



We're excited to share that the KVB's new website, [www.visitktn.com](http://www.visitktn.com) has launched. As part of this upgrade, every partner will have an updated listing that includes space for images of your choice. If you don't have photos ready yet, we'll use a standard, classy, and inspiring Ketchikan image as a placeholder until you're able to upload your own.

### **A Note About Enhanced Listings**

On our previous website, "enhanced listings" were a paid feature that opened into a separate page. On the new site, every listing now opens into its own page at no additional cost, as this is our new standard.

To honor partners who purchased this upgrade in the past, their listings will appear at the top of their category. This priority placement is considered an advertising benefit and will continue to be available to all partners moving forward.

### **Website Advertising Opportunities**

We're also partnering with Destination Travel Network (DTN), our digital advertising provider. You may receive an email or phone call from them regarding new advertising opportunities tied to the website. These contacts are legitimate, and you are welcome to let them know if you're not interested. Since this is a new service for us, any feedback about your experience is appreciated.

### **What We Need From You**

To help your business look its best on the new site, please take a moment to log into the Simpleview Extranet and review your information.

If you prefer not to go through these steps, you can send your updates and image files to Teya at [tplamondon@visitktn.com](mailto:tplamondon@visitktn.com) directly and she will take care of the rest.

### **Start Here: Log In using your email address**

[ketchikanak.extranet.simpleviewcrm.com/login#](http://ketchikanak.extranet.simpleviewcrm.com/login#)

If you don't know or have forgotten your password, click "**Forgot Password?**" to reset it.

If your email address is not recognized, contact Teya at [tplamondon@visitktn.com](mailto:tplamondon@visitktn.com) or (907) 228-8918 to confirm your access and receive a password.

### **Please Review and Update the Following:**

## 1. Business Information

- Go to **Profile → Accounts**
- Make updates using the pencil icon and click **Save**

## 2. Review & Update Amenity Information

- Go to **Profile → Accounts**
- Select **Manage Amenities** under “Related Details” on the left

## 3. Website Listing

- Go to **Collateral → Listings**
- Review descriptions and categories
- Submit changes for KVB approval

## 4. Logos and/or Photos

- Go to **Collateral → Media**
- Upload or replace listing images
- If no images are uploaded, a Ketchikan placeholder will be used until you add your own

### Image Guidelines for Your Listing

To ensure your business is represented clearly, please use the following suggestions when uploading photos:

- **Accepted file types:** JPG or PNG
- **Use horizontal (landscape) images** for best display - These display best across all devices and prevent cropping issues. Aspect ratio of 3:2
- **Recommended minimum width:** 1200px
- **Bright, clear, well-lit images** work best
- **Avoid text-heavy graphics or flyers**
- **Natural images preferred** (minimal filters)

**\*Logo Files will not appear** in your listing. If you would like to display your logo, you can do so but select “image” as the file type when uploading.

If you don't have photos ready right away, your placeholder image will remain until you upload an updated image or logo.

### We're Here to Help

If you have questions, run into any issues, or would prefer us to walk you through the update process, please contact us at 225-6166 or [tplamondon@visitktn.com](mailto:tplamondon@visitktn.com). We're happy to assist.

Thank you for taking the time to update your information and for partnering with us as we prepare to launch the new website. We're excited to showcase the incredible businesses that make Ketchikan such a special place to visit.