



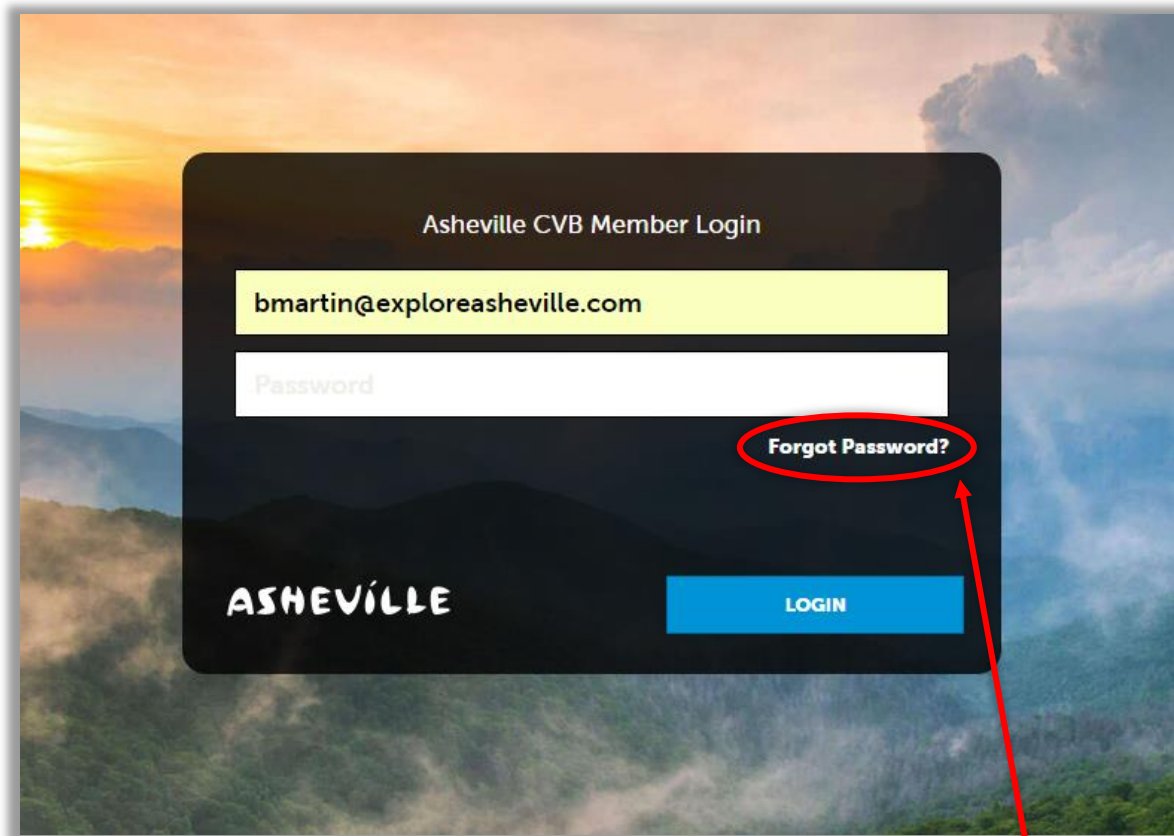
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# Logging In To Extranet 4.0

## STEP 1

Go to the login screen, found at [www.ExploreAsheville.com/Partners](http://www.ExploreAsheville.com/Partners) (we recommend bookmarking this site for easy access in the future)



## STEP 2

Enter your username and password to login.

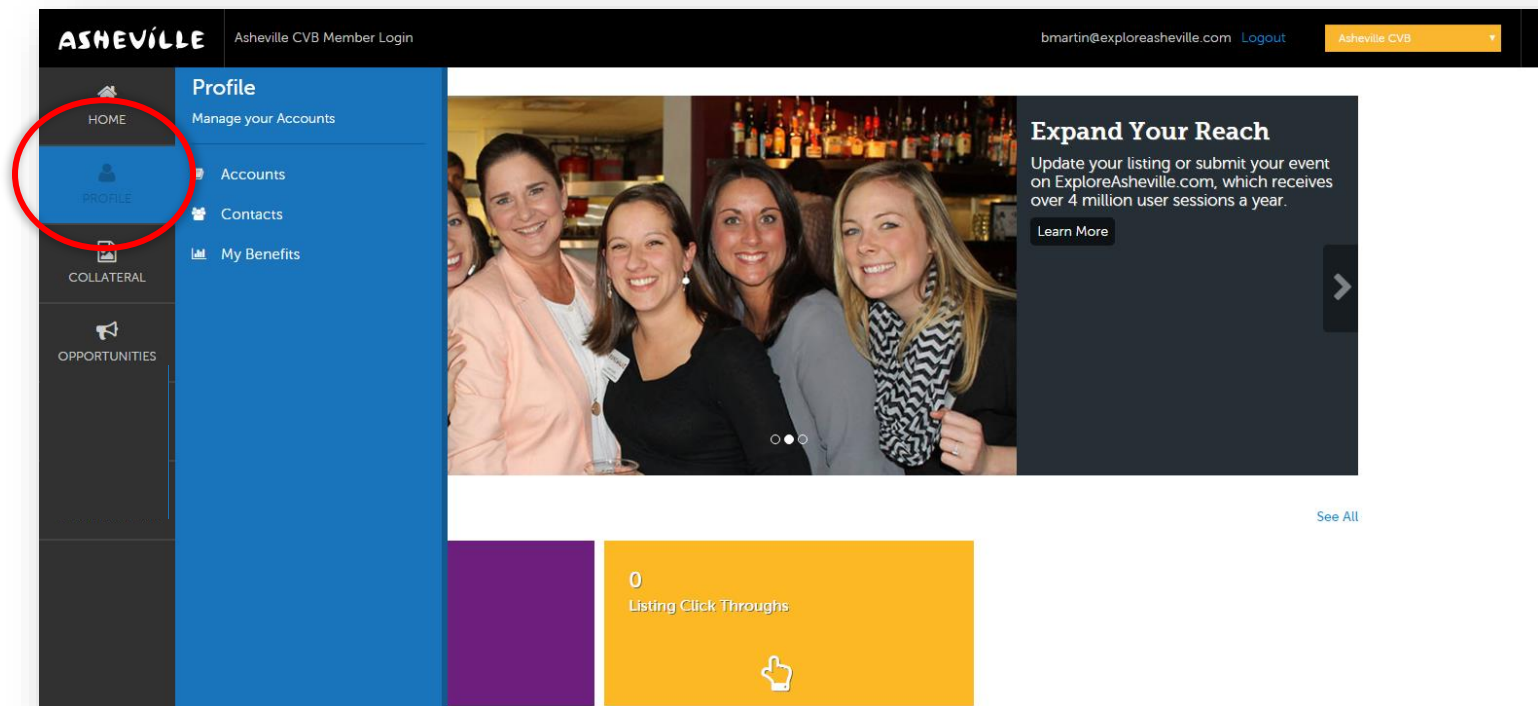
Hint: Your username is your email address. If you forget your password click here

Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

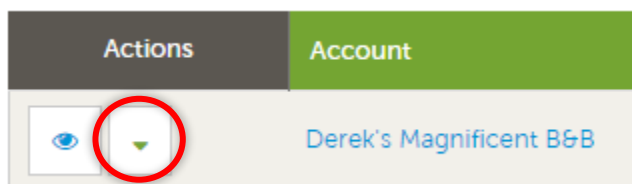
# Extranet 4.0 Navigation Guide

Below are the menu items along with a description of each. You may or may not see all of the options below. If you do not have access to a menu item that you need to edit, please email Brit Martin ([bmartin@exploreasheville.com](mailto:bmartin@exploreasheville.com)).

## PROFILE



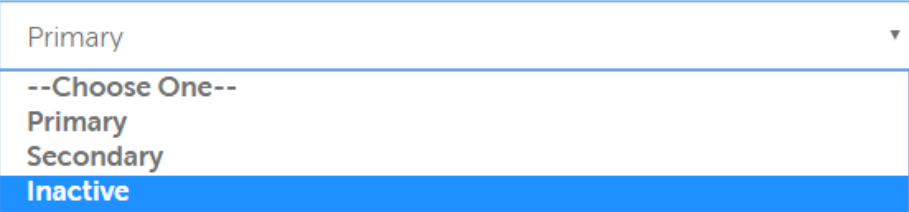
- Accounts: Here you can view account information and edit your *amenities* and *meeting space* (if applicable) by clicking on the green arrow next to the account you wish to edit.



Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

Please note that any changes needing to be made at the account level must be made by the Asheville CVB. Please email Brit Martin at [bmartin@exploreasheville.com](mailto:bmartin@exploreasheville.com) with the changes you would like to make.

- **Contacts:** Here you can view and edit the contacts that belong to your account as well as add new contacts. If a contact no longer works with your company you can inactivate them by selecting Inactive under Contact Type.



Contact Type: Required

Primary

--Choose One--

Primary

Secondary

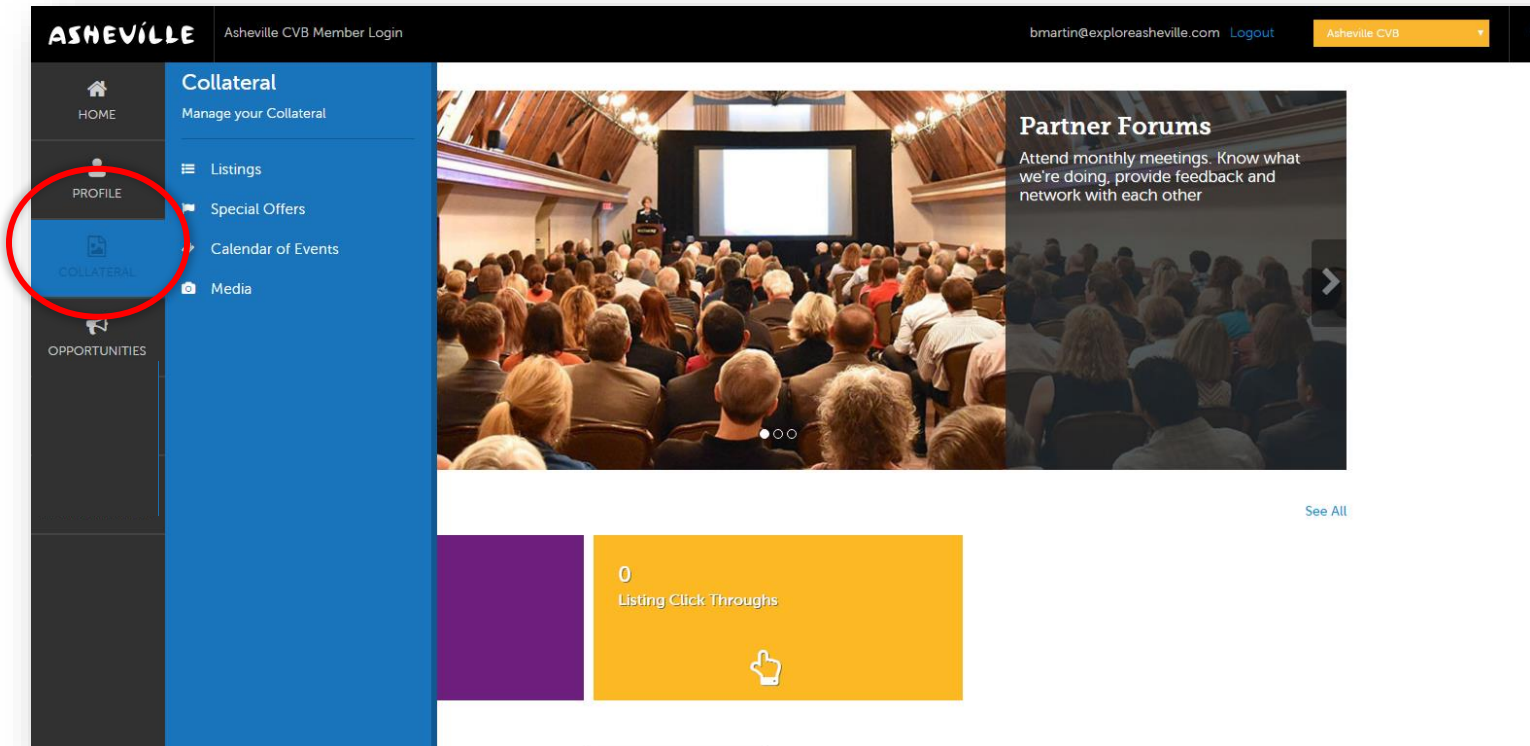
Inactive

Note that not all contacts have Extranet access (username & password). If you would like a contact to have Extranet access please call Brit Martin at 828-258-6113.

- **My Benefits:** This page contains all of your benefits statistics and data. Utilizing the filter on the left-hand side of the screen you are able to select a specific date range if you wish. Click [See Details](#) for a more in-depth look at each of them.

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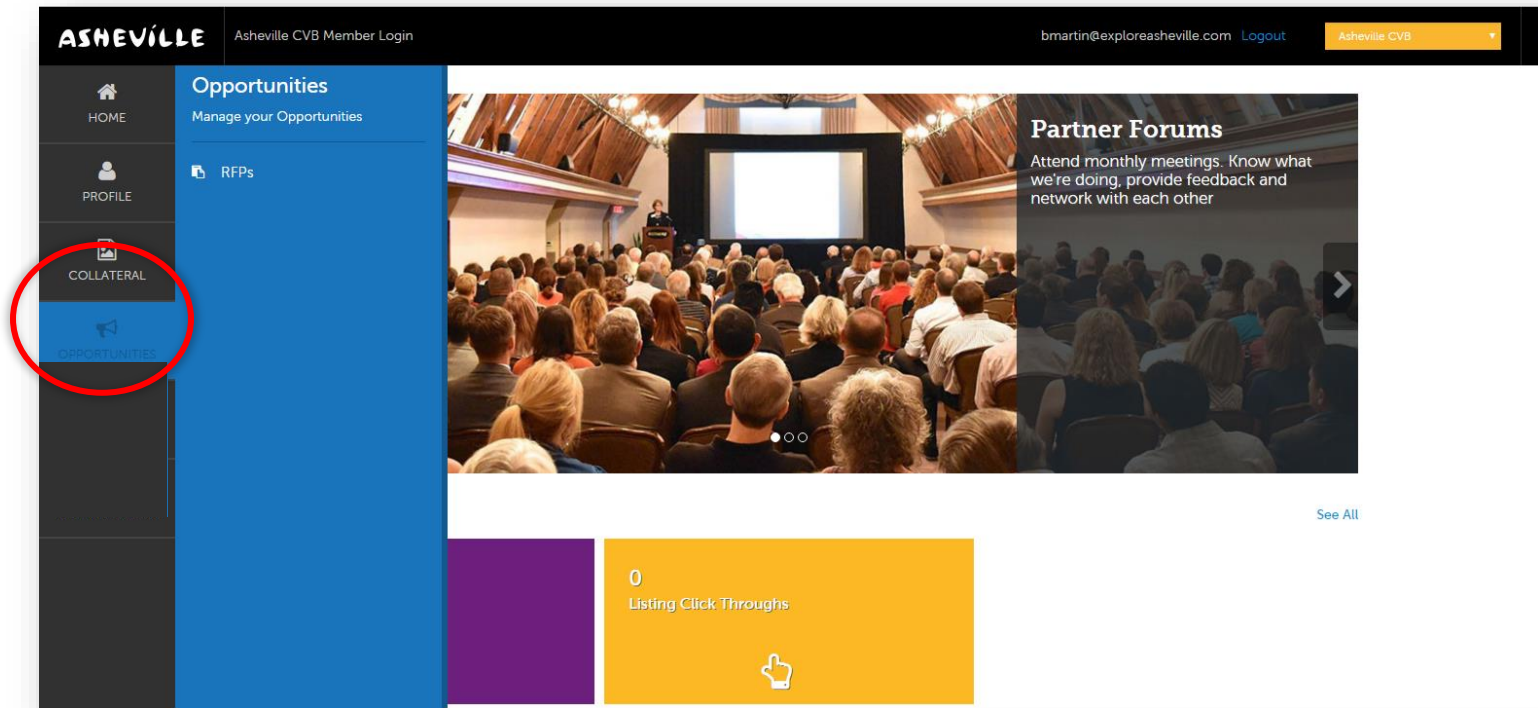
# COLLATERAL



- Listings: Here you can edit your listing(s). Please see **page 6** for specific instructions.
- Special Offers: Here you can add or edit coupons and packages to appear on the Packages & Deals section of ExploreAsheville.com as well as attach them to your listing(s). Please see **page 9** for specific instructions.
- Calendar of Events: Here you can edit or add events to appear on the Event Calendar on ExploreAsheville.com as well as attach them to your listing. Please see **page 12** for specific instructions.
- Media: Here you can upload or delete images and videos to your account and link them to one or more listings and/or coupons and packages. *NOTE: The minimum required size for images is 640 x 480 pixels to prevent your images from displaying incorrectly.*

Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

## OPPORTUNITIES



- RFPs: Here you can see and respond to leads sent by the ACVB Sales Team. Please contact Leann Swims, [lswims@exploreasheville.com](mailto:lswims@exploreasheville.com), if you need training of this nature.

## GENERAL INFORMATION

- ✓ *Please note: Your changes will not automatically be visible on your listing, they will first go through an approval process that may take 48-72 hours. You will be notified via email when your changes are approved or denied.*

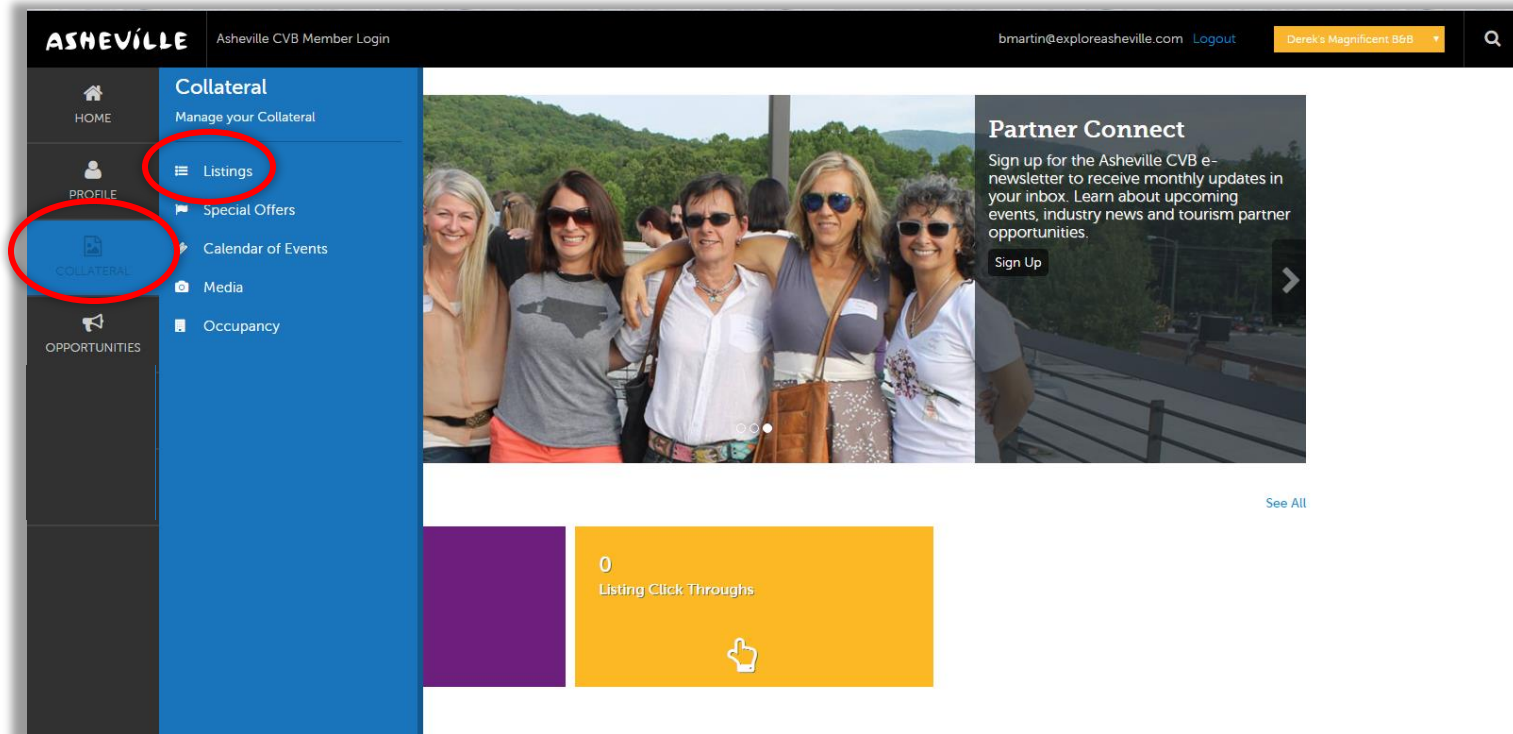
*Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)*



# How To Update Your Listing

## STEP 1

Click COLLATERAL in the left-hand navigation menu. Then click Listings at the top of the blue sub-navigation menu.



Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

## STEP 2



Click the pencil icon next to the listing you wish to edit.

ASHEVILLE

Asheville CVB Member Login

bmartin@exploreasheville.com Logout

Asheville CVB

HOME

PROFILE


COLLATERAL

OPPORTUNITIES

# Listings




Filters (0)

Manage Filters

You have not added any filters. You can click the manage filters link in the top right corner or click the  icon from the grid to add filters from the available list and set a default value to use in the future.

ADD LISTING

Page 1 of 1 Go to Page: 1

Actions	Company	Listing Type	Category	SubCategory	Listing ID	
<div>  </div>	Asheville CVB	Website	Attractions	Historic Attractions	8383	

Page 1 of 1 Go to Page: 1

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Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)



## STEP 3

Edit the available fields you wish to change and click SAVE.

**ASHEVILLE** Asheville CVB Member Login bmartin@exploreasheville.com Logout Asheville CVB

### Update Listing

**SAVE** **CANCEL**

**Sections:**

- Listing Information
- Categories
- Details
- Website Notifications
- Listing Image
- General

#### Listing Information

**Account:** \*Required Asheville CVB

**Type:** \*Required Website

**Contacts:** Brittany Martin

**Address Type:** Physical

**Description:**

Asheville's renowned Destination Management Organization!

**Keywords:**

#### Categories

**Category:** \*Required Attractions

**SubCategory:** \*Required Historic Attractions

#### Details

**COMPANY** Asheville CVB

**COMPANY (SORT)** Asheville CVB

**LISTING ADDRESS 1**

**LISTING ADDRESS 2**

**LISTING ADDRESS 3**

**CITY**

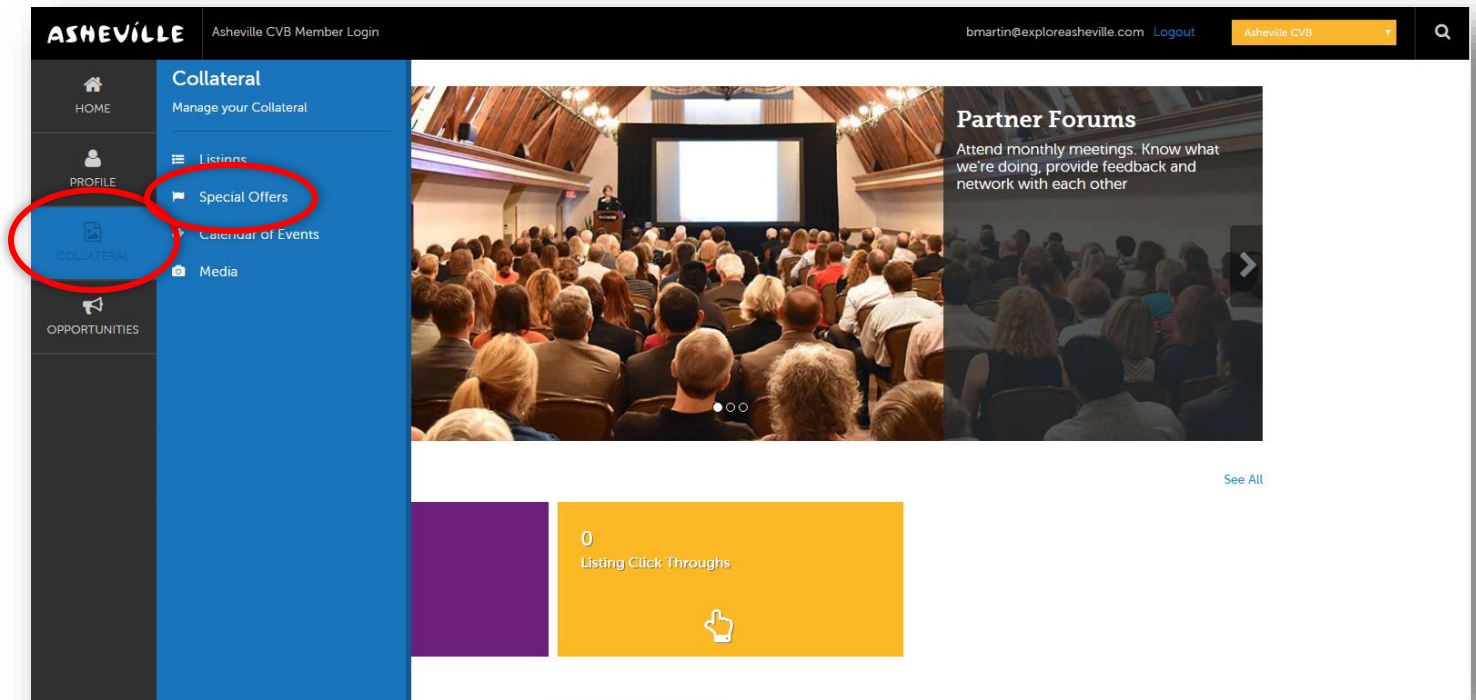
Website Notifications  
Listing Image  
General

Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

# How To Add Coupons & Packages

## STEP 1

Click COLLATERAL in the left-hand navigation menu. Then click Special Offers on the blue sub-navigation menu.



Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

## STEP 2



Click either the

OR

Click the blue ADD OFFER button to create a new package or coupon.

ASHEVILLE

Asheville CVB Member Login

bmartin@exploreasheville.com Logout

Asheville CVB

HOME

PROFILE

COLLATERAL

OPPORTUNITIES

### Offers

Filters (0) Manage Filters

You have not added any filters. You can click the manage filters link in the top right corner or click the icon from the grid to add filters from the available list and set a default value to use in the future.

ADD OFFER

Page 1 of 1 Go to Page: 1

Actions	Offer Title	Redeem From	Redeem To	Post From	Post To	Pending
<div><div> </div></div>	15% EVERYTHING	10/11/2016	10/29/2016	10/11/2016	10/29/2016	Yes

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Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

### STEP 3

If editing an existing package or coupon, edit the available fields you wish to change and click the blue SAVE button at the top left.

If adding a new package or coupon fill out each section with as much information as possible and then click the blue SAVE button at the top left.

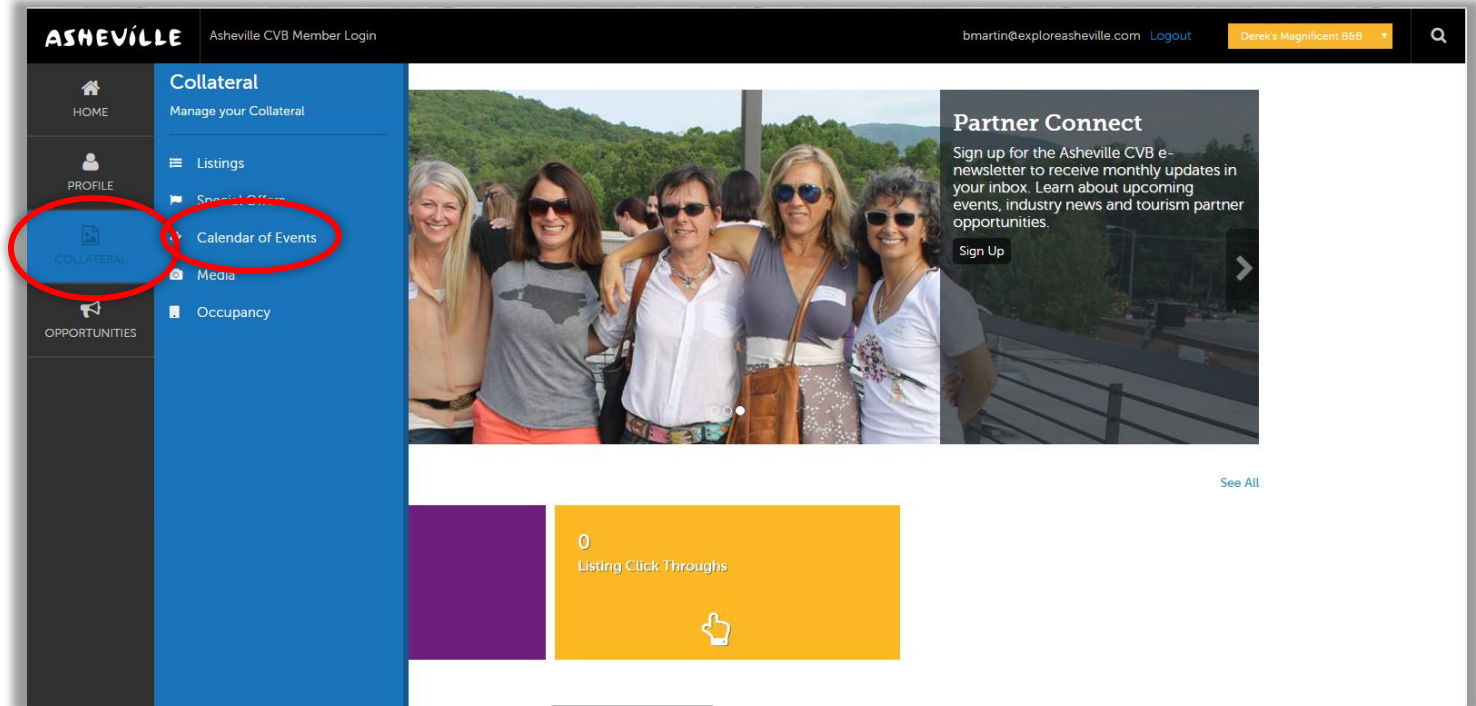
- Order Information: Make sure to include the title of the package and add the offer link to where the information exists on your own website.
- Offer Image: Please note that you will only be able to select images that have previously been uploaded by you and approved by the CVB. (See Collateral > Media on your navigation menu to upload images or videos).
- Offer Dates: Redeem From & Redeem To set the dates around when your customers can use the offer. Post From & Post To set the dates that the offer will appear on ExploreAsheville.com.
- Offer Categories: Select all that apply. Are you offering a package (must contain accommodations + an area attraction or restaurant), a special discount (such as an Accommodation Deal or Attraction & Dining Deal) or an add-on (includes all of the Customize Your Stay categories)?
- Offer Listings: Select which of your listings you would like the offer to appear under.

*Please note: Your changes will not automatically be visible on your listing, they will first go through an approval process that may take 48-72 hours. You will be notified via email when your changes are approved or denied.*

# How To Add Calendar Events

## STEP 1

Click COLLATERAL in the left-hand navigation menu. Then click Calendar of Events in the blue sub-navigation menu.

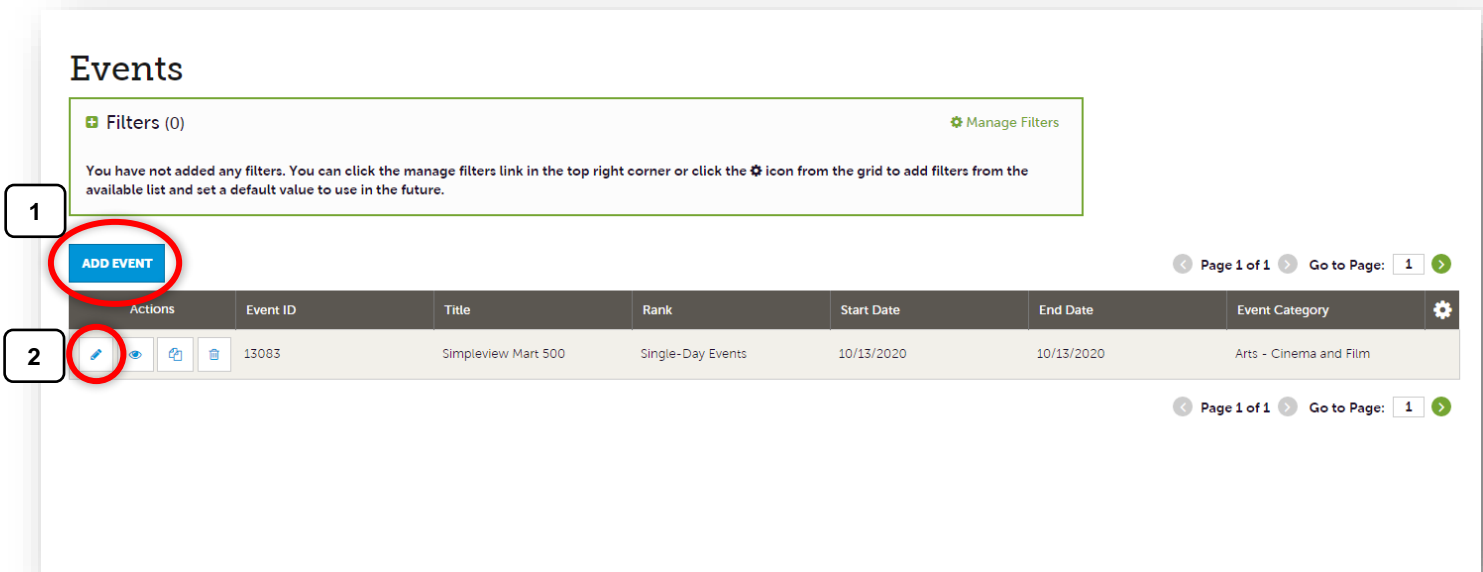


Need help or have questions? Please contact Brit Martin,  
Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

## STEP 2

1. To submit a new event click ADD EVENT.


2. To edit an existing event click the  pencil icon next to the event you wish to edit.







The screenshot shows the 'Events' management page. A green box highlights the 'Filters (0)' section with a 'Manage Filters' link. A blue box labeled '1' points to the 'ADD EVENT' button. A red box labeled '2' points to the pencil icon in the 'Actions' column of the event table.

**Events**

Filters (0) [Manage Filters](#)

You have not added any filters. You can click the manage filters link in the top right corner or click the  icon from the grid to add filters from the available list and set a default value to use in the future.

**1** **ADD EVENT**

Actions	Event ID	Title	Rank	Start Date	End Date	Event Category
<b>2</b>    	13083	Simpleview Mart 500	Single-Day Events	10/13/2020	10/13/2020	Arts - Cinema and Film

Page 1 of 1 Go to Page: 1

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Data Specialist, at 828-258-6113 or [bmartin@ExploreAsheville.com](mailto:bmartin@ExploreAsheville.com)

### STEP 3

Whether you are adding a new event or editing an existing event, make sure ALL required fields are filled out, then click SAVE in the top left-hand corner.

The screenshot shows the 'New Event' form in the Asheville CVB Member Login interface. The 'SAVE' button is circled in red. The 'Account' field is set to 'Asheville CVB'. The 'Title' field is empty and marked as required. The 'Contact' field is set to '--Choose One--'. The 'Admission' field is empty and marked as required. The 'Description' field is empty and marked as required. The 'Sections' list on the left includes Event Information, Event Location, Event Dates, Image Gallery, and General.

- ✓ Please note: Your changes will not automatically be visible on your listing, they will first go through an approval process that may take 48-72 hours. You will be notified via email when your changes are approved or denied.

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## Criteria for Event Submission on the ExploreAsheville.com Events Calendar

All event submissions are subject to an approval process. The ACVB retains the right to qualify events submitted and approve or deny based on the criteria.

Event must:

- Be open to the public and out-of-town visitor-friendly
- Be located in Buncombe County or within 70 miles, in the state of NC
- Make no mention of, or linking to, out of Buncombe county lodging or offer camping
- Not be a community fundraiser, yard sale, or the like that would not appeal to a visitor
- Be a scheduled tour, not an "any day or time availability" event submission
- Include an image (image specifications are 640x480 pixels) and full details at time of submission

*Just a few more things to note!*

Please:

- Do not mass delete past events in the Extranet. The ACVB would like to keep them in the database
- Note that events with "no end date" selected will automatically end on December 31 of the current year

Submit events at least a week in advance for small events or 3 months in advance for large events and festivals. The earlier events are submitted – the more exposure!

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