

MEMBER EXTRANET USER GUIDE

Destination Queenstown and Lake Wānaka Tourism



Wānaka



Queenstown
NEW ZEALAND

TABLE OF CONTENTS

<u>Login and Home Screen</u>	04
<u>Create and Update Contacts</u>	08
<u>Product Listings</u>	14



WHERE TO FIND THE MEMBER EXTRANET

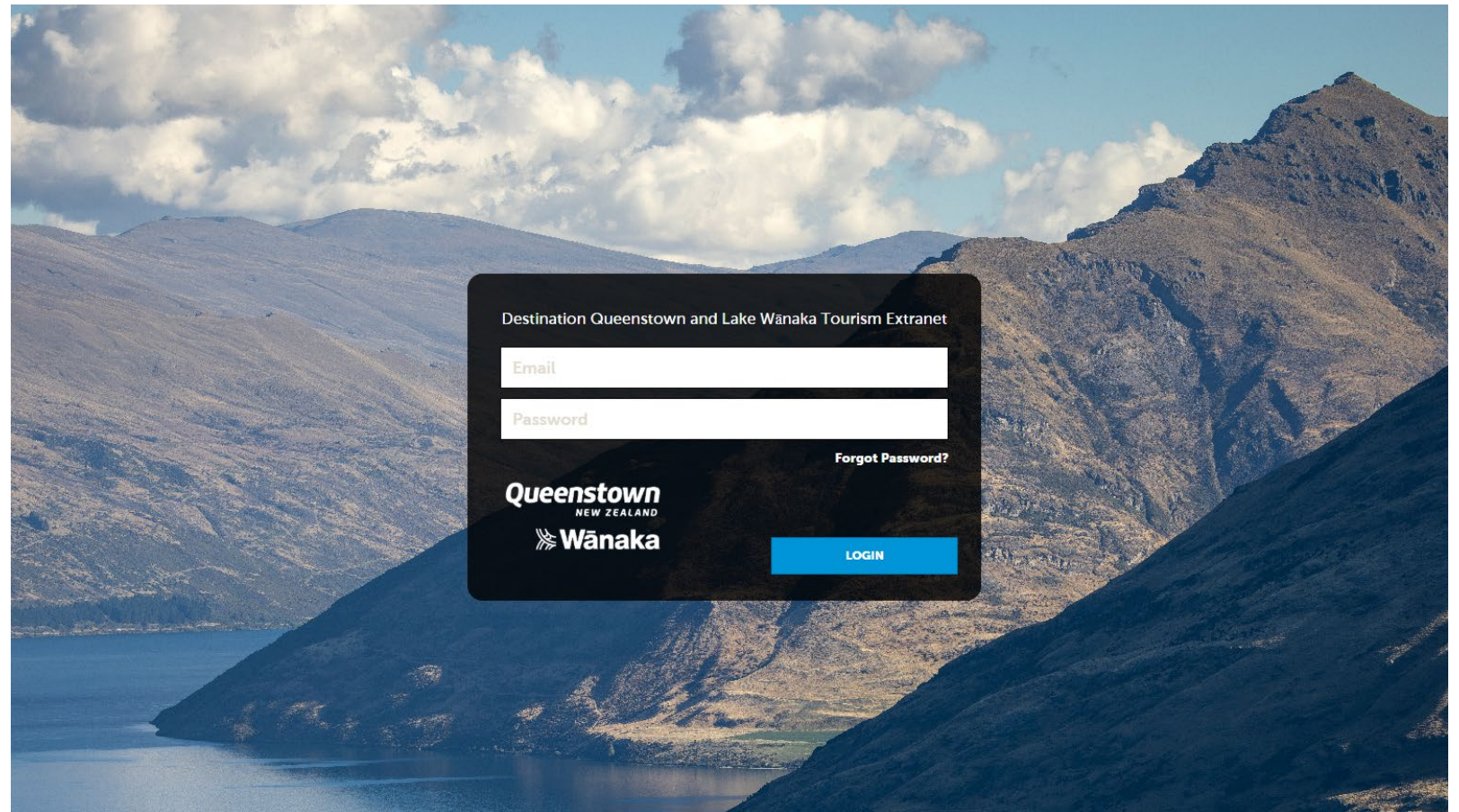
THE MEMBER EXTRANET CAN BE ACCESSED VIA THE BELOW CHANNELS:

- Via this [link](#).
- On the email received with your login credentials.
- On the [DQ Membership page](#) found in the footer if Queenstown's official website.
- On the [For Business page](#) found in the footer of Wānaka's official website.

LOGIN AND HOME SCREEN

LOGIN SCREEN

Access the Destination Queenstown and Lake Wānaka Tourism Extranet [here](#).



HOME SCREEN

Here on the home screen, you'll find this user guide in the banner. ←

Under **Partner Bulletins** you'll find other useful documents including listing user guides. ←

Queenstown
NEW ZEALAND
Wanaka

Destination Queenstown and Lake Wānaka
Tourism Extranet

airmeer@queenstown-wanaka.nz Logout

HOME

PROFILE

COLLATERAL

REPORTS

Welcome to the
Destination Queenstown
and Lake Wānaka
Tourism Extranet

To navigate the Extranet view the User
Guide below.

View User Guide

Partner Bulletins

All Bulletins

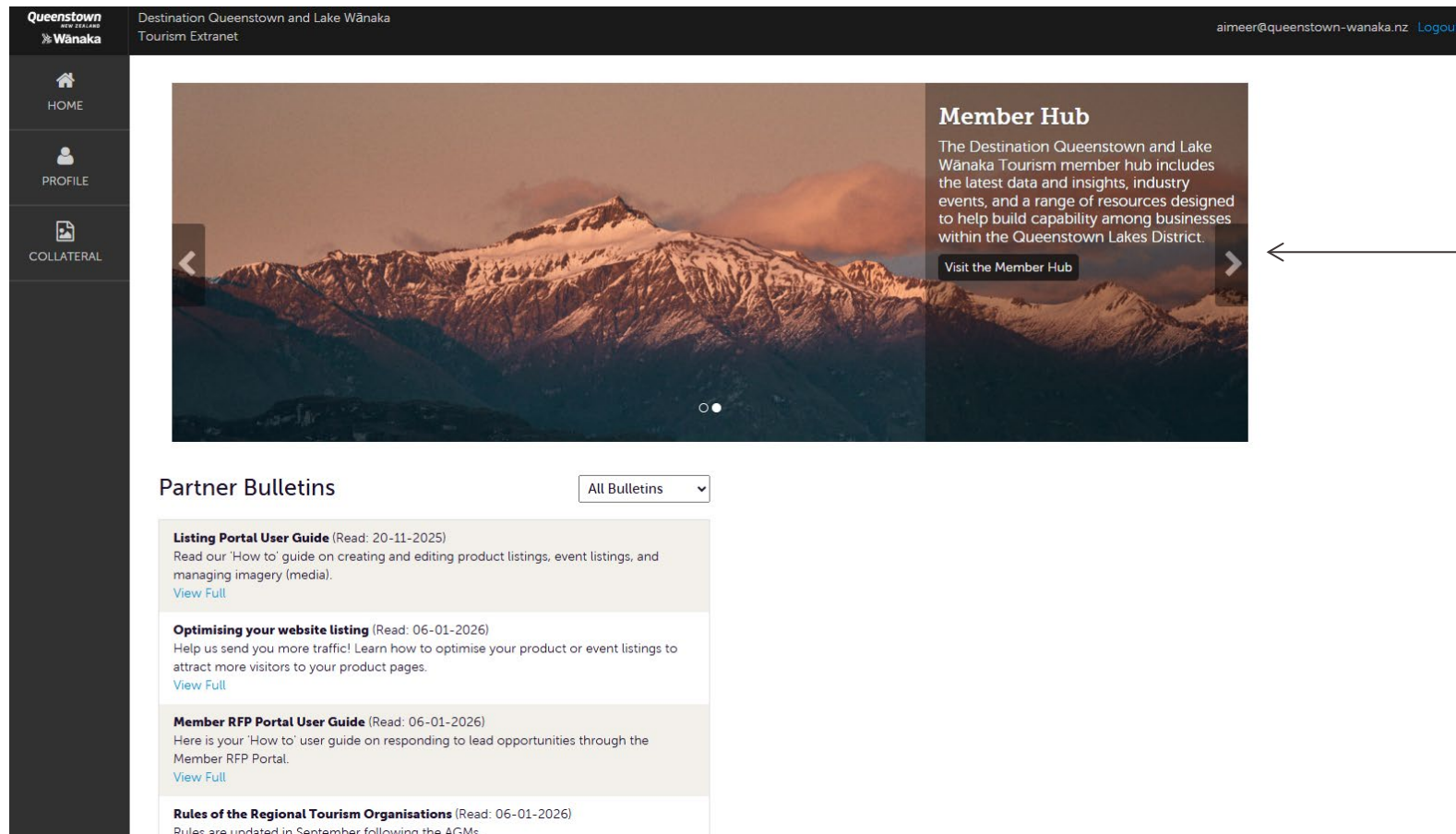
Listing User Guide (Read: 20-11-2025)
Read our 'How to' guide on creating and editing product listings, event listings, and managing imagery (media).
[View Full](#)

Optimising your website listing (Read: 06-01-2026)
Help us send you more traffic! Learn how to optimise your product or event listings to attract more visitors to your product pages.
[View Full](#)

Member RFP Portal User Guide (Read: 06-01-2026)
Here is your 'How to' user guide on responding to lead opportunities through the Member RFP Portal.
[View Full](#)

Rules of the Regional Tourism Organisations (Read: 06-01-2026)
Rules are updated in September following the AGMs.

HOME SCREEN



Arrow across the banner to simply access the Member Hub for events, data and insights, and resources.

CREATE AND UPDATE CONTACTS

- Add and remove your business's staff contacts so the DQ & LWT team knows who is the right staff member to contact for opportunities in media, marketing, travel trade, business events, capability building workshops and sustainability.
- Manage contacts newsletter subscriptions.
- All contacts will automatically be given access to the Member Hub to view resources and attend events.

CONTACTS

First navigate to the profile tab ←
and select contacts.

The screenshot displays the user interface of the Destination Queenstown and Lake Wānaka Tourism Extranet. At the top, the header includes the Queenstown and Wānaka logos, the text "Destination Queenstown and Lake Wānaka Tourism Extranet", and a user profile with the email "aimeer@queenstown-wanaka.nz" and a "Logout" link. A dark sidebar on the left contains navigation tabs: "HOME", "PROFILE" (highlighted in teal), and "COLLATERAL". The "PROFILE" section is expanded to show "Profile" (with the subtext "Manage your Accounts") and "Contacts" (with a group icon). The main content area features a large banner image of a lake and mountains. The banner text reads: "Welcome to the Destination Queenstown and Lake Wānaka Tourism Extranet. Manage your media, product and event listings all in one place. To get started view the Extranet User Guide Below." with a "View User Guide" button. Below the banner is a "All Bulletins" dropdown menu and a list of bulletins, including one dated "11-2025" about product listings and another dated "06-01-2026" about optimizing listings.

CONTACTS

Here you will see a table of your business's contacts.

Contacts

Filters (1) Manage Filters

Account is one of: CHOOSE ▾ Contact Type is one of: PRIMARY ▾

APPLY FILTERS **CLEAR FILTERS**






















Click on **Add Contact** to add someone new. ←

Click on the **Pencil** icon to edit contact details or newsletter subscriptions. ←

Click on the **Eyeball** icon to view contact details and newsletter subscriptions.

Click on the 3rd icon to **Clone**.

Page 1

Actions	Full Name	Account	Title	Email	Contact Type
  	Aimee Riach	Destination Queenstown DQ	Destination Management Executive	aimeer@queenstown-wanaka.nz	Primary
  	Amanda Tutton	Destination Queenstown DQ	Media Executive	amandat@queenstown-wanaka.nz	Primary
  	Ash Bickley	Destination Queenstown DQ	Non-Profit Coordinator	ash@queenstown-wanaka.nz	Primary
  	Ben Owens	Destination Queenstown DQ	Business Development Manager - MICE	beno@queenstown-wanaka.nz	Primary
  	Cara Anderson	Destination Queenstown DQ	Trade Marketing Executive	caraa@queenstown-wanaka.nz	Primary
  	Charlotte Green	Destination Queenstown DQ	Account Manager - Australia	charlotteg@queenstown-wanaka.nz	Primary
  	Cyndi Feng	Destination Queenstown DQ	Account Manager - Trade	cyndif@queenstown-wanaka.nz	Primary

CONTACTS





Contacts

Filters (1) [Manage Filters](#)

Account is one of:

Contact Type is one of:


[ADD CONTACT](#)

Actions	Full Name	Account	Title	Email	Contact Type
  	Aimee Riach	Destination Queenstown DO	Destination Management Executive	aimeer@queenstown-wanaka.nz	Primary
  	Amanda Tutton	Destination Queenstown DO	Media Executive	amandat@queenstown-wanaka.nz	Primary
  	Ash Bickley	Destination Queenstown DO	Non-Profit Coordinator	ash@queenstown-wanaka.nz	Primary
  	Ben Owens	Destination Queenstown DO	Business Development Manager - MICE	beno@queenstown-wanaka.nz	Primary
  	Cara Anderson	Destination Queenstown DO	Trade Marketing Executive	caraa@queenstown-wanaka.nz	Primary
  	Charlotte Green	Destination Queenstown DO	Account Manager - Australia	charlotteg@queenstown-wanaka.nz	Primary
  	Cyndi Feng	Destination Queenstown DO	Account Manager - Trade	cyndif@queenstown-wanaka.nz	Primary

Contacts can be set to **Primary** or **Secondary** to indicate who is the first point of contact for their department.

Inactive contacts are staff whom are no longer with the business.

Page 1 of 3 Go to Page:

Contact Type 

Inactive

Inactive

CONTACTS

Begin by filling in the details and select the **Contact Type**. This is the primary and secondary contacts for the business or departments.

Contacts cannot be deleted, only made inactive.

Destination Queenstown and Lake Wānaka
Tourism Extranet

aimeer@queenstown-wanaka.nz [Logout](#) Destination C

New Contact

SAVE

CANCEL

Sections:

- [Contact Information](#)
- [Phone Information](#)
- [Member Newsletters](#)

Contact Information

Account: ◀Required
Destination Queenstown DQ

Last Name: ◀Required

Department:

Contact Type: ◀Required
--Choose One--
Primary
Secondary
Inactive

First Name: ◀Required

Full Name: ◀Required

Title: ◀Required

Email: ◀Required

Primary Phone: ◀Required
Ext

Mobile Phone:

Member Newsletters

CONTACTS – NEWSLETTER SUBSCRIPTION

Further down the page you'll find Member Newsletter subscription options.

Save the new contact. Once saved they will receive an automated email with their own login details to the [Member Hub](#) and [Extranet](#).

Phone Information

Primary Phone: **Required** Ext

Mobile Phone:

Member Newsletters

Industry News, Member Opportunities & Marketing:

YES NO

Subscribe to receive Fortnightly Remarks for a round-up of tourism news, marketing updates and opportunities to join industry events and famils. You'll also receive occasional Special Remarks with member opportunities, and Annual and Quarterly Reports.

Member Capability Events & Resources:

YES NO

Subscribe to receive a monthly list of upcoming capability building events and workshops covering a range of topics and useful resources found on the Member Hub.

Travel Trade Updates:

YES NO

Subscribe to receive Travel Trade information including upcoming famil opportunities and trade-specific events.

Data & Insights:

YES NO

Subscribe to receive local tourism stats and insights including the Forward Outlook

Queenstown Convention Bureau Updates:

YES NO

Subscribe to receive QCB information relevant for the Queenstown Lakes based cc

LISTINGS

Please review the Listing User Guide for [DQ Members](#) or [LWT Members](#).



For additional questions, please contact:

MAYA CARIDA

info@queenstown-wanaka.nz

+64 3 441 0700