

TISCOVER Extranet User Guide For Serviced Accommodation Providers

Introduction

General Navigation

Login

Introduction to the Extranet System

The Extranet application is a powerful, web-based tool, which enables you to manage and update the information about your property. All of the information entered will be displayed on www.visitscotland.com and on the booking centre application used in the National contact centre and the Tourist Information Centres across Scotland.

The information about your property falls into two categories:

Content and Images

- Business Name and Address data
- Image Gallery and Photo Gallery
- Directions/Getting There
- Establishment Facilities
- Board Basis
- Health and Fitness

Entering this information will ensure your property details are displayed in full, in the guide section, on the website.

Rooms and Prices

- Room details including
 - Name, room image and description
 - Board type and basis
 - Facilities and number and type of bed(s) in the room
 - Room occupancy
- Pricing
 - Date Ranges and Prices
 - Minimum stay settings
 - Discounts and Supplements
- Availability
 - Allocated and/or indicated

Entering the basic functionality in this section will ensure your property is returned in an availability search on the website.

Taking advantage of the advanced options in this section will allow you to decide if you wish to input special offers, discounts or supplements and minimum stay restrictions.

There is one guide for the Content and Images section and one guide for the Rooms and Prices section. If you download the guides from our website, the Content and Images section has been split into easy to manage units.

Login

The URL for the Extranet is:

<https://secure.visitscotland.com/extranet>

Enter your User ID and Password (image shown below)

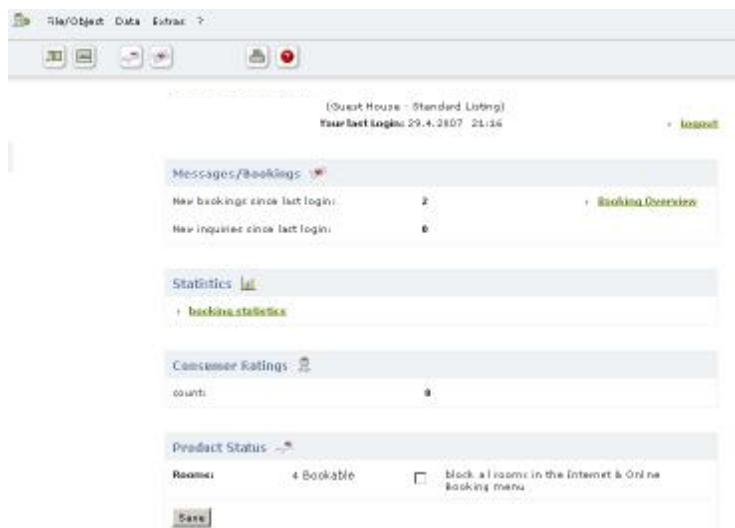
Tiscover Extranet is exclusively available to our Members and Partners.
Maintain your content data (allocations, rates, seasons, etc.) to guarantee up-to-date information on your site!

User ID :	<input type="text"/>
Password :	<input type="password"/>
	<input type="button" value="Login"/>

Click Login

A security message may appear warning that you are about to enter a secure site, click OK.

You will be directed to the Main Menu screen



Messages/ Bookings displays how many bookings and booking enquires have been taken for your accommodation since the last time you accessed extranet. There is also a green booking overview linking to further booking reports.

Statistics links to a report outlining all booking transactions you have received on a quarter by quarter basis.

Consumer Ratings This functionality is not currently available.

Product status shows the number of room types (not the number of rooms in the establishment) and whether these are bookable online or not. You can change the status of all rooms by checking the box in this field, however the room settings need to be activated prior to ticking this box. Details of this are covered in the Rooms and Prices section.

General Navigation

At the top of every section there is a grey toolbar section containing 3 main menu options on the top row and quick access icons on the second row.



N.B. The XL icon will only appear if you have the Web in a Box application.

Menu Options

Each of the menu options has a drop down menu, hover over the main menu item to view all accessible headings within this section (i.e. the Data section example is shown below). If the drop down list item has an arrowhead at the end of the line this indicates that this item opens up a further sub menu list.

If you have more than one property and they are all accessed via the same login and user id then they will be listed in the File/Object drop down menu. You can access the required accommodation by clicking on its name. Each accommodation will have its own home page and data menu to enable you to edit that accommodations details.

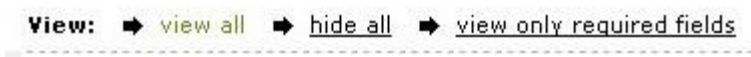
To select an option hover over the main item and then click on the sub item name and the system will open up that menu item.



Menu Items

Each menu item page will display options that can be edited by you to update your entry on the VisitScotland.com website (including any niche sites, and your Web in a Box site if you have one).

At the top of each menu screen there is a section showing:



View all

Will open up all of the sections that you can edit for the section you are working in.

Hide all

Will collapse all the sections leaving you a list of the main headings.

View only required fields

Will only open up the mandatory sections which are denoted with an *. If a field has ** then only one field in this sub section is mandatory. For example, this means you would enter information in either the postcode field or the PO Box field. It is not necessary to enter both.

N.B. If you only complete the mandatory sections your business will not be fully profiled; you should also explore the other section items within each page and complete all of the ones that are appropriate to your business.

Within the **Home Page** Menu item some of the options are view only. These are greyed out and cannot be accessed by you to edit. To arrange to amend any view only data please email the Tourism Services team (updates@visitscotland.com) with the details of the requested change.

If you change any data you must click save at the bottom of the page you are working in before accessing another page or all changes will be lost.

If data is not entered into a section then that section will not appear on the web page. Therefore a customer will not see this heading. For example if you do not have health and fitness information, leaving this section empty will ensure that on your entry in the www.visitscotland.com website the Health and Fitness option will not display (as shown below).



Your Entry on the VisitScotland.com Guide Page

In the guide page the visitor can view the details about your property. All this information is entered via the Extranet.

The main content on the guide pages is entered in the Extranet via the menu option:

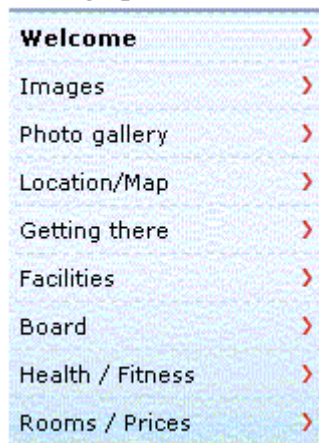
Data
Master Data



You will notice that the menu items via this option are labelled with the same headings that the visitor will see on your guide page on the website.

Snap show view of left hand navigation bar on the Welcome page on the Website:

Homepage



Welcome	>
Images	>
Photo gallery	>
Location/Map	>
Getting there	>
Facilities	>
Board	>
Health / Fitness	>
Rooms / Prices	>