Roanoke Valley Convention & Visitors Bureau
Partnership Extranet

1) Login

   a. Website: extranet.roanoke.simpleviewcrm.com
   b. Username – Your e-mail address
   c. Password – A temporary Extranet password will be e-mailed to you.

2) Partner Bulletins – Check this section regularly for updates and announcements from the Roanoke Valley CVB.

3) Membership Records

   a. <u>Accounts</u>:

      i. Please review Account Information.

      ii. Partners CANNOT change this information. Please submit any changes to Catherine Herlocker at cherlocker@visitroanokeva.com

   b. <u>Contacts Tab</u>:

      i. Partners CANNOT change Contacts. Please submit any changes to Catherine Herlocker at cherlocker@visitroanokeva.com

      ii. Partners CAN add Contacts by clicking on "Add New Contact" button. Please complete form. Note colored fields are required.

      iii. Add the salutation (Mr. Mrs. or Ms.), middle initial and applicable name suffixes in the Full Name field (Mr. John J. Smith, Jr.).

      iv. Select Active in the Contact Type dropdown list.

      v. For Address, use Account: Physical, Billing, & Shipping for the 3 address categories.

   c. <u>Listings Tab</u>:

      i. View Listing by selecting the Listing ID

      ii. Edit Listing by selecting the Pencil Icon to the left of the Listing

         1. Cannot change Company Type, Category or Subcategory.
         2. Contact: Click on dropdown box and select the new person adding the Listing. This name does not appear on the website but is the person that will receive an Approval/Denial e-mail.
         3. Address Type: Click on dropdown box and select Account: Physical for Address Type. (This is based on your Account information).
         4. Listing: Click on (Edit HTML). Type Listing as you would like it to appear. When you select update, the Listing text field will now show the HTML.

5. Listing Details: Information from your Account will populate these fields. If you need to overwrite this information (for the WEBSITE ONLY), check the Field Overwrite box on the left and type the new information to the right in the "Overwrite with" column. (Please note, if the Field Overwrite box is checked for your website but has the same website address entered on the right, please uncheck the Field Overwrite box).

6. We recommend you PRINT THIS PAGE. (If for some reason your Listing is denied, it will be deleted from the system)

7. Select SAVE button.

8. Once the Listing is submitted, it goes into a pending status, until the CVB approves or denies it. You will be able to view your Listing while in pending status but will NOT be able to edit this information until approved.

9. Filters: If you click on the filters dropdown box you can sort your Listings by All Listings or Pending Changes. Also, if a Listing is in a Pending Status the icon on the left beside the Listing will be highlighted.

iii. Add Listing by clicking on the "Add New Listing" button. **(Events are NOT Listings)**

1. All colored fields are required.

2. Type: Click on dropdown box to select "Website."

3. Company: Should be populated with YOUR Company.

4. Category: Click on dropdown box to select the primary category your business relates to.

5. Subcategory: More specific area that pertains to your business.

6. Contact: Click on dropdown box and select the person adding the Listing. This does not show on the website but is the person that will receive an Approval/Denial e-mail.

7. Address Type: Click on dropdown box and select Account: Physical for Address Type. (This is based on your Account information).

8. Listing: Click on (Edit HTML). Type Listing as you would like it to appear. When you select update, the Listing text field will now show the HTML.

9. Listing Detail: Information from your Account information will populate these fields. If you need to overwrite this information (for the WEBSITE ONLY), check the overwrite box and type in the correct information to the right in the "Overwrite with" column.

10. We recommend you PRINT THIS PAGE. (If for some reason your Listing is denied, it will be deleted from the system)

11. Select SAVE button.

12. Once the Listing is submitted, it goes into a pending status until the CVB approves or denies it. You will be able to view your Listing while in pending status but will NOT be able to edit this Listing until approved.

13. Filters: If you click on the Filters dropdown box you can sort your Listings by All Listings or Pending Changes. Also, if a Listing is in a Pending status the icon on the left beside the Listing will be highlighted denoting Pending status.

    d. <u>Web Tab</u>:

        i. <u>Coupons</u>: Coupons will show within the Special Offers section of our website as well as WITH your Listing.

1. Click on "Add New Coupon" button.
2. Offer Title: The title of your special – how you would like it to appear on the website.
3. Offer Link: If you have a website address highlighting this special, enter the website address here. Link to the website address that is as direct as possible. If this is not on your website do not add a link.
4. Offer Text: Enter in Offer.
5. Coupon Image: Click on dropdown to browse and select image. Image will appear in the Selected Image box.
6. Coupon Dates: Need to indicate when the coupon is redeemed from and to. Also, when to have the coupon posted on the website. These fields provide the option of selecting future dates.
7. Select the coupon categories that relate to your special.
8. Add to Listing: Select Listing(s) in which you want to attach the coupon. This coupon will appear only with Listings you selected.
9. Click on "Save" button.

        ii. <u>Media</u>:

1. Click on "New Logo/Image" button.
2. Type: Click on dropdown box for Logo or Image. (If you do not enter a logo or image, the photo box will default to the Roanoke Valley CVB logo.
Logo – Can be a logo or image. Will appear on the main Category page (Hotels, B&Bs, Arts & Culture, etc.) and with all Listings.
Image – These images appear on your Detail page. You can include numerous images for your page. Put images into the system in the order you would like them to appear as you cannot change the order yourself once the images are entered. If you need to change the order in which the images display, please contact Catherine Herlocker at cherlocker@visitroanokeva.com to change the sort order.

3. Title: Title for the image. The title will show if a visitor hovers over the photo on the website. Also, this helps with (SEO) search engine optimization.
4. Upload: Select Browse and select your image. (The image should be sized approximately at 640 X 480 – jpg; downloadable programs such as GIMP are helpful for resizing)
5. Add to Listing(s): Select Listing(s) in which you want to attach the image. This image will appear only with Listings you selected.
6. Click on "Save" button.
7. **Note** – Please only use images you have rights for. You are responsible for all content you upload through the Partner Extranet and photos that violate copyright laws will be removed.

e. Amenities Tab: Click on the Amenities Tab and the different Amenities Category tabs are listed below going across the page.

i. Directions: (EVERYONE should complete this tab)

1. Select "Edit Amenities" button. (Note colored fields are required)
2. Jurisdiction: Click on dropdown box to select where your company resides.
3. Miles from I-81.
4. Major Access Route
5. Directions: Please make sure to review (and edit if needed) your directions from a major Interstate/Route.
6. Click on "Save" button.

ii. Accommodations: (Hotels/Motels, Resorts, Extended Stay/Vacation Rentals and camping ONLY should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. Click on "Save" button.

iii. Bed & Breakfasts: (Bed & Breakfast Inns and Cottages ONLY should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. Click on "Save" button.

iv. Things to Do: (Attractions, Wineries, Golf, Themed Trails, and Places of Interest ONLY should complete this tab)

1. Select "Edit Amenities" button.

2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. Daily Hours are required fields. Please enter open time – close time. If not open on a certain day type Closed.
4. Click on "Save" button.

v. Dining: (Restaurants ONLY should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. If the field does not apply to your company, just skip and move onto the next field.
4. Entrée Price Range and Reservations are dropdown lists. Select one choice that best fits your restaurant.
5. Alcohol Served is a multi-select field. You may select one or more items by holding down the CTRL key and clicking the desired item.
6. If you have a PDF file of your restaurant menu, you may upload it under the "Menu" field. Click the browse button and select the PDF file of your menu you would like to upload.
7. Click on "Save" button.

vi. Services: (Financial, COC, Educational, Government, Medical, Corporations, Transportation/Travel Related, and Visitor Centers should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These default automatically to No.
3. If the field does not apply to your company, just skip and move onto the next field.
4. Click on "Save" button.

vii. Recreation: (Parks and Recreation Departments and Outdoor Recreation ONLY should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. If the field does not apply to your company, just skip and move onto the next field.
4. Click on "Save" button.

viii. Sports Facilities: (Sports Venues ONLY should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. If the field does not apply to your company, just skip and move onto the next field.
4. Click on "Save" button.

ix. Shopping: (Stores, Malls, and Antiques ONLY should complete this tab)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. If the field does not apply to your company, just skip and move onto the next field.
4. Click on "Save" button.

x. Tours: (Complete this tab ONLY if your business is interested in Motorcoaches)

1. Select "Edit Amenities" button.
2. Complete each field. Those fields with Yes/No answers will allow a visitor to sort based on Amenities on the website. These automatically default to No.
3. If the field does not apply to your company, just skip and move onto the next field.
4. Click on "Save" button.

xi. Social Media Links: (EVERYONE should complete this tab)

1. Select "Edit Amenities" button.
2. Add links for any Social Media. To find your Social Media links, Google your company name, go to the page and copy and paste link.
3. Click on "Save" button

xii. Meeting Facilities: (Meeting Venues, Meeting Hotels and Unique Meeting Space, including private meeting/reception space for events should complete this tab, i.e. Attractions, Bed & Breakfasts, and Restaurants)

1. Complete all applicable fields.
2. If the field does not apply to your company, just skip and move onto the next field.
3. Number of Rooms and Square Footage: Total public space for your facility.
4. Largest Room and Style Capacity: Enter information for your largest meeting room.

5. Upload Floor Plan and Upload Large Floor Plan: If you have a PDF of a floor plan, it can be uploaded here. Large Floor Plan is for a larger/higher resolution file.
6. Click "Add New Room" button to enter detailed information about each meeting room you have. This information appears on the website as a Room Chart in table format that lists each meeting room and capacity.
7. Click on "Save" button.