

# Frequently Asked Questions.

At Directwest, we love data, analytics and showing you how well your advertising is working!

We are excited to share the recent updates to our Business Centre and Reputation & Social Dashboard. You can still access your Directwest software and Social Media Management information but now you can access your Mysask411 leads reports and/or MLP reports in the same Business Centre!

A video has been created to help you navigate how to login, update your password and navigate the centre once you're in.

[Click here](#) to watch!

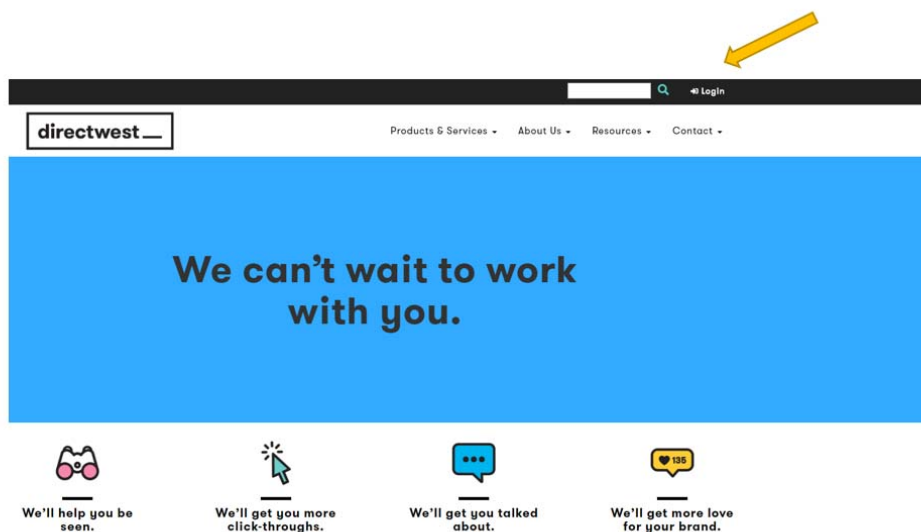
Please read the Q&A below for additional details:

## When does the change happen?

Now, its already in effect!

## How do I log in?

Visit [www.directwest.com](http://www.directwest.com) and click on login. Next, click on the Business Information link.



## What if I can't remember my password?

That's ok, under your login field there is an option to change your password.

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**directwest** —

### What do I do once I am inside?

Look around! Click on files and you will be able to see all upcoming month's Mysask411 leads and MLP Reports.

### When do the reports get uploaded?

The reports are uploaded by the 15 of each month.

### Are all of the "older" reports going to be in this new location?

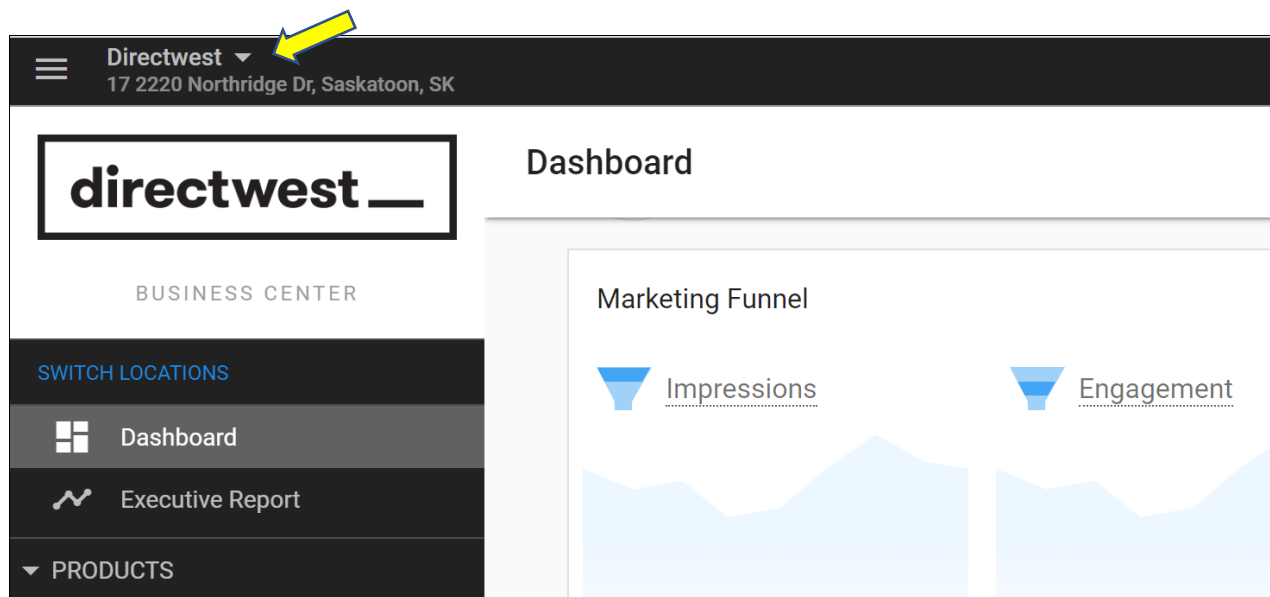
Not at this time. However, if you would like to view past data please give your Media Advisor or Media Coordinator a call. They will be able to email you the past data.

### I've had an MLP number for over a year, what if I want to look at last months report?

A past month's report will not be in the in the new Business Centre but we can email you a copy. Please contact your Media Advisor or Media Coordinator and they will be able to forward you a copy.

### I have multiple business locations, how I can access the different reports?

To keep things simple, we have separated the reports by locations. Each location will have its own dashboard. Here is how you can navigate between the different locations. First, in the upper left hand corner, click on downward facing arrow beside your business name.



Once you click on the downward arrow, you will be shown your locations. Click on the location you would like to view first.

