

Customer Welcome Instructions

Enhanced Directory Listings



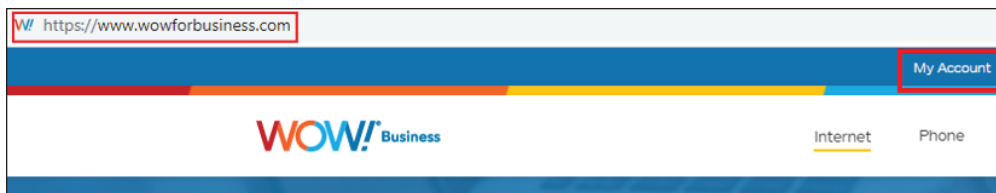
Enhanced Directory Listings - Introduction

Congratulations on your decision to prioritize your online presence with your new Enhanced Directory Listing! We hope you enjoy the simple management of your information across multiple online platforms through a single portal.

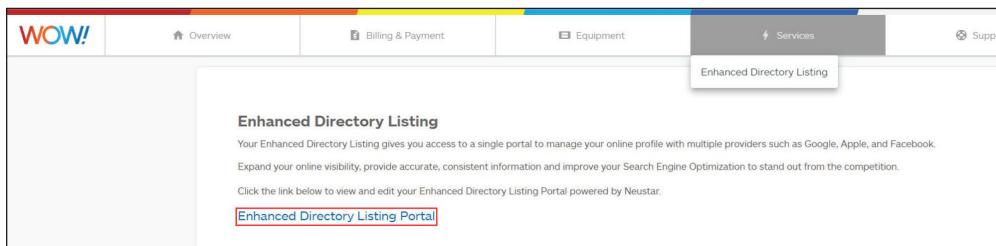
Here are some instructions to help you get started.

1. Enhanced Directory Listing Portal Access

Log in to your Online Account Management (OAM) portal. This portal can be found at www.wowforbusiness.com. Click on the **My Account** tab. To log in to OAM, you will need your log in email and password. If you have not registered before you will need your account number.



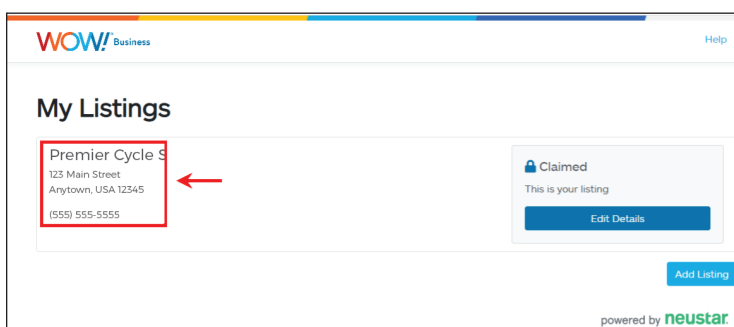
Once you have entered your OAM account, click on the **Services** tab. Enhanced Directory Listing will display as an option under this tab. You will then click on the **Enhanced Directory Listing Portal** link highlighted in blue.



Note: It can take up to two business days after install before your new Enhanced Directory Listing Portal is active. If the link is still not visible after this time, please contact the WOW! Call Center at 888-969-4249 for assistance.

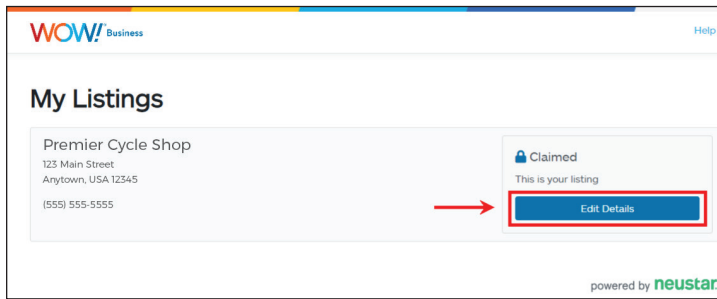
2. Verify Business Name, Address, Phone Number

Once you have accessed the Enhanced Directory Listing Portal, verify your Business Name, Address and Phone Number. This information will be posted on your landing page. It is very important that this information is all accurate before you go to the next step. If you see any issues, please contact the WOW! Call Center at 888-969-4249 to get this corrected.



3. Populate Your Online Profile

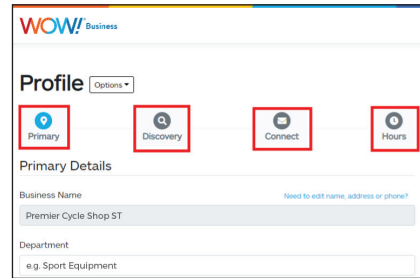
Once you have verified your Business Name, Address and Phone Number, click on **Edit Details** to start adding information to your online profile.



You will see the following four tabs:

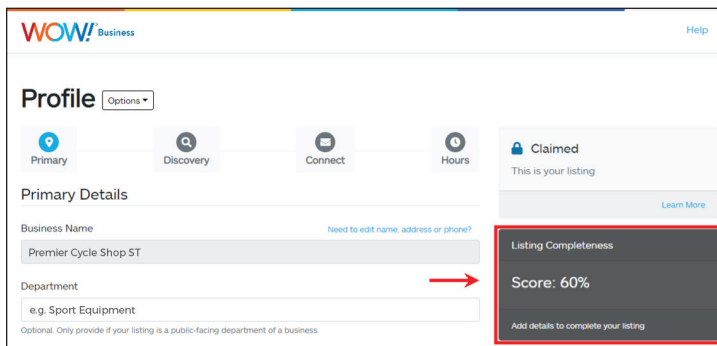
- Primary
- Discovery
- Connect
- Hours

Click on each tab and complete the applicable fields.



4. Profile Status

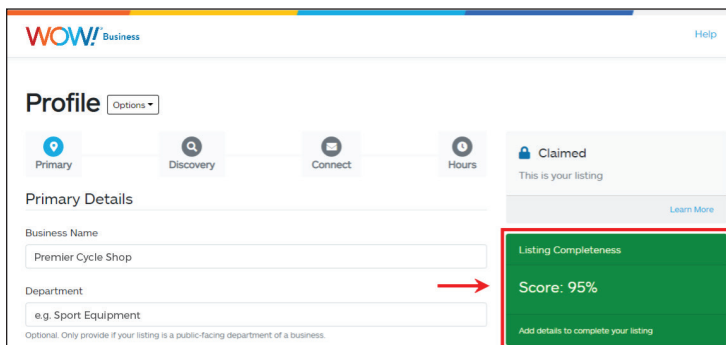
As you start populating information in each of the fields on your profile, you will start to see your Listing Completeness Score improve.



By completing your online profile, you will improve your search results with customers looking for your business or your business type. Online profiles that are fully completed are often given priority in search results over other businesses that have an incomplete profile.

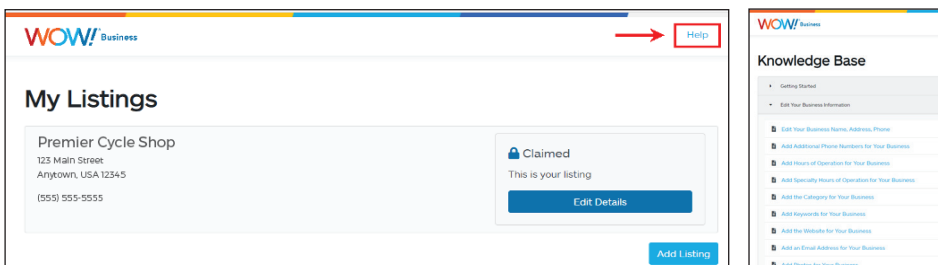
The Listing Completeness Score provides you with feedback on the status of your online profile.

As your Listing Completeness Score improves, you will see the status indicator turn to **green**.



5. Help Section

We hope you find this portal easy to use and intuitive, but if you have any specific questions, please reference the **Help** section in the top right corner. This Knowledge Base includes instructions and guidelines for each section of the portal.



Please contact the WOW! Call Center at 888-969-4249 for any additional assistance.

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