



# Onboarding & Account Set-Up – Two



## ONBOARDING & ACCOUNT SETUP

### How to Send a Manual Activation Link (With Your Own Email)

In the early stages of rollout, we recommend sending Business Login activation emails manually — rather than using the default system email. This approach gives you full control over tone, guidance, and branding, and allows you to offer tailored support to your local businesses.

Here's how to do it in four simple steps:

#### ✓ 1. Create the User Without Triggering the System Email

When creating a Business Admin in the **Users** section, **leave the 'Send activation email now' box unticked**. This ensures the link is generated, but not sent.

#### ✓ 2. Copy the Activation Link

- Open the user's profile in the Users list.
- Click the **cog icon** in the top-right.
- Select '**Copy Activation URL**'.
- You'll be prompted to re-enter your own DCMS password.
- A pop-up will appear — copy the full link to your clipboard.

#### ✓ 3. Compose a Personalised Email

Open your own email client (e.g. Outlook or Gmail) and send the activation link with your own wording and destination branding. Here's a sample message you can adapt:

**Subject:** Activate Your Visit [Destination] Business Login Account

Hi [Name],

Here's your personal link to activate your Visit [Destination] Business Login account:

[Paste activation link]

This link will expire in 48 hours. If it doesn't work, just visit the login page and click 'Forgot password' to request a new one.

If you need any help, feel free to reply to this email.

Best regards,

[Your Name]

[Your Organisation]



#### 4. Track Activation (Optional)

You can check activation status in the **Users** section of the DCMS. Once the user has activated their account, a green status indicator will appear next to their name.



**Tip:** Consider creating a reusable email template in your email client to save time when sending multiple activations.