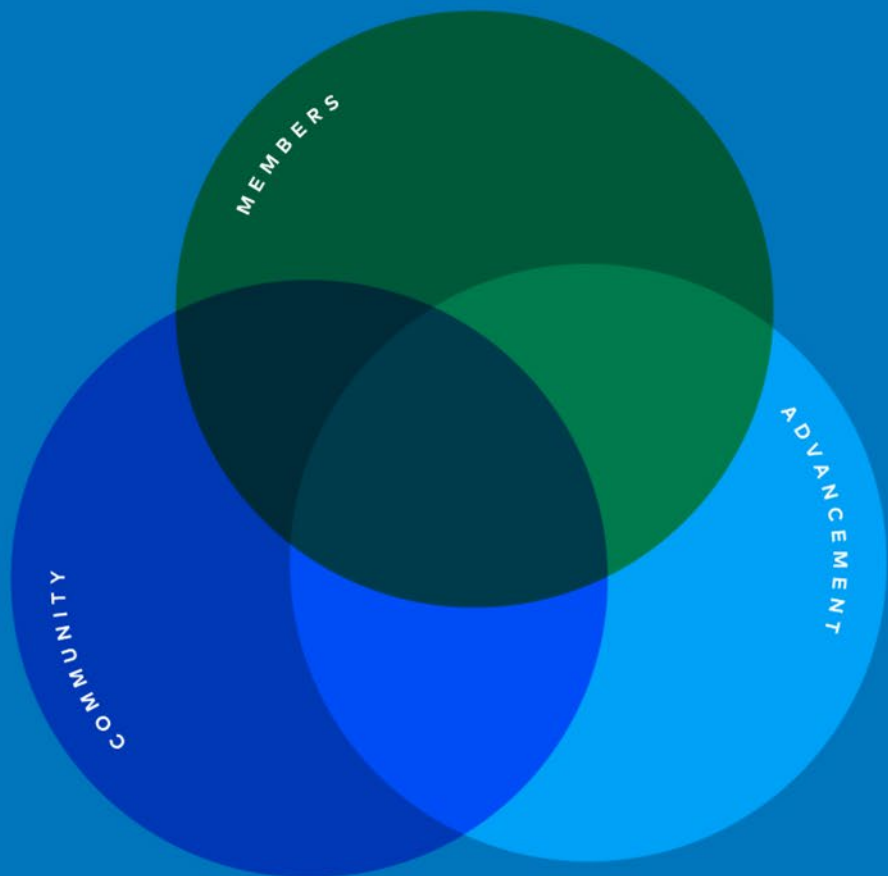


Our Vision: Enabling Professionalism in Plumbing and Heating

Need a Plumber User Guide



Need A Plumber Website

User Guide

This guide will help SNIPEF members upload and manage content on the [Need A Plumber](#) website. You'll learn how to add your logo, update services, upload images, and keep your listing up to date.

If you need help, contact:

Richard Campbell

☎ 07710 542 381

✉ richard.campbell@snipef.org

Contents

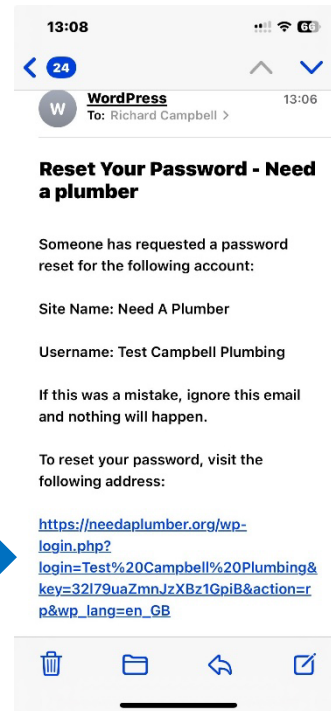
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Logging into your listing

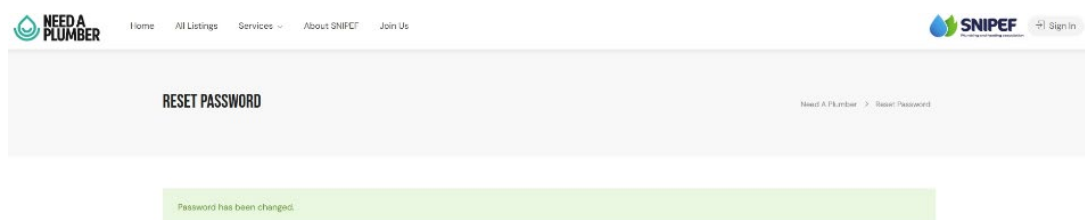
- 1) You'll receive an email from **WordPress** (check your **inbox** and **junk folder** (*it always drops into my junk mail*)). The email includes your **username** (usually your company name) and a link to set your password. (**Arrow 1**)

If the **username** is incorrect, contact Richard Campbell.

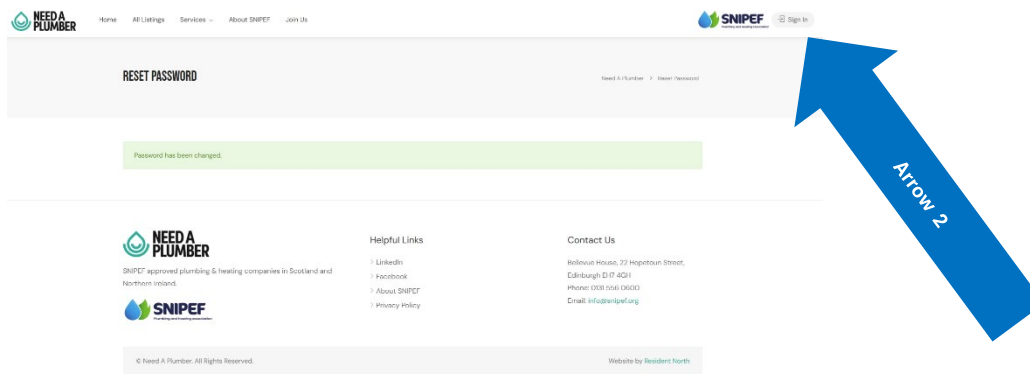
Click the link to set your password and access your account. (**Arrow 1**).



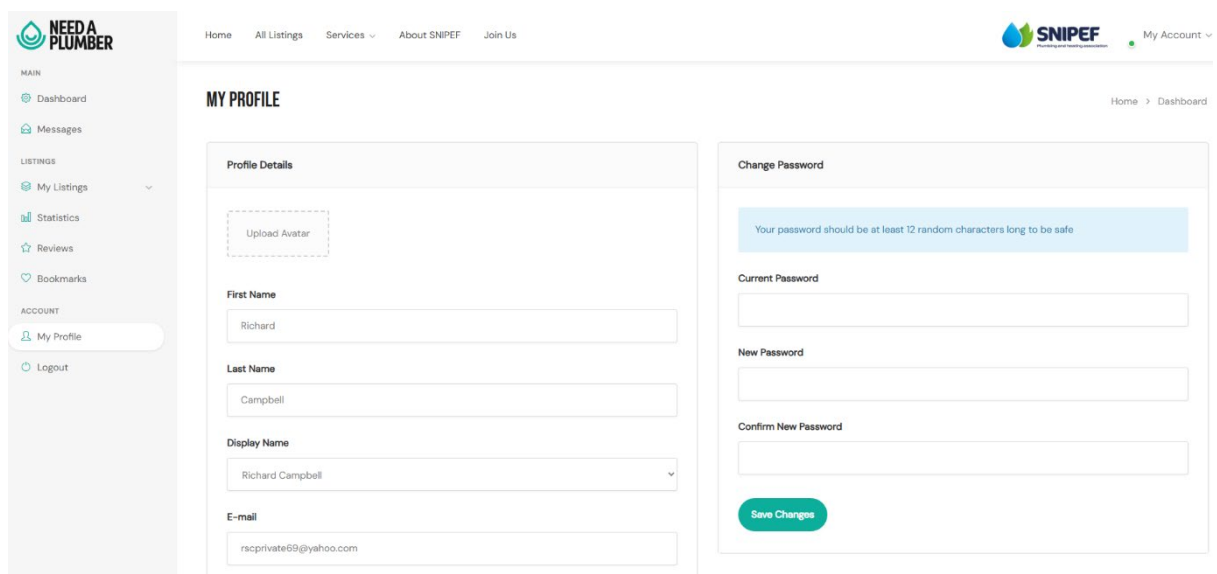
- 2) That link will take you to the **Reset Password page**. This is where you can set your new password. **Remember to save your password.**
- 3) Once your password has been successfully set, The following page will be displayed.



- 4) You can now log in to your account (**Sign in**) (**Arrow 2**).
 - a. Your **user name** is the email address that you received the password reset
 - b. The **password** is the one you just created



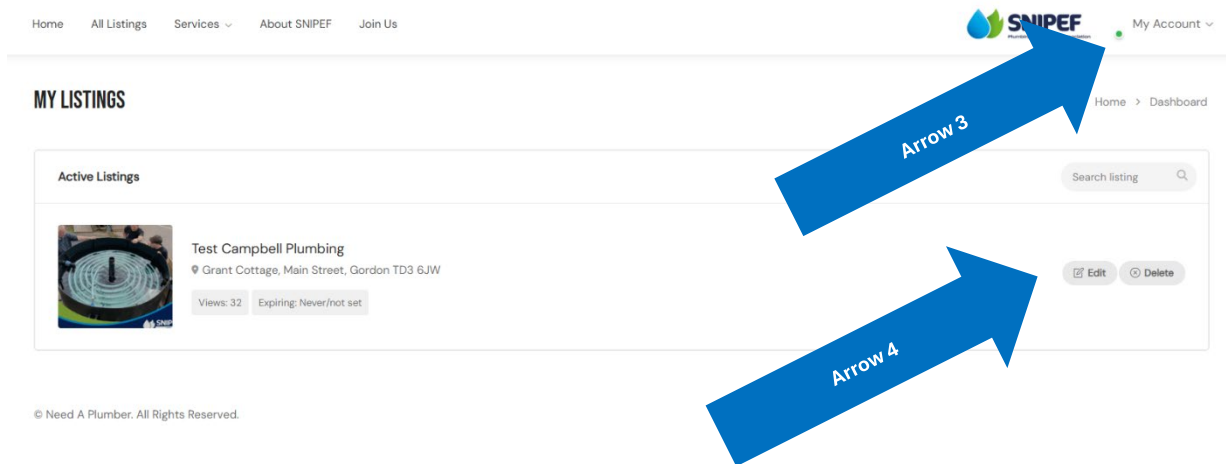
If successful, you will be taken to this page



Editing your Listing

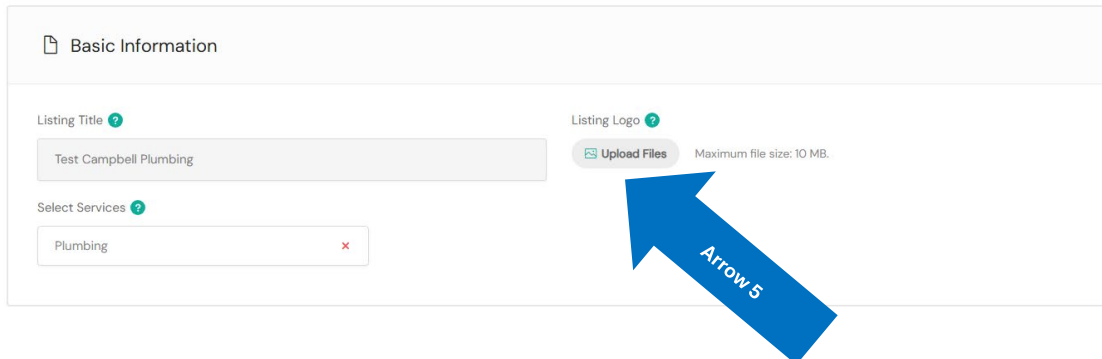
You can now edit your listing and add company details, logos, pictures and contact information.

- 5) Click on **My Account** (**Arrow 3**)
- 6) Click **My Listings** in the pulldown. It will take you to the page shown below.
- 7) Click Edit to make changes to your listing (**Arrow 4**)



Business name

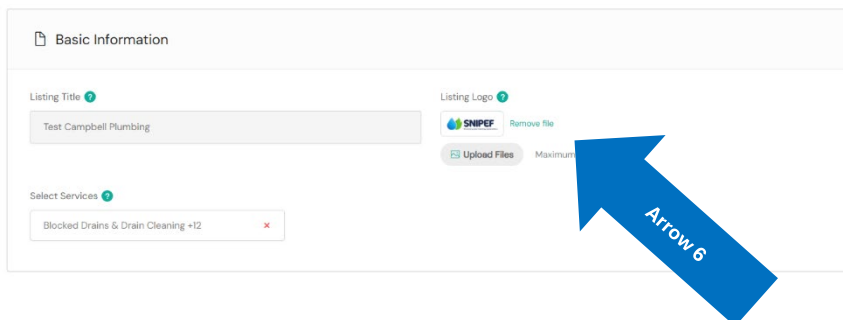
- 8) The **Listing Title** is your Business Name. This can only be changed by SNIPEF. If there is an error in your business name, please contact membership@snipef.org



The screenshot shows a 'Basic Information' form. The 'Listing Title' field contains 'Test Campbell Plumbing'. The 'Listing Logo' section has an 'Upload Files' button and a note 'Maximum file size: 10 MB.'. A blue arrow labeled 'Arrow 5' points to the 'Upload Files' button.

Adding your business logo

- 9) Click **Upload Files** to add your company logo to your listing (**Arrow 5**)
- This will open a **upload window box** on your computer
 - Search and choose the logo you wish to use/upload and click **Open** to upload.
 - If successful, your logo will appear here (**Arrow 6**). If you have chosen the wrong logo, click remove file and start again at 9a.

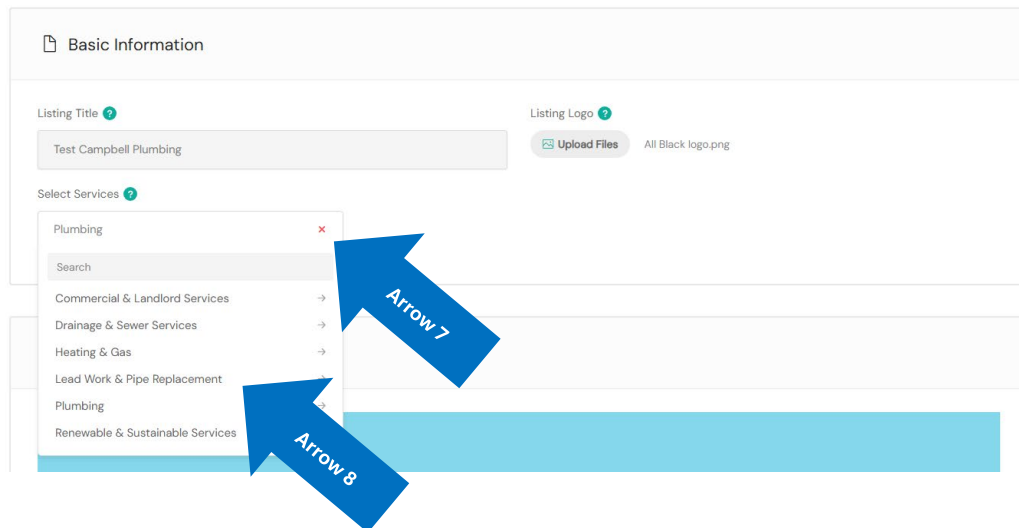


The screenshot shows the 'Basic Information' form after a logo has been uploaded. The 'Listing Logo' section now displays a preview of the SNIPEF logo and a 'Remove file' button. A blue arrow labeled 'Arrow 6' points to the 'Remove file' button.

Which services do you offer

10) Click the box called **Select Services** (Arrow 7)

11) This will display the main categories (Arrow 8)



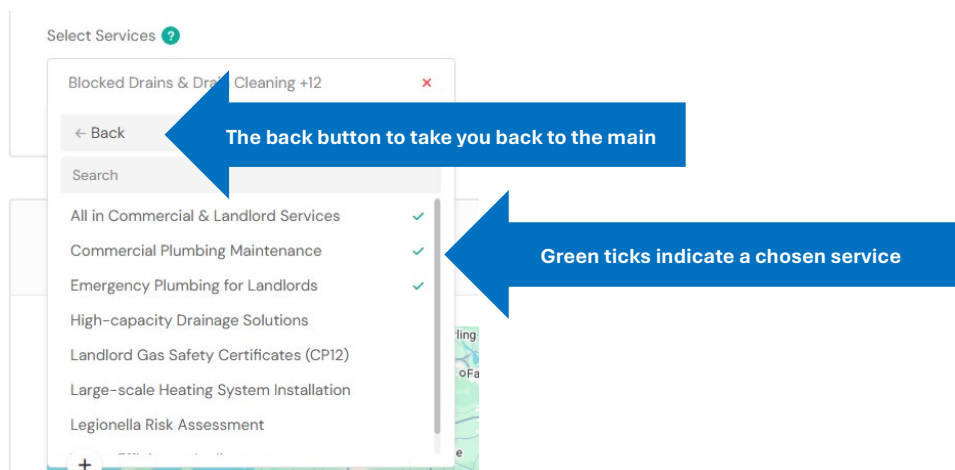
The screenshot shows a 'Basic Information' form. At the top, there's a 'Listing Title' field with the text 'Test Campbell Plumbing' and a 'Listing Logo' field with a file named 'All Black logo.png'. Below these is the 'Select Services' section. A dropdown menu is open, showing a list of categories: 'Plumbing', 'Commercial & Landlord Services', 'Drainage & Sewer Services', 'Heating & Gas', 'Lead Work & Pipe Replacement', 'Plumbing', and 'Renewable & Sustainable Services'. Two blue arrows point to the right side of the dropdown menu: 'Arrow 7' points to the right side of the 'Plumbing' category, and 'Arrow 8' points to the right side of the 'Plumbing' category.

12) By clicking on an arrow to the right of a main category, a further pull-down of the services on offer for each category will appear

13) Click as many services that your company provides. A green tick (**see below**) will appear against any service you have chosen.

14) If you choose a service by accident, simply click on the service again and the green tick will disappear.

15) If you have services in another category, click **BACK** and it will take you to the main categories. (Repeat process)



The screenshot shows the 'Select Services' dropdown menu. At the top, there's a 'Blocked Drains & Drain Cleaning +12' category. Below it is a '← Back' button. The dropdown menu is open, showing a list of services: 'All in Commercial & Landlord Services', 'Commercial Plumbing Maintenance', 'Emergency Plumbing for Landlords', 'High-capacity Drainage Solutions', 'Landlord Gas Safety Certificates (CP12)', 'Large-scale Heating System Installation', and 'Legionella Risk Assessment'. Each service has a green tick next to it. Two blue arrows point to the right side of the dropdown menu: 'The back button to take you back to the main' points to the '← Back' button, and 'Green ticks indicate a chosen service' points to the green ticks next to the services.

16) The number of services that you choose will be displayed as a + X (**Arrow 9**). The image shows that I have chosen Plumbing plus 12 additional services.

The screenshot shows a 'Basic Information' form. It has two main sections: 'Listing Title' and 'Listing Logo'. The 'Listing Title' field contains 'Test Campbell Plumbing'. The 'Listing Logo' field has an 'Upload Files' button and a file named 'PNG Hero Logo - Copy (2).png'. Below these is the 'Select Services' field, which contains 'Plumbing +12'. A blue arrow labeled 'Arrow 9' points to the '+12' in the 'Select Services' field.

⚠ Important: Member Obligations Under the SNIPEF Code of Conduct

Only select services that your company is qualified, certified, and competent to deliver. Choosing services outside your expertise may negatively affect your standing with SNIPEF and may be considered a breach of the SNIPEF Code of Conduct.

Under SNIPEF's Code of Conduct, members are required to:

- Ensure that their workforce is competent to complete the work.
- Ensure that all subcontractors are competent and appropriately supervised.
- Take full responsibility for the standard of work carried out under their business name.
- Maintain integrity and professionalism in all dealings with customers and stakeholders.

SNIPEF may carry out spot checks to verify that the services you list match your company's qualifications and certifications. This helps maintain accuracy, professionalism, and full compliance across the platform.

Location

- 17) If your address has not been already added, place your full address and postcode in the Address box (**Arrow 10**)
- 18) In friendly address, duplicate your address, this is what will appear on your listing (**Arrow 11**)

📍 Location

Address

Grant Cottage, Main Street, Gordon TD3 6JW

Region

Scotland

Address ID

Friendly Address

Grant Cottage, Main Street, Gordon TD3 6JW

Longitude

-2.562574

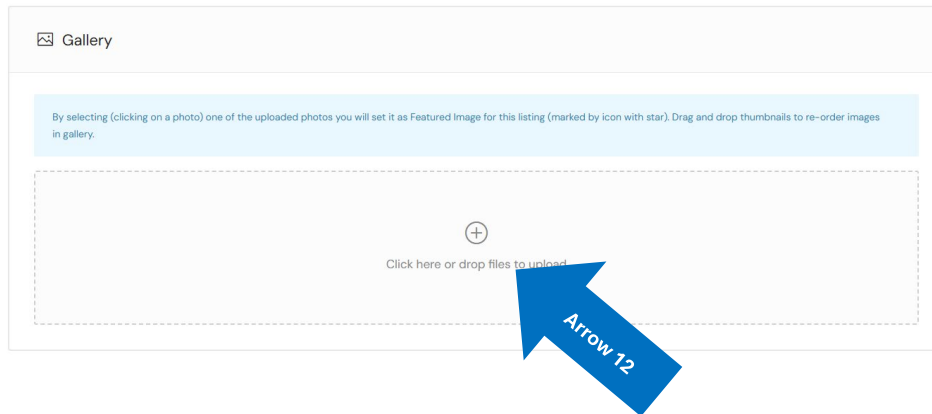
Arrow 10 points to the Address box.

Arrow 11 points to the Friendly Address box.

Picture gallery

19) The gallery allows to you to upload pictures of your **work, people** and/or **certifications**.

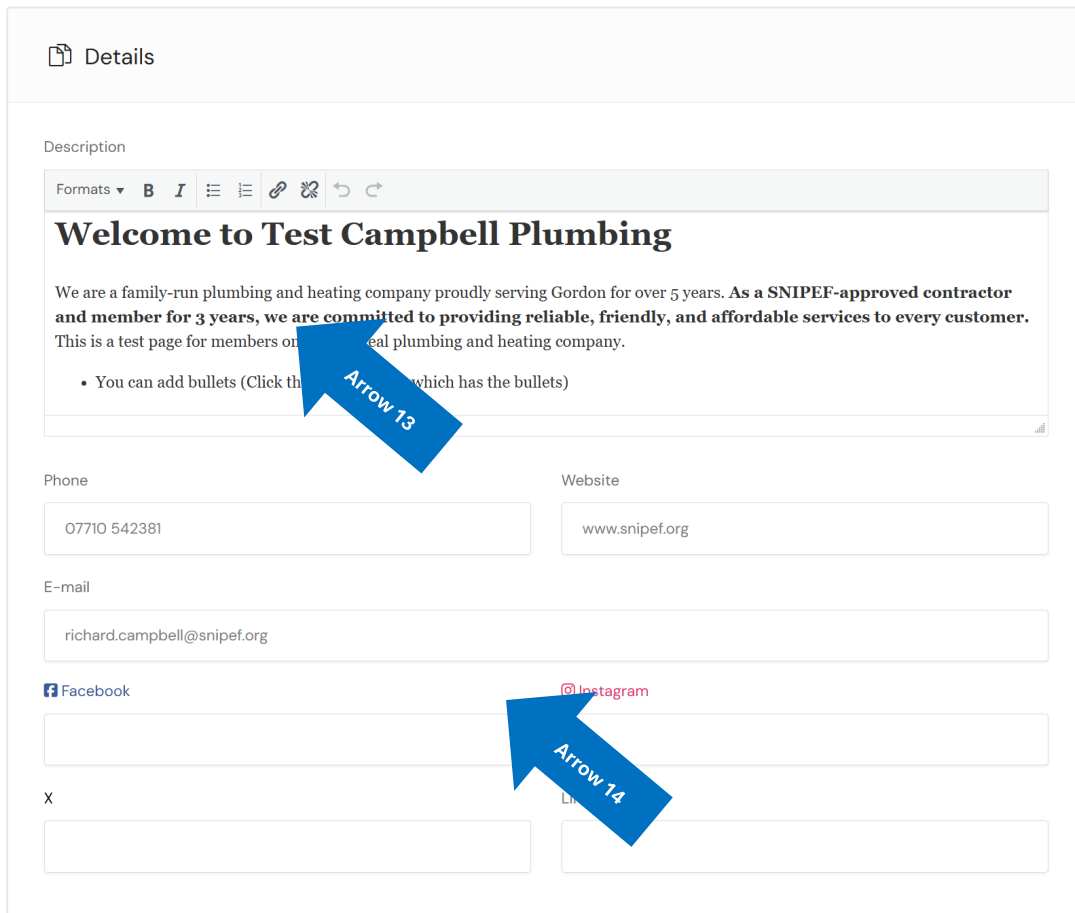
20) To add an image. Click the + button (**Arrow 12**)



21) This will open a **file upload window** where you can browse and select images from your computer. **Note that it can take 30 seconds to upload a picture – a tick will appear once uploaded**

22) You can upload as many images as you like. To add more, simply click the upload box again. I would recommend adding at least three images.

Your business details



Details

Description

Formats ▾ **B** *I* [List Icon] [Link Icon] [Image Icon] [Undo Icon] [Redo Icon]

Welcome to Test Campbell Plumbing

We are a family-run plumbing and heating company proudly serving Gordon for over 5 years. **As a SNIPEF-approved contractor and member for 3 years, we are committed to providing reliable, friendly, and affordable services to every customer.** This is a test page for members on the SNIPEF website. We are a real plumbing and heating company.

- You can add bullets (Click the [Bulleted List Icon] which has the bullets)

Phone: 07710 542381

Website: www.snipef.org

E-mail: richard.campbell@snipef.org

Facebook: [Empty Field]

Instagram: @Instagram

X: [Empty Field]

LinkedIn: [Empty Field]

- 23) In this section, you can add a description about your company and the services you offer (**Arrow 13**)
- 24) To make this easier, **I've provided sample text at the end of this guide** - feel free to copy, edit, or use it as inspiration.
- 25) You can type directly into the box or copy and paste your chosen text (**Arrow 13**).
- 26) Finally, enter your contact details, including phone number, website, email address and social media accounts (**Arrow 14**).

Opening Hours

27) If you want to show your business hours, switch the **Opening Hours** toggle to ON (**Arrow 15**)

28) Click the boxes to select your opening and closing times for each day.

🕒 Opening Hours

Monday

Clear Time

Add More

Opening Time

Closing Time

Tuesday

Clear Time

Add More

Opening Time

Closing Time

Wednesday

Clear Time

Add More

Opening Time

Closing Time

Thursday

Clear Time

Add More

Opening Time

Closing Time

🔴

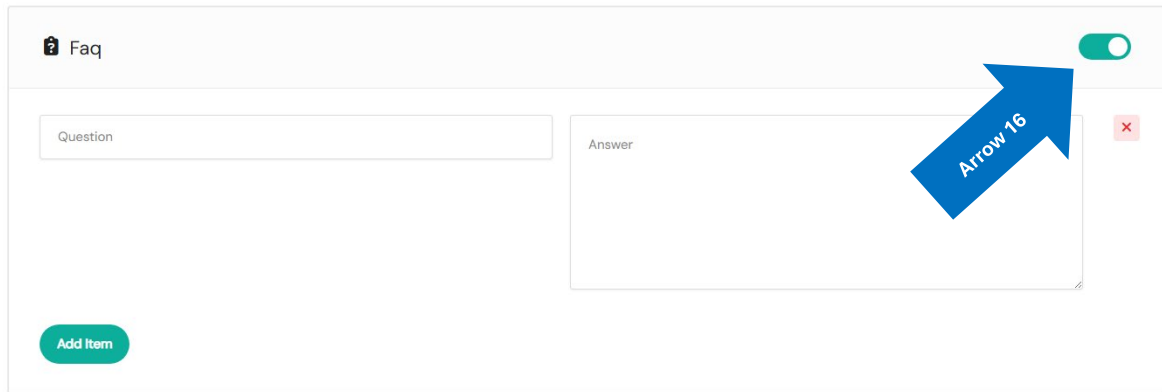
Arrow 15

FAQs

FAQs are a great way to provide helpful information and build trust with potential customers.

29) To add frequently asked questions and answers, simply switch the FAQs toggle to ON (**Arrow 16**).

30) Enter a question, followed by a short and helpful answer.



The image shows a user interface for managing FAQs. At the top, there is a header bar with a question mark icon and the text 'Faq'. To the right of this bar is a green toggle switch, which is currently turned on. A blue arrow labeled 'Arrow 16' points to this toggle switch. Below the header bar, there are two text input fields: one labeled 'Question' and one labeled 'Answer'. Below these fields is a green button labeled 'Add Item'. To the right of the 'Answer' field, there is a red 'X' icon.

 Preview

Arrow 18

Preview your listing

Before finishing or leaving the page, scroll to the bottom of the page and click **Preview**. (Arrow 18 on previous image)

This lets you:

- See how your listing will appear to customers
- Review and make any final changes
- Ensure your content is saved

⚠ Important:

If you don't click **Preview**, your changes may not be saved. Always preview your listing before exiting.

At the bottom of the **preview page**, you'll see options to **Save** or **Go Back to Edit**.



If you happy with your edits, **click save**. If not, go back to **edit listing** to make further changes.

Help

If you need any assistance with your listing, don't hesitate to get in touch:

📞 **Richard Campbell** – 07710 542 381

✉ **Email:** richard.campbell@snipef.org

We're here to help you make the most of your listing.

Need A Plumber

Sample text for your listing

“Content is king.” *Bill Gates*

This quote is just as true today.

The information you share online plays a big role in how customers perceive your business, and whether they decide to contact you. A well-written profile is one of the best ways to make a strong first impression.

To help you get started, I’ve created a selection of sample descriptions. These examples vary in tone and length, so you can find one that suits your business style.

You’re welcome to copy, customise, or simply use them for inspiration. Tailor the text to match your company’s strengths, services, and experience.

Remember:

The more informative and authentic your profile, the more confident potential customers will feel about choosing your business.

14 sample introductions to your business

- 1) We are a family-run plumbing and heating company proudly serving [Location] for over [X] years. As SNIPEF-approved members, we are committed to delivering reliable, friendly, and affordable service with a personal touch.
- 2) Based in [Town/Region], we specialise in [services, eg. bathroom installations, boiler servicing, emergency repairs]. As SNIPEF members for [X] years, we provide high-quality, tailored solutions for homes and businesses.
- 3) At [Company Name], we bring over [X] years of plumbing and heating experience. As proud SNIPEF members, we offer everything from quick repairs to full system installations, always with a focus on quality, safety, and service.
- 4) Plumbing issues can be stressful. That's why [Company Name] puts fast response, clear communication, and fair pricing at the heart of what we do. We've been SNIPEF-approved for [X] years and are here to help with jobs big and small.
- 5) [Company Name] is a fully accredited plumbing and heating specialist serving [Location]. With [X] years as SNIPEF members and additional certifications such as WaterSafe and ACCS, we provide expert services you can trust.
- 6) Our team at [Company Name] delivers a full range of plumbing and heating services, from urgent call-outs to planned installations. As SNIPEF members for [X] years, we support homeowners, landlords, and businesses across [Location].
- 7) At [Company Name], we blend traditional plumbing expertise with modern, energy-efficient solutions. Serving [Location] for over [X] years, our SNIPEF-approved team helps reduce your energy use without compromising on service.
- 8) [Company Name] has proudly served the [Location] community for over [X] years. As SNIPEF members, we're known for our honest advice, expert workmanship, and outstanding customer care.
- 9) When plumbing and heating emergencies happen, [Company Name] is available 24/7. We've served [Location] for [X] years as SNIPEF-approved members, offering quick, expert service when you need it most.
- 10) Founded [X] years ago, [Company Name] remains a family-owned business committed to quality and customer satisfaction. As trusted SNIPEF members, we offer reliable plumbing and heating services throughout [Location].

Some longer text descriptions

- 11) At [Company Name], we've proudly served the [Location] community for over [X] years. As a SNIPEF-approved plumbing and heating contractor, we provide expert, reliable, and affordable services to homeowners, landlords, and businesses.

From emergency repairs to planned installations, our experienced team handles every job with care and professionalism. We specialise in [list key services], using high-quality materials and trusted techniques to deliver lasting results.

What sets us apart? Fast response times, honest advice, and a commitment to customer satisfaction. We're also certified by SNIPEF and meet all industry standards.

Whether you need help with a leaking pipe, a new heating system, or bathroom renovations, we're here to help.

Contact us today to find out more or request a quote.

- 12) [Company Name] is a trusted, family-run plumbing and heating business serving [Location] for over [X] years. As proud members of SNIPEF, we offer a full range of reliable and professional services tailored to your needs.

We specialise in [insert key services – eg. boiler servicing, bathroom installations, emergency plumbing], working with homeowners, landlords, and small businesses. Whether it's a minor repair or a full system installation, we're committed to doing the job right, the first time.

Our team is fully qualified, experienced, and friendly. We follow the latest safety standards and use only high-quality materials. Our SNIPEF membership and additional certifications (such as WaterSafe or ACCS, if applicable) give you peace of mind that you're working with a trusted professional.

What makes us different? We respond quickly, communicate clearly, and offer fair, honest pricing, with no hidden surprises. We're proud of the relationships we've built in the [Location] community, and we always aim to deliver work that exceeds expectations.

Need a trusted local plumber? Contact us today, we're here to help.

- 13) I'm a fully qualified plumber and heating engineer based in [Location], proudly serving the local area for over [X] years. As a SNIPEF-approved member, I provide a reliable, honest service you can count on.

I specialise in [list key services, eg. boiler repairs, bathroom installations, and emergency call-outs], offering high-quality workmanship and a personal touch on every job.

As a one-man operation, I handle every aspect of the work myself, from the first call to the final check. You won't deal with multiple people or be passed around. I take pride in doing the job right, treating every customer and property with respect.

Whether it's a small repair or a full installation, you'll always get straightforward advice, fair pricing, and work completed to a high standard.

Get in touch today to discuss how I can help.

- 14) My name is [Your Name], and I run a small, independent plumbing and heating business based in [Location]. With over [X] years of hands-on experience, I offer reliable, honest, and high-quality service to homeowners and small businesses in the area.

As a SNIPEF-approved member, I'm fully qualified and committed to working to the highest professional standards. I handle every part of the job myself, from taking your call and giving advice, to carrying out the work and cleaning up afterwards. This means you get a consistent, personal service and peace of mind knowing exactly who you're dealing with.

I specialise in [insert services, eg. heating repairs, bathroom refurbishments, boiler servicing], and take pride in delivering work that lasts. No shortcuts, no upselling, just honest, expert help when you need it.

Customers often tell me they value the direct communication and attention to detail I bring to every job. Whether it's a quick repair or a larger project, I aim to make things as stress-free and straightforward as possible.

Feel free to call or email, I'll be happy to help.

Prefer to write your own introduction? Here's what to remember

Writing your own profile is a great way to showcase your personality and build trust with potential customers. Here's a simple checklist to help you create an introduction that works:

What to Include:

- Your **business name, location**, and the **areas you cover**
- How many years you've been in business and your **SNIEF membership status**
- A summary of the **key services you offer** (eg. heating, bathrooms, emergency repairs)
- What makes you stand out, for example: *family-run, quick response times, specialist services*
- A friendly and professional tone, avoid slang, jargon, or overly casual language
- A customer-first focus, explain how you solve problems or bring peace of mind
- A call to action, like *"Contact us today to find out more"* or *"We're here to help"*

Tips:

- Keep it brief: **2–3 short paragraphs** (around **150–200 words**)
- Double-check spelling and grammar, errors can reduce trust
- Be honest and confident, avoid exaggeration or false claims

Want some advice or help?

Need help writing or reviewing your profile?

 richard.campbell@snief.org

 **07710 542 381**

Our Marketing & Communications team is happy to support you.

Richard Campbell

June 2025