brand/new design
WEBSITES · BRANDS · SOFTWARE

FOR OUR CLIENTS

Your Brand New Design account

Sign in, put it on your phone, and hear about every enquiry.

6 minute read · 9 November 2026



Brand New Design is a trading name of GFY Marketing Limited.

Your account is where you see how your website is doing, read its enquiries, get your social posts and ask us for changes. It's at **my.brandnewdesign.co.uk**. This guide gets it onto your phone, with a notification for every new enquiry.

Signing in

There's no password to remember. We email you a link instead.

1 The first time

We send you an email called "Finish registration". Press its button, check your name, agree to the terms, and you're in. The link works for seven days.

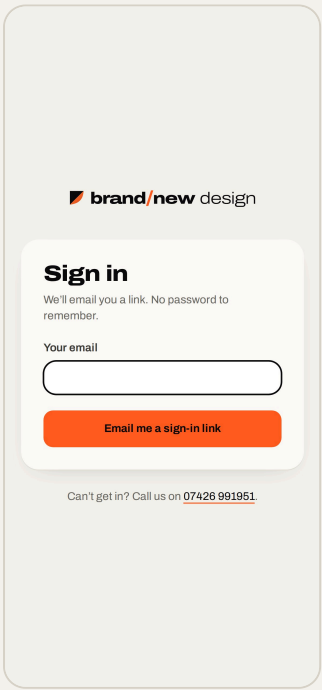
2 After that

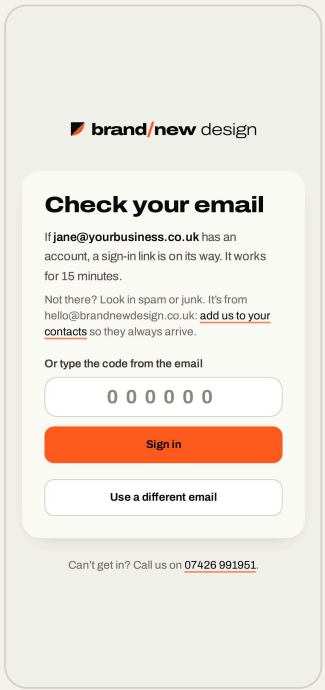
Go to **my.brandnewdesign.co.uk**, type your email and press "Email me a sign-in link". Press the button in the email we send. It works once, for 15 minutes.

3 Or type the code

The same email has a six-digit code. Type it on the sign-in page instead of pressing the button. This is the way to sign in to the app on your home screen (see below).

Once you're in, you stay signed in on that phone or computer until you sign out.





Make sure our emails reach you

Your sign-in links and your website's enquiries are emailed from **hello@brandnewdesign.co.uk**. If your email puts them in spam or junk, you could miss a customer. Two minutes now stops that.

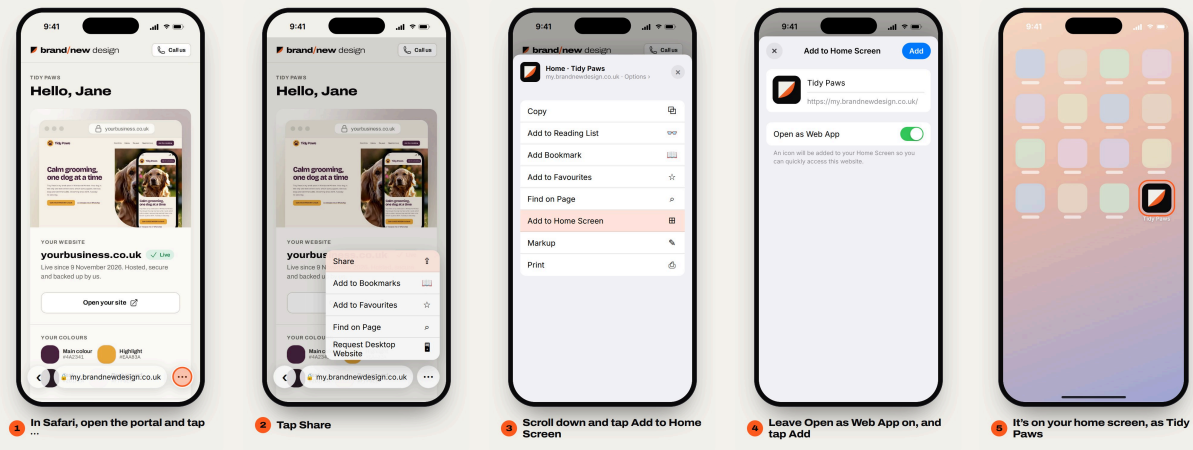
- **Add us to your contacts.** Save `hello@brandnewdesign.co.uk` as a contact called Brand New Design. Gmail, Outlook and Apple Mail all trust the people in your contacts.
- **Gmail:** if one of our emails is in Spam, open it and choose *Report not spam*. To add us as a contact, go to `contacts.google.com`, choose *Create contact*, and save our address.
- **Outlook and Hotmail:** go to *Settings*, *Mail*, *Junk email*, then *Safe senders and domains*. Choose *Add safe sender*, type our address, and *Save*.
- **iPhone Mail:** if one of ours is in Junk, open it and choose *Move to Inbox* or *Not Junk*. Tap our name at the top of the email and choose *Create New Contact*.

> Enquiries come from us, but pressing Reply answers your customer directly: their email is already filled in. Your form asks for an email but doesn't insist, so if someone only left a phone number, the email says so: ring or text them instead.

Put it on your home screen

Added to your home screen, your account opens like an app, with its own icon named after your business. On an iPhone this is also the only way to get notifications.

On an iPhone



1 Open it in Safari

Go to **my.brandnewdesign.co.uk** in Safari and sign in.

2 **Tap ···, then Share**

The ··· button is next to the address at the bottom. If your Safari has its address bar at the top, tap the Share button (a square with an arrow) instead.

3 **Tap Add to Home Screen**

Scroll down the list to find it. Not there? Tap *Edit Actions* at the bottom of the list and add it.

4 **Leave "Open as Web App" on, and tap Add**

You can change the name first if you like.

On iPhones before iOS 26, tap the Share button at the bottom of Safari, then *Add to Home Screen* and *Add*.

> The app on your home screen keeps its own sign-in, apart from Safari. Open it, ask for a sign-in email, and type the code from it.

On an Android phone

1 **Open it in Chrome**

Go to **my.brandnewdesign.co.uk** in Chrome and sign in.

2 **Tap ⋮, then Add to Home screen**

The ⋮ menu is at the top right. Some phones call it *Install app*. Chrome may also offer it in a bar at the bottom of the page.

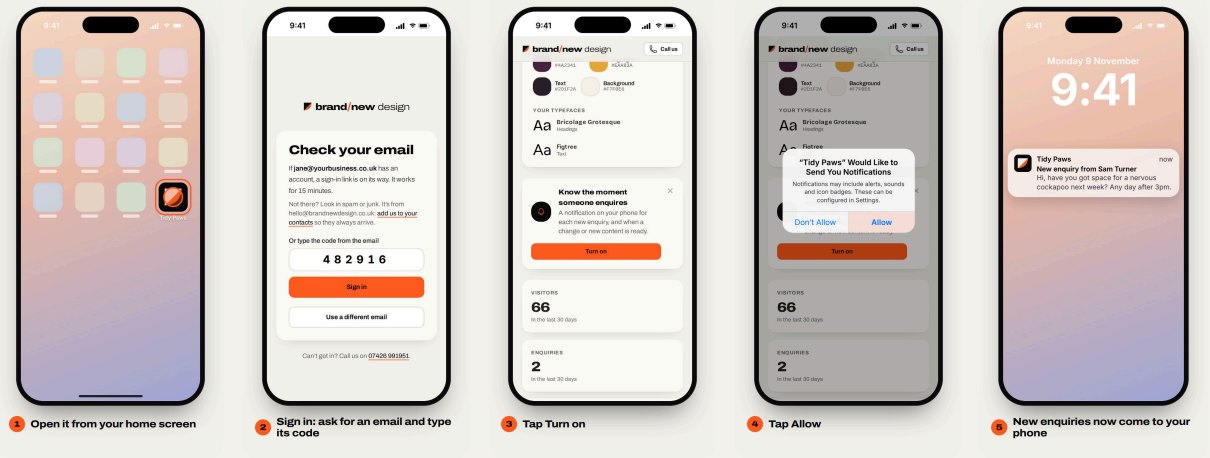
3 **Tap Install**

The icon goes on your home screen and in your apps. It stays signed in, as Chrome is.

Turn on notifications

Your phone can tell you the moment someone sends an enquiry through your website, when a change you asked for is done, and when new content is ready. You choose which.

On an iPhone



1 Open the app from your home screen

Not Safari: iPhones only send notifications to the app. Sign in with the code from our email if it asks.

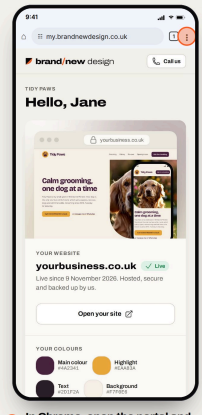
2 Tap Turn on

It's on your Home page. Or go to *More*, *Account*, and tap *Turn on notifications on this device*.

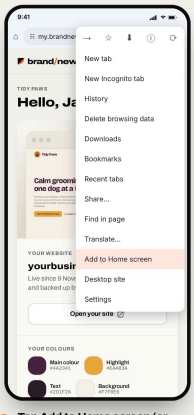
3 Tap Allow

Then tap *Send me a test* in Account to see one arrive.

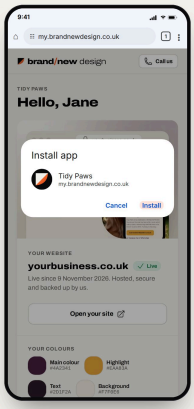
On an Android phone



1 In Chrome, open the portal and tap ⋮



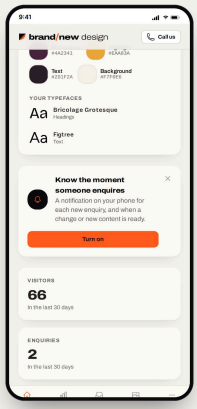
2 Tap Add to Home screen (or Install app)



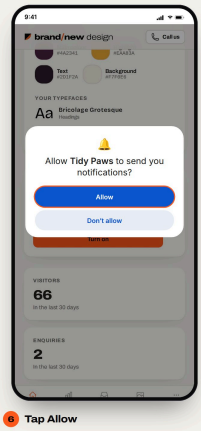
3 Tap Install



4 Open it from your home screen



5 Tap Turn on



6 Tap Allow



7 New enquiries now come to your phone

1 **Open your account**

From its icon on your home screen, or in Chrome.

2 **Tap Turn on**

On your Home page, or in *Account*.

3 **Tap Allow**

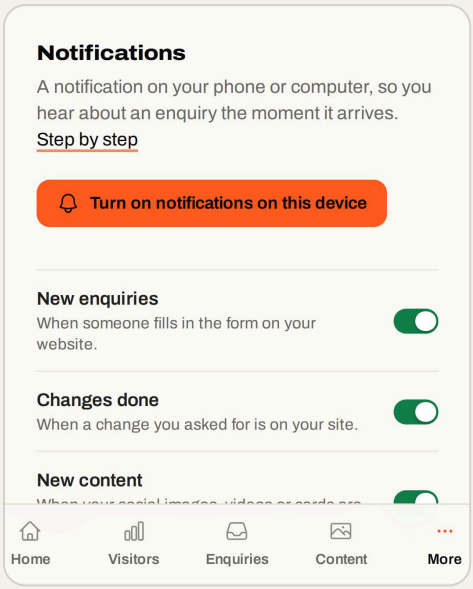
Then tap *Send me a test* in Account.

On a computer

In Chrome, Edge, Firefox or Safari, open your account, go to *Account*, tap *Turn on notifications on this device* and allow them. Each phone and computer is turned on by itself.

Choose what you hear about

In *Account*, under Notifications, switch each kind on or off: new enquiries, changes done, and new content. It's for every phone and computer you've turned on.



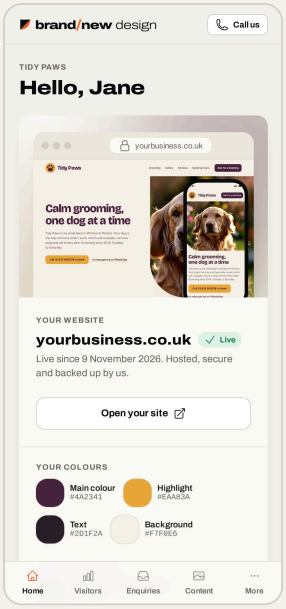
Not getting them?

- **You tapped "Don't Allow" on an iPhone.** Go to *Settings*, *Notifications*, find your business's name and turn *Allow Notifications* on. If it isn't listed, delete the icon from your home screen and add it again.
- **You blocked them on Android.** Press and hold the icon, tap *App info*, then *Notifications*, and turn them on.
- **Focus or Do Not Disturb** holds notifications back while it's on. Add your account to its allowed apps if you want enquiries to come through.
- **Android battery saving** can delay them. In *App info*, set its battery use to *Unrestricted*.

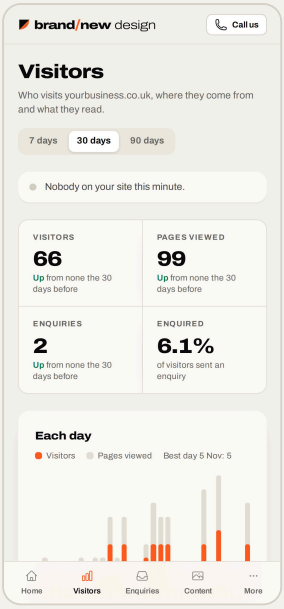
A notification shows the customer's name and the start of their message. It's encrypted for your phone on its way, so the services that deliver it (Apple's, Google's) can't read it.

Around your account

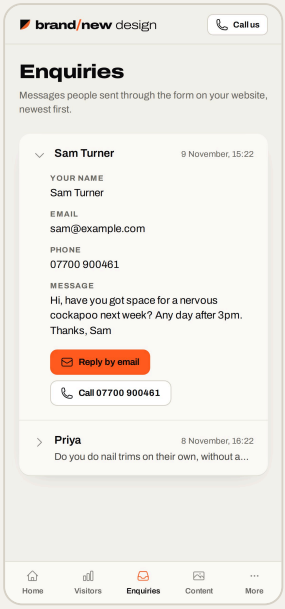
On a phone, the pages are along the bottom: Home, Visitors, Enquiries, Content, and *More* for the rest. On a computer they're down the left.



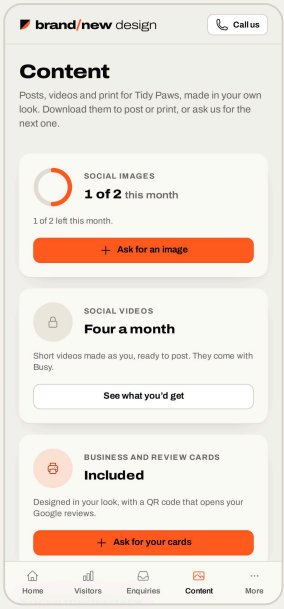
Home. Your website as it looks on a computer and a phone, its colours and typefaces, this month's visitors and enquiries, and what your plan has done for you this month.



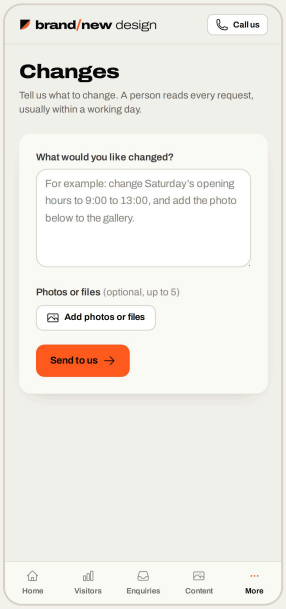
Visitors. Who visits your website, day by day: where they came from, what they read, phone or computer, the towns they're in, and how long they stay. Counted without cookies, so you don't need a cookie banner.



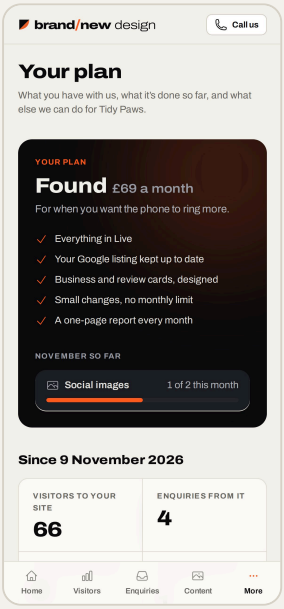
Enquiries. Every message sent through the form on your website, newest first. Tap one to read it, then reply by email or call them.



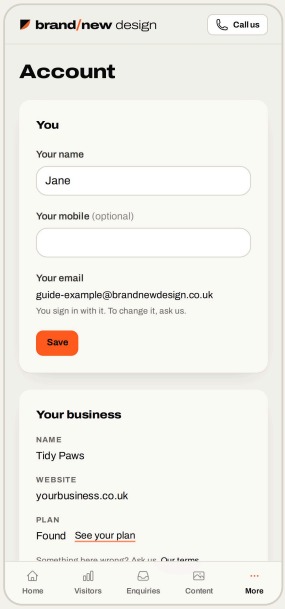
Content. Your social media pack, social images and videos, and your business and review cards, ready to download. Ask for the next one here.



Changes. Tell us what to change on your website, with photos if you like. A person reads every request, and it shows as done here.



Your plan. What your plan includes, what you've used this month, what you've had since you joined, and the plans and extras you can add.



Account. Your details, where your website's enquiries are emailed, and which notifications you get.

Pictures show Tidy Paws, an example business.

Getting help

A person reads everything you send us. Call us on **07426 991951**, or email **hello@brandnewdesign.co.uk**. You can also tap *Call us* at the top of your account on a phone.

Stuck? We'll help.

Call or email us and a person will walk you through it. Your account is at my.brandnewdesign.co.uk.

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