

Member Account Center Instructions

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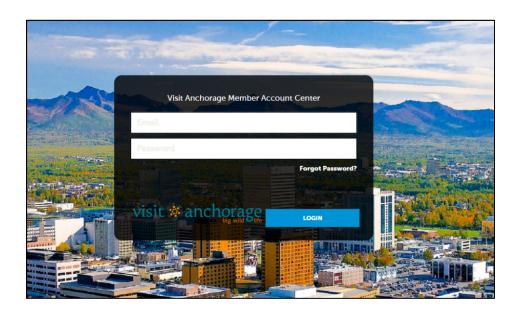
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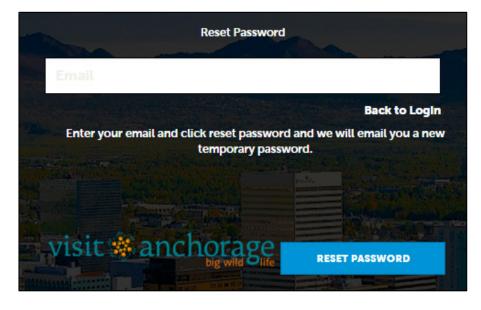
Tips

Click " to edit. Click " to view. Click " to clone. Click " to delete.

" will display if a change is in a "pending" status and cannot be updated until the previous set of changes have been reviewed and approved by Visit Anchorage.

Logging In



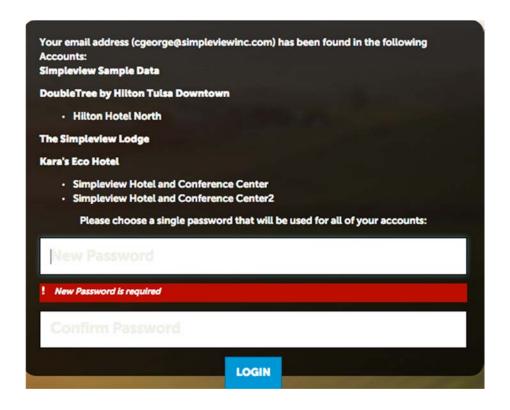


Logging In

- The Primary Contact and any contact marked as Alternate Contact for Membership will be sent an email from Visit Anchorage with the link to the Member Account Center and a temporary password. If an additional contact within your company should have access to the Member Account Center contact your Visit Anchorage membership representative.
- Click on the link, which will take you to the "Visit Anchorage Member Account Center" screen.
- Enter your email address and the temporary password provided in the email.
- You will be asked to change your password to one of your preference. Enter that password twice.

Click on the "Forgot Password" link if you need to reset your password.

Unified Login

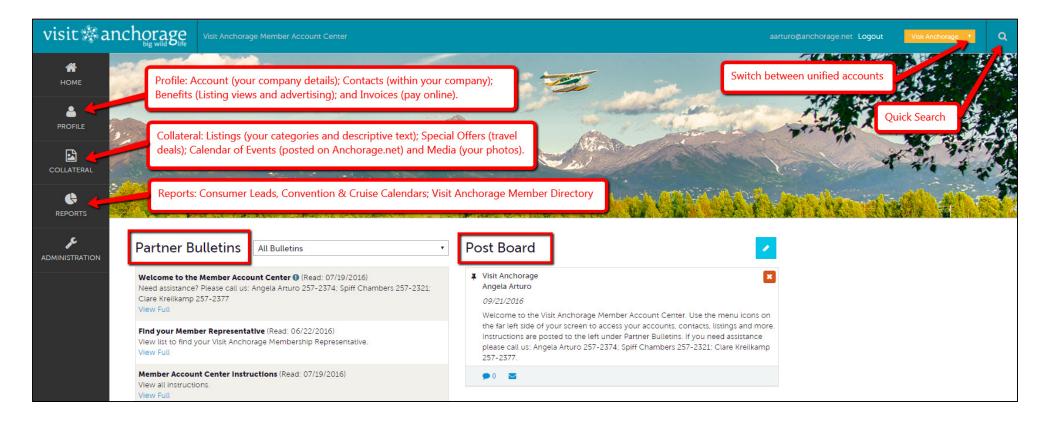


Unified Login

If you use the same email address for multiple accounts, you will be presented with the Unified Login screen. This screen will list all of the accounts you have access to in the Member Account Center. Please provide a single password for all accounts and enter that password twice.

Visit Anchorage Member Account Center Updated 11/8/16

Home Screen



- Menu icons down left hand side. Home, Profile, Collateral and Reports.
- **Partner Bulletins** are notices, documentation, events, etc. posted by Visit Anchorage. Important bulletins will be marked with a blue and white exclamation mark.
- **Post Board** allows Visit Anchorage members to communicate with each other. Clicking on the caption bubble icon allows a user to reply to a post. There is also an email icon for contacting the poster via email.

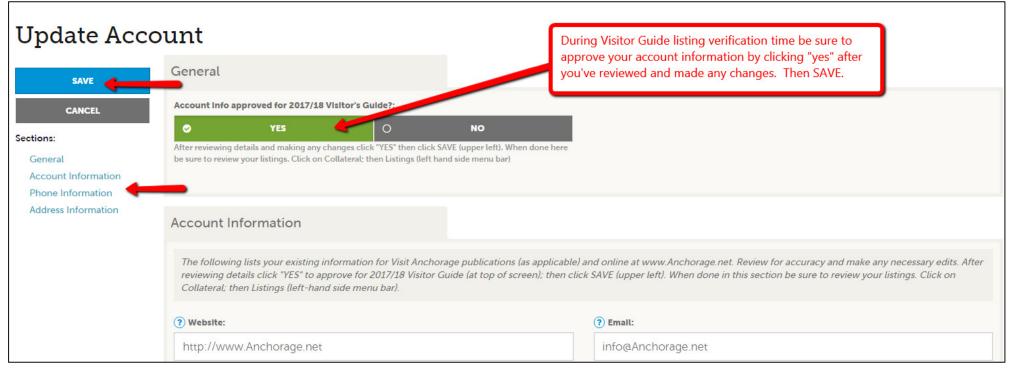
Manage Profile - Accounts





After you click the Profile icon and then Accounts, you will be presented with your account name (s) and various actions you can perform. If you see multiple account names, this is due to your business being associated with another business. The pencil icon will allow you to edit your business (account) information. By clicking the eyeball icon, you can view your business (account) information. The down arrow icon will allow you to view and edit your amenity and meeting space information if applicable to your category. Amenity and meeting space information displays on your Anchorage.net listing. The following categories include amenity details: Accommodations; Activities, Attractions & Tours; Dining & Nightlife; Transportation & Trip Planning and Meeting Facilities. Regardless of your business category, if you have meeting space please click Manage Meeting Space and update.

Manage Profile - Accounts (cont'd)



When you view or edit your account information, you can quickly scroll to a section on the page by clicking the links on the left of the page. Once in the account screen you can edit as needed. During Visitor Guide verification time be sure to review your account details. Edit as necessary. After making any changes toggle to YES at the top "Account Info approved for 2017/18 Visitor's Guide". Then SAVE. If you have no changes, please toggle to YES to let Visit Anchorage know you have reviewed your account information and it is approved as-is for the 2017/18 Visitor Guide. Then SAVE.

- Account Information: Website, Business email address; Reservations URL, Seasons of Operation, Handicap Accessibility.
 Business Name (if your business name needs to be changed please contact your member rep; this field can't be changed in the Member Account Center)
- Business Phone Information: Primary Phone, Alternate Phone, Toll Free
- Address Information: Physical, Billing and Shipping Addresses

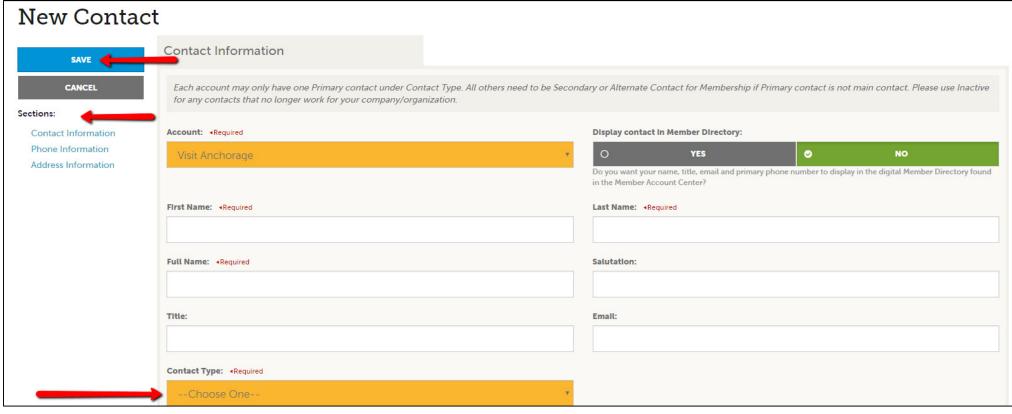
If you are viewing the account, the top left will display an Edit button. If you are editing the account, the top left will display a Save button. You must click the Save button before changes are applied!

Manage Profile - Contacts



After you click the Profile icon and then Contacts, you will be presented with a list of all the contacts/employees associated with your business. On this page you can Add, Edit, View, or Clone (i.e. duplicate) a contact depending upon your member account center permissions.

Manage Profile - Contacts (cont'd)

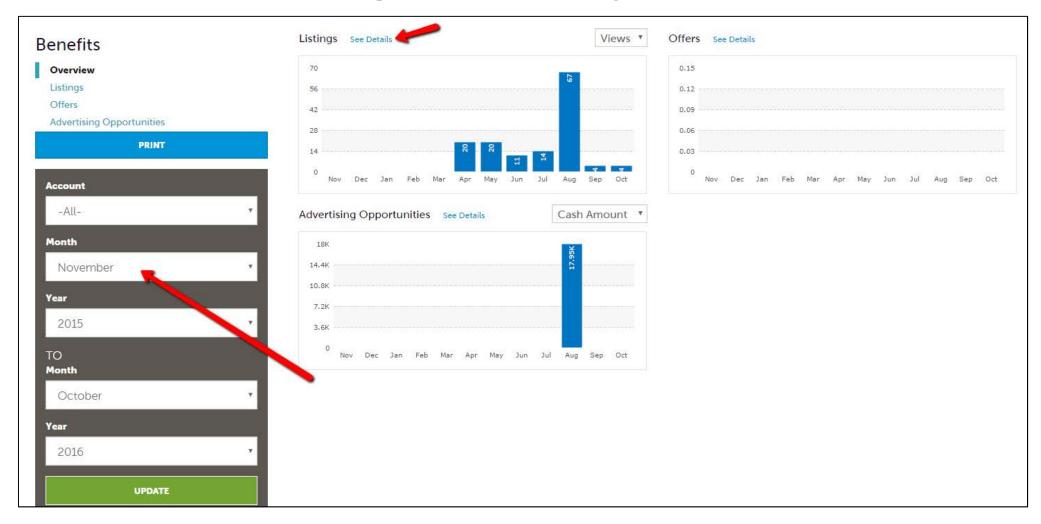


- Contact Information: First, Last, Full Name, Salutation, Title, Email, Contact Type*
- Display contact in Member Directory: Toggle to Yes to have your contact information display in the Visit Anchorage Member-to-Member online directory. Your name, title, email and primary phone will display, allowing for better member-to-member communication. By default, the Primary contact and title will display on each member's account within the directory. This is similar to the former printed Tourism Resource Directory.
- Phone Information: Primary, Mobile, Alternate and Fax Phone Numbers
- Address Information: Physical, Billing, and Shipping Addresses

*There is one "Primary" contact per account. This is the main contact and receives the Board of Directors voting ballot each year. All other contacts should be marked "Secondary" or "Alternate Contact for Membership". Use "Inactive" for anyone no longer with your company.

If you are viewing a contact, the top left will display an Edit button. If you are editing a contact, the top left will display a Save button. You must click the Save button before changes are applied! IMPORTANT NOTE: If a contact/employee has left your business it is your responsibility to notify Visit Anchorage and/or change their contact type to "Inactive".

Manage Profile - My Benefits



After you click the Profile icon and then My Benefits, you will be presented summary reports based on interaction with Visit Anchorage. The information you see on this page is specifically related to your business. Use the filters on the left to search for specific dates. Click "See Details" for more information.

Manage Profile - Invoices

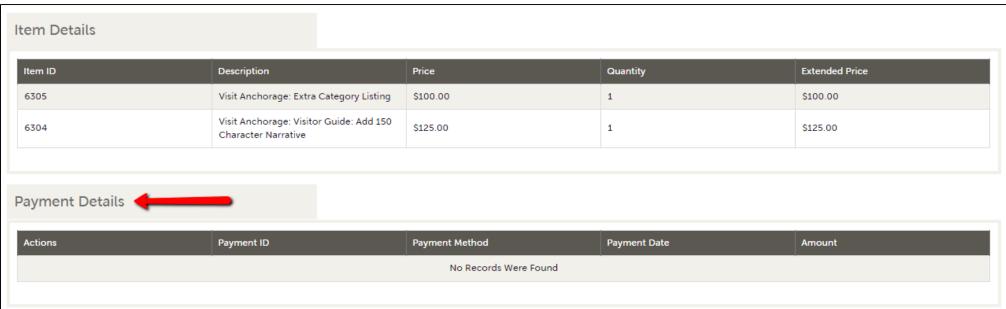


After you click the Profile icon and then Invoices, you will see a list of invoices associated with your Account. To view the details of the invoice you can either click the eyeball icon or print. To pay an invoice, click the eyeball icon to first view the invoice; then click Pay Now. If you prefer, you can print the invoice and return payment via check.

At this time you can pay extra visitor guide narrative and extra listing invoices through the Member Account Center. If you have extra text or extra listings please check the Invoice module for your invoices. Invoices will not be mailed. Yearly dues invoices will be mailed.

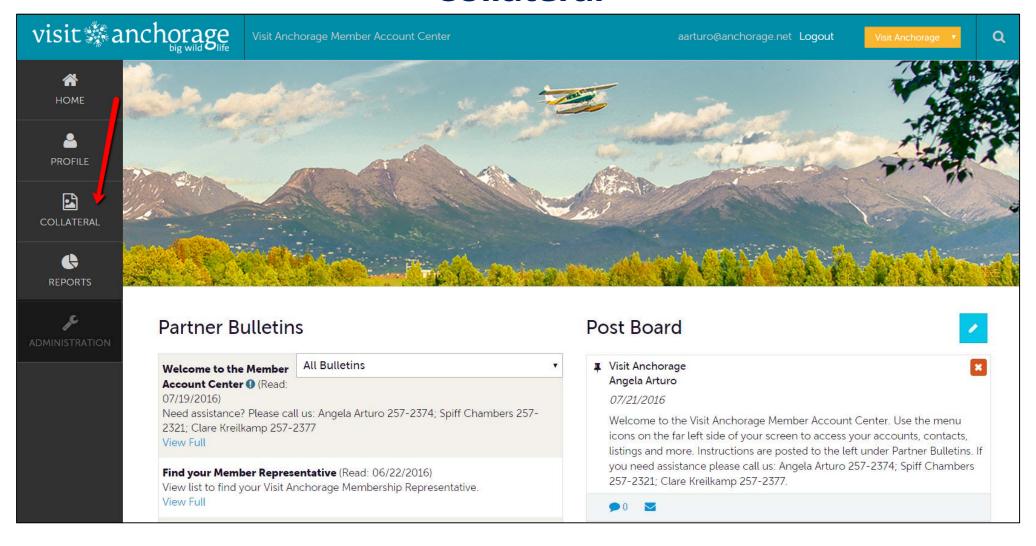
Manage Profile - Invoices (cont'd)





When viewing an invoice you can see the payment history associated to the invoice. If the invoice has an outstanding balance, you will see a Pay Now button in the top left of the page. Clicking the Pay Now button will take you to a secure page to pay using a credit card, much like any online payment portal on the internet.

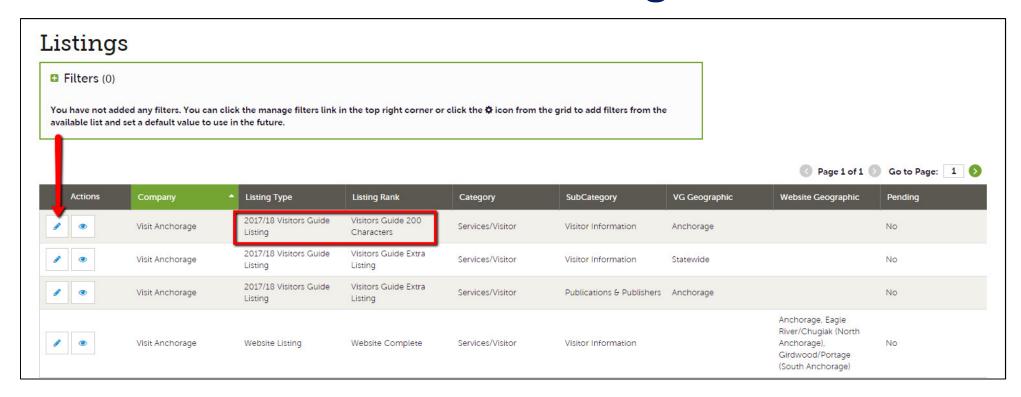
Collateral



Clicking the **Collateral** icon, displays options for Listings (Visitor Guide, Anchorage.net, Restaurant Guide), Special Offers (travel deals), Calendar of Events (public events on Anchorage.net), and Media (your photos).

Visit Anchorage Member Account Center Updated 11/8/16

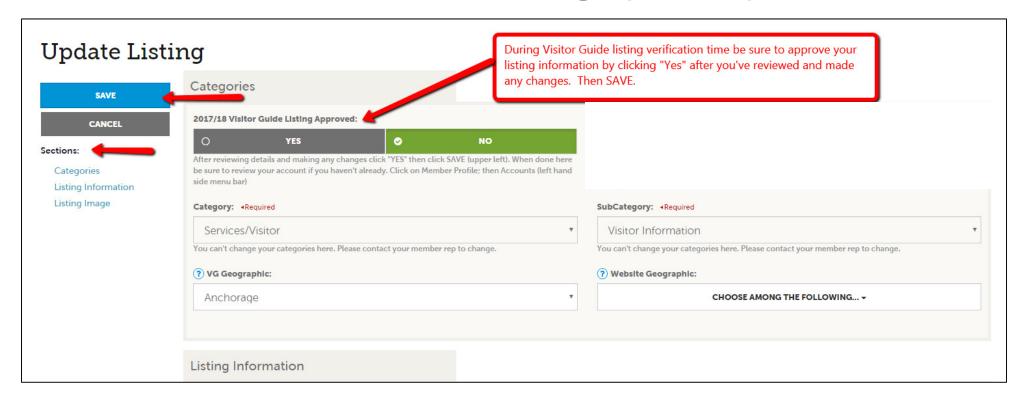
Collateral – Listings



After you click the Collateral icon and then Listings, you will be presented with your business listings. These listings will include your Anchorage.net website listings and publication guide listings (Visitor Guide, Restaurant Guide) as applicable. The pencil icon will allow you to edit your listing information. By clicking the eyeball icon, you can view your listing information.

Visit Anchorage Member Account Center Updated 11/8/16

Collateral – Listings (cont'd)



When you view or edit a listing, you can quickly scroll to a section on the page by clicking the links of the left of the page. If you are viewing a listing, the top left will display an Edit button. If you are editing a listing, the top left will display a Save button. **You must click the Save button before changes are applied!**

IMPORTANT NOTE: Any edits of listings will require approval from Visit Anchorage. Upon saving your updates, Visit Anchorage will be notified of your changes/additions.

Collateral – Listings (cont'd) Visitor Guide Verification

During Visitor Guide listing verification you will need to review your Visitor Guide listings (categories, text, and extra listings) for accuracy and make any changes.

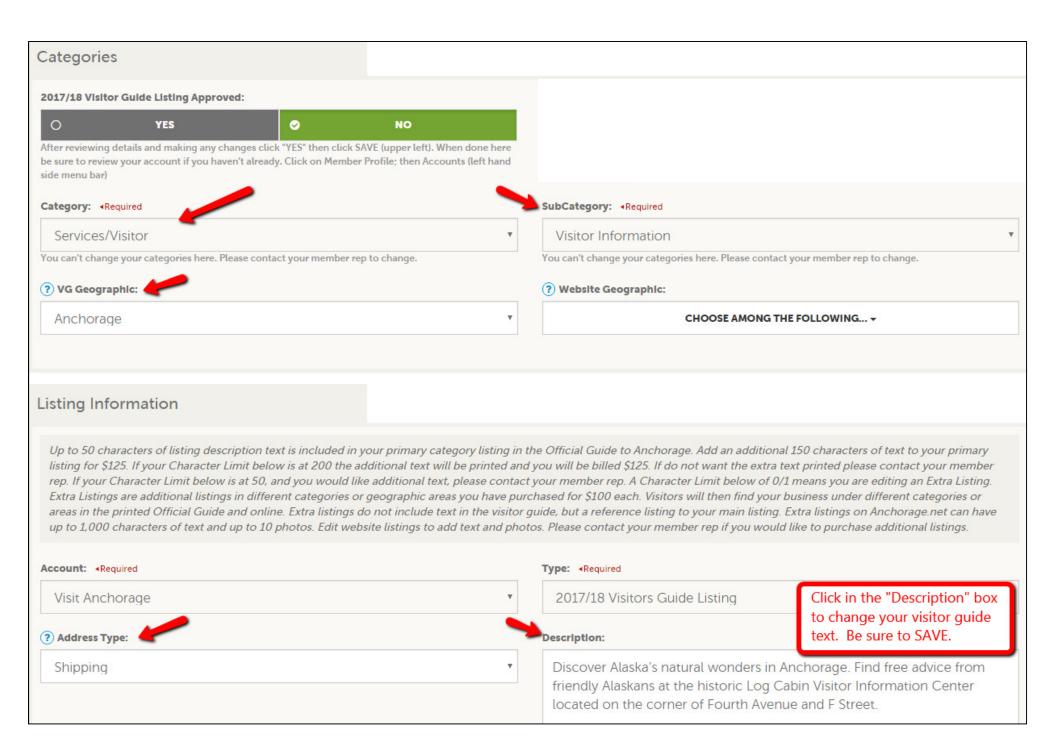
Be sure to review and edit, as needed, your Visitors Guide 50 or 200 Character listing. Up to 50 characters are included in your primary category listing in the Official Guide to Anchorage. You can add up to 150 characters of text to your primary listing in the Official Guide to Anchorage for \$125. If you would like to add additional text please contact your member rep.

Click the pencil to edit/review your listing text. Once you are in the edit mode review all fields for accuracy (category, subcategory, VG geographic, address type and description). Make edits as needed.



When editing your visitor guide listing text do not include company name or contact information, it is automatically included in each business listing. Do not use abbreviations, multiple exclamation points (!), ampersands (&), dashes (-) or slashes (/), or CAPS (unless a proper name). Punctuation and spaces between words count as characters. Visit Anchorage reserves the right to edit.

Visit Anchorage Member Account Center Updated 11/8/16



After reviewing and editing, if needed, scroll to top and toggle to YES at 2017/18 Visitor Guide Listing Approved. If you did not edit anything you still need to toggle to YES to approve as-is; then SAVE.





You must click the Save button before changes are applied!

IMPORTANT NOTE: Any edits of listings will require approval from Visit Anchorage. Upon saving your updates, Visit Anchorage will be notified of your changes/additions.

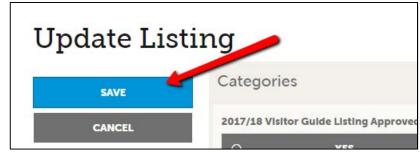
You will also need to confirm any extra listings. If you currently have additional listings they will be listed. Please verify to run again in 2017/18. Click to edit each extra listing and approve. NOTE: IF YOU HAVE ADDITIONAL TEXT OR LISTINGS GO TO PROFILE; INVOICES TO PAY DIRECTLY THROUGH MEMBER ACCOUNT CENTER OR PRINT INVOICES AND RETURN WITH CHECK.



After reviewing the categories and geographic location be sure to approve the extra listings.



You must click the Save button before changes are applied!

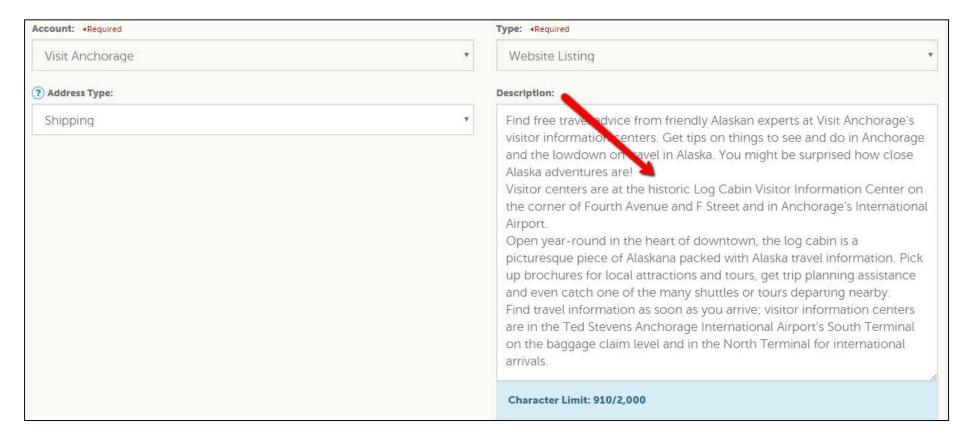


You can purchase additional listings in different categories or geographic areas for \$100 each. Visitors will then find your business under different categories or areas in the printed Official Guide and online. Please contact your member rep to purchase additional listings.

Collateral – Listings (cont'd) - Website Listings

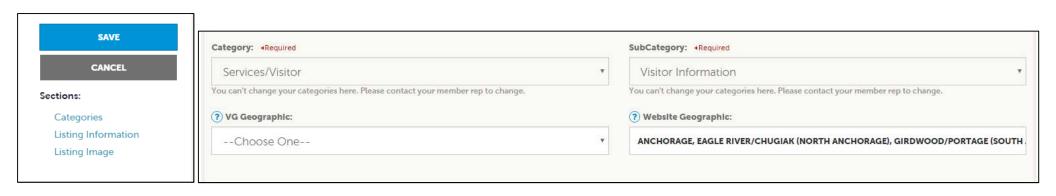
You can update your Anchorage.net website listing text anytime throughout the year. Once you are in the edit mode click in to the description box to edit your listing text. As mentioned previously, any edits of listings will require approval from Visit Anchorage. Upon saving your updates, Visit Anchorage will be notified of your changes/additions.

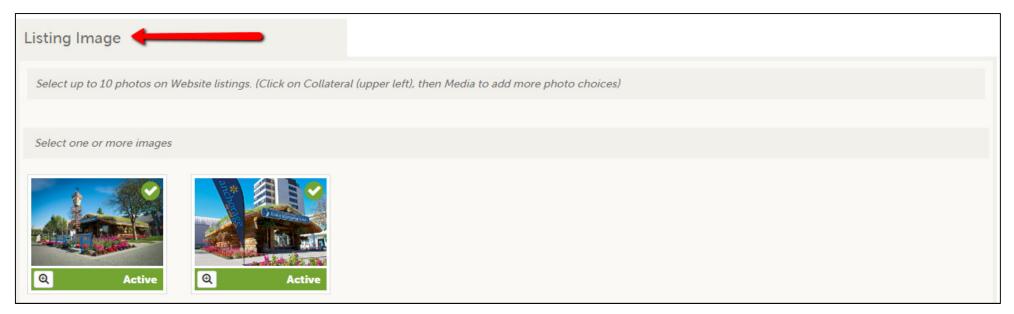




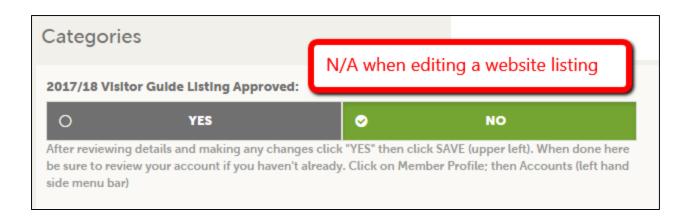
Collateral – Listings (cont'd)

When you edit a website listing, you can select up to 10 images to associate to the listing by clicking on an image. (You must first add your images under Collateral – Media). As mentioned previously, any edits of listings will require approval from Visit Anchorage. Upon saving your updates, Visit Anchorage will be notified of your changes/additions.





Collateral – Listings (cont'd)



Please note that the "2017/18 Visitor Guide Listing Approved" Yes and No boxes will appear on all listings. If you are editing a website listing this toggle does not apply. When editing your Visitor Guide listings be sure to approve the listings using this button.

Collateral – Special Offers



After you click the Collateral icon and then Special Offers, a list of your past and present offers will display. These are your travel deals/packages that are posted on Anchorage.net (www.anchorage.net/plan-your-trip/travel-deals). You can edit, view or clone an existing offer. You can create a new offer by clicking the Add Offer button.

Travel deals must meet the following criteria:

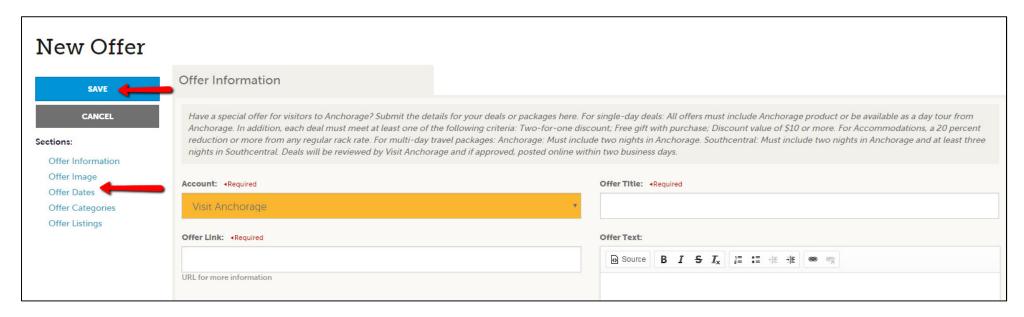
For single-day deals: All offers must include Anchorage product or be available as a day tour from Anchorage. In addition, each deal must meet at least one of the following criteria:

- Two-for-one discount
- Free gift with purchase
- Discount value of \$10 or more
- For Accommodations, a 20 percent reduction or more from any regular rack rate

For multi-day travel packages: Anchorage: Must include two nights in Anchorage. Southcentral: Must include two nights in Anchorage and at least three nights in Southcentral.

Deals will be reviewed by Visit Anchorage and if approved, posted online within two business days.

Collateral – Special Offers (cont'd)



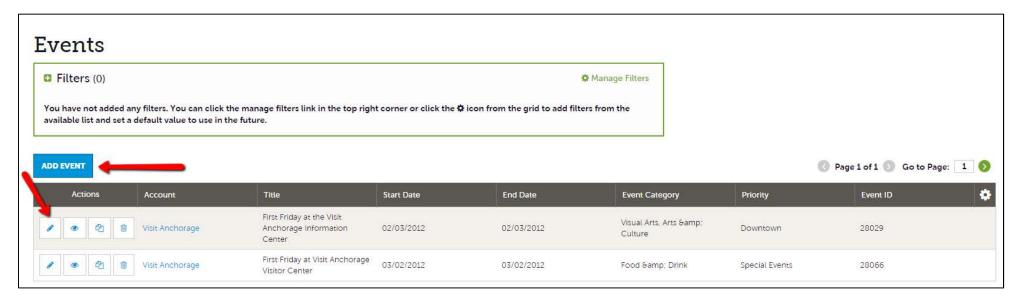
When you view, edit, or add an offer, you can quickly scroll to a section on the page by clicking the links of the left of the page. If you are viewing an offer, the button in the top left will say Edit. If you are editing an offer, the top left will display a Save button. You must click the Save button before changes are applied! As with listings, you have the ability to attach images to your offers.

IMPORTANT NOTE: Any edits or adding of offers will require approval from Visit Anchorage. Upon saving your updates, Visit Anchorage will be notified of your changes/adds.

- Offer Information: Account Name (fixed). Enter Offer Title, Offer Link, and Offer Text.
- Offer Image: Choose an image from the account's image library. (Add your images under Collateral Media)
- Offer Dates: Enter Redeem From and To; Post From and To Dates
- Offer Categories: Select the category that pertains to your business.
- Offer Listing: Select your website listing(s) and the special offer will show on that listing in addition to displaying under Travel Deals on Anchorage.net

You must click the Save button before changes are applied.

Collateral – Calendar of Events



After you click the Collateral icon and then Calendar of Events, a list of your past and present events will display. These events are posted on the public Calendar of Events found on Anchorage.net (http://www.anchorage.net/events/). Visit Anchorage's online event calendar features events appealing to out-of-town leisure visitors and convention delegates. Before entering your event, please search the calendar to make sure it isn't already listed.

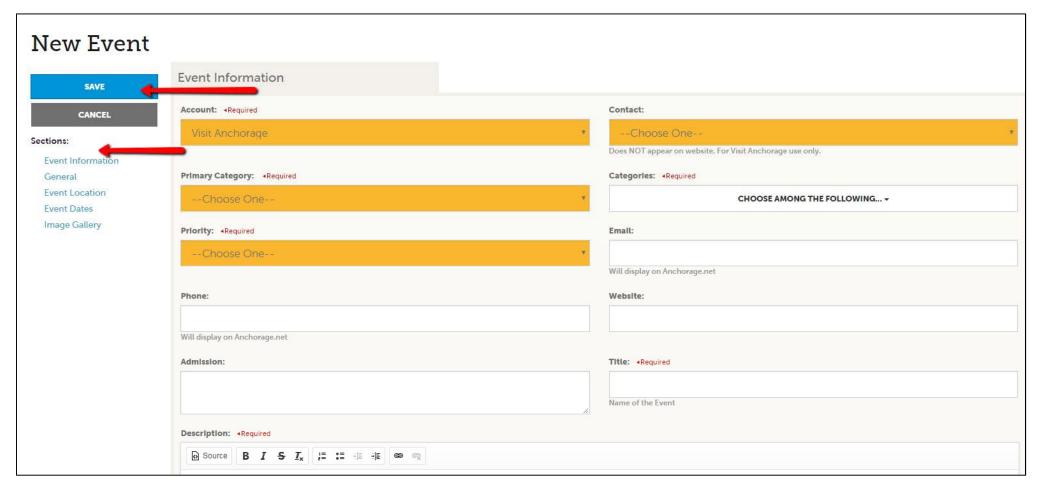
Criteria for inclusion on Visit Anchorage's event calendar:

- The event must be open to the public.
- Only events inside the municipality of Anchorage and select regional events will be listed.
- Priority will be given to events with high visitor appeal and those that best present a compelling reason to travel to Anchorage.
- Non-visitor events including auctions, clinics, seminars and classes of limited appeal to travelers will not be included.

For best results, events should be submitted at least 90 days in advance. Visit Anchorage reserves the right to decline to list any event and edit submissions for grammar, spelling, clarity, accuracy or to meet style guidelines.

Visit Anchorage Member Account Center Updated 11/8/16

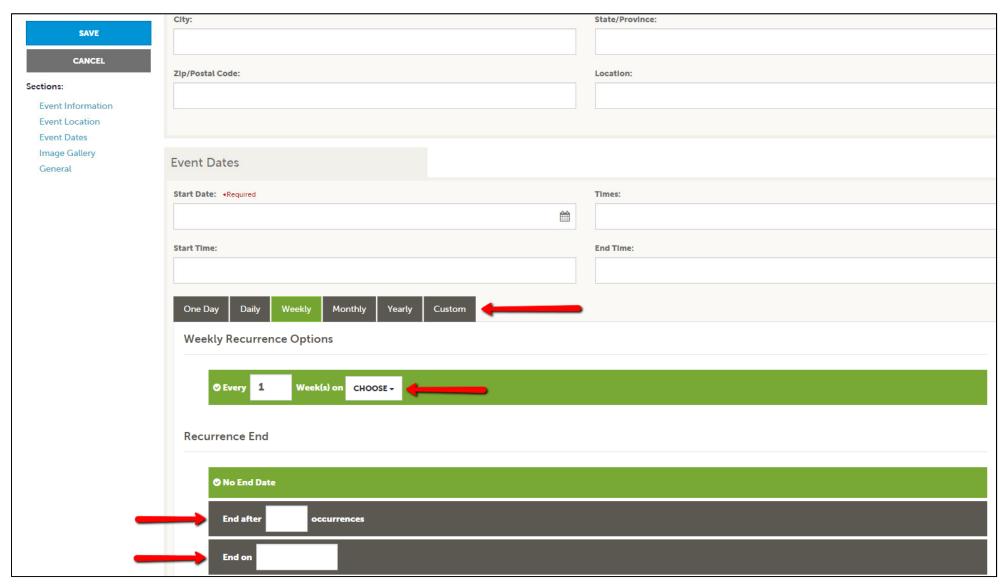
Collateral – Calendar of Events (cont'd)



The pencil icon will allow you to edit an existing event. By clicking the eyeball icon, you can view the existing event. The clone icon will allow you to duplicate an event and then update as needed. You can also create a new event by clicking the Add Event button. When you view, edit, or add an event, you can quickly scroll to a section on the page by clicking the links of the left of the page. If you are viewing an event, the top left will display an Edit button. If you are editing an event, the top left button will say Save. You must click the Save button before any of your changes are actually saved!

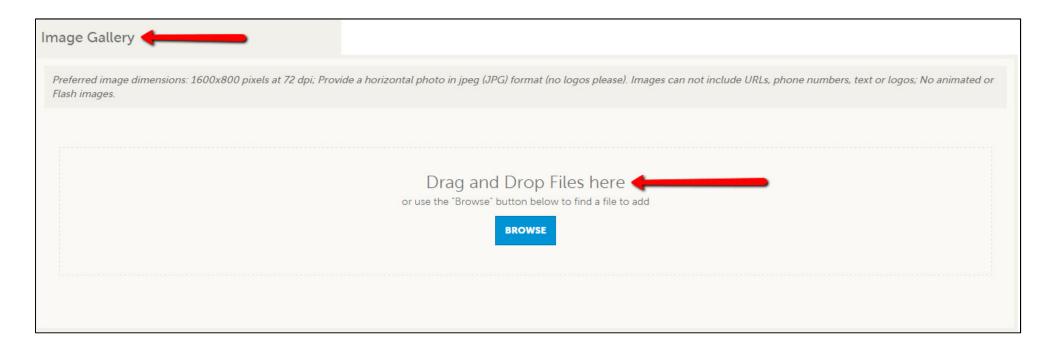
IMPORTANT NOTE: Any edits or adding of events will require approval from Visit Anchorage. Upon saving your updates, Visit Anchorage will be notified of your changes/adds.

Collateral – Calendar of Events (cont'd)



The Calendar of Events has a recurrence model built in. You can make your event a one-time event, daily, weekly, monthly, or yearly. If it is not a one day event, you can choose your recurring days of the event. Depending upon if it is daily, weekly, monthly, or yearly, your recurrence may change. At the bottom of the recurrence section, you can choose to end your event after a certain number of occurrences or on a specified date.

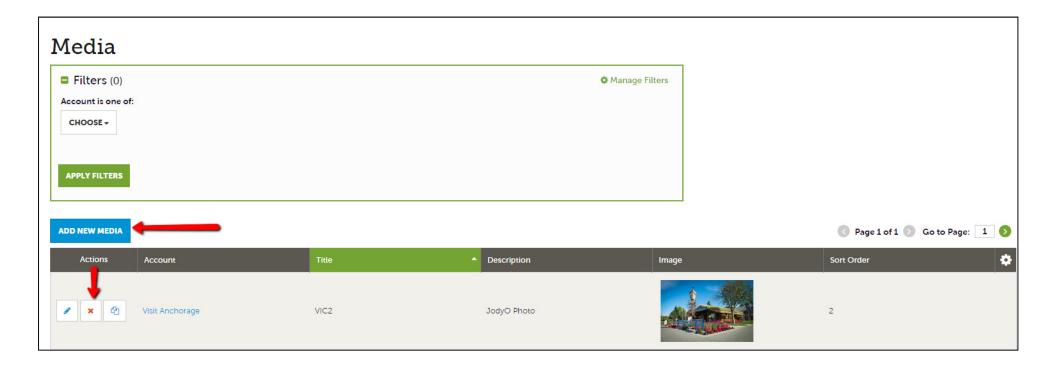
Collateral – Calendar of Events (cont'd)



As with Listings and Special Offers you can add images to your event. Adding images to an event is a little different though. In the Image Gallery section on the event, you can drag and drop an image or click the Browse button to search your computer for an image. Photos must be horizontal; jpeg format with minimum dimensions of at least 1600 x 800. Photos should not contain any added graphic elements (logos, text overlays, clip art, captions, etc.).

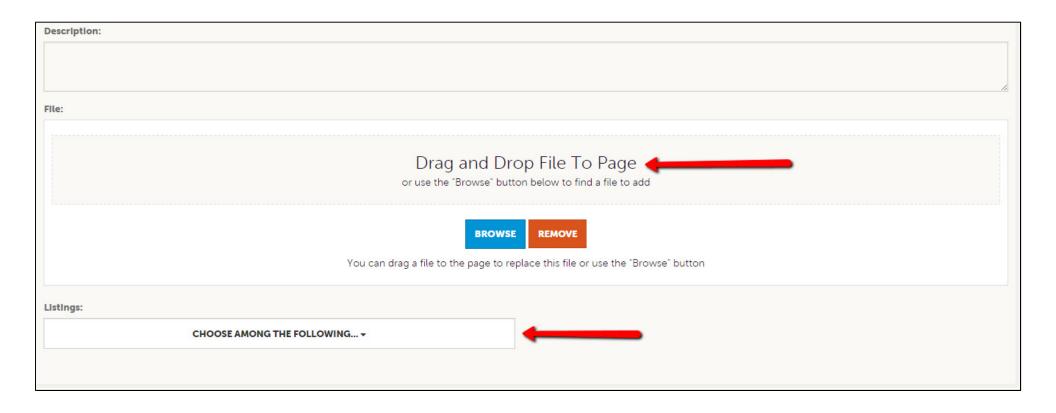
Visit Anchorage Member Account Center Updated 11/8/16

Collateral – Media



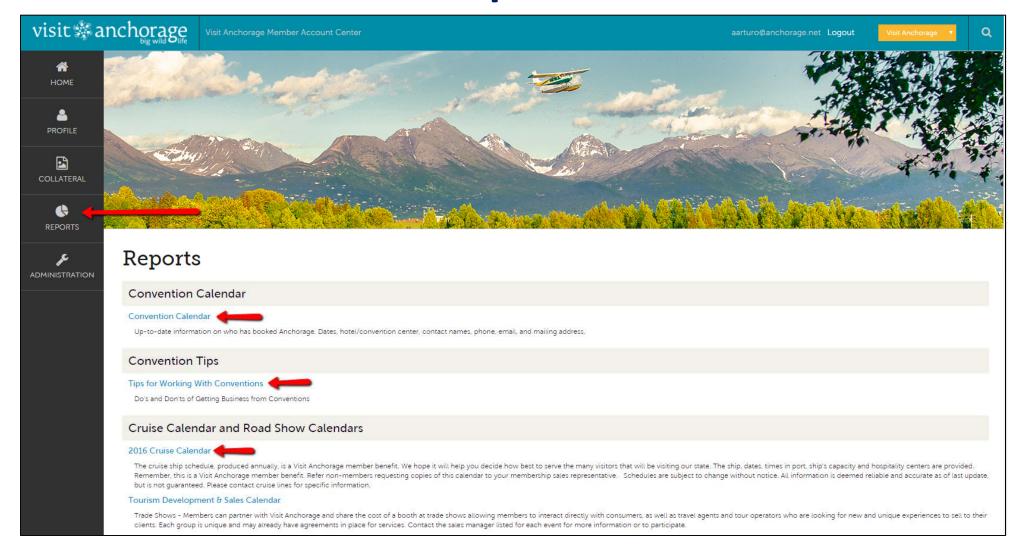
After you click the Collateral icon and then Media, you will be presented with your account's images. You can add new photos to this storage area by clicking the Add New Media button. The pencil icon will allow you to edit an existing image. By clicking the red x icon, you can delete an existing image. The clone icon will allow you to duplicate an image. Once you upload images to the Media area you can add them to your listings, special offers and event listings.

Collateral - Media (Cont'd)



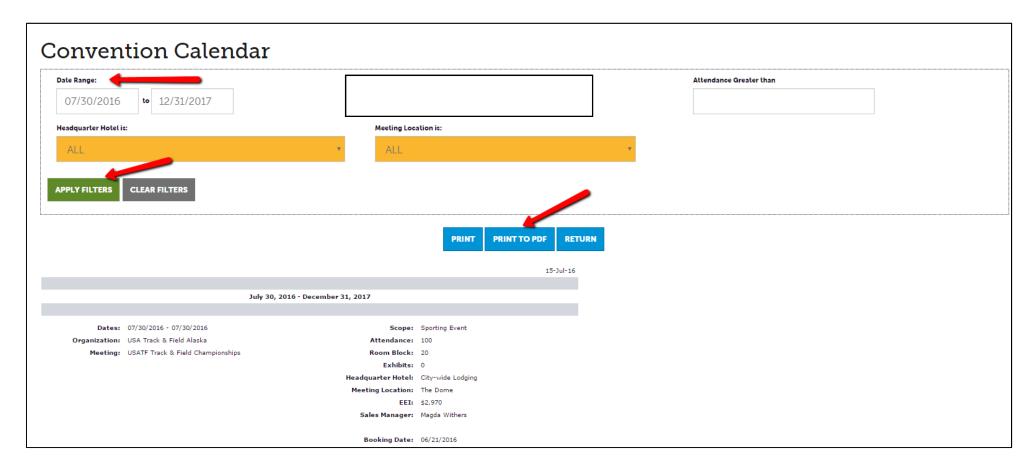
As with Calendar of Events you can browse your hard drive or drag and drop an image. Once you upload a new image or edit an existing one you can attach the image to one or multiple listings by selecting the Listings pull down menu. Photos must be horizontal; jpeg format with minimum dimensions of at least 1600 x 800. Photos should not contain any added graphic elements (logos, text overlays, clip art, captions, etc.).

Reports



Clicking the **Reports** icon will display various reports including calendars (convention, cruise, travel), member directory and visitor leads. To view an item just click the name of the item.

Reports – Convention Calendar



Click the Convention Calendar link for lists of upcoming meetings and conventions. Enter desired date range, along with any other filters, then click Apply Filters. You can print if needed. On the Report Menu, below the Convention Calendar is a link to Convention Tips "Tips for Working With Conventions. Do's and Don'ts of Getting Business from Conventions". Click the link to access a tip sheet.

Visit Anchorage Member Account Center Updated 11/8/16

Reports – Cruise Calendar and Road Show Calendars

Cruise Calendar and Road Show Calendars

2016 Cruise Calendar



Tourism Development & Sales Calendar



Trade Shows - Members can partner with Visit Anchorage and share the cost of a booth at trade shows allowing members to interact directly with consumers, as well as travel agents and tour operators who are looking for new and unique experiences to sell to their clients. Each group is unique and may already have agreements in place for services. Contact the sales manager listed for each event for more information or to participate.

Convention and Meeting Sales & Service Calendar

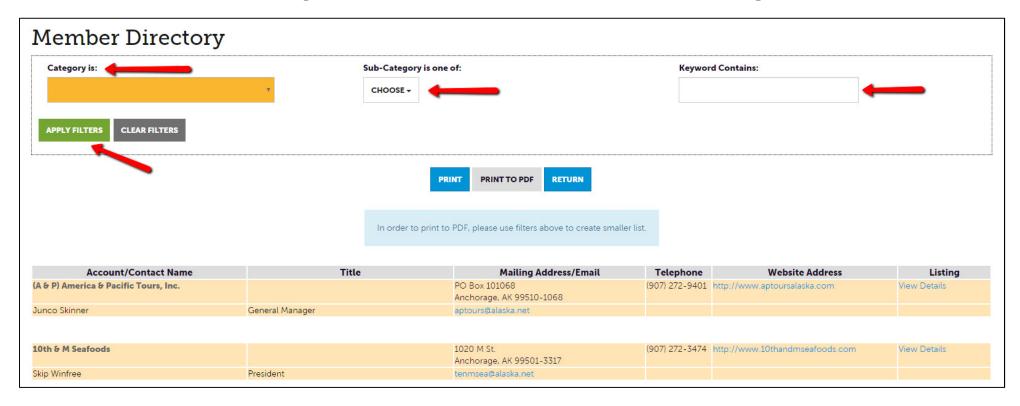


Attendance Promoters and Sales Blitzes – Throughout the year, Visit Anchorage attends meetings and conventions of groups who are scheduled to come to Anchorage in the coming year. These attendance promoters are a great way to connect with large numbers of people who are already guaranteed to come to Anchorage. Visit Anchorage staff also drums up business by "blitzing" or visiting various cities in Alaska and the Lower 48, reminding tour operators and meeting planners of what there is to see and do in our great state. Each group is unique and may already have agreements in place for services. Contact the sales manager listed for each event for more information or to participate.

Clicking the Cruise Calendar link will download a pdf of the current year's schedule and cruise line contact information. New calendars will be posted in January of each year for the upcoming summer.

Clicking the Tourism Development & Sales Calendar link or the Convention and Meeting Sales & Service link will download the current road show travel calendars.

Reports – Member Directory



Click the Member Directory link and use drop-downs to filter. Select a category (and sub-category if applicable) to narrow your search. Use the Keyword Contains box to find a member by business name. Click the Apply Filters button for results.

The Member Directory lists the Primary contact's name on the account, along with the account contact information. You can display individual contacts to the Member Directory by opting in. Go to Member Profile; Contacts. Edit individual contacts and toggle to "Yes" to have individual contact information display in the Member Directory. Sample below with additional contacts.

Account/Contact Name	Title	Mailing Address/Email	Telephone	Website Address	Listing
Visit Anchorage		524 W Fourth Ave Anchorage, AK 99501-2212	(907) 276-4118 http://www.Anchorage.net		View Details
Julie Saupe	President & CEO	info@Anchorage.net			
Andrea Schmidt	Convention Sales Manager	aschmidt@anchorage.net	(907) 276-4118		
Angela Arturo	Membership & Advertising Sales Director	aarturo@anchorage.net	(907) 276-4118		
Anita Nelson	Public Affairs & Corporate Giving Manager	anelson@anchorage.net	(907) 276-4118		
Ashley Heimbigner	Tourism Media & Sales Manager	aheimbigner@anchorage.net	(907) 276-4118		

Reports – Visitor/Consumer Leads

Reports

Consumer Leads

Consumer Leads September 16, 2016



This spreadsheet contains potential visitors who recently ordered the Anchorage Visitor Guide on www.Anchorage.net. They also selected that they would like to receive more information from businesses and opted to share their email and mailing address for more information. Please see the comments field for visitor's specific questions. You will want to sort by the category that represents your business type and only contact those that requested information for your category. The leads are confidential and provided as a membership benefit from Visit Anchorage. In accordance with the Visit Anchorage leads policy, each lead may be contacted once via email and mail. Sharing with non-members or other third parties may result in suspension from the program. We strongly recommend that you do not add these contacts to your general distribution lists unless you first ask them to opt in to your e-communications.

Consumer Leads September 9, 2016



This spreadsheet contains potential visitors who recently ordered the Anchorage Visitor Guide on www.Anchorage.net. They also selected that they would like to receive more information from businesses and opted to share their email and mailing address for more information. Please see the comments field for visitor's specific questions. You will want to sort by the category that represents your business type and only contact those that requested information for your category. The leads are confidential and provided as a membership benefit from Visit Anchorage. In accordance with the Visit Anchorage leads policy, each lead may be contacted once via email and mail. Sharing with non-members or other third parties may result in suspension from the program. We strongly recommend that you do not add these contacts to your general distribution lists unless you first ask them to opt in to your e-communications.

The consumer leads program spreadsheets will be available under Reports for those members that are interested. Clicking the Consumer Leads link will download the corresponding weekly spreadsheet. Lead spreadsheets will be added weekly. **Be sure to log in and download the spreadsheets on a weekly basis.** The two most recent weeks will be available.