



Let's Talk Business Forum:

What is the Let's Talk Business Forum?

The Let's talk business forum is an online discussion site enabling and encouraging frank discussions between the business community of West Lancashire and the public sector, including West Lancashire District Council, with the aim of developing the economy in the District.

How is all this structured?

The forum contains two categories:

- **Business news, views and issues**- this area is packed full of information from business groups on events and opportunities open to the businesses of West Lancashire. This area also enables the opportunity for business owners to raise topics of discussion they feel would benefit debate.
- **Consultation**- Enabling businesses to influence the shape of the District through feeding into strategies and working documents to be used in developing the District.


Each category contains threads (conversations on a topic) which are made up of individual posts (where a user writes something).


West Lancashire businesses can also add their details to the '[Business Directory](#)' and advertise themselves for both other members of the forum and general external viewers.

How do I find my way around?

Click the 'Let's Talk Business' link at the bottom of this page, and you will be taken to the home page of the forum.

You can click onto any of the categories and review the list of posts it contains.

To start a topic click on the  **New Topic** button and complete the required fields.

To add a comment to a topic click on the  **Add Reply** button and complete the required fields.

To submit a post click on the button marked 'post' at the bottom of your comment. Your post will be held for moderation, which will take place during the next working day. To get the most out of the forum please see the terms and conditions.

Registration

You are able to access all areas of the forum without registering.

You do need to register in order to post or comment on the forum. Being registered also enables you to benefit from being listed in the directory section of the forum.

How do I register?

You register by clicking on the '[register](#)' link near the top of the page. You will be asked to complete a form describing your business. The details entered in this form will be used for your entry in the business directory. This table shows you which of the details are required and those that will be displayed on in the directory.

Field	Required	Public	Description
Business Name	✓	✓	Name of your business
Nature of business		✓	The product or service you are offering
Contact name	✓	✓	Name that will appear against your posts and is your user name for login purposes
Password	✓		
Email address	✓		Allows administrator to contact you
Business address	✓	✓	Trading address of your business, including postcode
Telephone number		✓	General business enquiry number
Home page		✓	Website address

Email address will not be displayed in the directory to protect users from 'spam'. Other users can contact you using the telephone number, post or visiting your web site. They also have the option to contact members by clicking on another users profile and selecting the private message (pm) or email button.

You have the option of altering your details after you have registered by clicking the 'my profile' tab on the navigation bar and choosing the 'edit profile' tab under the personal profile tab.

Lost Passwords

I forgot my password. What can I do?

If you forget your password, you can click on the '[forgotten your password](#)' link. This will appear on any page that requires you to fill in your password.

This link brings up a page where you should enter your user name and registered email address. An email will be sent to that address, with instructions for resetting your password.

Since passwords are encrypted, there is no way to resend your original password. This option provides you with the ability to reset your password.

You must be able to receive emails to your registered email address for this to work. You may need to check your spam filters and folder if you do not see this email in a few minutes.

If you continue to have problems please click on the '[help](#)' link on the navigation bar.

Directory

What is the Directory?

The directory shows the registered members of the forum, which are all businesses in West Lancashire.

To view the directory, click on the '[directory](#)' link on the navigation bar.

Contacting other Members

Why can't I send an email to someone?

You need to be logged in to email members.

Dealing with Troublesome Users

What if I see something offensive?

Use the '[help](#)' link to alert the board staff to anything which you find to be offensive, objectionable or illegal.

Problems or queries?

What if I need some help in using the forum?

Use the '[help](#)' link from the forum and we will assist you.