



# Update Your Explore Kirkland Business Information on KEXO!

KEXO (Kirkland **EX**plore **O**nline – formerly known as ‘extranet’) is your one-stop portal to update your business’s listing information, description, photos and more on ExploreKirkland.com and ShopLocalKirkland.com. KEXO will also contain useful links, news and information such as this document!

Your unique login information will allow you to access your account and update information, offers, images and more at any time.

This training package is intended to give you step by step instructions on how to update your information in KEXO.

Need Help? Email [tourism@kirklandwa.gov](mailto:tourism@kirklandwa.gov) anytime

**Get Started and Get Listed!**



KEXO Training Package – How to Update Your Business Information



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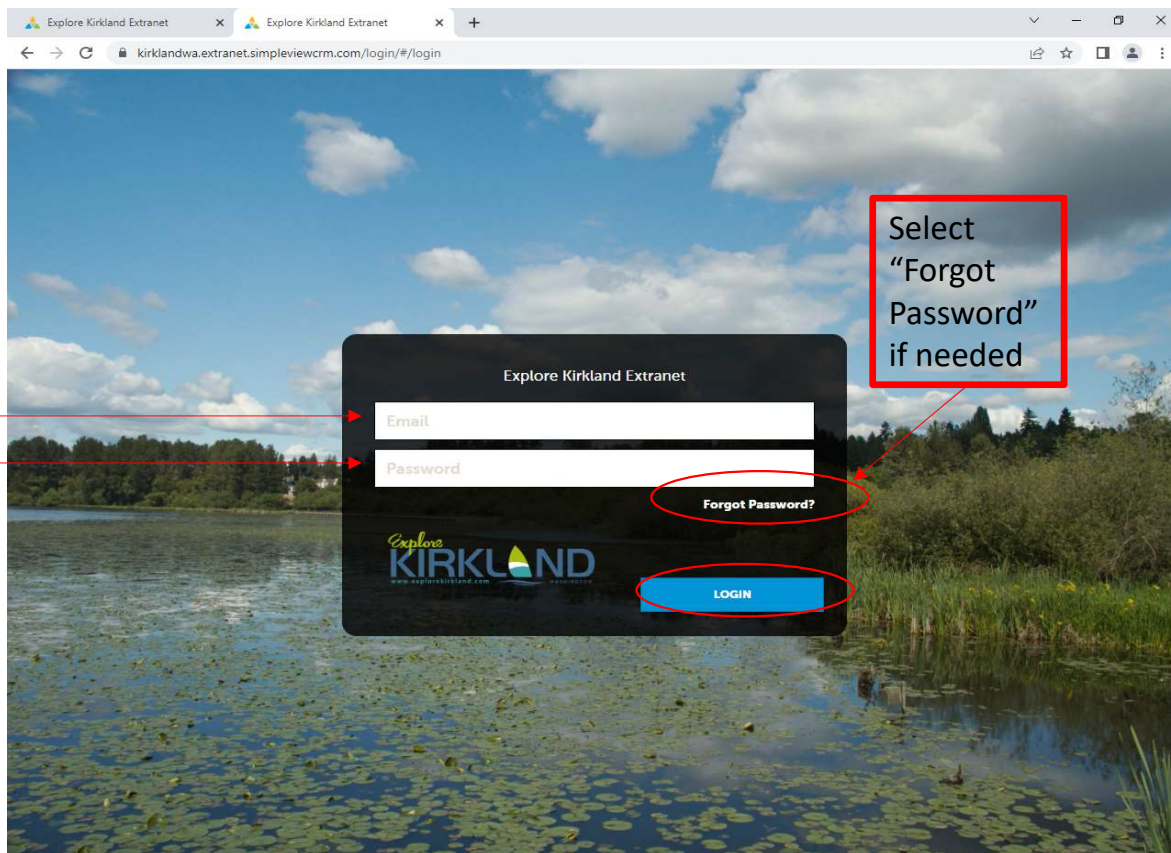


# KE XO MEMBER/PARTNER TRAINING

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

Enter Email and Password and click "Login"

If you have forgotten your login your email, email [tourism@kirklandwa.gov](mailto:tourism@kirklandwa.gov) for assistance





# KEXO HOMESCREEN

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

To update your business information and description on ExploreKirkland.com and/or ShopLocalKirkland.com, you will make both updates under both the *Profile* and *Collateral* tabs

The screenshot shows the user interface of the Explore Kirkland Extranet. On the left, a dark sidebar contains navigation tabs: HOME, PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, ADMINISTRATION, and NEED ASSISTANCE. The 'PROFILE' and 'COLLATERAL' tabs are highlighted with a red rectangular box. A red arrow points from the text on the left towards this box. The main content area features a large banner for 'KIRKLAND CA\$H COMMUNITY CURRENCY' with a 'Sign Up Today!' call to action. Below the banner, there are sections for 'Partner Bulletins' and 'Post Board'. The 'Partner Bulletins' section shows two items: 'Welcome to the Extranet' and 'Extranet Training Video'. The 'Post Board' section shows a post from 'City of Kirkland' dated '03/24/2022' with the text 'Welcome to the Extranet!'.



# Account Information

Vital information about your business may have changed in the last 2+ years. Please review your KEXO account information and make all desired updates.

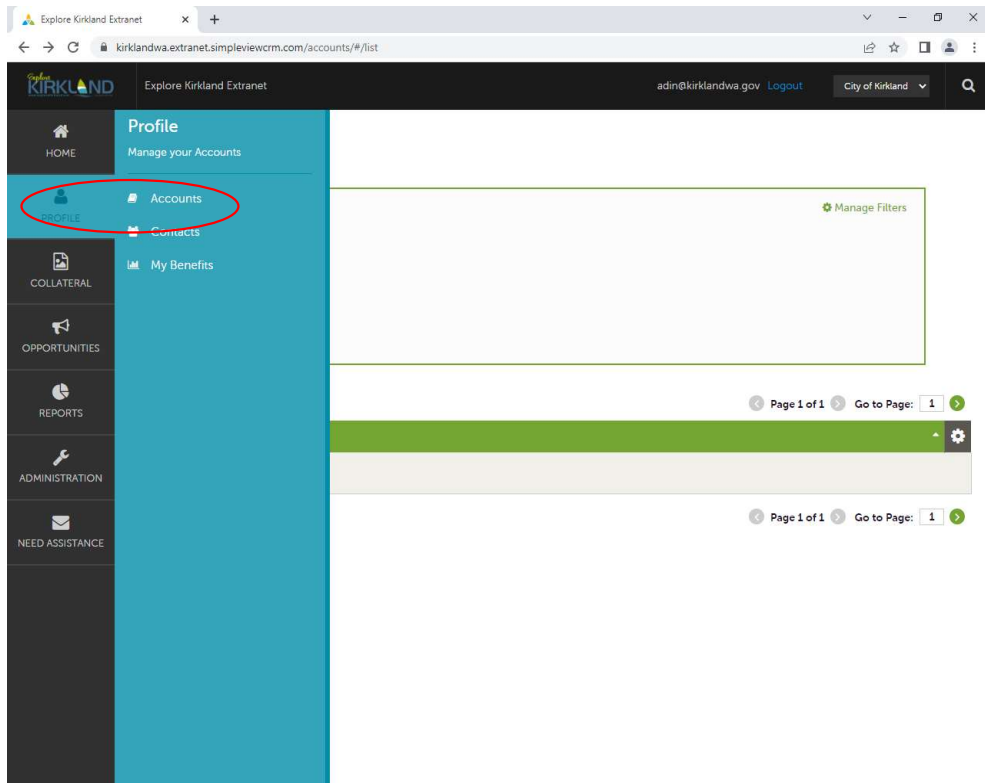
## Account Information to Update:

- Website
- Contact Information
- Social Media Links
- Kirkland Neighborhood
- Email
- Contact
- Phone Info
- Address (Physical, Billing, Shipping)

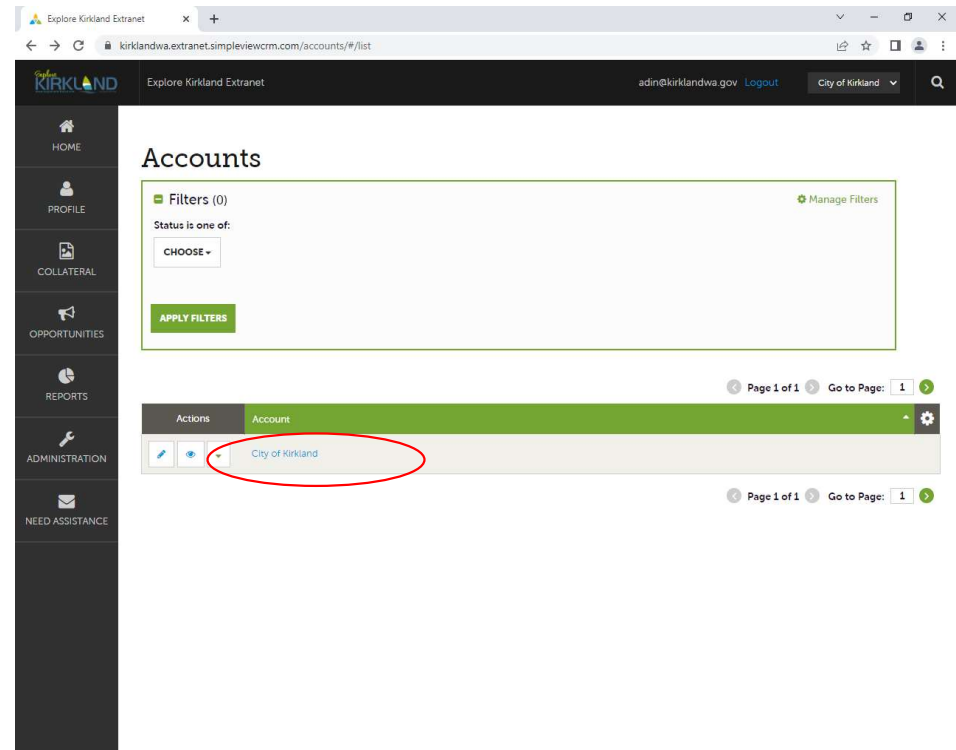
# Account Information

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

1) Select “Profiles” and then “Accounts”



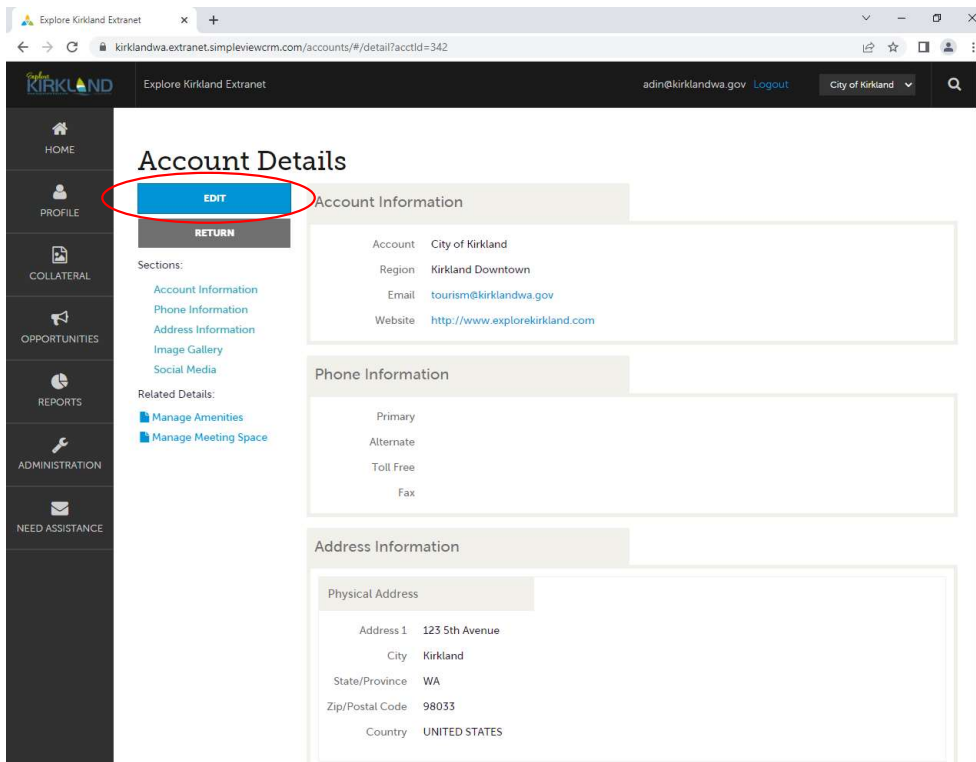
2) Select the account name for your business



# Account Information (cont'd)

3) Select "Edit"

4) Begin updating information



Account Details

**EDIT**

Account Information

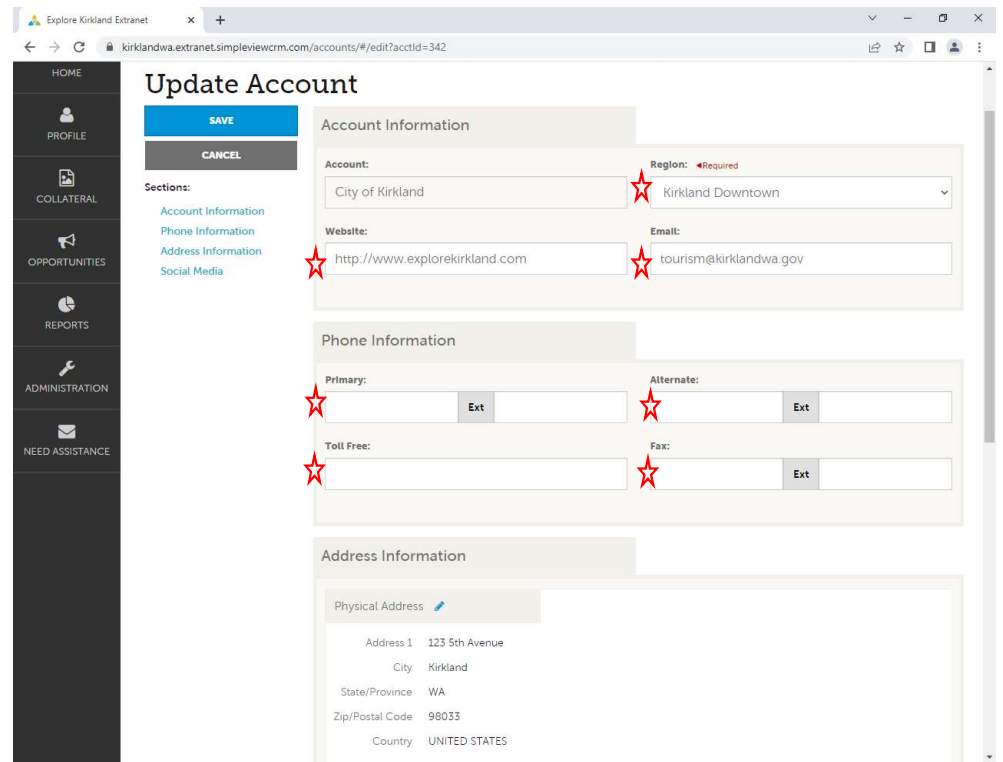
Account	City of Kirkland
Region	Kirkland Downtown
Email	tourism@kirklandwa.gov
Website	http://www.explorekirkland.com

Phone Information

Primary	
Alternate	
Toll Free	
Fax	

Address Information

Physical Address	
Address 1	123 5th Avenue
City	Kirkland
State/Province	WA
Zip/Postal Code	98033
Country	UNITED STATES



Update Account

**SAVE** **CANCEL**

Sections: Account Information, Phone Information, Address Information, Social Media

Account Information

Account:	City of Kirkland	Region: <small>Required</small>	Kirkland Downtown
Website:	http://www.explorekirkland.com	Email:	tourism@kirklandwa.gov

Phone Information

Primary:	Ext	Alternate:	Ext
Toll Free:		Fax:	Ext

Address Information

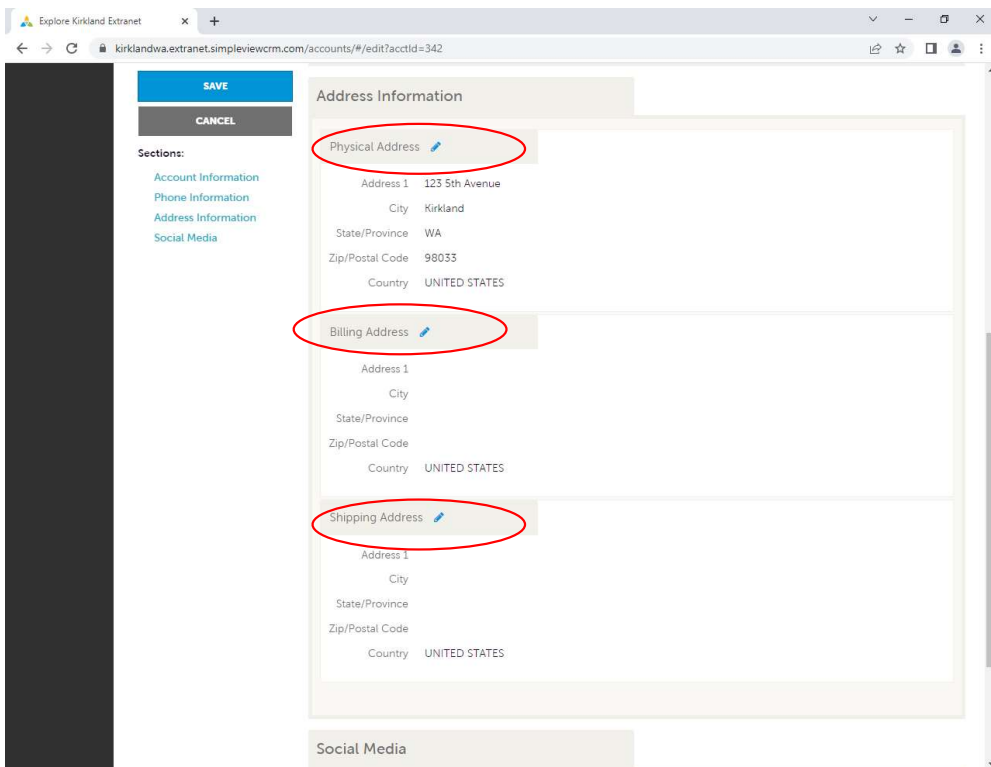
Physical Address	
Address 1	123 5th Avenue
City	Kirkland
State/Province	WA
Zip/Postal Code	98033
Country	UNITED STATES




# Account Information (cont'd)

5) Click on the blue pencil to begin updating Physical, Billing and Shipping Address


6) Update your Social Media by copying and pasting links to your pages and profiles




Address Information

Physical Address 

Address 1 123 5th Avenue  
City Kirkland  
State/Province WA  
Zip/Postal Code 98033  
Country UNITED STATES

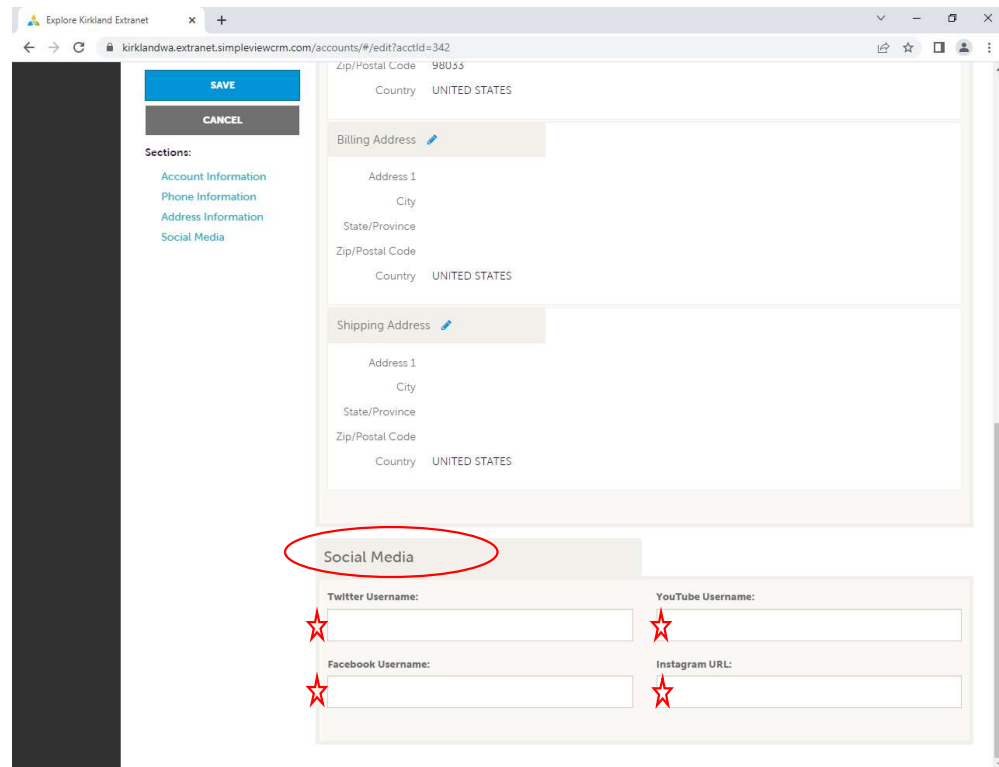
Billing Address 

Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES


Shipping Address 

Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES


Social Media



Zip/Postal Code 98033  
Country UNITED STATES


Billing Address 


Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES


Shipping Address 


Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES

Social Media

Twitter Username:  

YouTube Username:  

Facebook Username:  

Instagram URL:  





# Account Information (cont'd)

7) Select "Save" to update your information

The screenshot shows a web browser window with the URL `kirklandwa.extranet.simpleviewcrm.com/accounts/#/edit?acctId=342`. The page displays the 'Address Information' form. On the left side, there is a sidebar with a 'Sections:' menu containing links for 'Account Information', 'Phone Information', 'Address Information', and 'Social Media'. At the top of the form, there are two buttons: 'SAVE' (highlighted with a red circle) and 'CANCEL'. The form itself is divided into three sections: 'Physical Address', 'Billing Address', and 'Shipping Address'. Each section contains fields for 'Address 1', 'City', 'State/Province', 'Zip/Postal Code', and 'Country'. The 'Physical Address' section is filled with the following information: Address 1: 123 5th Avenue, City: Kirkland, State/Province: WA, Zip/Postal Code: 98033, Country: UNITED STATES. The 'Billing Address' and 'Shipping Address' sections are currently empty.



# Contact Information

Providing current Contact Information for your business is important for customers and stakeholders to reach you. Please update your Contact Information.

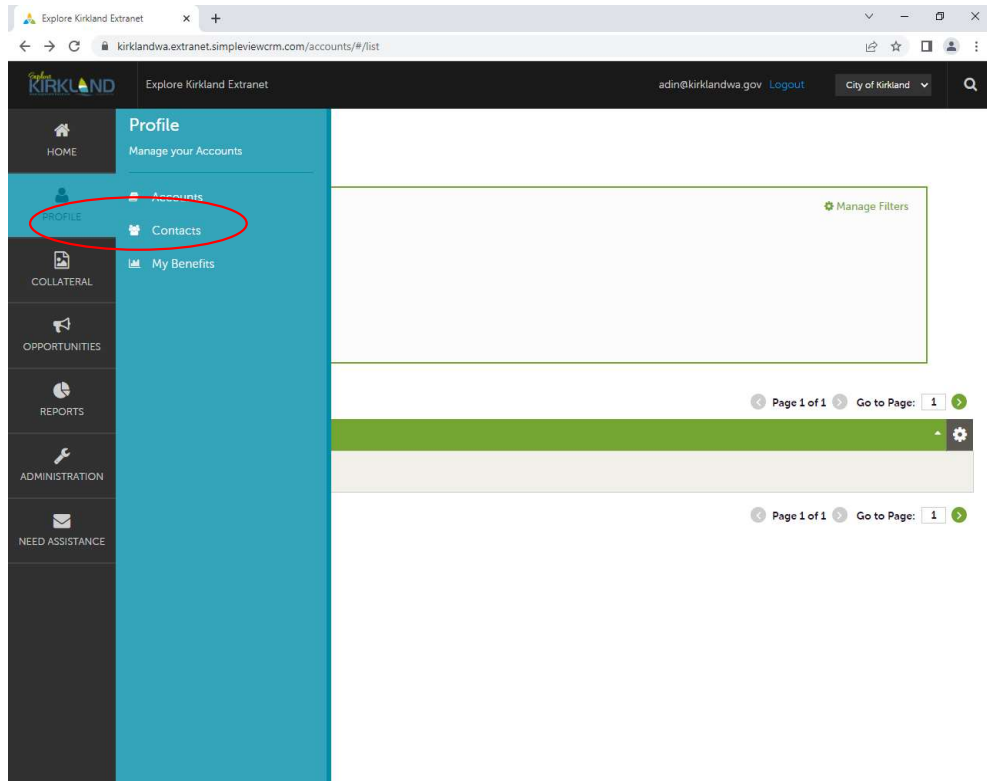
## Contact Information to Update:

- Name of Contact
- Email(s) for Contact
- Contact Title
- Phone Info for Contact
- Address (Physical, Billing, Shipping)

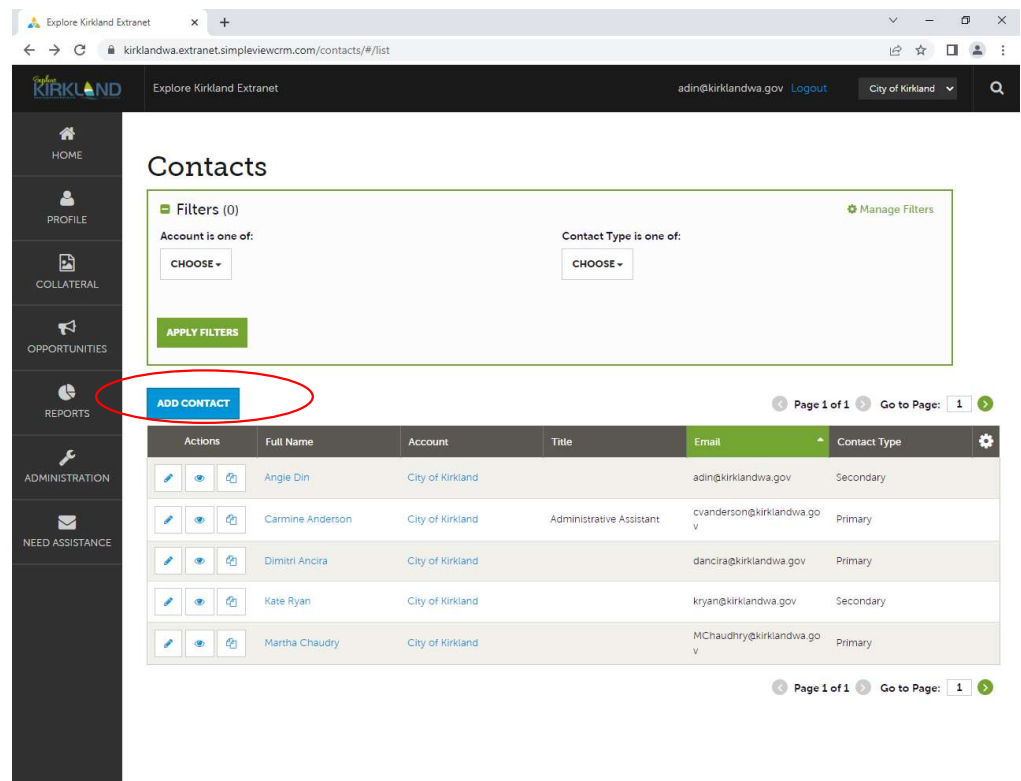
# Contact Information

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

1) Select “Profiles” and then “Contacts”



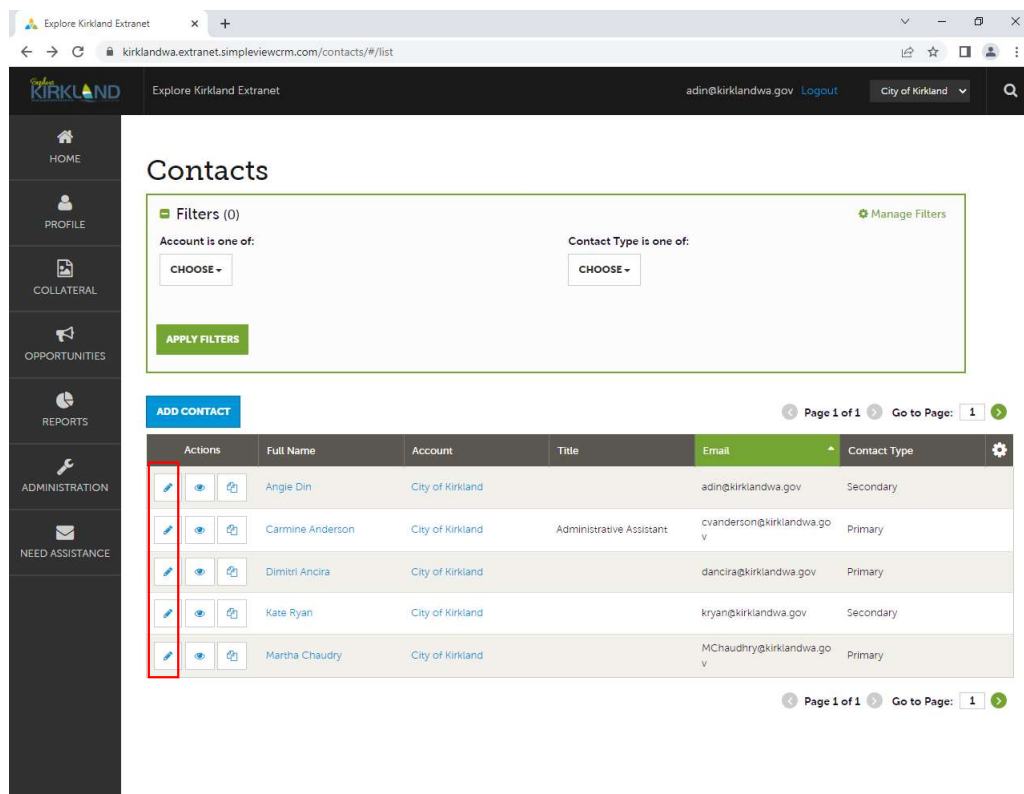
2) Select “Add Contact” if needed



# Contact Information (cont'd)

3) Select on individual contacts if updates are needed, by selecting the editing pencil

4) Begin updating the contact information



Contacts

Filters (0)
















Account is one of: CHOOSE -

Contact Type is one of: CHOOSE -

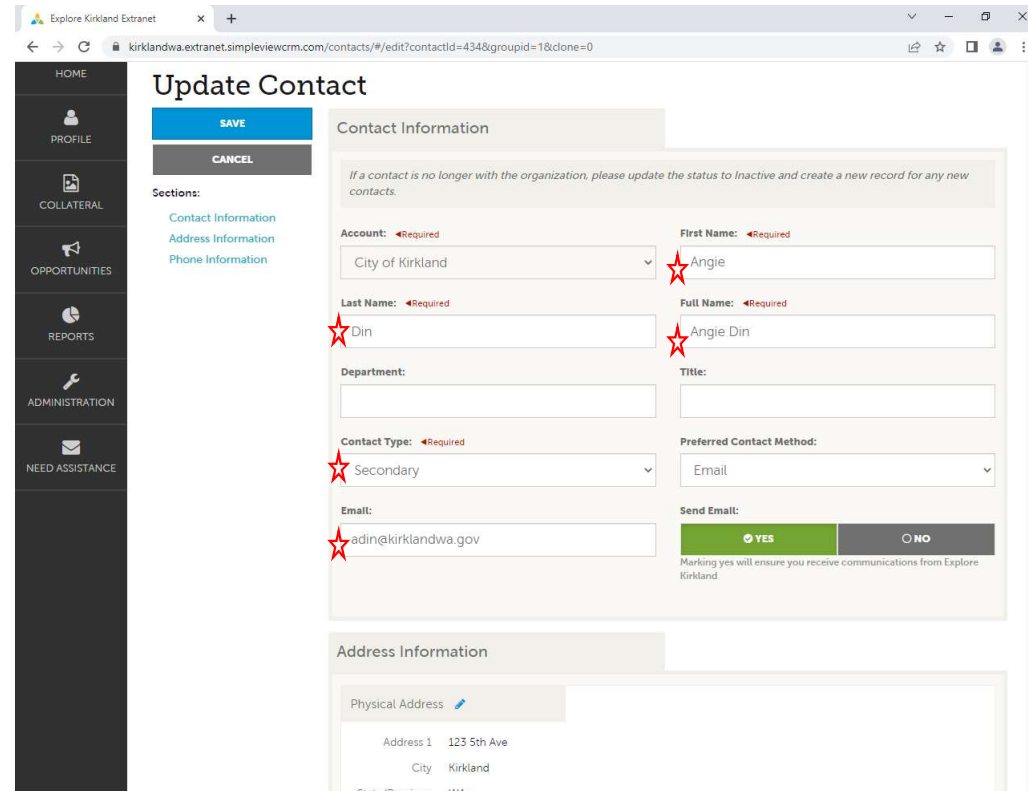
APPLY FILTERS

ADD CONTACT

Page 1 of 1 Go to Page: 1

Actions	Full Name	Account	Title	Email	Contact Type
  	Angie Din	City of Kirkland		adin@kirklandwa.gov	Secondary
  	Carmine Anderson	City of Kirkland	Administrative Assistant	canderson@kirklandwa.gov	Primary
  	Dimitri Ancira	City of Kirkland		dancira@kirklandwa.gov	Primary
  	Kate Ryan	City of Kirkland		kryan@kirklandwa.gov	Secondary
  	Martha Chaudry	City of Kirkland		MChaudry@kirklandwa.gov	Primary

Page 1 of 1 Go to Page: 1



Update Contact

SAVE CANCEL

Sections:

- Contact Information
- Address Information
- Phone Information

Contact Information

If a contact is no longer with the organization, please update the status to Inactive and create a new record for any new contacts.

Account: \*Required City of Kirkland

First Name: \*Required Angie

Last Name: \*Required Din

Full Name: \*Required Angie Din

Department:

Contact Type: \*Required Secondary


Preferred Contact Method: Email

Email: \*Required adin@kirklandwa.gov

Send Email:  YES  NO

Marking yes will ensure you receive communications from Explore Kirkland

Address Information

Physical Address 

Address 1 123 5th Ave

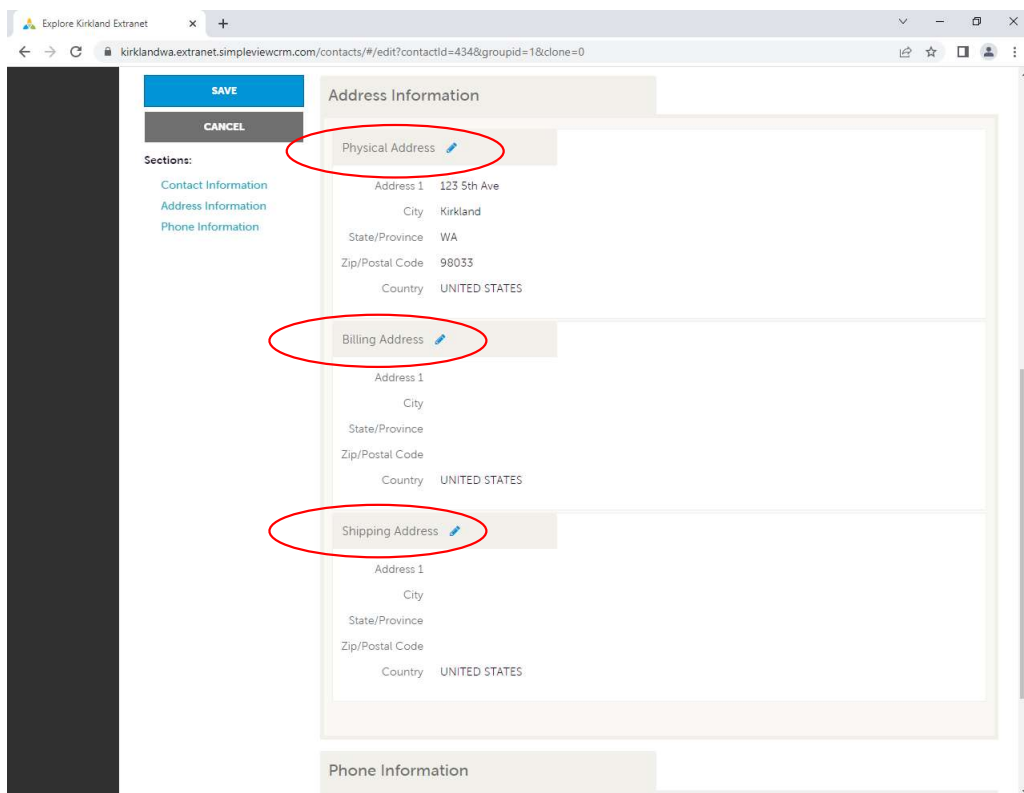
City Kirkland

State/Province WA


# Contact Information (cont'd)

5) Click on the blue pencil to update Physical, Billing and Shipping Address related to the Contact


6) Update the Phone Information for the Contact




Address Information

Physical Address 

Address 1 123 5th Ave  
City Kirkland  
State/Province WA  
Zip/Postal Code 98033  
Country UNITED STATES

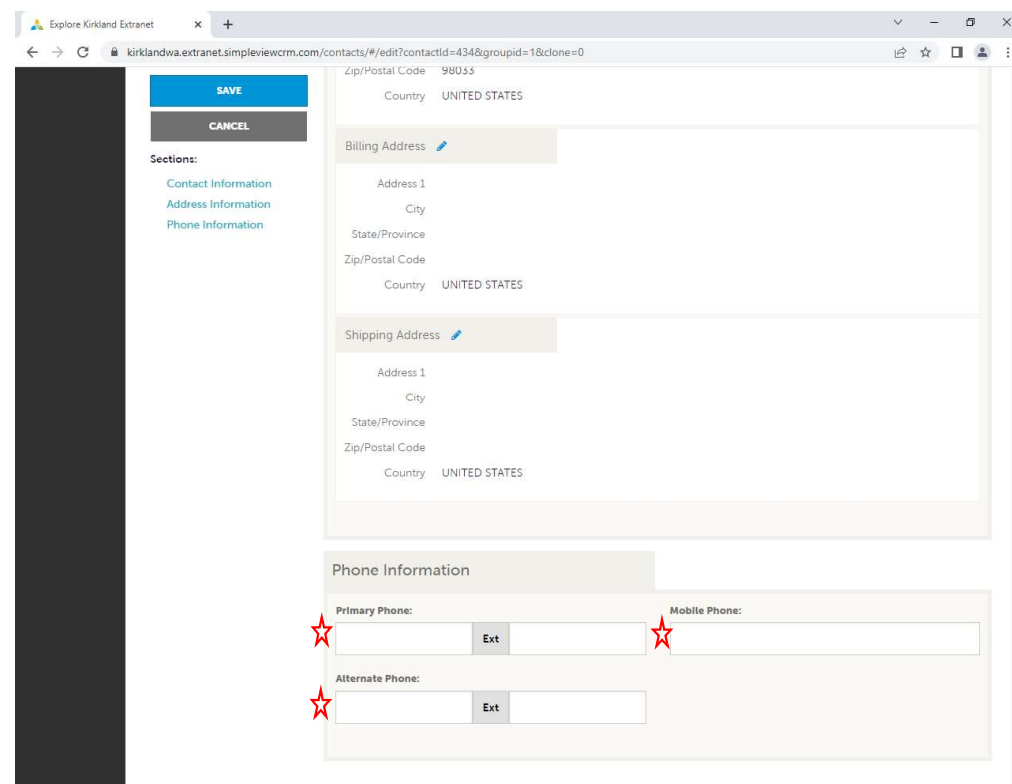
Billing Address 

Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES


Shipping Address 

Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES


Phone Information



Zip/Postal Code 98033  
Country UNITED STATES



Billing Address 


Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES

Shipping Address 

Address 1  
City  
State/Province  
Zip/Postal Code  
Country UNITED STATES

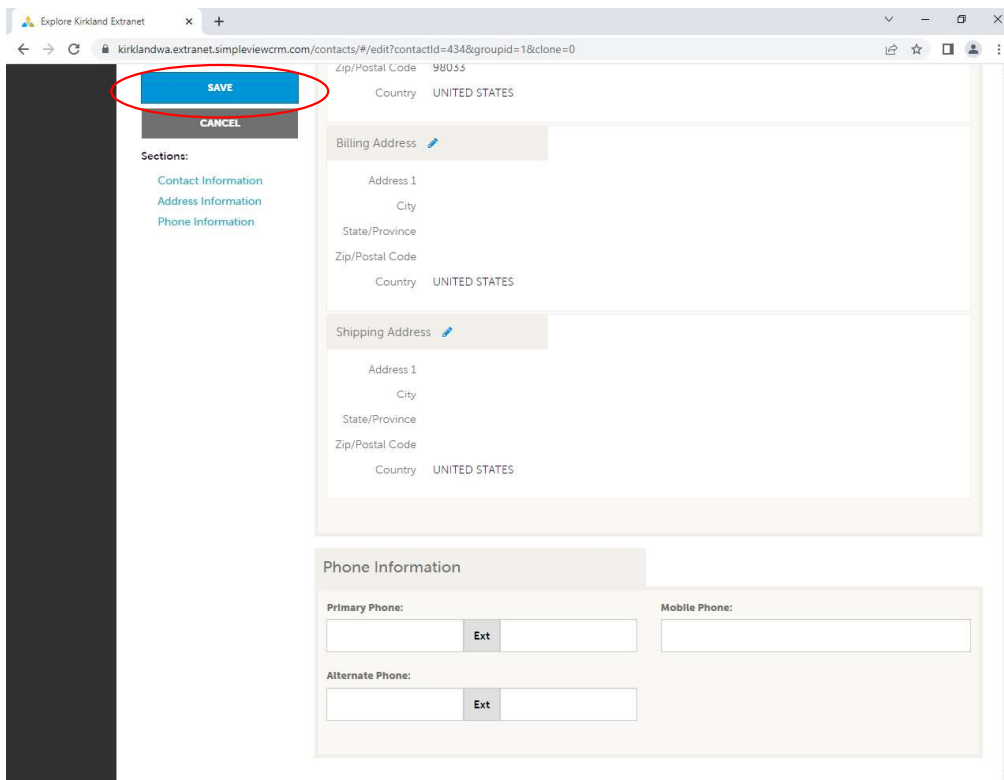
Phone Information

Primary Phone:   Ext  

Alternate Phone:   Ext

# Contact Information (cont'd)

7) Select "Save" to update your information



The screenshot shows a web browser window with the URL `kirklandwa.extranet.simpleviewcrm.com/contacts/#/edit?contactid=434&groupid=1&clone=0`. The page displays a contact information form with the following sections:

- Buttons:** A blue "SAVE" button is circled in red, and a grey "CANCEL" button is located below it.
- Sections:**
  - Contact Information:** Includes fields for Zip/Postal Code (98053) and Country (UNITED STATES).
  - Billing Address:** Includes fields for Address 1, City, State/Province, Zip/Postal Code, and Country (UNITED STATES).
  - Shipping Address:** Includes fields for Address 1, City, State/Province, Zip/Postal Code, and Country (UNITED STATES).
  - Phone Information:** Includes fields for Primary Phone, Mobile Phone, and Alternate Phone, each with an "Ext" field.



# Listing Information

Listing Information describes your business entity and markets your services or products. This section helps attract visitors to your business. Please updating your listing information.

## Listing Information to Update:

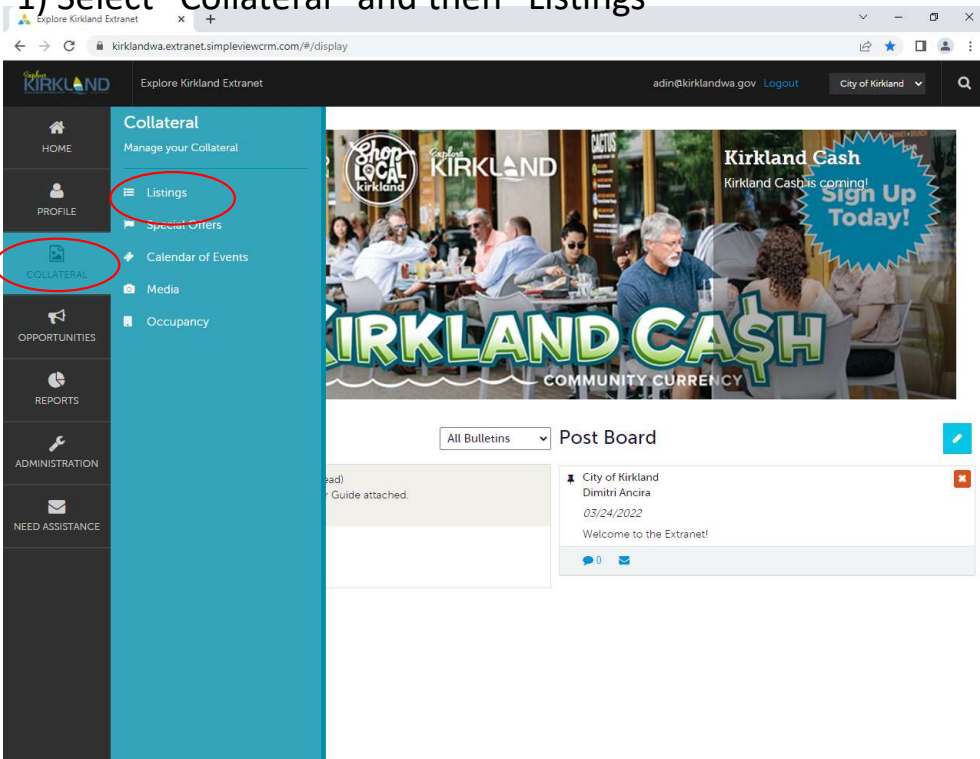
- Listing Description
- Physical Address
- Category
- Listing Image



# Listing Information

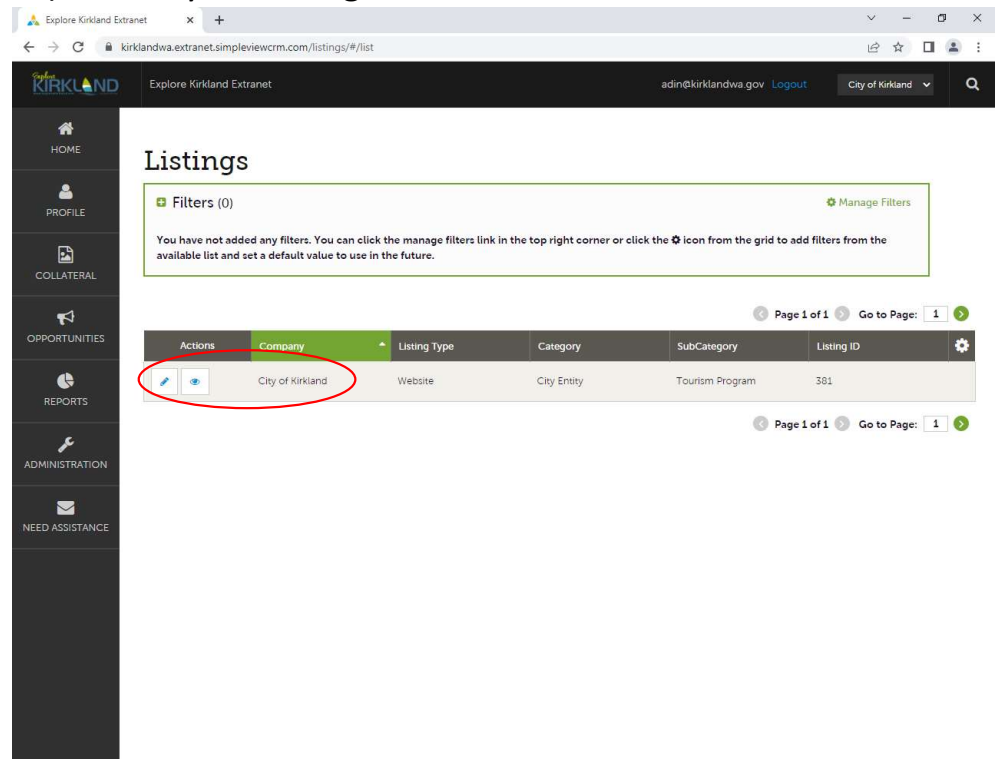
<https://kirklandwa.extranet.simpleviewcrm.com/login/>

## 1) Select "Collateral" and then "Listings"





The screenshot shows the 'Collateral' menu with the following items: Manage your Collateral, Listings, Special Offers, Calendar of Events, Media, and Occupancy. The 'Listings' item is circled in red.

## 2) Select your listing



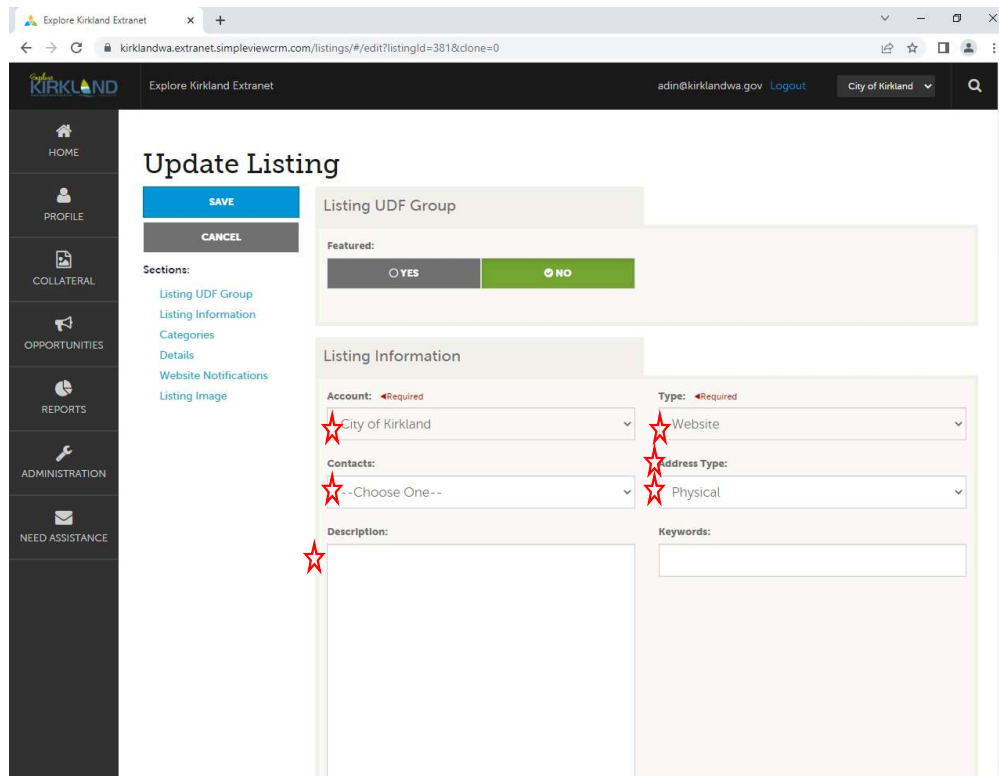
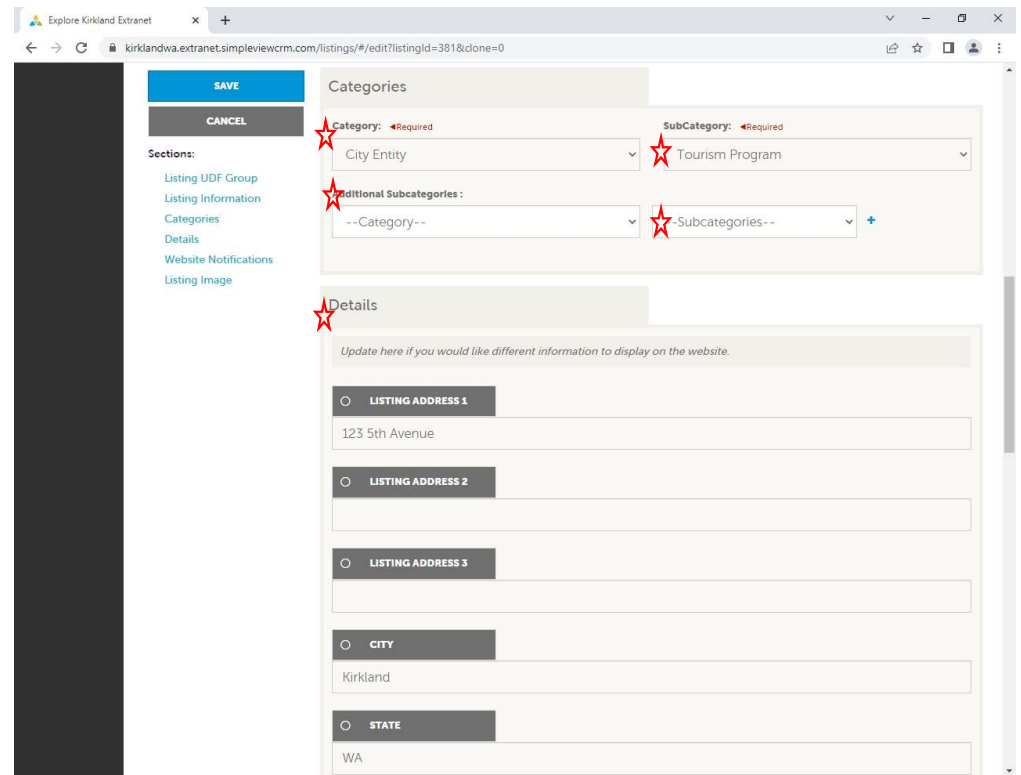
The screenshot shows the 'Listings' page with a table of listings. The table has the following columns: Actions, Company, Listing Type, Category, SubCategory, and Listing ID. The 'City of Kirkland' entry is circled in red.

Actions	Company	Listing Type	Category	SubCategory	Listing ID
 	City of Kirkland	Website	City Entity	Tourism Program	381

# Listing Information (cont'd)

## 3) Begin editing your fields

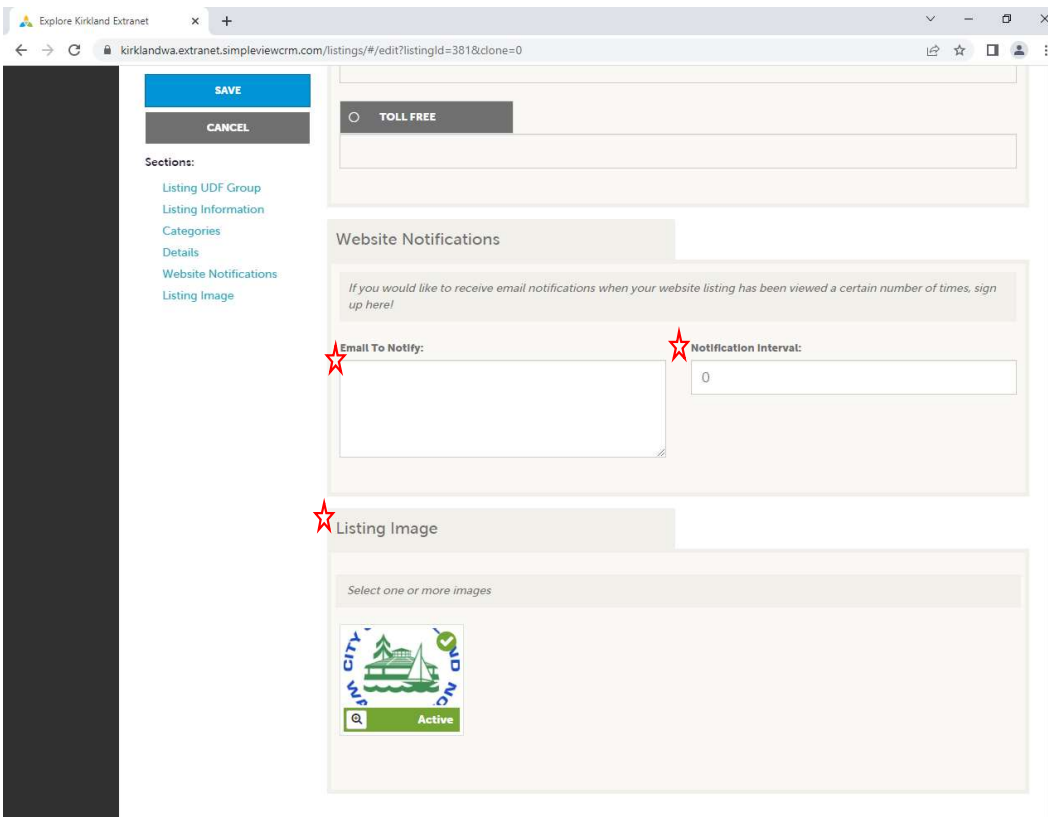
## 4) Continue editing your fields

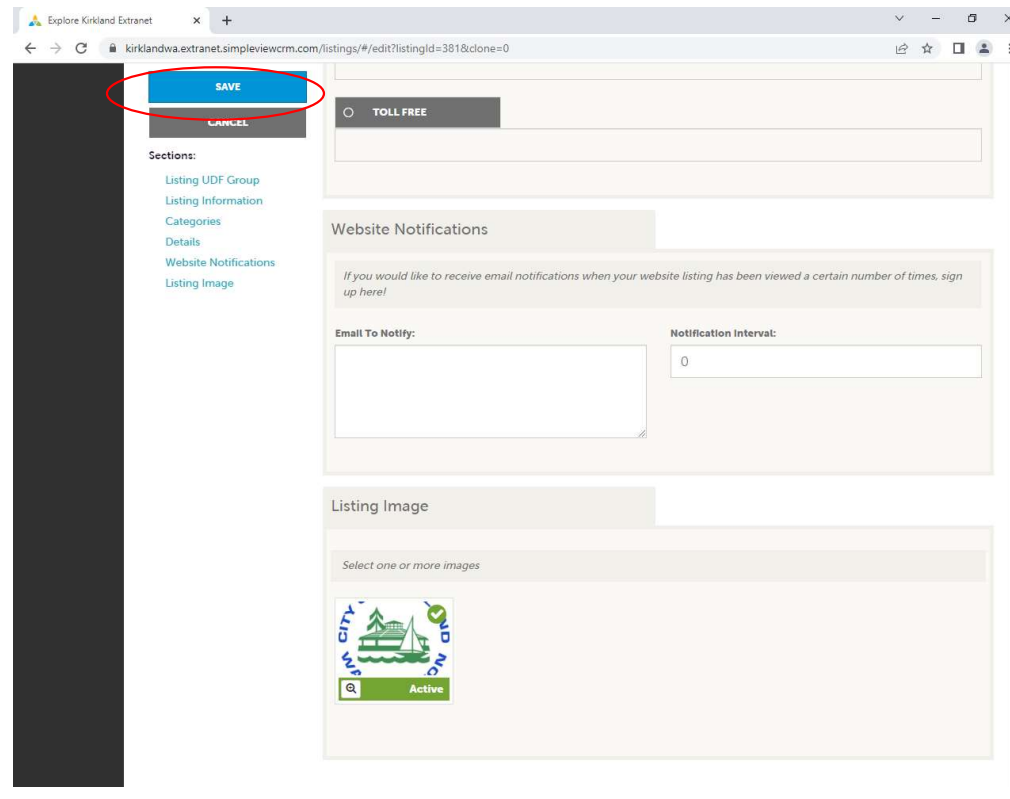
# Listing Information (cont'd)

## 5) Update Website Notification

## 6) Select "Save" to update your information



This screenshot shows the 'Update Website Notification' step in the listing information form. The 'SAVE' button is highlighted in blue. The 'TOLL FREE' option is selected. The 'Website Notifications' section contains a text box with the instruction: 'If you would like to receive email notifications when your website listing has been viewed a certain number of times, sign up here!'. Below this, there are two input fields: 'Email To Notify:' and 'Notification Interval:' (set to 0). A red star is placed next to the 'Email To Notify:' field. The 'Listing Image' section shows a selected image of a boat with the text 'Active' below it.



This screenshot shows the 'Select Save' step in the listing information form. The 'SAVE' button is highlighted in blue and circled in red. The 'TOLL FREE' option is selected. The 'Website Notifications' section contains a text box with the instruction: 'If you would like to receive email notifications when your website listing has been viewed a certain number of times, sign up here!'. Below this, there are two input fields: 'Email To Notify:' and 'Notification Interval:' (set to 0). The 'Listing Image' section shows a selected image of a boat with the text 'Active' below it.



# Special Offers

Your business may want to promote special offers from time to time. Please update special offers and make them known to website visitors.

## Special Offer Information to Update:

- Offer Title
- Offer Link
- Offer Image
- Redemption Dates
- Publish Dates to Market Offer



# Special Offers Information

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

1) Select “Collateral” and “Special Offers”

Collateral

Manage your Collateral

- Listings
- Special Offers**
- Calendar of Events
- Media
- Occupancy

Page 1 of 1 Go to Page: 1

Redeem From	Redeem To	Post From	Post To	Pending
No Records Were Found				

2) Select “Add Offer”

Offers

Filters (0)

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.

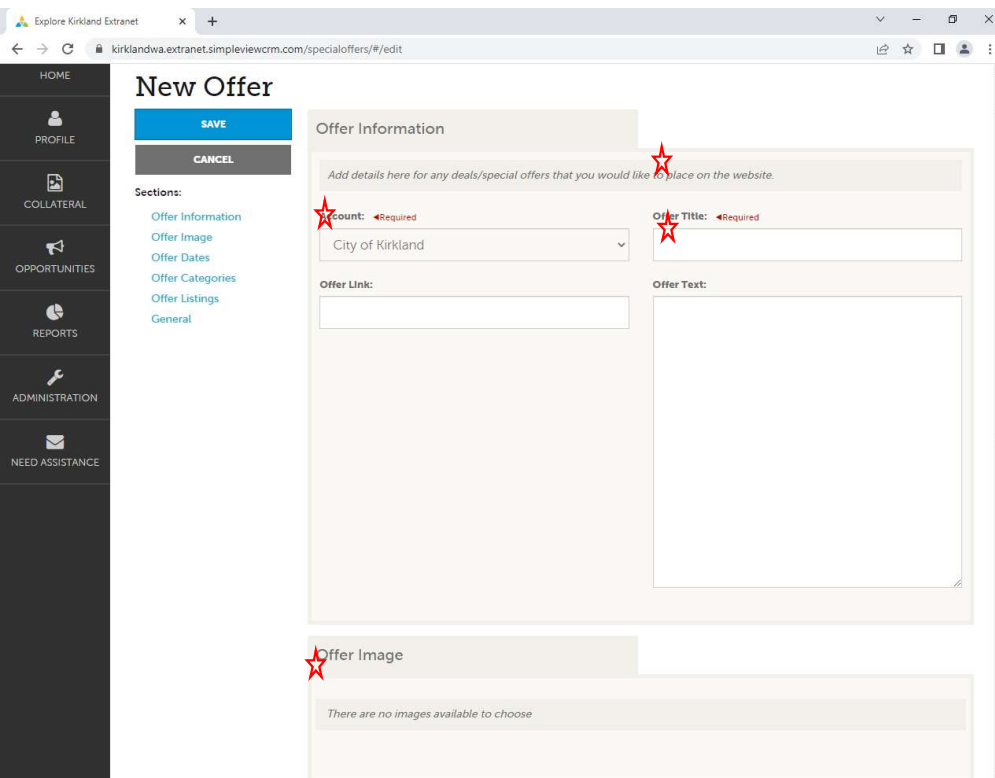
Page 1 of 1 Go to Page: 1

**ADD OFFER**

Actions	Offer Title	Redeem From	Redeem To	Post From	Post To	Pending
No Records Were Found						

# Special Offers Information (cont'd)

## 3) Update information about Special Offers



**New Offer**

**Offer Information**

Add details here for any deals/special offers that you would like to place on the website.

**Sections:**

- Offer Information
- Offer Image
- Offer Dates
- Offer Categories
- Offer Listings
- General

**Offer Count:** 4 Required

**Offer Title:** Required

City of Kirkland

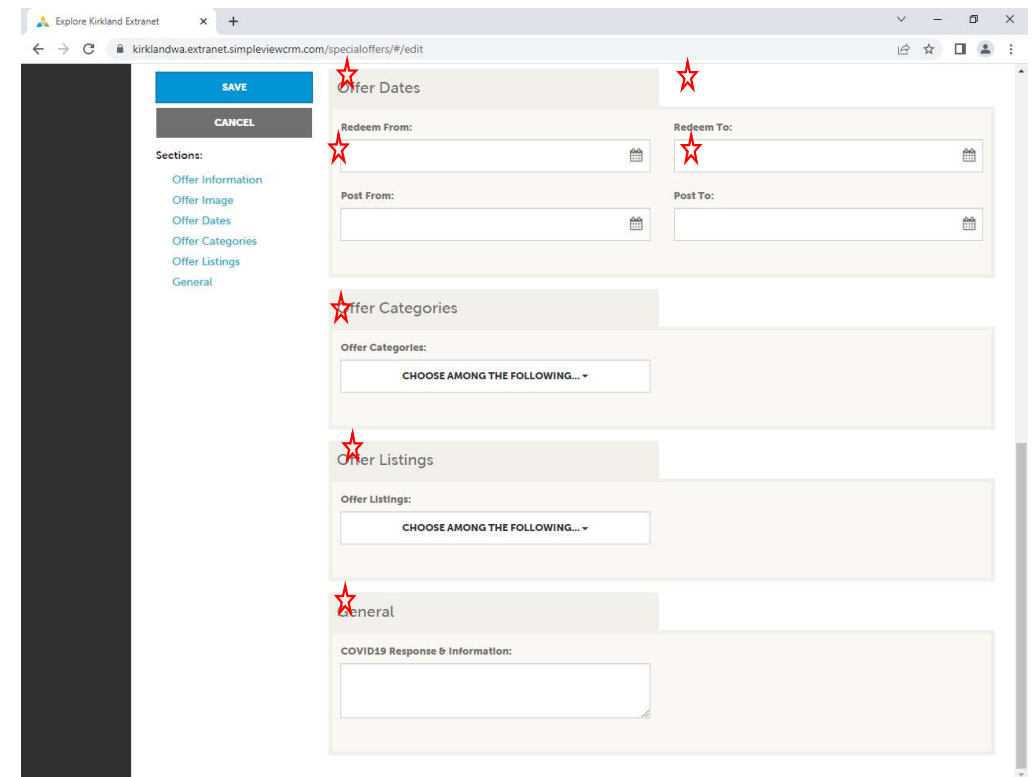
**Offer Link:**

**Offer Text:**

**Offer Image**

There are no images available to choose

## 4) Continue updating fields



**Offer Dates**

**Redeem From:**

**Redeem To:**

**Post From:**

**Post To:**

**Offer Categories**

**Offer Categories:**

CHOOSE AMONG THE FOLLOWING...

**Offer Listings**

**Offer Listings:**

CHOOSE AMONG THE FOLLOWING...

**General**

**COVID19 Response & Information:**

**SAVE**

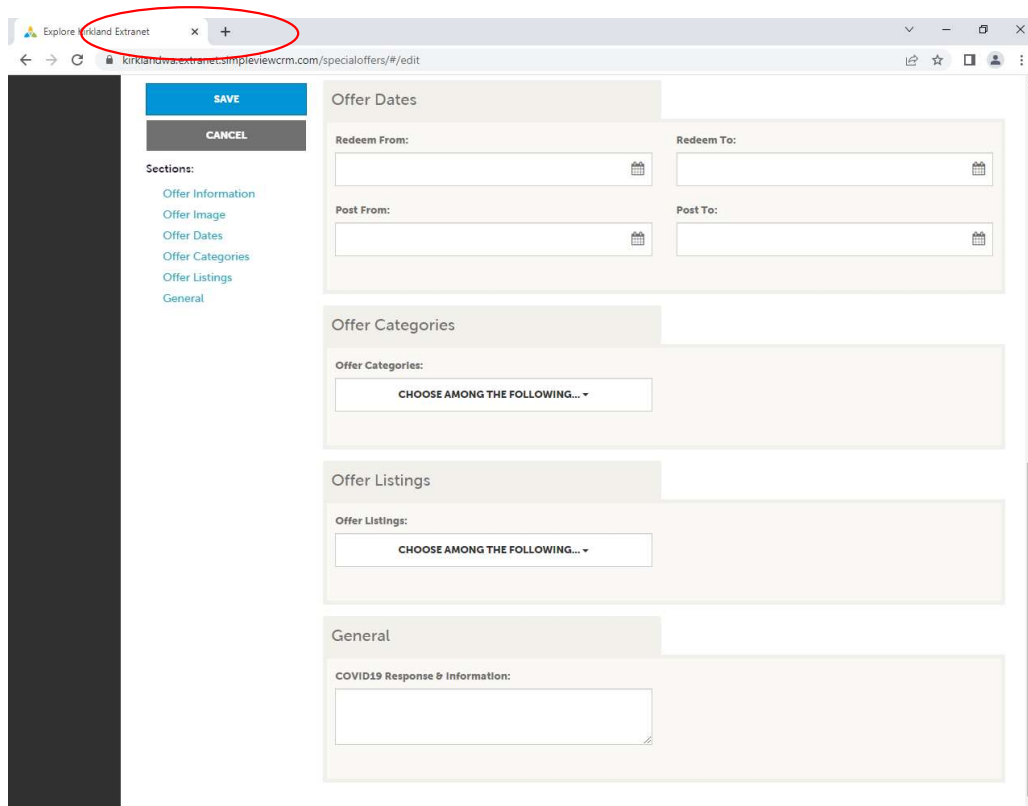
**CANCEL**

**Sections:**

- Offer Information
- Offer Image
- Offer Dates
- Offer Categories
- Offer Listings
- General

# Special Offers Information (cont'd)

5) Select "Save" to update information



The screenshot shows a web browser window with the URL [kirklandwa.extranet.com/specialoffers/#/edit](http://kirklandwa.extranet.com/specialoffers/#/edit). The browser's address bar and the 'SAVE' button are circled in red. The page layout includes a left sidebar with a 'Sections:' menu containing 'Offer Information', 'Offer Image', 'Offer Dates', 'Offer Categories', 'Offer Listings', and 'General'. The main content area is divided into several sections: 'Offer Dates' with 'Redeem From', 'Redeem To', 'Post From', and 'Post To' date pickers; 'Offer Categories' with a dropdown menu labeled 'CHOOSE AMONG THE FOLLOWING...'; 'Offer Listings' with another dropdown menu labeled 'CHOOSE AMONG THE FOLLOWING...'; and 'General' with a 'COVID19 Response & Information' text area.





# Events

Your business may want to advertise a business event. Please update your event information to begin marketing a special occasion.

## Event Information to Update:

- Event Title
- Description of Event
- Event Location
- Event Dates
- Images for Event



KIRKLAND PARTNER PORTAL

# Events

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

1) Select "Collateral" and "Calendar Events"

2) Select "Add Event" or the edit pencil to update event info

Collateral  
Manage your Collateral

- Listings
- Special Offers
- Calendar of Events**
- Media
- Occupancy

can click the manage filters link in the top right corner or click the icon from the grid to add filters from the to use in the future.

Page 1 of 1 Go to Page: 1

Title	Rank	Start Date	End Date	Event Category
Juanita Friday Market	Ongoing Event	06/03/2022	09/30/2022	Annual Events &amp; Festivals
National Get Outdoors Day	One Time Event	06/11/2022	06/11/2022	Annual Events &amp; Festivals
Taste of the World Event	One Time Event	05/21/2022	05/21/2022	Annual Events &amp; Festivals, Food &amp; Drink

Page 1 of 1 Go to Page: 1

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

Page 1 of 1 Go to Page: 1

Actions	Event ID	Title	Rank	Start Date	End Date	Event Category
	245	Juanita Friday Market	Ongoing Event	06/03/2022	09/30/2022	Annual Events &amp; Festivals
	254	National Get Outdoors Day	One Time Event	06/11/2022	06/11/2022	Annual Events &amp; Festivals
	253	Taste of the World Event	One Time Event	05/21/2022	05/21/2022	Annual Events &amp; Festivals, Food &amp; Drink

Page 1 of 1 Go to Page: 1



# Events (cont'd)

KIRKLAND PARTNER PORTAL

3) Begin populating or editing depending on if you're editing an existing event or adding a new event

4) Continue updating fields

**Update Event**

**SAVE** **CANCEL**

**Sections:** Event Information, Event Location, Event Dates, Image Gallery, General

**Event Information**

**Account:**  **Title:**

**Featured:**  YES  NO **Contact:**

**Admission:**

**Description:**

Enjoy a visit to a State Park for free on June 11 in honor of National Get Outdoors Day. On State Parks Free Days, visitors are not required to display a Discover Pass which is normally required for vehicle access to state recreation lands.

Kirkland has two nearby state parks!

- [Bride Trails State Park](#) is a 482-acre park and a favorite for its horse trails. Parking is located at 5300 116th Ave NE, Kirkland, WA. The park is open 6:30 a.m. to dusk.
- [Saint Edward State Park](#) is a 316-acre park along Lake Washington and was once a Catholic seminary. Parking is located at 14445 Juanita Dr NE, Kenmore, WA. The park is open 8 a.m. to dusk.

Washington State Parks offers 12 State Parks Free Days per year. More information about Free Days, including 2022 dates, can be found at [Washington State Parks news](#).

**Email:**  **Rank:**

**SAVE** **CANCEL**

**Sections:** Event Information, Event Location, Event Dates, Image Gallery, General

**Event Location**

**Website:**

**Phone:**

**Host Organization Listing:**  **Host Organization Name:**

**Event Location**

**Venue Listing:**  **Address 1:**

**Address 2:**  **Address 3:**

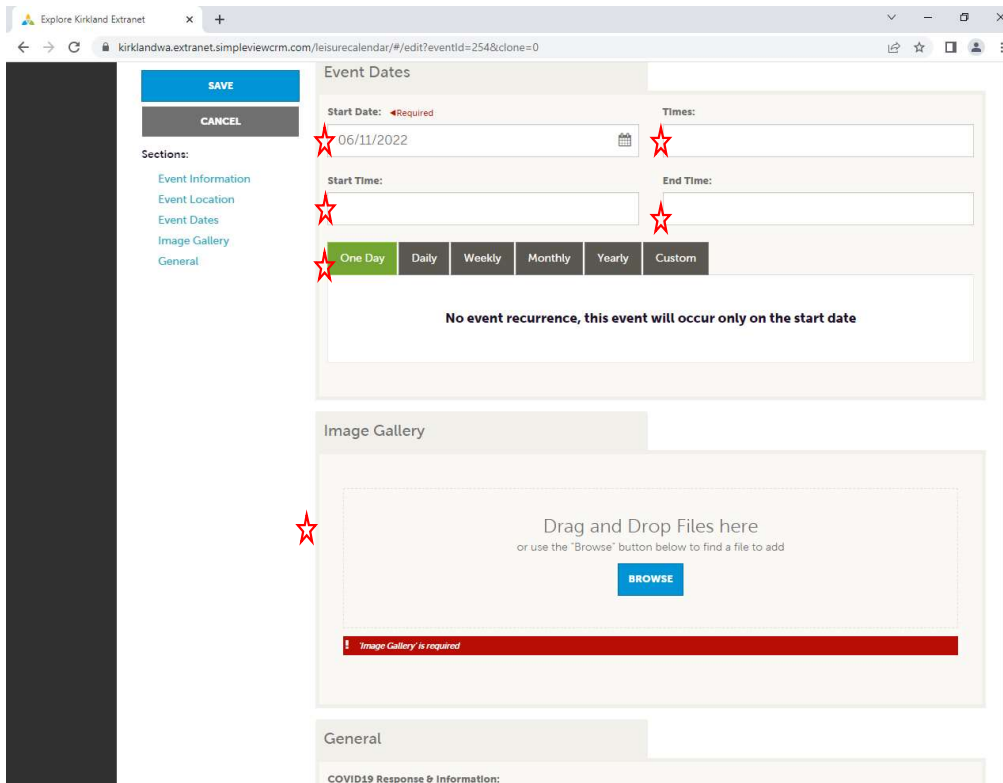
**City:**  **State/Province:**

**Zip/Postal Code:**  **Location:**

**Event Dates**

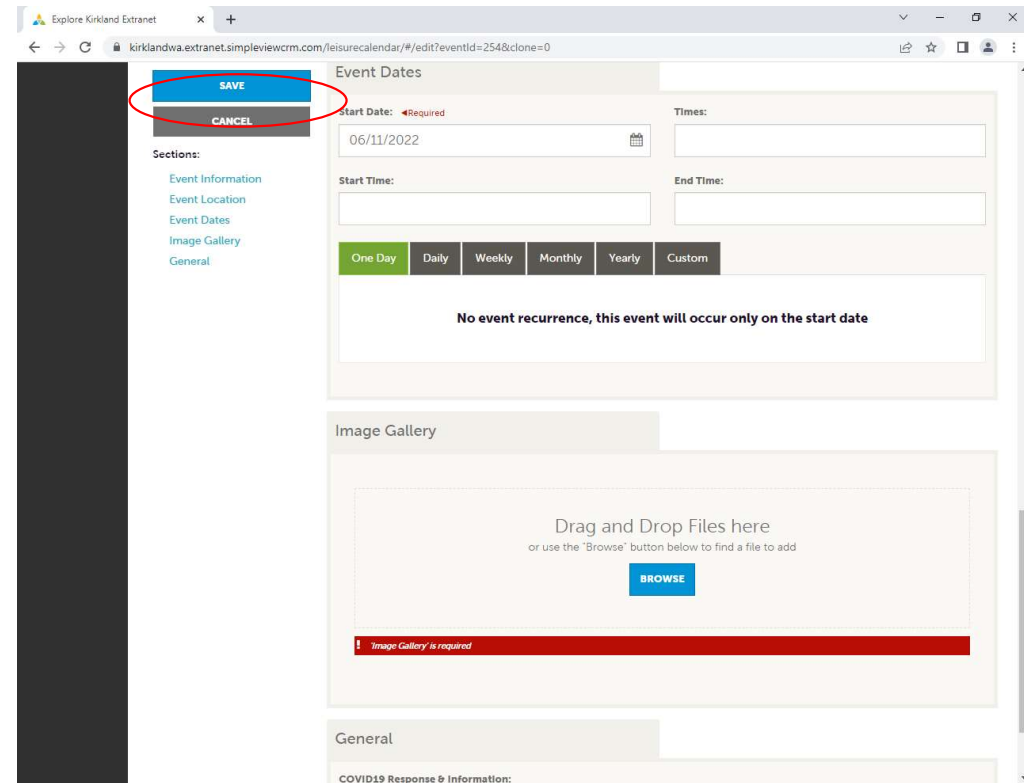
# Events (cont'd)

## 3) Continue updating fields



The screenshot shows the 'Event Dates' form in a web browser. The 'Start Date' field is set to 06/11/2022. The 'Start Time' and 'End Time' fields are empty. The 'One Day' radio button is selected. A red star is placed next to the 'Start Date' field, another next to the 'Start Time' field, and a third next to the 'End Time' field. A fourth red star is placed next to the 'One Day' radio button. Below the form, there is a message: 'No event recurrence, this event will occur only on the start date'. In the 'Image Gallery' section, there is a 'BROWSE' button and a red error message: '! Image Gallery is required'. A red star is placed next to the 'Image Gallery' section header.

## 4) Select "Save" to update information



The screenshot shows the same 'Event Dates' form as in the previous image. The 'SAVE' button is circled in red. The 'Start Date' field is set to 06/11/2022. The 'Start Time' and 'End Time' fields are empty. The 'One Day' radio button is selected. Below the form, there is a message: 'No event recurrence, this event will occur only on the start date'. In the 'Image Gallery' section, there is a 'BROWSE' button and a red error message: '! Image Gallery is required'.



# Media

Media is used to attract potential customers with the use of images. Please update your media.

## Media Information to Update:

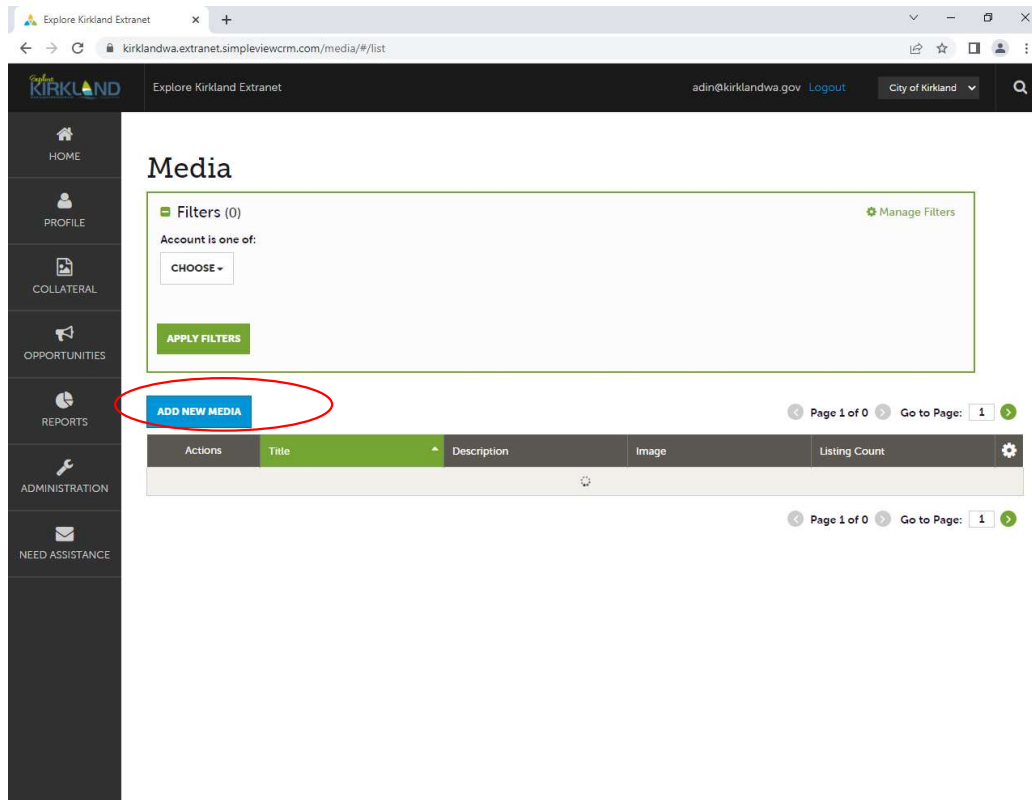
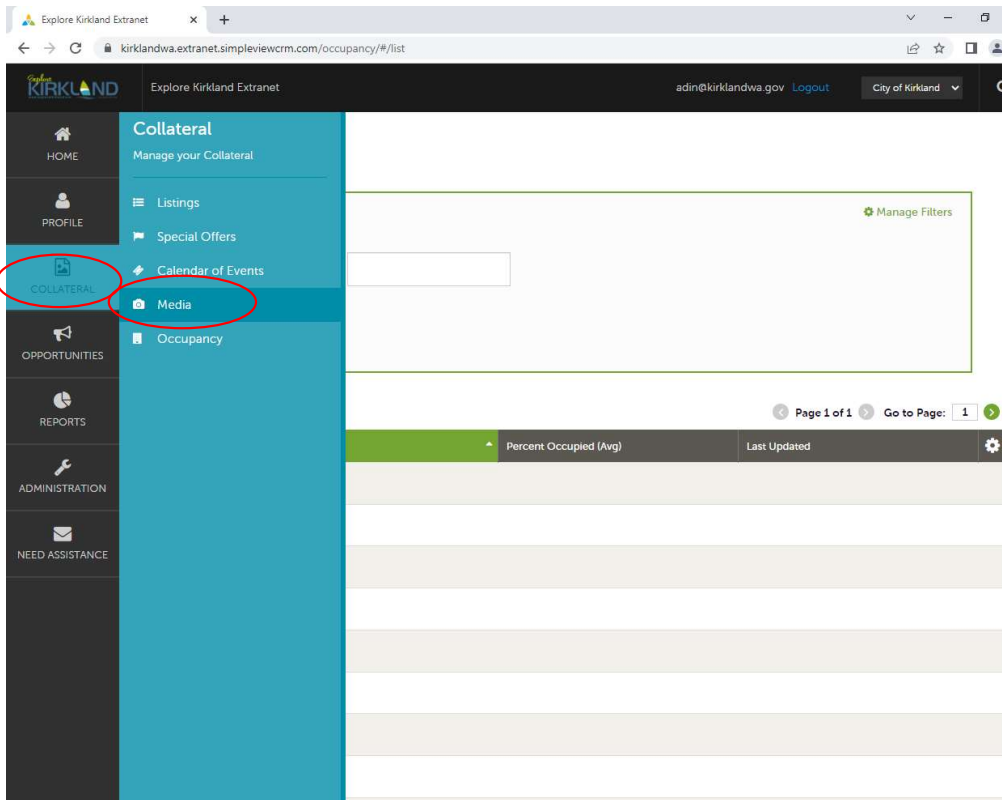
- Business Logo
- Images of Business Location
- Images of products and services

# Media

<https://kirklandwa.extranet.simpleviewcrm.com/login/>

1) Select “Collateral” and “Media”

2) Select “New Media” or the edit pencil to update media





KIRKLAND PARTNER PORTAL

# Media (cont'd)

## 3) Begin updating fields

## 4) Select "Save" to update information

The screenshot shows the 'New Media' form in the 'Explore Kirkland Extranet' application. The form is titled 'New Media' and has a 'SAVE' button highlighted in blue. Below the title are 'Media Information' and 'Sections' sections. The 'Media Information' section contains several fields: 'Account' (a dropdown menu with 'City of Kirkland' selected), 'Title' (a text input field), 'Type' (a dropdown menu with '--Choose One--' selected), 'Sort Order' (a text input field), 'Description' (a large text area), and 'Listings' (a dropdown menu with 'CHOOSE AMONG THE FOLLOWING...' selected). Red stars are placed next to the 'Account', 'Title', 'Type', and 'Listings' fields, indicating they are required. The 'Sections' section has a 'Media Information' link. The left sidebar contains navigation options: HOME, PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, ADMINISTRATION, and NEED ASSISTANCE. The top navigation bar shows the user's email 'adin@kirklandwa.gov', a 'Logout' link, and the current location 'City of Kirkland'.

The screenshot shows the 'New Media' form in the 'Explore Kirkland Extranet' application. The form is titled 'New Media' and has a 'SAVE' button circled in red. Below the title are 'Media Information' and 'Sections' sections. The 'Media Information' section contains several fields: 'Account' (a dropdown menu with 'City of Kirkland' selected), 'Title' (a text input field), 'Type' (a dropdown menu with '--Choose One--' selected), 'Sort Order' (a text input field), 'Description' (a large text area), and 'Listings' (a dropdown menu with 'CHOOSE AMONG THE FOLLOWING...' selected). The 'Sections' section has a 'Media Information' link. The left sidebar contains navigation options: HOME, PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, ADMINISTRATION, and NEED ASSISTANCE. The top navigation bar shows the user's email 'adin@kirklandwa.gov', a 'Logout' link, and the current location 'City of Kirkland'.