

# My Reputation



Gérer votre E-réputation en partageant les expériences clients et en mettant en avant la qualité de vos services.

## SOMMAIRE

1. Comments
2. Social Media
3. Certificates of excellence and Travellers' Choice



## 1. Comments

It is important to post your customers' comments on your website.

This interface allows you to update the comments received via Booking.com and TripAdvisor and to select only relevant comments to display on your website.

The comments displayed are those that were imported when your website was created.

The procedure is identical for both types of comments.

To update your comments :

- Click on **Update content**.

New comments received will be automatically integrated.

To select the comments to be displayed on the website:

- Check/uncheck the comments to be displayed on your website
- Automatically preselect all comments that are rated higher than
- Click on **Save selection** or **X** to cancel the operation.

10 / 10
09 / 10
08 / 10
07 / 10
06 / 10

Don't forget to validate your modifications by clicking on **Update website**.



## 2. Social Media

Social networks are necessary. They allow you to manage your communication and your E-reputation.

- Add your institution's link for each type of active social network

Facebook

Ex : <https://www.facebook.com/myaccount>

- To open the URL entered, click on .
- Click on .
- You can decide at any time to stop displaying a social network on your website. Just uncheck it and click on .

Don't forget to validate your modifications by clicking on .



### 3. Certificates of excellence and Travellers' Choice

Inform your customers about the quality of your services by displaying Certificates of Excellence and TripAdvisor's Travellers' Choice.

- Click on **Add a certificate**.
- Enter the year of the certificate to be displayed. The certificates will be displayed in the order entered.

You can add multiple certificates.

- To delete a certificate click on **X**.
- Click on **Save**.

Don't forget to validate your modifications by clicking on **Update website**.

Certificates of excellence **Add a certificate**

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Enter the year of the certificate to be displayed

X

**Save**