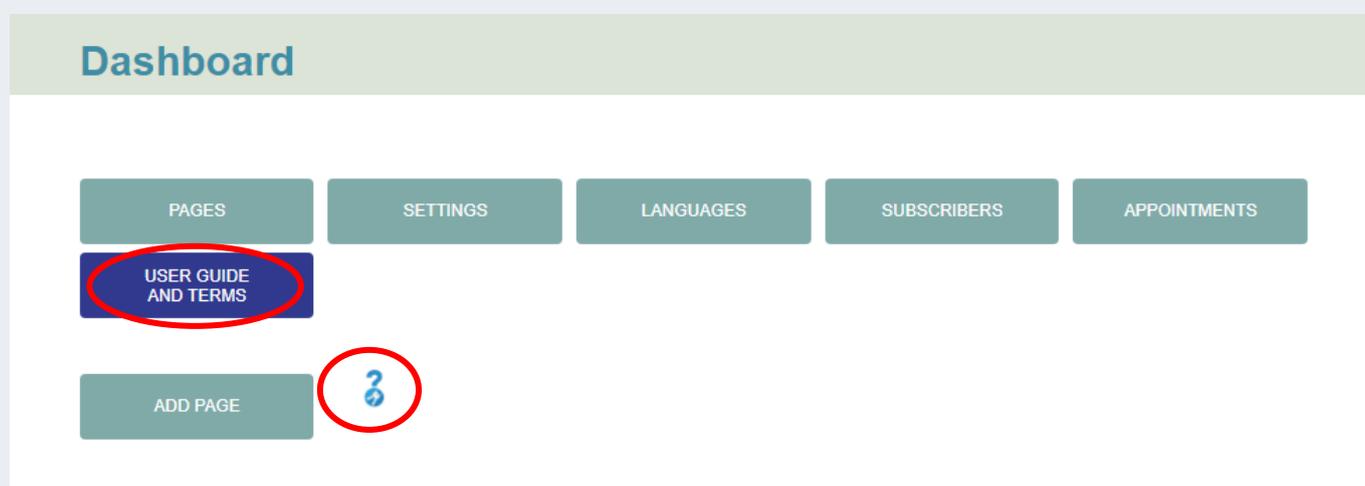
13. I already have a website and dedicated URL but would love to use this new benefit as well. Can I link both or redirect my clients to this new platform while keeping my previous website URL?

Unfortunately, moving your existing site to our ICF website platform or vice versa is technically impossible in a multisite format as the one we have developed.

However, you still have the possibility to consider implementing a 301 redirection to your old domain name so it can point visitors to the URL of your new ICF site.

Our development agency has created a useful document outlining the steps to follow when looking at implementing a 301 redirection. Feel free to **click here** to access this explanatory document and follow their instructions.