

How to update contact information using the GLCVB Extranet

Select "Member Record" to view your account details. Each tab (outlined below) contains additional information specific to your account.

The screenshot displays the 'ACCOUNT DETAIL: TEST PARTNER' page in the GLCVB Extranet. The page is divided into several sections:

- Account Information:** Account ID: 109, Account: Test Partner, Account (port): Test Partner, Parent: Greater Lansing CVB, Formerly: (blank), Status: Non-Member, Region: Downtowns, Email: (blank), Web Site: (blank).
- Phone/Fax Numbers:** Primary: (517) 487-0077, Alternate: (blank), Tollfree: (blank), Fax: (blank).
- Address Information:** Physical Address, Billing Address, and Shipping Address, all listing 500 East Michigan Avenue, Suite 180, Lansing, MI 48912, UNITED STATES.
- Additional Fields:** General (Booking Site URL, Preferred Primary Category), Demographic Information (Business Type: Non-Profit Organization, Employees), and a red box highlighting the 'Contacts' tab (along with Listings, Web, Amenities, and Social Media).

At the bottom right, there is an 'ADD NEW CONTACT' button and a table with columns: Action, Contact ID, Contact Name, Title, Email, Phone, and Type.

CONTACTS –

*The **contact type** options are:*

- **Primary** contacts receive all Bureau correspondence.
- **Secondary** may be used for all other active contacts at your property.
- **Other** reflects contacts that may attend GLCVB events on occasion but are not typically involved with Bureau business for your property. These contacts will not receive invites/emails directly from the GLCVB.
- **Inactive** will deactivate the contact and their login to the Extranet.

To add a new contact – click the “Add New Contact” button from the Contacts tab (shown in above screenshot) Any fields in **red** must be filled in or you will be unable to save your changes. Additional fields may be changed to require in the future.

Note regarding Member Email Addresses: Shared email addresses refer to any 2 individuals using an identical email address. . Each user must have an email address unique to them because it is also your username for the system. Jack AND Jill can't both use JackJill@nurseryrhymes.com because the system won't know if it is Jack OR Jill logging in.

Colored fields are required.

Contact Information

First/Last Name: Account: Test Partner
 Full Name: Contact Type: --None--
 Department: Title:
 Preferred Method: --None--
 Assistant: Email: Send
 Children: St. Phone:
 Gender: Male Female Birthdate: --Month-- --Day--
 Spouse:
 Phone/Fax Numbers
 Primary: (517) 487-0077 ext. Alternate: ext.
 Cell: Fax: ext.
 Home: Fax: ext. Send

see above

Users who will require Extranet access must have an email address specific to them. Shared email addresses can not be used.

The "Send" checkbox is just to let us know it is ok to send emails and or faxes to you.

Address Information

Physical	Billing	Shipping
Use: Account: Physical	Use: Account: Billing	Use: Account: Shipping
Address: 500 East Michigan Avenue	Address: 500 East Michigan Avenue	Address: 500 East Michigan Avenue
Line 2: Suite 180	Line 2: Suite 180	Line 2: Suite 180
Line 3:	Line 3:	Line 3:
City: Lansing	City: Lansing	City: Lansing
State/Province: MI	State/Province: MI	State/Province: MI
Zip/Postal Code: 48912	Zip/Postal Code: 48912	Zip/Postal Code: 48912
Country: UNITED STATES	Country: UNITED STATES	Country: UNITED STATES

You can change the address for a contact if they are located somewhere other than your physical location by changing this dropdown to "Custom"- NOTE: you can only change the addresses in the Extranet for contacts. To change your overall account address, please email us the update to: membership@lansing.org.

Additional Information

General

Other Email: Exclude from Mail: Yes No
 Salutation: Middle Name:
 Best time to Contact:

After saving the new contact, please email us at membership@lansing.org if they will require access to the Extranet and we will follow up with you directly.

Contacts Listings Web Amenities Social Media

Filters: --Any Type--

Action	Contact ID	Contact Name	Title	Email	Phone	Type
<input checked="" type="checkbox"/>	425	GLCVB Test Partner	Testing Coordinator	testpartner@lansing.org		Secondary
<input type="checkbox"/>	426	Test Partner				Secondary
<input type="checkbox"/>	3829	Deb Bough	Computer & Info Systems Manager		(517) 487-0077	Secondary
<input type="checkbox"/>	3852	Beth Hopschner	Sales Coordinator		(517) 487-0077	Secondary

To edit a contact, click the pencil icon.

Make any changes necessary and click save.