



UPMINSTER & CRANHAM • RM14

Getting started with Upminster.community

Everything happening in Upminster, in one place. Each guide uses real screens from the site. Watch a short animated walkthrough of any task, or follow the illustrated steps at your own pace.



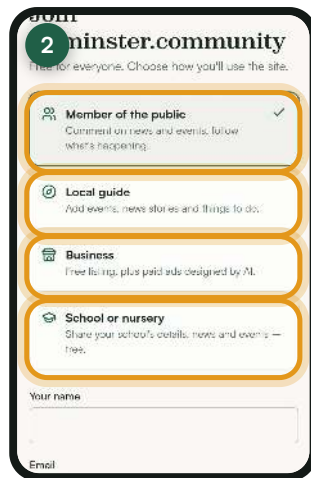
Register for an account

Join free in under a minute. Choose a member, local guide, business or school account.



Tap Sign in

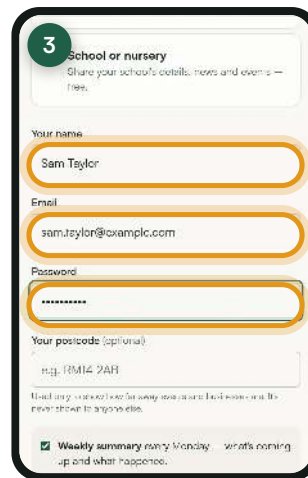
Tap **Sign in** at the top of any page, then choose to join. You can also go straight to upminster.community/register.



Choose how you'll use the site

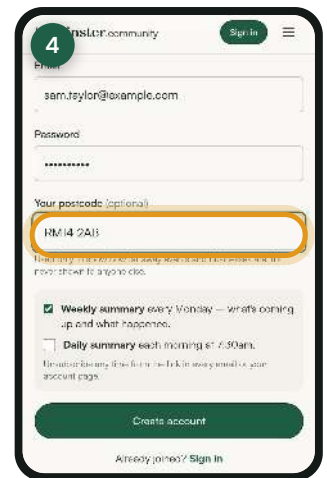
Pick **Member of the public**, **Local guide**, **Business** or **School or nursery**. Every account type is free.

Want to post events, news or things to do? Choose Local guide.



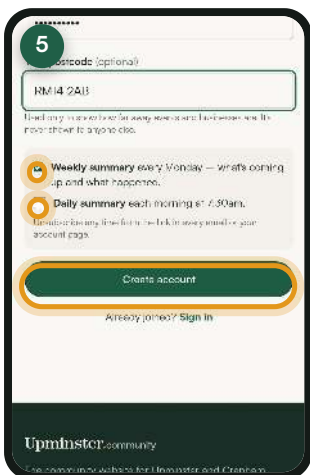
Add your name, email and password

Your password needs at least 6 characters.



Add your postcode (optional)

With a postcode, you'll see how far away events and businesses are. It's never shown to anyone else.



Choose your emails, then Create account

Tick **Weekly summary** (every Monday) and/or **Daily summary** (7:30am). Then tap **Create account**.

Every email has an unsubscribe link.



You're in

Your dashboard shows your comments, your postcode and quick links to what's on, the news and local businesses.



Claim your business

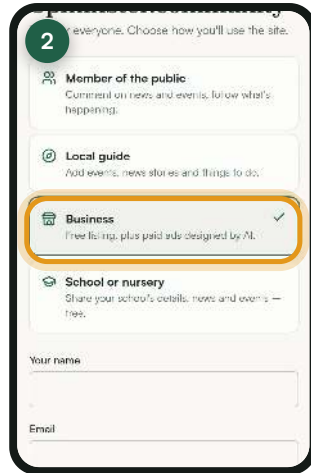
Many local businesses are already listed. Claim yours free to update it, add events and advertise.



Find your business page

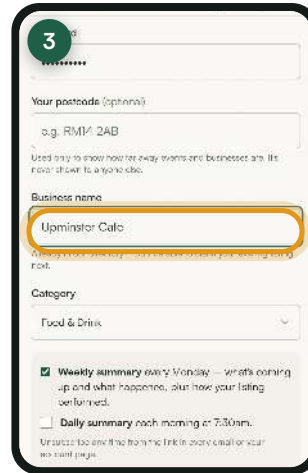
Search **Businesses**, open your listing and scroll to **Is this your business?** Tap **Create a business account to claim**.

Already signed in with a business account? The button says Claim this listing.



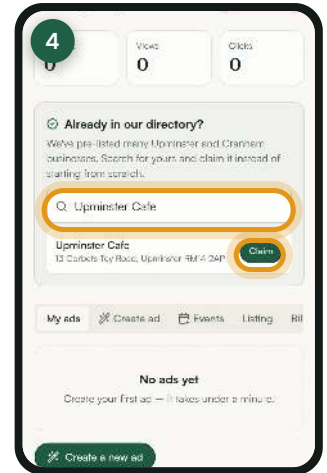
Choose a Business account

Clubs, churches and health practices use a **Business** account too. Schools and nurseries choose **School or nursery**.



Enter your business name

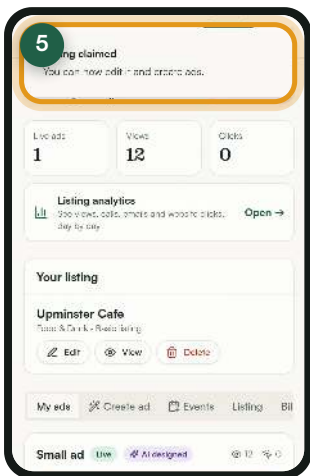
Type the name exactly as it appears in the directory. That way we can find your listing for you on the next screen.



Tap Claim

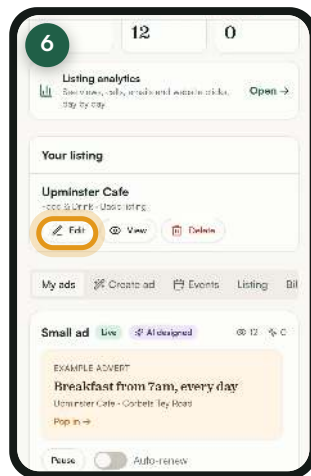
Your dashboard opens at **Already in our directory?** with your business already found. Tap **Claim**. If it doesn't appear, search by name or street.

No match? You can add a brand-new listing just below.



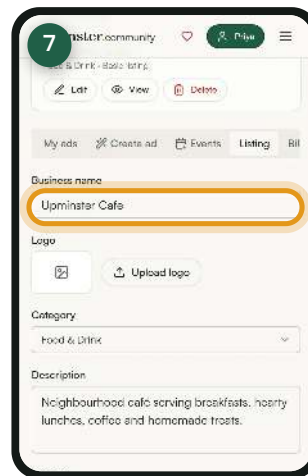
Listing claimed

That's it. The listing is now yours to edit, and you can create ads for it.



Tap Edit to update it

Under **Your listing**, tap **Edit**. **View** shows your public page. **Delete** removes the listing but keeps your account.



Update your details

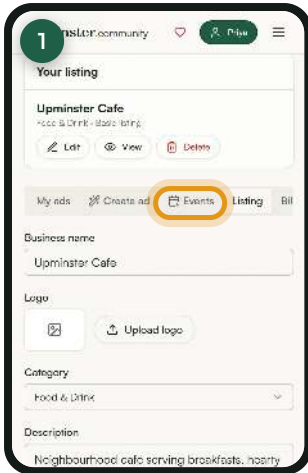
Change your name, logo, category, description, address, phone, website, opening hours and contact email.

Featured listings can also add booking, menu or ordering buttons and social media icons.



Create an event

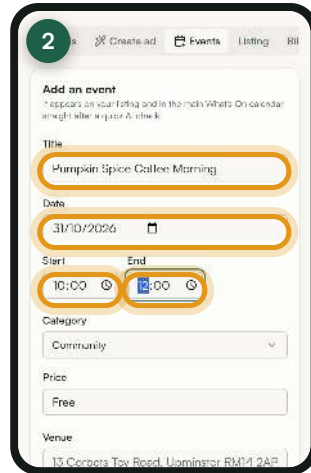
Put your event on the What's On calendar and your own listing page, free.



Open the Events tab

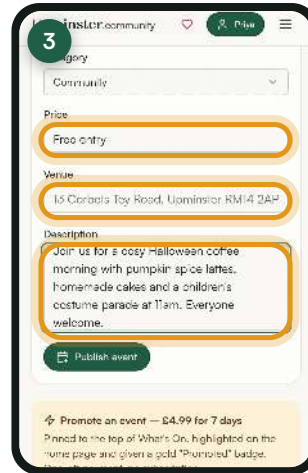
Sign in and go to your dashboard. Business and school accounts use the **Events** tab. Local guides use **Add event**.

Members of the public can't post events. Switch to a Local guide account to post them.



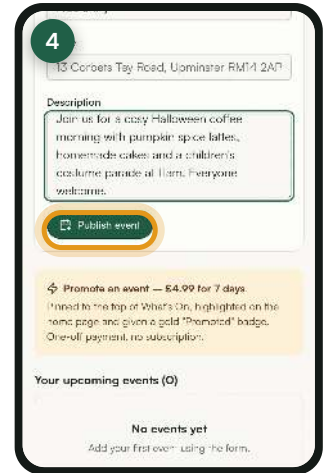
Add a title, date and time

Give it a clear title, such as **Quiz night** or **Christmas Fair**, then set the date, start time and end time.



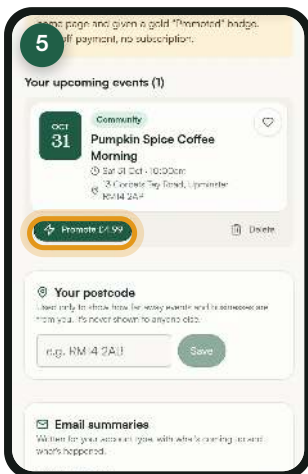
Add the price, venue and description

Pick a category and add a price (for example **Free** or **£5**). Leave the venue blank to use your own address. Then say what's happening and who it's for.



Tap Publish event

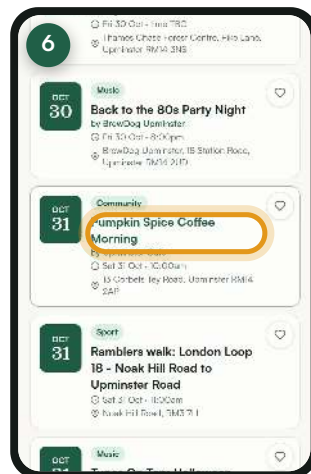
A quick automatic check runs first. If anything needs changing, you'll be told why.



Published. Promote it if you like

Your event appears in **Your upcoming events**. Tap **Promote £4.99** to pin it to the top of What's On for 7 days, with a gold Promoted badge.

Promotion is a one-off payment, not a subscription.



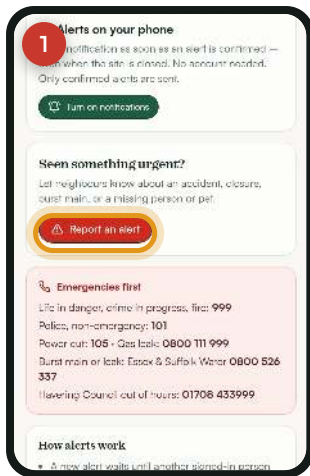
It's on the town calendar

Everyone can now see your event on **What's on** and on your listing page. People can like it to save it for later.



Submit a community alert

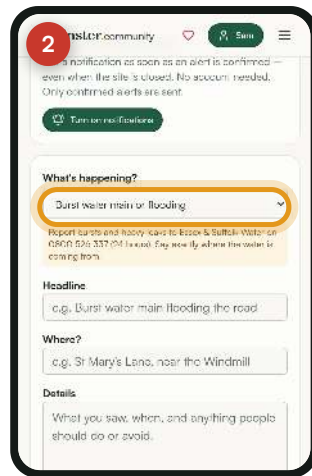
Warn neighbours about accidents, closures, burst mains, or a missing person or pet.



Go to Alerts and tap Report an alert

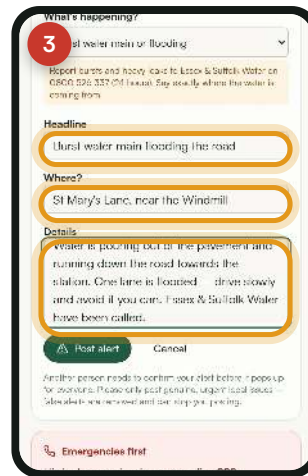
Sign in, open **Alerts** from the menu and tap the red **Report an alert** button.

In an emergency, call 999 first.
Alerts don't replace the emergency services.



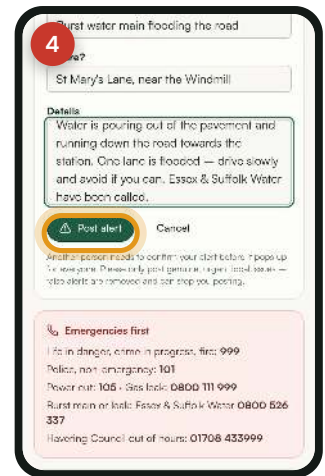
Choose what's happening

Pick a type, such as road accident or closure, burst water main, power outage, fire, missing person or missing pet. A tip about who else to contact appears.



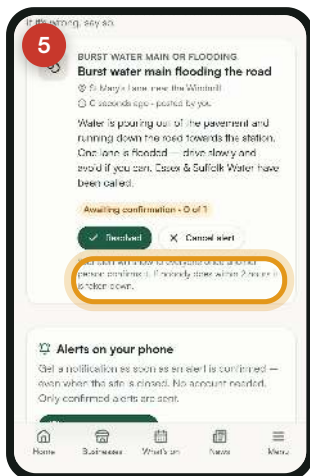
Add a headline, location and details

Say what you saw, where and when, and anything people should do or avoid.



Tap Post alert

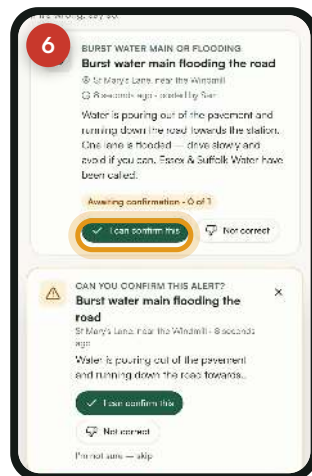
If someone has already reported something similar nearby, you'll be asked whether it's the same thing. That stops the same alert being posted twice.



Waiting for confirmation

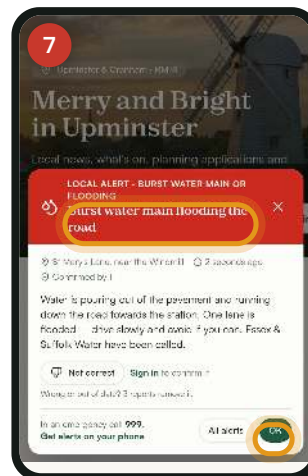
Your alert waits until another signed-in neighbour confirms it (two people for brand-new accounts). You can mark it **Resolved** or **Cancel alert** at any time.

Alerts nobody confirms are taken down after 2 hours.



A neighbour confirms it

Other residents see it under **Waiting to be confirmed** and tap **I can confirm this**, or **Not correct** if it's wrong.



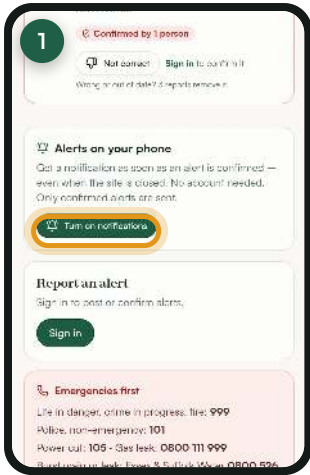
It goes live for everyone

A confirmed alert pops up for everyone on the site and is sent to anyone with notifications turned on. It closes automatically when it expires.



Alerts on your phone & the app

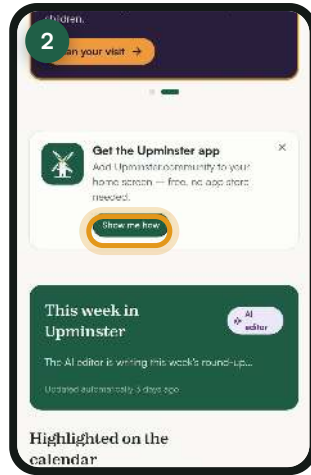
Get confirmed alerts as notifications and add the site to your home screen like an app.



Turn on notifications

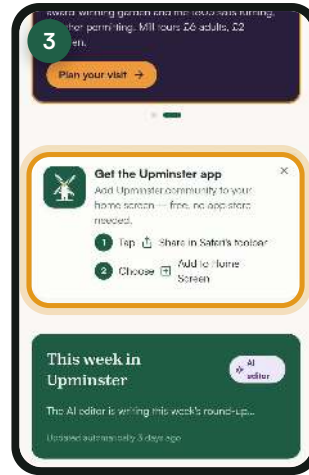
On the **Alerts** page, tap **Turn on notifications** and allow them when asked. You don't need an account, and only confirmed alerts are sent.

On iPhone, add the site to your Home Screen first, then turn notifications on from there.



Get the Upminster app

On the home page, look for **Get the Upminster app**. On Android, tap **Install app**. On iPhone, tap **Show me how**.



Add to Home Screen

On iPhone, tap **Share** in Safari's toolbar, then **Add to Home Screen**. It's free and you don't need an app store.



Advertise your business

Upgrade from a free listing to an ad that AI designs from one sentence.



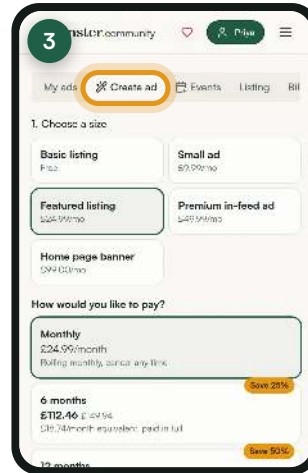
Compare the plans

Open **Advertise** from the menu. Pay for 6 months up front for 25% off, or a full year for 50% off.



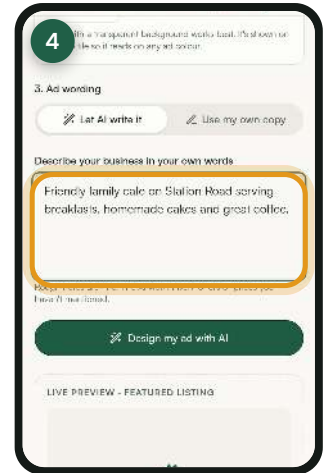
Pick a plan and tap Get started

Featured listing puts you top of your category and in the home page carousel, with extra links and social icons.



Choose a size and how to pay

On your dashboard, open **Create ad**. Pick the ad size, then choose monthly, 6 months or 12 months.



Describe your business, and AI designs the ad

Write a sentence or two in your own words and tap **Design my ad with AI**. You can tweak the wording and colours. Your ad goes live as soon as payment clears.

Prefer your own words?
Choose Use my own copy.

Advertising plans

PLAN	MONTHLY	WHAT YOU GET
Basic listing	Free	Directory entry, address and contact details, AI-written description
Small ad	£9.99	Rotating ad card, click and view stats
Featured listing	£24.99	Top of category, home carousel, extra links and social icons
Premium in-feed ad	£49.99	Large AI-designed ad in home and news feeds, and beside business listings
Top of Page Banner	£99	Headline banner at the top of pages across the site (not the home page) and at the top of your own listing

Pay for 6 months up front and save **25%**, or a year and save **50%**. Promoting an event costs £4.99 for 7 days.

Emergencies first

Life in danger, crime in progress, fire	999
Police, non-emergency	101
Power cut	105
Gas leak	0800 111 999
Burst main or leak (Essex & Suffolk Water)	0800 526 337
Havering Council, out of hours	01708 433999

Alert fair-use rules

- One open alert per person at a time, and up to 3 a day.
- 3 "Not correct" reports remove an alert.
- Repeated false alerts block posting for 30 days.

Frequently asked questions

Do I need an account to use the site?

No. You can browse everything without one. You only need an account to comment, like things, post events or alerts, or manage a listing.

Is it free?

Yes. Accounts, basic business listings, school pages and events are all free. Only ads, featured listings and event promotions are paid.

My business is listed but some details are wrong.

Claim the listing for free and update it yourself. See [Claim your business](#).

I forgot my password.

On the sign-in page, tap **Forgotten your password?**, enter your email and follow the link we send you.

My event wasn't published. Why?

Every event gets a quick automatic check. The message you see explains why it didn't pass. Change the details and try again.

Why isn't my alert showing to everyone?

Another person needs to confirm it first. This stops false alarms. Alerts nobody confirms are removed after 2 hours.

Is my personal information safe?

Your postcode is never shown to other users, and distances are worked out on your own device. Visitor counts are anonymous, and analytics cookies only load if you agree to them.

What else can I do?

Tap the heart to save events and businesses to **Your likes**. Comment on news, events and places. Check live travel updates and local planning applications. Local guides can also write news and add things to do.

Upminster.community is the community website for Upminster and Cranham, RM14.

Screens shown are from the Upminster.community site. Names and example content in the screenshots are fictional.