

Partner Portal Overview Training

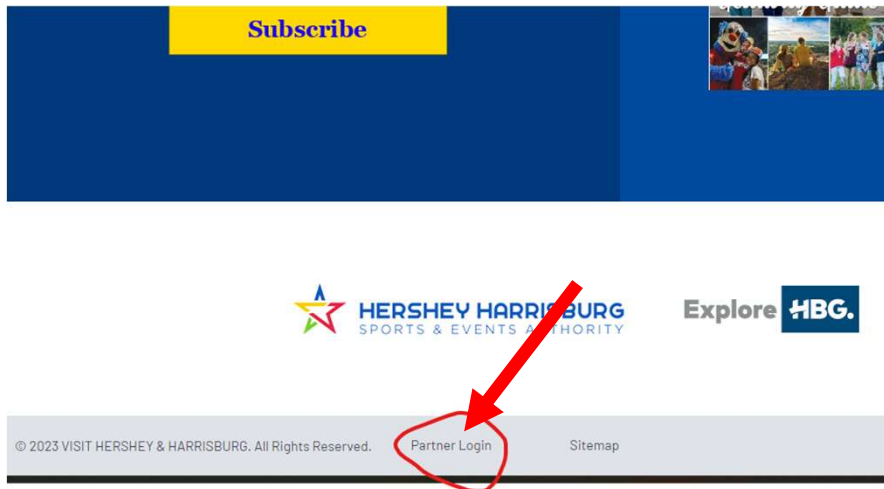
January 2026

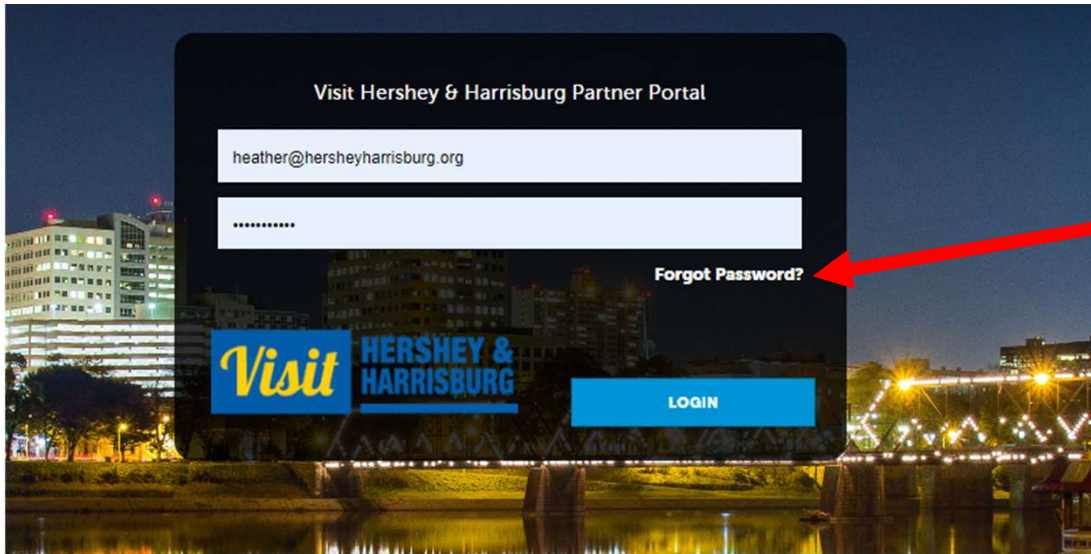
Heather Novack  heather@hersheyharrisburg.org



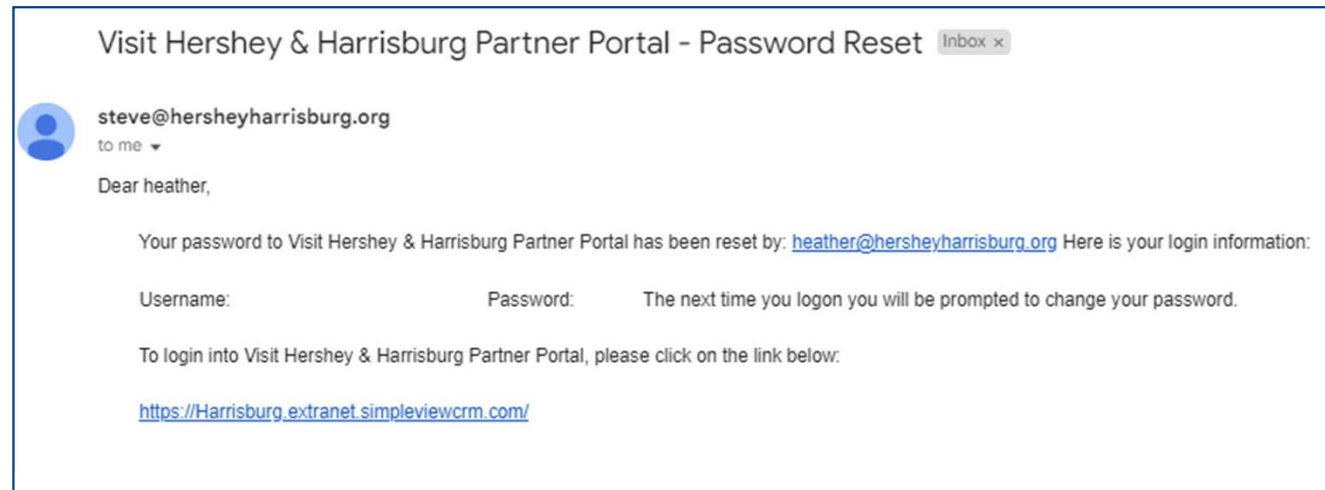
Logging into the Partner Portal

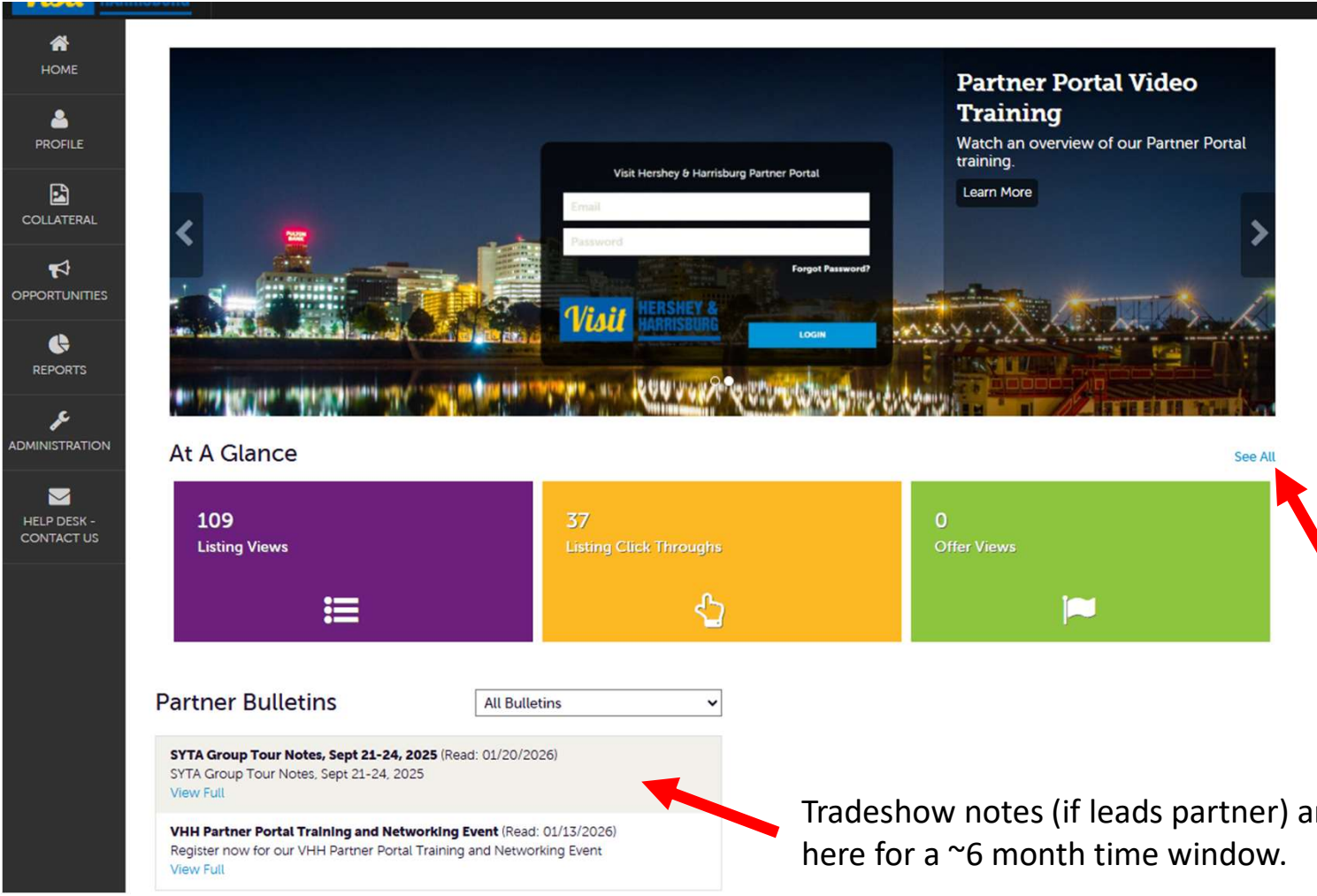
- <https://harrisburg.extranet.simpleviewcrm.com/login/#/login>
- Link is also in our website footer. Look for “Partner Login”





- Use your provided email for the user name and your password.
- If you don't know your password, click on "Forgot Password" and an email will be sent to you (check your junk). *only will work if we have your contact info in the system. Please contact us if you don't get the email.

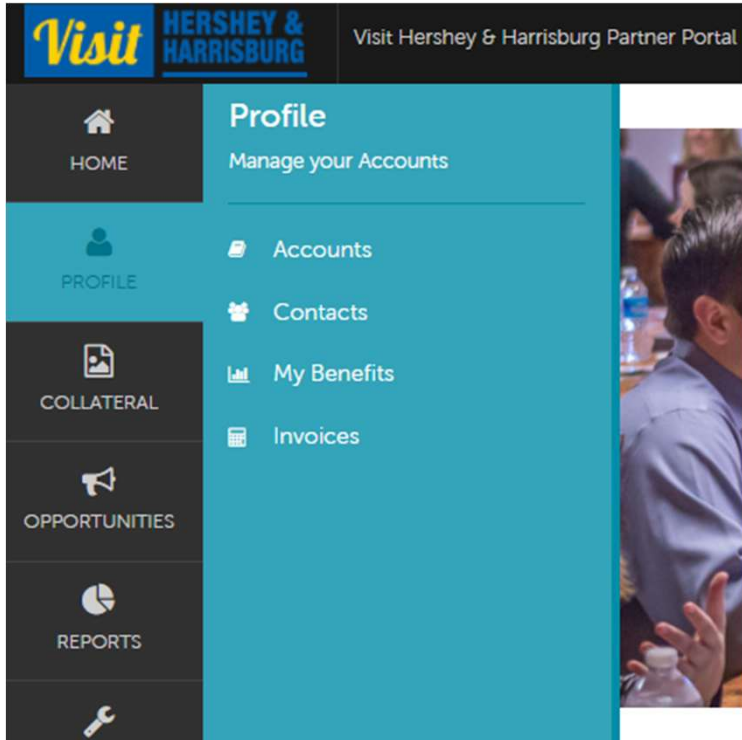




This is the home screen.

These #s reflect the current month. To see past data click the [See All](#) on the top right.

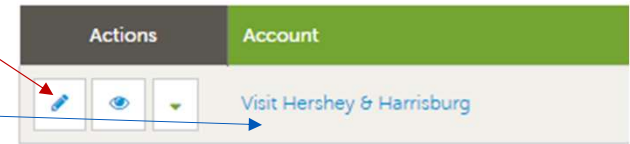
Tradeshaw notes (if leads partner) are emailed and posted here for a ~6 month time window.



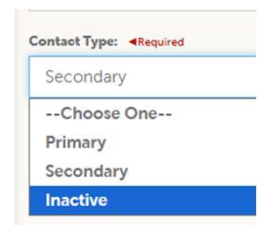
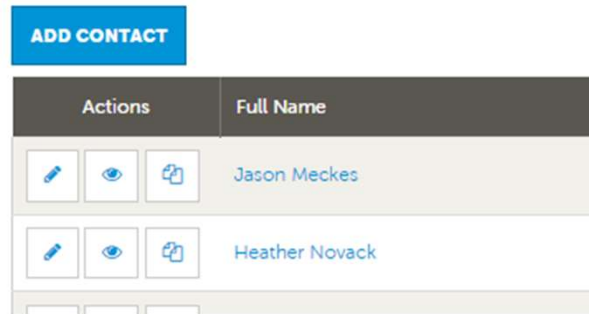
What you can do on the PROFILE tab

Accounts – click on the pencil to edit address, phone, website. Hit Save.

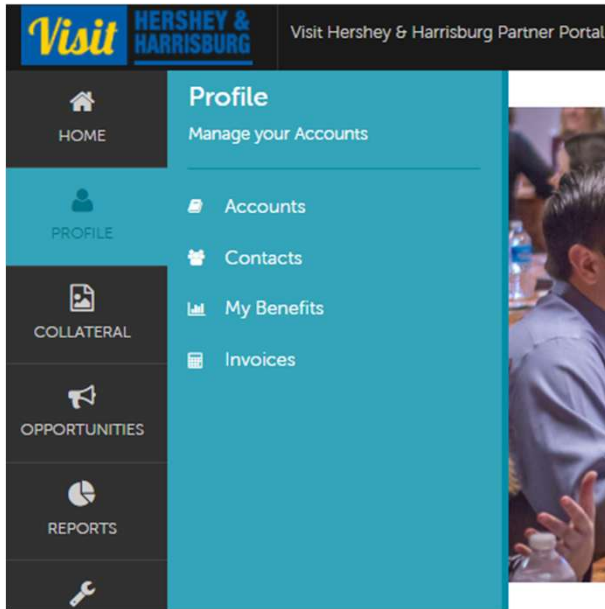
Click the account name to update amenities and meeting space.
(Further instructions later.)



Contacts – add a new one or edit existing by clicking on pencil. Also send us an email if you want this person to have leads access.



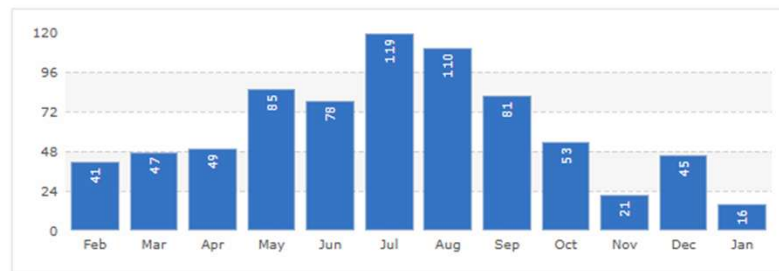
If someone no longer works at your property, please make them inactive.



What you can do on the PROFILE tab

My benefits – see listing, deals/ jobs (listed under offers), VHH mentions (press or social posts), and events (partner ones you attend) as well as in-kind numbers here.

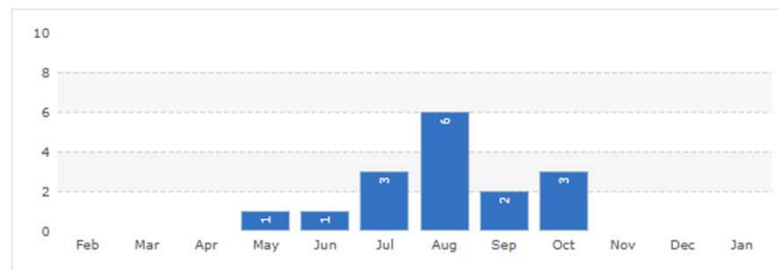
Listings [See Details](#)



Offers [See Details](#)



Press Mentions [See Details](#)



Events [See Details](#)



Account: -All-
 Month: February
 Year: 2025
 TO Month: January
 Year: 2026
 UPDATE

There is a date filter on the bottom left that you can update to see different time periods.

Click on See Details for more info about each category.

What you can do on the PROFILE tab – Press Mentions

My Benefits

- Overview
- Listings
- Offers
- Fam Trips
- Events
- Leads/RFPs
- Service Requests
- Inkind/Expenses
- Advertising Opportunities
- Press Mentions**
- Social Mentions

PRINT

Account

-All-

Month

February

Year

2025

TO

Month

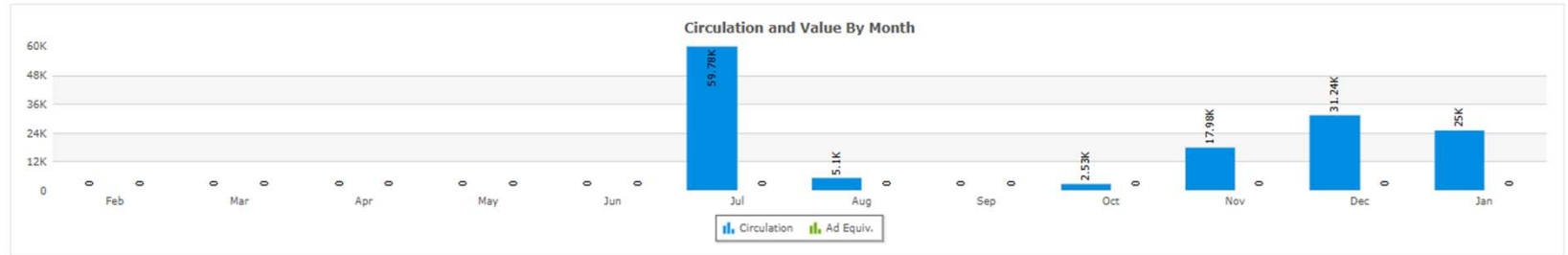
January

Year

2026

UPDATE

Articles



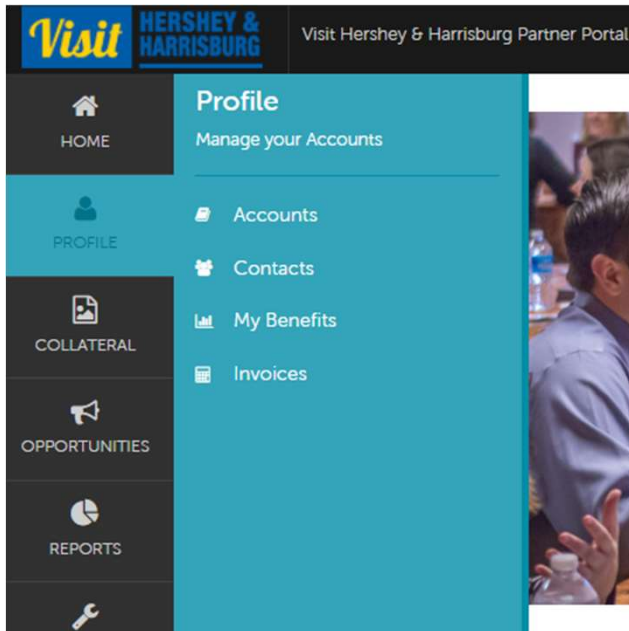
Pennsylvania Farm Show Complex & Expo Center

Headline	Date	Publication	Journalist	Circulation	Ad Value	Medium	Attachments
2026 Consumer Email January	01/08/2026	Consumer Email - VHH	Rohrbaugh, Allison	25,000		Newsletter	
"Have you heard the "mooos?" This year's @pafarmshow @padairymens milkshake flavors will be theme	12/12/2025	Instagram - VHH	Rohrbaugh, Allison	2,198		Social Post	View
"Milkshake news!!! The Pennsylvania Farm Show is just onnd month away, and that means it's time to	12/09/2025	Facebook - VHH	Rohrbaugh, Allison	3,044			
"The Rodeo is coming back to Harrisburg, and you won't want to miss it! Experience the Wild West out	12/03/2025		Rohrbaugh, Allison	25,998			
"The First Frontier Circuit Finals Rodeo is coming to Harrisburg in January — and someone wants to g	11/21/2025	Facebook - VHH	Rohrbaugh, Allison	7,749			





Click on View to see an image of the post.

What you can do on the PROFILE tab



Invoices –

If granted invoice privileges, you can see historical invoicing and view and pay current invoices online.

VITIT HERSHEY & HARRISBURG		PAY ACCOUNT BALANCE \$1,020.00		
Actions	Invoice ID	Account	Type	Invoice Date
 	7467	Visit Hershey & Harrisburg	Membership	01/02/2023

Click on the eye to download a copy of the invoice.

Invoices

[RETURN](#)
[PRINT INVOICE](#)

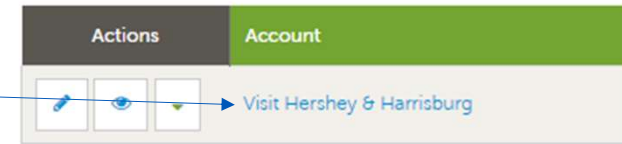
Sections:

- [Recipient Details](#)
- [Invoice Details](#)
- [Item Details](#)
- [Payment Details](#)

Updating Amenities

Profile - Accounts – Click the account name to update amenities and meeting space.

Click on Manage Amenities.



Select the Leisure amenities and then category specific ones.
Click the blue save.

A screenshot of the 'Account Details' page in the 'Visit Hershey & Harrisburg Partner Portal'. The page has a dark sidebar on the left with navigation options: HOME, PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, ADMINISTRATION, and HELP DESK - CONTACT US. The main content area is titled 'Account Details' and has an 'EDIT' button. Below the button are 'Sections:' and 'Related Details:' lists. The 'Related Details:' list includes 'Manage Amenities' and 'Manage Meeting Space', both of which are highlighted with a yellow box. A blue arrow points from the text 'Click on Manage Amenities.' to the 'Manage Amenities' link. The 'Account Information' section shows details for 'VHH Planning' in the 'Harrisburg' region, with email 'heather@hersheyharrisburg.org' and website 'https://www.visithersheyharrisburg.org'. The 'Phone Information' section shows a primary phone number of '(717) 231-2991'.

Update Amenities

A screenshot of the 'Update Amenities' form. It features a blue 'SAVE' button and a grey 'CANCEL' button. Below the buttons are four links: 'Leisure Travelers', 'Accommodations', 'Meetings & Group', and 'Specific Info'.A screenshot of the 'Update Amenities' form, specifically the 'Location/About' section. The section is titled 'Leisure Travelers' and 'Location/About'. It contains several questions with radio buttons for 'YES' and 'NO'. The questions are: 'Downtown Harrisburg:', 'Hershey:', 'Near Harrisburg Airport (within 10 miles):', 'Perry County:', and 'Are you a Veteran Owned Business:'. In each case, the 'NO' option is selected. The 'NO' buttons are highlighted in green.

Updating Amenities

For non-lead partners – only complete LEISURE section that applies to you. If you are a restaurant, you should not be filling out things to do or hotels.

For leads partners, fill out specific LEISURE and scroll down to appropriate other sections. (Hotels only select ones in Lodging not dining or transportation.)

Leisure Things to Do

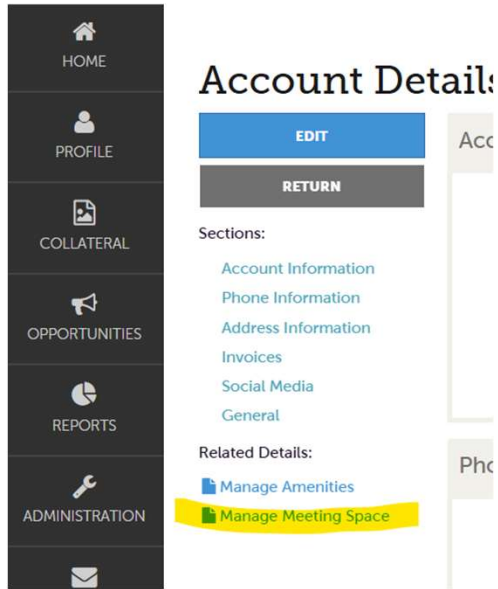
<input checked="" type="radio"/> Open All Year:	<input type="radio"/> YES	<input type="radio"/> NO	Open Seasonally:	<input type="radio"/> YES	<input checked="" type="radio"/> NO
<input checked="" type="radio"/> Admission Charge:	<input type="radio"/> YES	<input checked="" type="radio"/> NO	Free On-site Parking:	<input type="radio"/> YES	<input checked="" type="radio"/> NO
<input checked="" type="radio"/> Motor Coach Parking:	<input type="radio"/> YES	<input checked="" type="radio"/> NO	<input checked="" type="radio"/> Tours:	<input type="radio"/> YES	<input checked="" type="radio"/> NO

Leisure Dining

Restaurant on site:	<input type="radio"/> YES	<input checked="" type="radio"/> NO	<input checked="" type="radio"/> Open Seasonally:	<input type="radio"/> YES	<input checked="" type="radio"/> NO
<input checked="" type="radio"/> Outside Dining Options:	<input type="radio"/> YES	<input checked="" type="radio"/> NO	<input checked="" type="radio"/> Free On-site Parking:	<input type="radio"/> YES	<input checked="" type="radio"/> NO
<input checked="" type="radio"/> Pet-Friendly:	<input type="radio"/> YES	<input checked="" type="radio"/> NO			

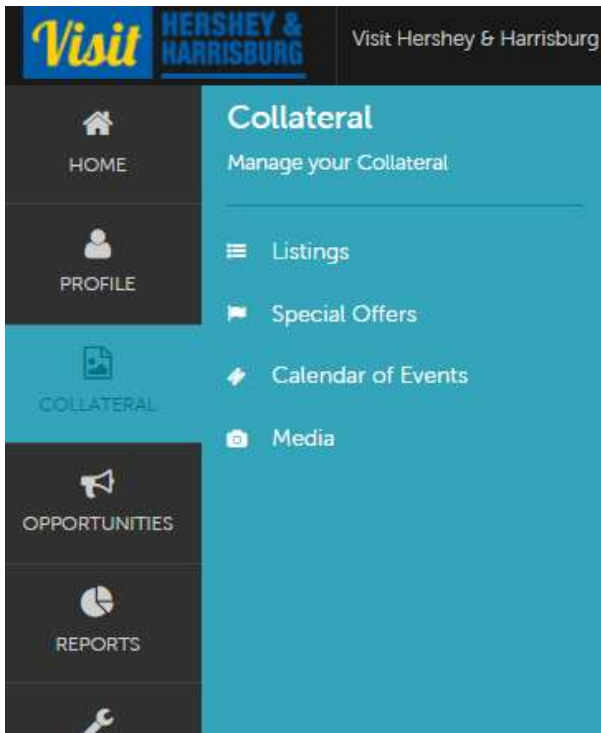
Updating Meeting Space

For Lead partners only, select Manage Meeting Space. (Profile – Accounts – Manage Meeting Space)



Add each room of meeting space that you have.

Standard Amenities	
ID	1594
Number of Rooms	10
Total Sq. Ft.	2,000
Largest Room	200
Ceiling	
Theater Capacity	
Banquet Capacity	
Classroom Capacity	15
Reception Capacity	
Sleeping Rooms	89
Suites	20
Villas	
Exhibit Space?	Yes
Exhibits	
Reception	



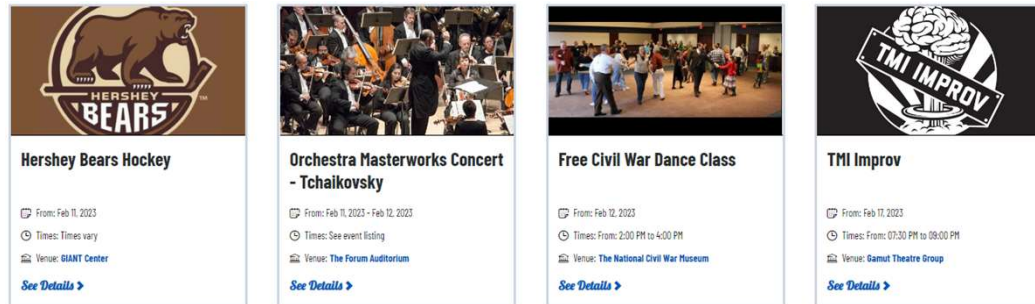
What you can do on the COLLATERAL tab

-Listings - edit leisure (and Group / Meetings if applicable)



-Special Offers – add coupons/jobs to the website

-Calendar of Events – add events to the website



-Media – add images - Use a LANDSCAPE aspect ratio of 3:2. The minimum dimensions to upload is 566 x 377 pixels. 1200 x 800 is also a good size. These then can be selected to use in a listing, event, or deal.



Listings

What you can do on the COLLATERAL tab

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.








-Listings - Click on the blue pencil to edit each listing type.

Actions	Company	Listing Type	Category
 	Pennsylvania Farm Show Complex & Expo Center	Leisure Website Listing	Trip Planning

Type: Required

Leisure Website Listing

Description: Required

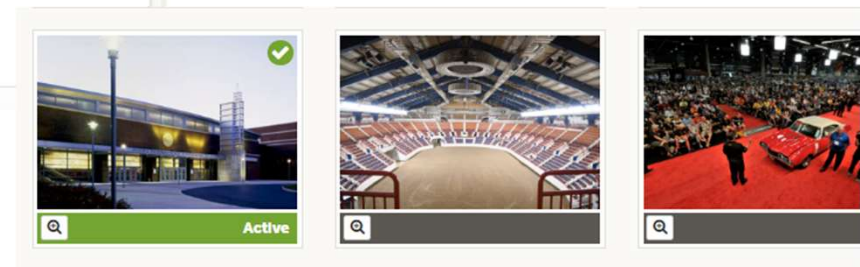
 Source **B** **I** **S** **I_x**      

The PA Farm Show Complex & Expo Center host nearly 300 events annually, welcoming over one million visitors. With events like the annual Farm Show, youth sporting events, car shows, home & garden shows and a variety of equine events, we are confident we have an event that will meet your interest. Visit farmshow.pa.gov for a complete listing of events.

-Edit the description text.

-Select the already loaded image(s) for the listing.

Click the blue Save button when done.




What you can do on the COLLATERAL tab

- HOME
- PROFILE
- COLLATERAL
- OPPORTUNITIES
- REPORTS
- ADMINISTRATION





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

Actions	Offer Title	Redeem From	Redeem To	Post From
  	Save \$2.00 on Parking at PA Farm Show Complex & Expo Center	01/18/2026	12/31/2026	01/18/2026
  	\$4 off Tickets to the PA Home + Garden Show	01/05/2026	03/08/2026	01/05/2026

-Add Offers or Jobs- Click on the blue Add Offer button and fill out the form.

-Images must be landscape ratio, 3:2 orientation.

Click the blue Save button when done.



HPLDI

Hersheypark®

During a typical week as a Hersheypark Leadership Development Intern, you work as a Hersheypark Team Member, live alongside fellow interns, and develop your skills in weekly professional development sessions.

[Apply Here](#)



Manager of Recreation

Hershey Lodge

This position is designed to collaborate closely with the Director of Recreation and assist in managing the Recreation Department at the Hershey Lodge.

[Apply Here](#)



Sales Manager Resorts

Hershey Lodge

The Sales Manager is responsible for generating business to increase group room nights, food and beverage, and meeting space revenue from a defined market segment.

[Apply Here](#)



\$4 off Tickets to the PA Home + Garden Show

From: January 5, 2026 - March 9, 2026

Pennsylvania Farm Show Complex & Expo Center

LET YOUR IDEAS GROW At the PA Home + Garden Show, you will find fresh inspiration, helpful tips, innovative products and...[see more](#)

[See Details >](#)



Save \$2.00 on Parking at PA Farm Show Complex & Expo Center

From: January 18, 2026 - January 1, 2027

Pennsylvania Farm Show Complex & Expo Center

Present this coupon to save \$2.00 on parking at the PA Farm Show Complex & Expo Center. Printed paper coupon must be...[see more](#)

[See Details >](#)



Veterans & Military Appreciation Offer: Buy One Night, Get the Second Night Free!

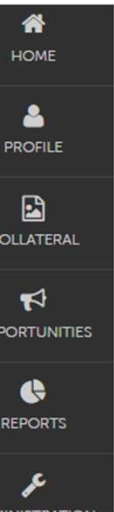
From: November 12, 2025 - January 28, 2026

The Inn at Westwynd Farm

Veterans & Military Appreciation Offer: Buy One Night, Get the Second Night Free! To honor the service and sacrifice of our...[see more](#)

[See Details >](#)


What you can do on the COLLATERAL tab











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.

ADD EVENT

Actions	Event ID	Title	Rank	Start Date
   	23939	Americheer Hershey Open Nationals	HHSE	04/25/20
   	23918	KRVA Champions Cup	HHSE	03/28/20

-Add Events- Click on the blue Add Event button and fill out the form.

-Images must be landscape ratio, 3:2 orientation.

Click the blue Save button when done.



Lez Zeppelin
Jan 23, 2026
Times: 7:00 pm - 11:00 pm
Venue: Capital City Music Hall



Popcorn Hat Players: The Snow Queen
Jan 24, 2026 - Jan 31, 2026
Times: 1:00 pm
Venue: Gamut Theatre Group



Winter Glow Community Day
Jan 24, 2026
Times: 10:00 am - 2:00 pm
Venue: Whitaker Center for...



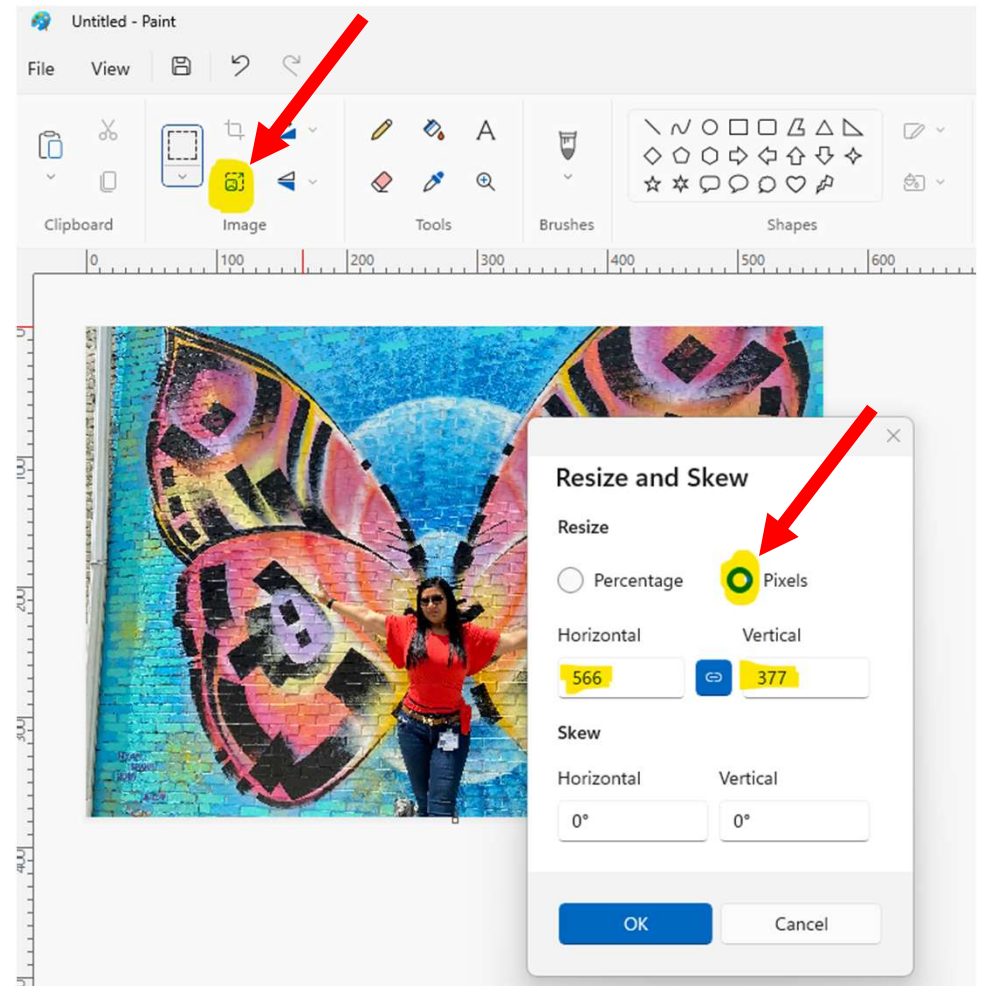
Hershey Bears Hockey vs. Charlotte...
Jan 25, 2026
Times: 5:00 pm
Venue: GIANT Center

Image sizes –

All of our listings, events, coupons use a **landscape oriented** photo.

When submitting photos, use an aspect ratio of 3:2.
The minimum dimensions to upload is 566 x 377 pixels.
1200 x 800 is also a good size.

The free **PAINT** program on Windows offers an easy resizing tool.



Check out our Partner Section on the Website!

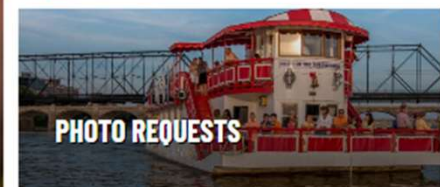
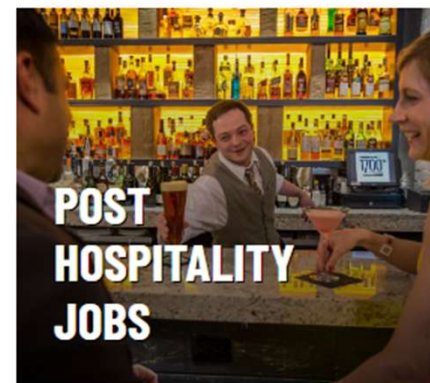
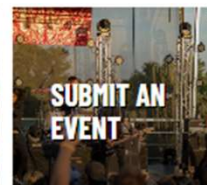
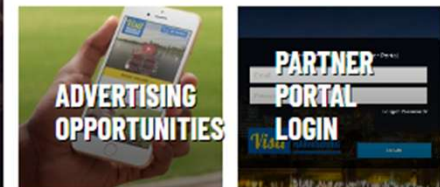
FAQ page

Partner Events

Research & Reports – STR reports, Annual reports ...

Large scale upcoming events list

visithersheyharrisburg.org/partners/



Help I'm Stuck!



In our Partner section on the VHH website we have a FAQ page with a PDF Instruction guide and short videos that show step by step instructions.

For further help, please contact us!
Steve – steve@hersheyharrisburg.org

Frequently Asked Questions

What is my Partner Portal Account?

Partners can update website listings, add special offers and events, view a benefit summary, and view leads by logging on to our [Partner Portal](#).

How do I get my information added so I can access the Partner Portal?

Your information should be automatically added with your Partnership contract. [Contact us](#) with any questions or problems or if you wish to add additional staff.

How do I reset my Portal password?

If you forget your password to the Partner Portal, you can [go here](#) and click on "Forgot Password" to have it email you instructions to reset it. (Please check your email in the first few minutes.)

After I've received my login credentials, how do I update my listing (adding photos, videos, events, etc.)?

- [Click here for an instruction guide](#) on how to sign on to the Partner Portal, how to update listings, and events, and view your listing clicks and other partner information.
- [Click here for a video](#) of how to update your listing.
- [Click here for a video](#) of how to update your contacts.
- [Click here for a video](#) of how to update your photos (web listing, deals, events)
- [Click here for a video](#) of how to add a deal.
- [Click here for a video](#) of how to add an event.

Why isn't my photo or a change I made through the Portal showing up on my listing?

VHH approves all the listings first before they are published live. If you believe there is an error or it has been over 2-3 days, please [contact us](#) for assistance. You

What else can I do on the Partner Portal?

Questions?

Thank You!

