Updating Your Branch Hours for COVID-19

Introduction

The spread of the coronavirus in the United States has created a sense of urgency among many credit unions to review, update, or even create pandemic plans and policies.

Have you made any operational changes at branches?

If so, it is imperative to update your local listings to reflect these changes. Your membership needs to be aware of new or reduced hours at your branches.

Callahan & Associates has complied the most popular local listings sites, including Google, Facebook, Yelp, and Bing, and outlined how to update your existing hours.
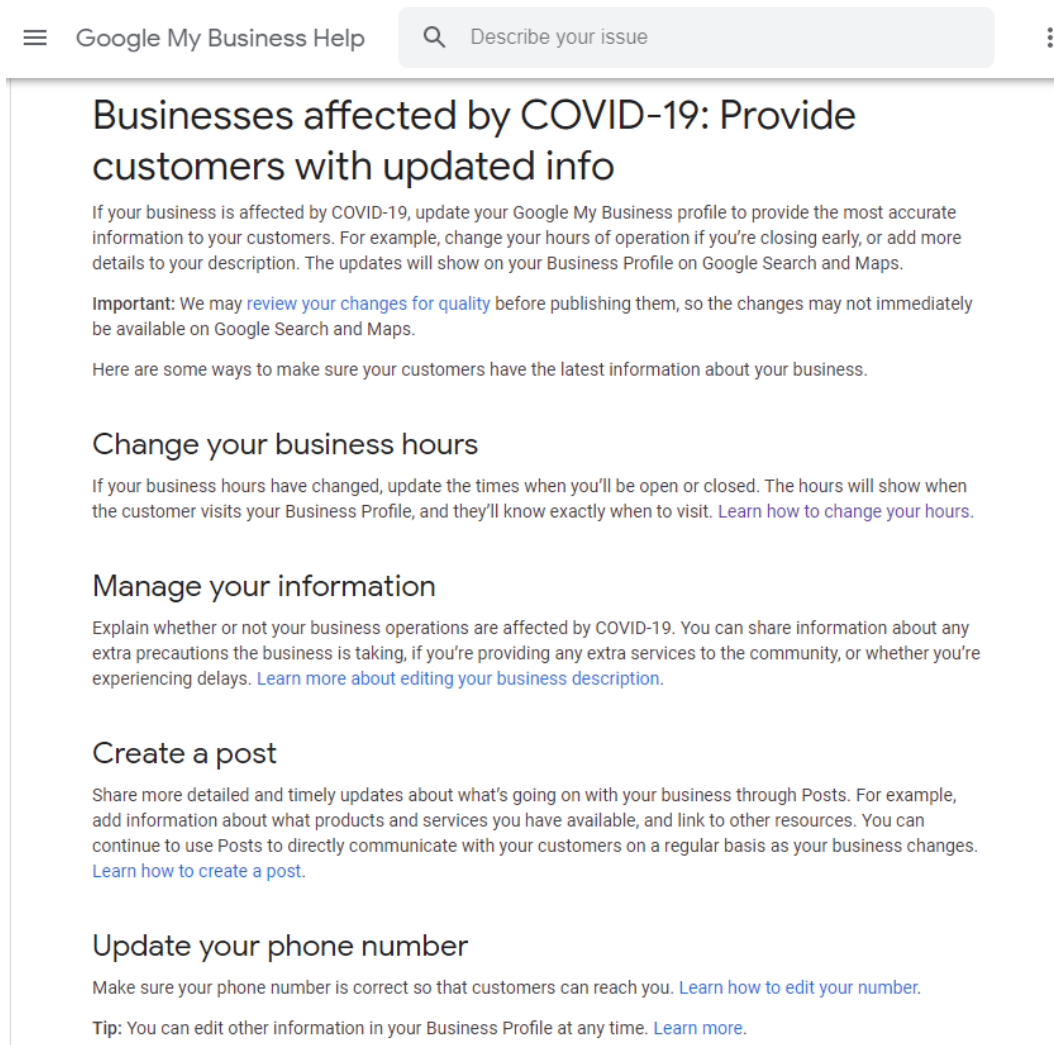
Contents

1. Google

Google is asking businesses to update its Google My Business listings if the business is affected by COVID-19. See below to update your GMB hours. Google has also posted a new help document (screenshot included below) describing how businesses can update their business hours, phone numbers, business descriptions and/or use Google Posts to share more information.

How to update your Google hours:

1. Sign in to Google My Business. If you have multiple locations, open the location you'd like to manage.
2. Click Info from the menu.
3. Next to "Add hours" or your current business hours, click Hours 🕐.
4. Turn on each day of the week that your business is open.
5. Next to each day of the week that your business is open, click **Opens at**, and then select the opening time.
6. Next to each day of the week that your business is open, click **Closes at**, and then select the closing time.
7. After you're done setting your hours, click **Apply**.

2. Yelp

How to update your Yelp hours:

From the Yelp Business Owners website (biz.yelp.com)
1. Go to the Business Information section
2. Click **Add** (or **Edit** if you have existing content here)
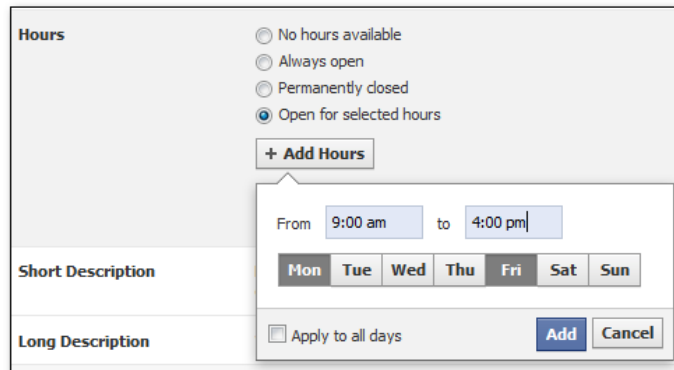3. Click **Save Changes**

From the Yelp for Business Owners app
1. Click **Biz Info** in the bottom navigation bar
2. Tap either **Specialties**, **History** or **Meet the Business Owner/Manager** and enter the information
3. Hit **Save**

3. Facebook

How to update you Facebook hours:

1. Click **About** on the left side of your Page.
2. Click **Edit Page Info**.
3. Click the **Hours** tab at the top.
4. Update your hours and click **Save Changes**.

4. Bing

How to update your Bing hours:

1. Visit bingplaces.com and log in if necessary
2. Click on your business name
3. Click the **EDIT** button next to your business name
4. Click the **Next** button until you get to the section that displays your hours
5. Update the hours to reflect your new branch hours
6. After you're done update your hours, click **Save**