



How to Use the MTN Platform & FAQs

Your handy guide to creating a MTN account, completing your profile, find and search for other members, pre-scheduling meetings for events, direct messaging other members and more.

How to sign up and create a free MTN account

To set up your free MTN account, visit mountaintradenetwork.com, click on **Join Now**, complete your details, including password, and submit. You will receive an automated email confirming your free membership.

To log on to the MTN platform, go back to mountaintradenetwork.com and click Log In. You are now on the MTN dashboard.

On the left-hand side of the [dashboard](#), click on MTN Platform/ Meetings Manager to enter the platform. Here you will visit the platform for the first time (you'll see the URL change to <https://member.mountaintradenetwork.com/>). Let us know a bit more about yourself and complete your profile so that other members can search for you. Click on the relevant tags to your business as you log on for the first time.

Once you are logged onto [MTN](#), top right of the page, you will see a small drop-down arrow. This is where you can complete your profile. Click on personal settings and add your profile photo, personal description and more.

Why should I upgrade from FREE to PREMIUM Membership on MTN?

Free members have limited access to the features and resources on MTN. You will be able to create your profile and view other member profiles on the platform. By clicking on the MTN logo top left, you can then view the Member Press Centre updates, Industry Calendar and Job postings.

However when you [upgrade to PREMIUM membership](#), you'll be able to access our virtual member events on the platform, view and download past and present consumer survey reports, webinar recordings, publish your own news on the MTN Press Centre, publish event and job listings. And use our NEW feature - **Direct message** other members on MTN.

[To upgrade](#), visit mountaintradenetwork.com, Membership, and scroll down to the Membership options - Company Membership, Solo membership or a Tour Operator or Media membership.

How to complete your profile as a Premium Member

To complete your MTN profile, make sure you are logged on to the platform. Visit mountaintradenetwork.com, input password and email address and click Log In. You are now on the MTN dashboard.

Click on MTN Platform/ Meetings manager and you'll be taken through the URL will change to <https://member.mountaintradenetwork.com/>

If this is the first time you are logging on, you will be prompted to add tags - the more you include, the easier it will be for other members to find and search for you.

Once you click through and are on the MTN platform, top right of the page, you will see a small drop-down arrow - this is where you can complete your profile.

Click on **Personal Settings**, and here you can:

- Edit your personal information and description - including profession, your level, personal description and time zone
- Change your Profile Photo
- Change your Cover Photo



Go back to the drop-down arrow and you will see **'Email Notifications'** – this is where you set the emails you would like to receive for when the Event Meetings Manager goes live. It is best to keep the email notifications set to 'Yes' so that you do not miss any correspondence.

How to set up a company page as a Premium Member

To set up your company page as a Premium Member on MTN, first log into the platform on mountaintradenetwork.com. From the dashboard, click on MTN Platform/ Meetings Manager and you'll be taken through to the MTN Platform.

Head top right to the small drop-down arrow on the right-hand side – you'll go into your Personal Settings where you add further information about yourself. And this is where you set up a Company Page under Edit.

Click on Edit and then go to Company. If someone else from your company has already set up your company page, start to type into the box and after a second or two the company name will appear if it has already been set up. It is a good idea to check this field anyway, so you don't duplicate on the platform.

If you are the first person inputting the information, input company details and then wait a couple of seconds until the message **'Create Company page'** appears. Then save your profile – please note your profile changes will not save unless you have entered all the mandatory fields!

Now the company profile page will be added to your personal settings in the drop-down menu. To complete your company profile page – click on 'Company page' – here you can add further information and tags to make your company easy to search for. Include a company description, activities on offer, add your company logo and cover photo. And remember if someone else from your company joins, you can let them know you have set up the company page to avoid duplications on the system.

How to Find, Search and Direct Message other MTN Premium Members

There are several ways to direct message other Premium Members on the MTN platform. Visit mountaintradenetwork.com, input password and email address and click Log In. You are now on the MTN dashboard.

Click on MTN Platform/ Meetings Manager and you'll be taken through the URL will change to <https://member.mountaintradenetwork.com/>

Once on the MTN platform, if you know the name of the person, click the email icon at the top right of the page, then click the pen to start a new conversation. Start typing their name to find them – it will appear and start your message. Enter the subject and at the bottom type your message.

If you want to search all members to narrow down who you are looking for and send a message, go to the Members tab on the top line navigation. When on the Members page, you can search for the person you are looking for if you know their name.

If you do not know their name but do know the type of company / person you would like to message, you can filter on different criteria, including Destination, Accommodation, Tour Operator/ Travel Agent, Media, Professions and more. Once you have found them, click on the email icon top right of their profile photo. And it will take you through to the messaging function.

Or you can go into their profile to find out more about them, and then click message at the top.

If you know the company you would like to get in touch with, you can filter on Company on the Members page, at the top left – flick the green button to Company. Click into the Company and on this page, you will see who works there. Click on the member's profile, then the email icon on their profile.

If you know the person is going to one of the events you are also attending, for example LISTEX or LISTEX Luxury, go to Events and then filter on the events to find the person – they will appear in alphabetical order.

How can I see who is attending my Live or Virtual event?



To see who is attending an event you are also going to, first make sure you're logged onto the platform from mountaintradnetwork.com. Click Log In and input email address, password and click on MTN Platform/ Meetings Manager on the left-hand side.

Now you are on, the MTN Platform, visit the **Members Tab**, top of the navigation, and then filter on the events you are attending. You can filter on e.g. our Virtual event, LISTEX in October, or LISTEX Luxury in June. And this will display other members also attending.

How to find and search for other members on the MTN Platform

To find and search for other members on the MTN platform, first make sure you're logged onto the platform from mountaintradnetwork.com. Click Log In and input email address, password and click on MTN Platform/ Meetings Manager on the left-hand side.

Now you are on, visit Members at the top of the navigation – there are hundreds of members so if you don't know who you are looking for, **scroll down and filter** on the type of member profile you would like to view. Filter options include Destinations, Accommodation, Tour operator / Travel agent, Retail, B2B Services and more.

Also find and search by filtering on the Events they are attending. In the Members area filter on the events you are going to e.g. our Virtual event, LISTEX in October, or LISTEX Luxury in June to see which other premium members will be joining you.

Or search for a member by company first – at the top of the page switch to the Company search option. Here a list of companies on the platform will be displayed. Click into the company, then scroll down the company page and you will see who works there. If you click into the person's profile, you can now message them by clicking on **'Message.'**

How to access MTN Research and Insights as a Premium Member

To access our MTN industry research and Insights available to you as a Premium Member, first make sure you're logged onto the platform. Input your email address, password and click on MTN platform/ Meetings Manager on the left-hand side of the dashboard.

Once on the platform, visit **Resources and Recordings** at the top of the navigation. Then click on **View all**. On the page it will default to the most recent Reports and Research published. Click into the Research to find the recording and then scroll down the page to download the presentation deck.

On this page, you can use the filter tool, to search on market research which will bring up all our MTN industry research to date.

How to upload a Press Release, Event & Industry job as a Premium MTN Member

A fantastic benefit of Premium MTN membership is the option to share your company news and updates, job vacancies, events listings, press releases to other members.

To upload a press release, make sure you're logged in to [MTN](#) - input your email address, password and click log in. You'll be taken to the dashboard.

Then click on Press Centre on the left-hand side. Here you can read all the latest industry news and upload your press information by clicking on **Add Press Article**. Input your release, supporting images, documents and links and click **Submit**.

Alternatively return to the dashboard and click on Add Press Release.

From the dashboard on the left-hand side, you can also **Add an Industry Event** as a Premium Member. And if your business is looking to recruit new team members, you can add Industry Job here for a small fee. All listings are shared weekly with our trade database.



How to book a meeting for LISTEX & SASTEX Virtual and respond to a meeting request

To search and pre-schedule meetings on the MTN platform for LISTEX & SASTEX Virtual, first make sure you're logged onto the platform. From mountaintradenetwork.com, input your email address, password and click on MTN platform. You'll be taken to the platform where all meetings for events are pre-scheduled.

Once on the platform, to see who is attending the event and possible to pre-schedule meetings with, head to the Members section on the top navigation and then tick e.g. the MTN Virtual event. Then filter on the type of company you would like to meet with – whether tour operator, travel agent, resort, hotel, accommodation etc.

For instance, select Tour operator and Travel Agent, then click into their profile on Request a Meeting, and 'Request a meeting' on their profile at an available time which will show for both of you. You can add a message too and introduce yourself.

To check and view all your meeting requests, when you are logged on, go to My Meetings from the top navigation. Here you can see incoming requests which you either accept or reject (with the option to add a note), and any cancelled request.

You can also suggest rescheduling the meeting if the time doesn't work, reject, or accept the meeting and it will slot into your calendar.

It's important to keep on top of your meeting requests – as the platform will wait for you to accept or reject meetings for it to open up for someone else.

In the 'My Meetings' section you can also receive a pdf of your calendar emailed to you – click on the printer icon, select the event meetings you want emailed to you

To make sure you receive all your meeting notifications by email too, Go to Personal Settings, top-right drop-down arrow, and click on Email Notifications. Make sure they are all set to yes – this ensures you receive requests, acceptances and any cancellations which would then free up your calendar for more meeting options.

If you are unavailable at certain times to meet with other attendees at LISTEX, SASTEX, LISTEX Luxury or Virtual, you can block out your calendar to avoid getting meeting requests. Go to Personal Settings, the top-right-hand drop-down arrow, My Availability and then select the **time slots** you cannot make and click save.

How to respond to a meeting and view the incoming requests

To check and view all your meeting requests, when you are logged on, go to **My Meetings** from the top navigation of the MTN platform. Here you can see incoming requests which you either accept or reject (with the option to add a note).

You can also suggest rescheduling the meeting if the time doesn't work, reject or accept the meeting and it will slot into your calendar.

It is important to keep on top of your meeting requests – as the platform will wait for you to accept or reject meetings for it to open up for someone else.

In the **My Meetings** section you can also receive a pdf of your calendar emailed to you – click on the printer icon here, select the event meetings you want emailed to you

How to manage your availability in the Meetings Manager

If you are unavailable at certain times across an event to meet with other attendees, you can block out time slots in your calendar to avoid getting meeting requests.

Make sure you are logged onto the platform. From mountaintradenetwork.com, input your email address, password, click Log In and then and click on MTN platform / Meetings Manager on the left-hand side. You'll be taken to the platform where all meetings for events are pre-scheduled, and you can set availability.



Go to Personal Settings, top-right-hand drop-down arrow, **My Availability** and then select the time blocks you cannot meet with someone and click save.

Additional MTN services available to Premium Members

Premium Mountain Trade Network members also have access to extra MTN services at an additional cost. To find out more about extra services the MTN team can provide, have a look here under [Other Services](#).

The MTN team can organise and help run your own private virtual or live events using the Meetings Manager on the MTN platform, conduct market research on your behalf, PR campaigns, Go to Market strategy, Media buying, recruitment, and help with your company's sustainability plans. Just get in touch with the MTN team - team@mountaintradenetwork.com for more information.
<https://mountaintradenetwork.com/other-services/>