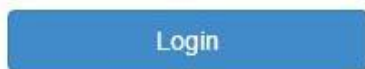


Destine Extranet – Quick User Guide

This Quick User Guide will give you information on how to access and use the Extranet so you can update your product details on www.thisisdurham.com.

You will require your username and login* - please read each section carefully to ensure that you are updating your listing information correctly.

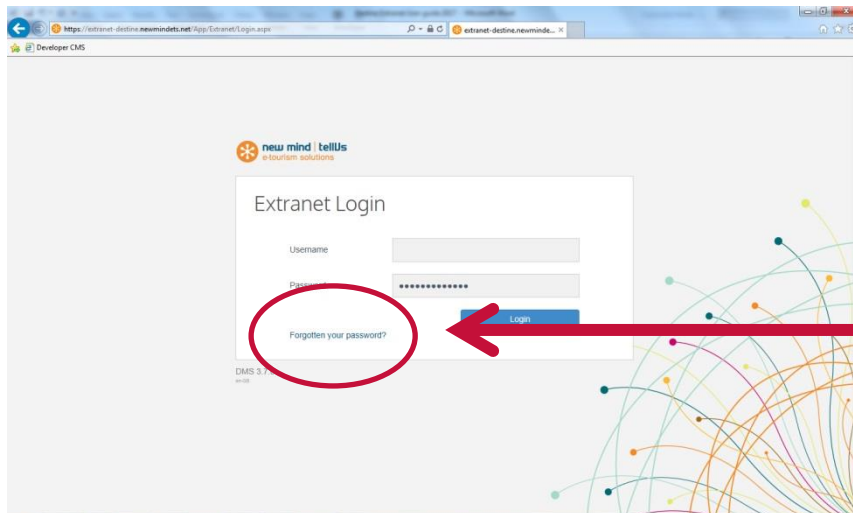
**If you require a reminder of your username and/or login, please contact Pam Pedelty on Pam.Pedelty@visitcountydurham.org*



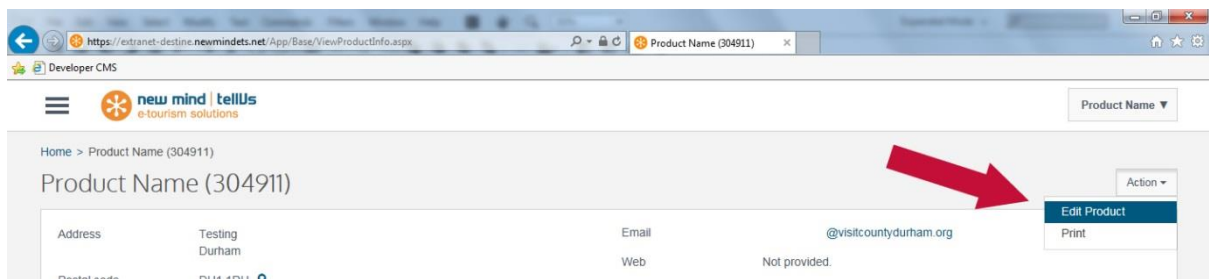
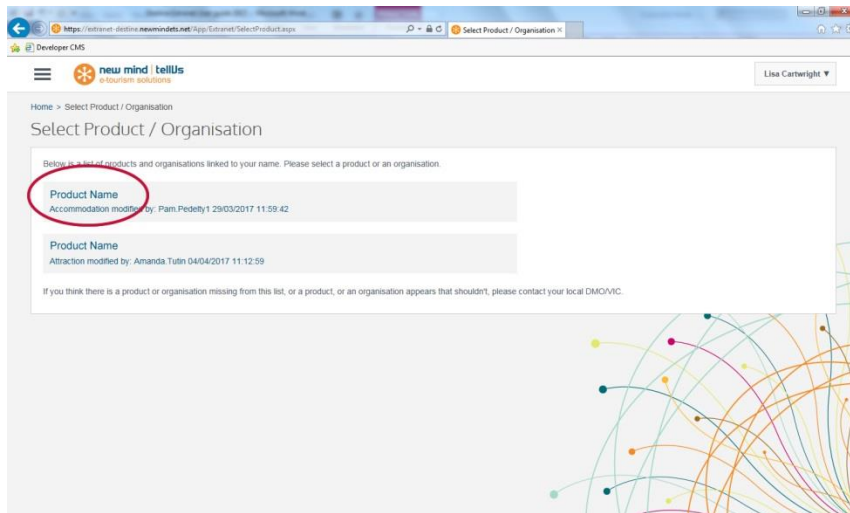
To access the Extranet please log on to:

<https://extranet-destine.newmindets.net/App/Extranet/Login.aspx>

Input your username and password then press 'Login'.



- Select the Product you want to update (you might have more than one)
- Then select 'Actions' and 'Edit product'



You will then see a screen with tabs to the left hand side which will allow you to edit your information.

<div style="border: 1px solid #ccc; padding: 5px;"> <h2 style="margin: 0;">Product Name</h2> <ul style="list-style-type: none"> <li style="background-color: #0056b3; color: white; padding: 5px; margin-bottom: 5px;">Product Details > <li style="padding: 5px; margin-bottom: 5px;">Descriptions > <li style="padding: 5px; margin-bottom: 5px;">Media > <li style="padding: 5px; margin-bottom: 5px;">Classifications > <li style="padding: 5px; margin-bottom: 5px;">Openings > <li style="padding: 5px; margin-bottom: 5px;">Tickets > <li style="padding: 5px; margin-bottom: 5px;">More > </div>	<p>Address and contact details of the hotel, B&B, holiday cottage, attraction, restaurant, shop or business which will be displayed on the website</p> <p>Long description should be approximately 150 words Short Description should be approximately 25 words</p> <p>Images should be landscape and a minimum of 950 x 535</p> <p><i>Please do not update this section</i></p> <p>Provides details of when you are open (e.g. open all year, closed Christmas and New Year)</p> <p>Pricing information - Rooms/Tickets*</p> <p>Add special offers*</p>
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*Rooms

(Rooms - Accommodation only) This is the section where you add the number of rooms/units and minimum to maximum prices. Please ensure that you do not add more rooms than you actually have. If you have a room which can be used as a double or twin please name the room Double/Twin en suite rather than add a double and a twin room. In the following example there are 4 Double, 4 Twin and 2 Family rooms. You will see that the minimum occupancy is calculated to 10 rooms and maximum is 24 (total number of bed spaces in the B&B). You need to set the Price basis to 'Price per person' or 'Price per room', 'Room only' or 'B&B'.

To add the minimum and maximum prices for each room click on the 3 dots to the right of the room price basis and choose 'Edit prices'. You can then enter the minimum and maximum price for each room type.

!Test Pam Serviced availability

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Units

Rooms

Type	Name	Qty	Cap.	Min	(£) Guide	Price basis	Bookable
Double (En-Suite)	Double en suite en	4	2	1	70.00	Per room (breakfast included)	☑
Twin (En-Suite)	Twin en suite en	4	2	1	70.00	Per room (breakfast included)	☑
Family (En-Suite)	Family en suite (2 adults & en)	2	4	1	100.00	Per room (breakfast included)	☑

General pricing details
Text limit 2000 characters, 2000 characters left

en

Minimum occupancy: 10

Maximum occupancy: 24

*Tickets

To add a new ticket type, click on 'Actions', 'Add unit', then choose the ticket type from the drop down list. Give the ticket type a name (e.g. concessions), add a guide price (minimum price) and choose Price type 'per ticket type'. Save and close.

To add the minimum and maximum prices for each room/ticket, click on the 3 dots to the right of the room/ticket price basis and choose 'Edit prices'. You can then enter the minimum and maximum prices for each room/ticket type.

Tickets

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Actions

Type	Name	Qty	Cap.	Min	(£) Guide	Price basis	Bookable
Adult	Adult en	20	1	1	10.00	Per Ticket Type	☑
Adult	Adult 10am en	20	1	1	8.00	Per Ticket Type	☑
Adult	Adult 2pm en	20	1	1	9.00	Per Ticket Type	☑
Child	Child 2pm en	20	1	1	5.00	Per Ticket Type	☑

Add Unit

Product Summary

*Adding Special Offers

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More

Special Offers

Routes

Package: Accommodation

Listing Level: Enhanced

Package valid from 30/08/2016 to 20/12/2018.

☑ Add own date range: 01/03/2017 To 31/03/2017

- To add a special offer, click 'More' then choose 'Special offers'
- Click 'Actions', 'Add special offer'
- Choose type of offer, listing level 'Enhanced' and add a date range

You can then add the offer to the description box in the following format:

- Name of offer (e.g. Spa Getaway / Spring Break)
- Add description of the offer
- Prices from
- Offer available: add the date range and any exclusions, e.g. 1 Feb-30 May subject to availability

- Call to book – add telephone number and email
- Quote: This is Durham

Saving Changes

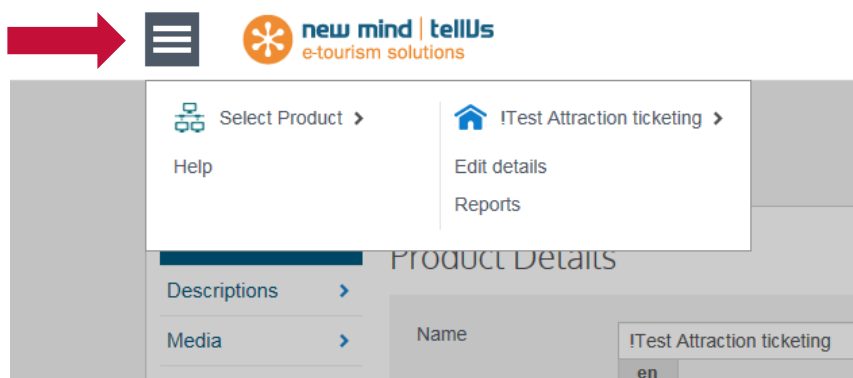
Once you have made your amendments to each section, you should save these by clicking the blue 'Save' button at the bottom right of the screen.



The changes that you save will then go through to a mediator at Visit County Durham to be checked and made live, so don't be concerned if you do not see the changes on www.thisisdurham.com straight away.

Additional Options and Help

Click on the 3 horizontal lines at the top left of the screen if you want to go back to select another product, get online help with any part of the updating process (video guides) or to check the statistics for your product(s) on the site.



Reports

- Choose 'Reports'
- Then select 'Provider statistics'
- Use the drop down boxes to add a date range (e.g. 1 Mar 2016-31 Mar 2017)
- Choose ATP-CD Website (filter by channel) then click 'Update'

The report will contain information on:

- The number of times your product details have been viewed
- The number of times your product has been emailed
- The number of times your location map was viewed
- The number of times your own website has been viewed

Still Need Help?

This quick user guide is just a brief overview on how to use the Extranet to update your product record(s) on www.thisisdurham.com. For further assistance please contact Pam Pedelty on Pam.Pedelty@visitcountydurham.org