



Online Buyer's Guide Frequently Asked Questions

How do I register on the TRA's website, www.restaurantville.com?

If you have NEVER logged into the new Restaurantville.com

1. Click "Register Today" in box on home page to the right of the rotating images
2. Complete the form. Create your own username and password. Submit the form.
3. If the system finds your email address in TRA's database, you will get a message asking "Is this you?"
Select the member record that belongs to you.
4. The system will send you a verification email and you can then log in with the username and password you created.

If you've logged into the new Restaurantville.com but have forgotten your password

1. Click "Forgot Password" under the Member Login in the box on the home page to the right of the rotating images
2. Enter the email address you used to register for the website.
3. You will get a message that an email with verification code has been sent.
4. Open the email; click on the link, cut and paste the verification code into the correct box and re-set your password

Where is my company's profile information?

Login to www.restaurantville.com. Click on "View Profile" link on the homepage. Scroll down to the bottom of the Profile page and you'll see "Company Profile." Click on "Buyer's Guide Info" to begin.

Why doesn't the Online Buyer's Guide form auto-populate with my company's information (address etc.)?

The form does not auto-populate because often company's want to provide different contact names, addresses etc. for the Online Buyer's Guide than reside in our membership database.

How do I know what categories are available to choose from?

Once you click on "Category Selection" you will see the seven main categories. Click on each one for a full list of sub-categories.

How can I tell what categories I've already selected?

The categories you've selected will show up on your Profile page under Company Profile, Current Categories.

How can I change the categories I've selected?

Just go in to the category and unselect that category and select a new one.

What are the logo size and format requirements?

We accept the following file types: .gif, .jpeg, or .png. The file size must be less than 400k. The image can be 100px wide, maximum.

How do I replace the logo if it changes?

Just upload the new logo it will automatically replace the old one. You do not need to delete the previous image.

How long can the company description be?

The company description is limited to 50 words or less.

My company isn't showing up in all the categories I selected.

If you have not purchased a premier listing your company will only appear in the first three categories you selected.

My company's logo isn't showing up.

If you have not purchased a premier listing your company's logo will not display.

My company description isn't showing up.

If you have not purchased a premier listing your company's description will not display.

When will advertising and upgraded listings be available?

TRA will launch the advertising component and upgraded listings in March 2012.

How many visitors does the Restaurantville.com receive?

Restaurantville.com averages 20,000 visitors per month.

How many visitors are expected on the Online Buyer's Guide?

The previous version of the TRA Online Buyer's Guide averaged over 3000 visitors per month. We expect to meet or exceed that traffic count with extensive promotion.

Contact the Texas Restaurant Association membership department if you need further assistance:

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