



THE PARTNER PORTAL HOW TO GUIDE

DESTINATION
TORONTO

GETTING STARTED

ACCESSING AND LOGGING INTO TO THE PARTNER PORTAL

1

SIGNING IN

To access The Partner Portal login, visit [Destination Toronto's Content hub](#), scroll to the bottom of the page and click on the [Partner Sign In](#) link.

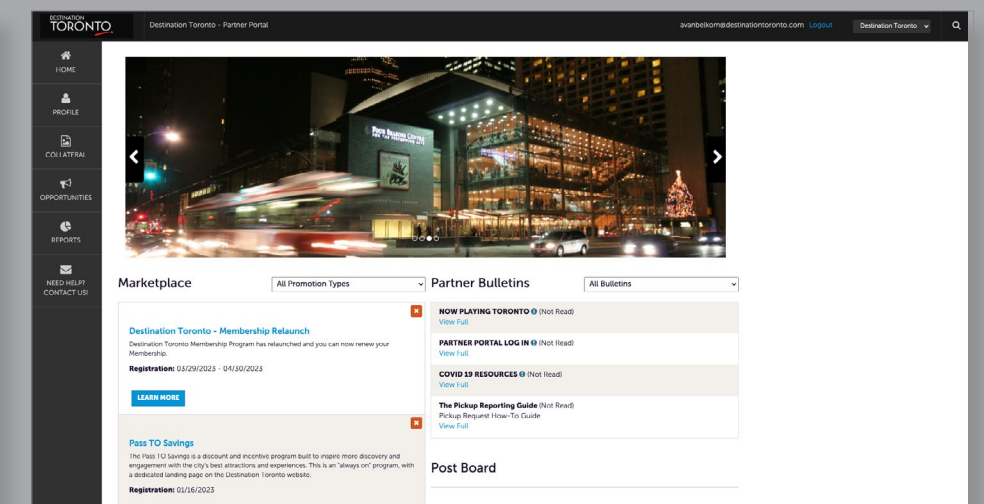
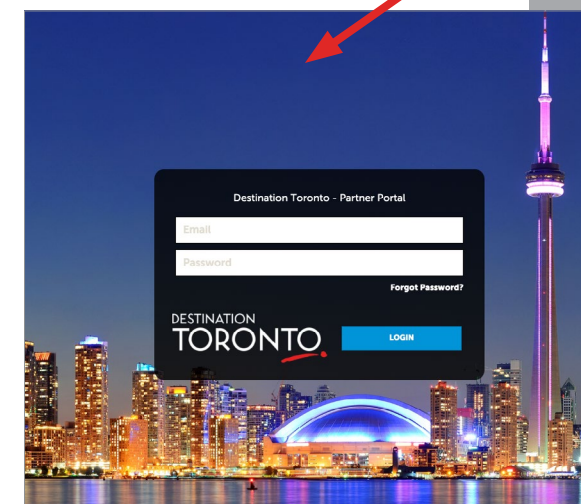
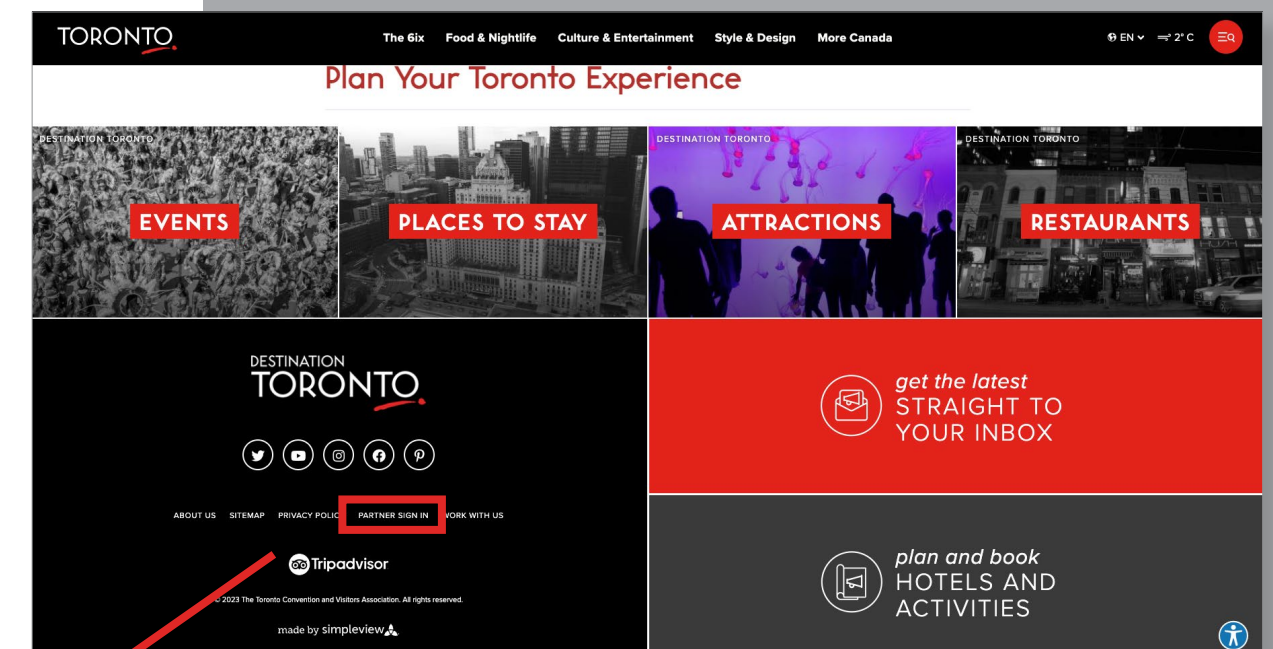
This will take you to the login screen where you'll be prompted to enter your email and password.

- If you don't have a password, please contact our Memberships Team.
- If you've forgotten your password, click **Forgot Password**. A new temporary password will be emailed to you from Destination Toronto prompting you to reset upon login.

2

THE PARTNER PORTAL MAIN PAGE

Here you will find links to resources for all business types.

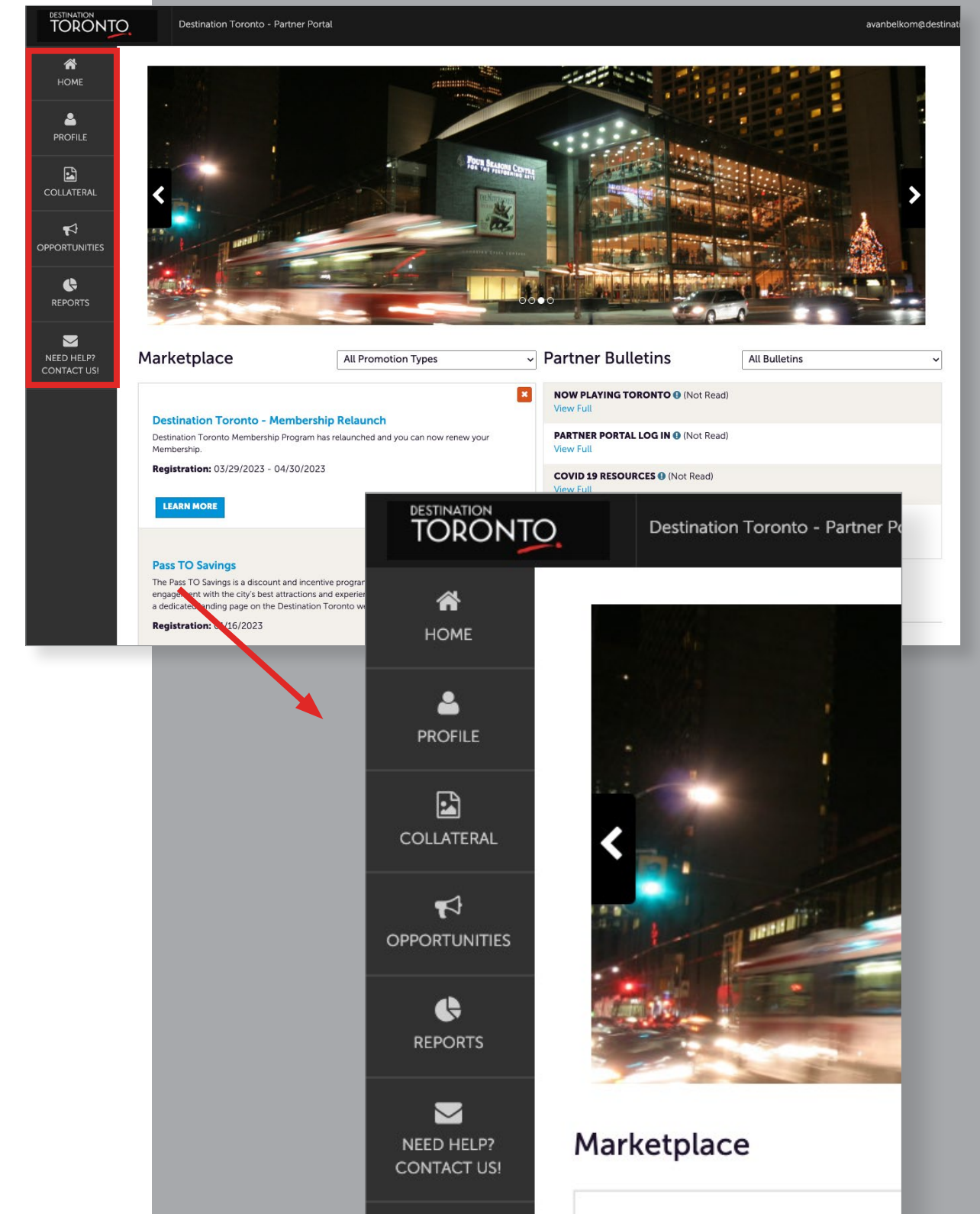


3

MENU FUNCTIONS

The menu functions are located on the left navigation menu. Each section allows you to edit your details:

- **Profile:** Manage Account and Contact details. View and pay your membership fee Invoice (where applicable).
- **Collateral:** Update your Listing and Media on your DestinationToronto.com profile.
- **Opportunities:** Respond to Global Sales and Services Booking Notices (members only).
- **Reports:** Access the Confidential Convention List (CCL) and other membership benefit documents.



UPDATING CONTENT

EASILY REVIEW AND UPDATE YOUR ACCOUNT CONTENT

1

Select the page you wish to work on and click on the **pencil icon** in the **Actions** column. This will allow you to edit and update your account content.

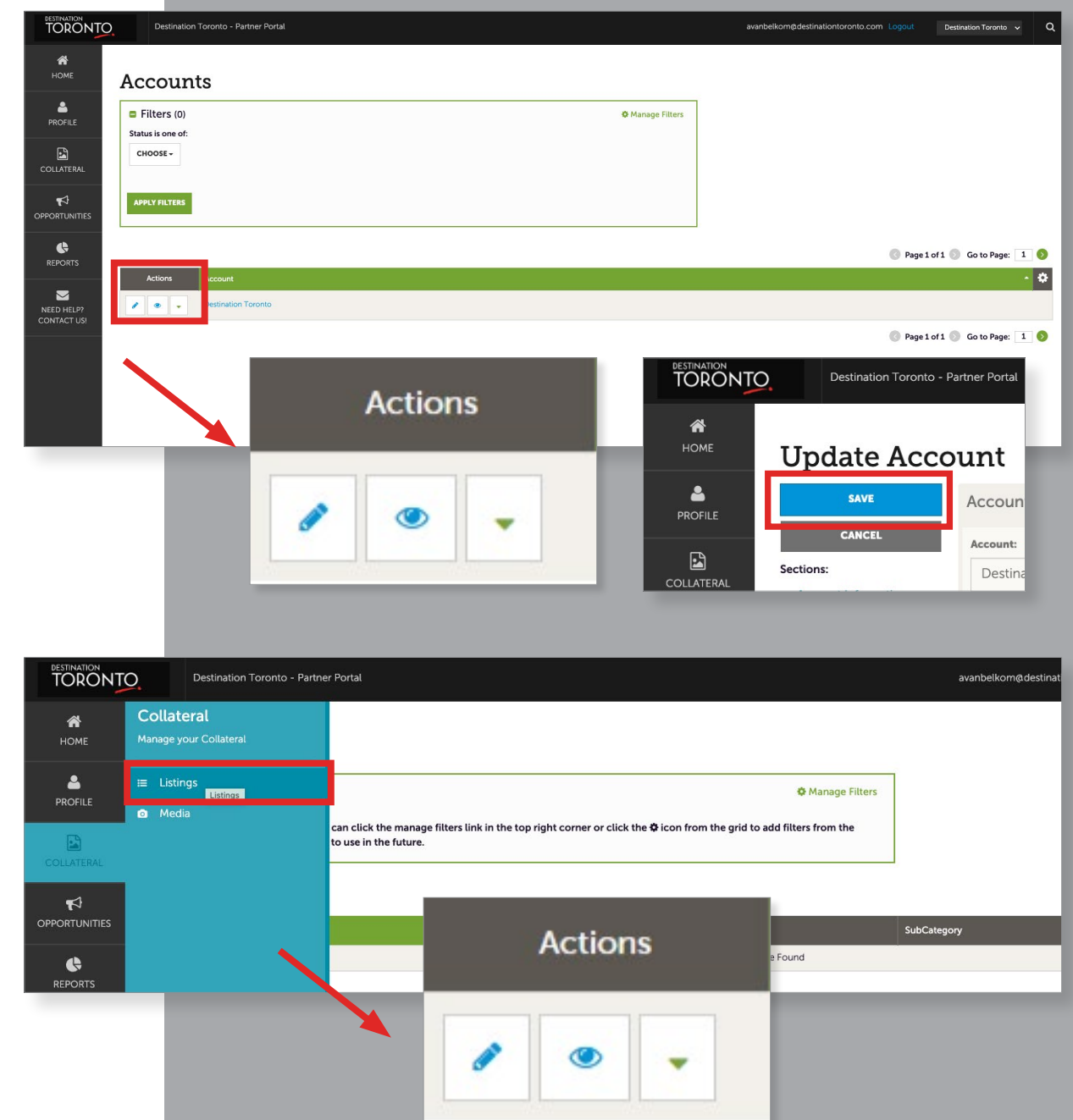
- The **pencil icon** is the edit button.
- The **eye icon** is the view-only button.
- The **dropdown icon** allows you to provide your business amenities and meeting space specs (where applicable - refer to the Adding Amenities and Meeting Space Specs Guidelines).

Note: Remember to click **save** in the top left corner when you make updates.

LISTINGS

In The Partner Portal, using the **Menu Functions**, click on **Collateral**, then **Listings**.

- Click the **pencil icon** beside the listing to edit.
- Edit your listing information in the large description box.

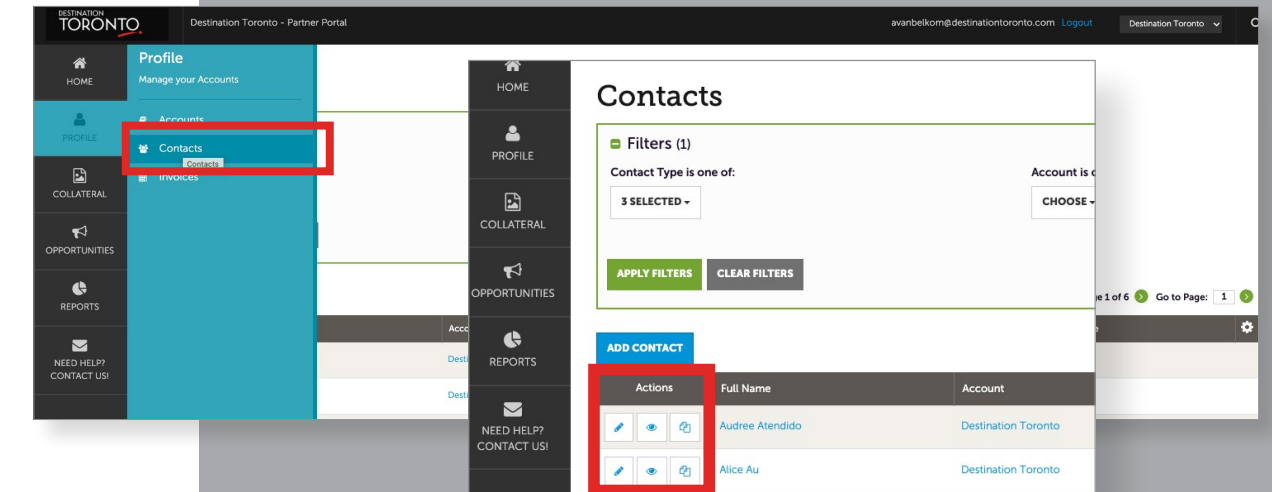


2

CONTACT INFORMATION

In The Partner Portal, using the **Menu Functions**, click on **Profile**, then **Contacts**.

- All of the contacts in your account will be displayed.
- Use the **pencil icon** to edit or update each contact line and the **eye icon** to view.
- Use the **duplicate-page icon** to clone an existing contact.



3

ADDING NEW CONTACTS

Go to **Profile>Contacts** page and select **Add Contact**. On the New Contact page, there are three areas used to add details:

- **Contact Information:** Fill in all the required fields, including the email section.
- **Phone Information:** Fill in accordingly.
- **General:** Let us know what kind of communications we should send this contact (members only).

Once all information has been added, click on **Save**.

4

REMOVING CONTACTS FROM YOUR ACCOUNT

Click the **pencil icon** on the **contact line** you want to remove contact from your account.

Use the Update **Contact** page to locate the **Contact Type** field. Click the **arrow** for a dropdown menu and select **Inactive>Save**.

ADDING IMAGES, AMENITIES AND MEETING SPACE SPECS

1

ADD IMAGES TO YOUR PROFILE

Go to **Collateral>Media** page and select **Add New Media**.

To add an image, YouTube link or logo, click on the **Type** field for a dropdown and choose the type of media you want to add.

- **Images and Logos:** Drag and Drop the image or logo to the page or use the **Browse** button to find a file to add. (hi-res JPG or PNG formats are best).
- **YouTube Link:** Add the YouTube video URL in the **Video Link** field.
- Give the image a name in the **Title** field.

Note: The Title is strictly for internal use and will not appear on your listing profile. Members can add up to 11 media. One can be a YouTube video (SHARE link only).

The image shows a screenshot of the Destination Toronto Partner Portal. The top navigation bar includes 'HOME', 'PROFILE', 'COLLATERAL', 'OPPORTUNITIES', 'REPORTS', and 'NEED HELP? CONTACT US'. The 'Collateral' section is expanded, showing 'Media' and 'Add New Media'. The 'Media' page displays a table with columns for 'Actions', 'Title', 'Description', 'Image', and 'Listing Count'. A red arrow points to the 'Add New Media' button. The 'New Media' form is shown, with fields for 'Account' (Destination Toronto), 'Type' (Image), 'Title', 'Description', and 'File'. A red box highlights the 'Type' dropdown menu, which shows options for 'Image', 'Logo', and 'YouTube'. Another red box highlights the 'File' field, which includes a 'Browse' button and a 'Drag and Drop File To Page' instruction.

2

ADDING AMENITIES

Add your service amenities and meeting space details to help Destination Toronto's Sales Teams match your account with client-specific requirements (where applicable).

Go to **Profile>Accounts page**. On the **Accounts page**, click the dropdown in the Actions column and choose **Manage Amenities**.

Note: The update Amenities page will include questions targeting a few business types. Please only respond to those questions that relate to your business offerings.

3

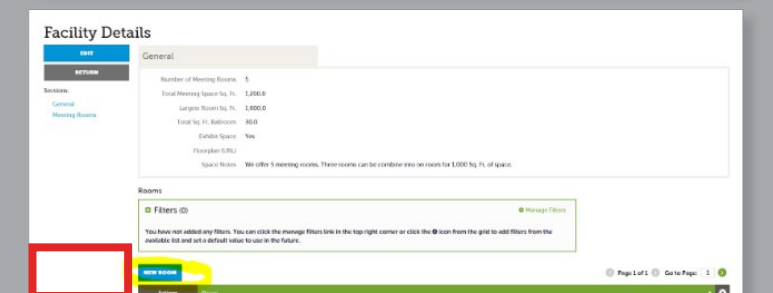
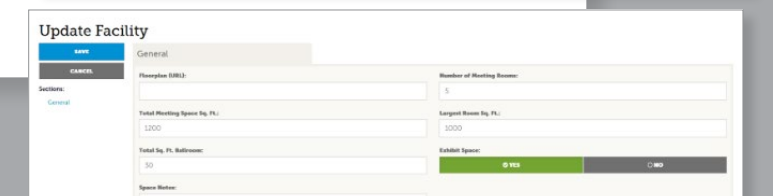
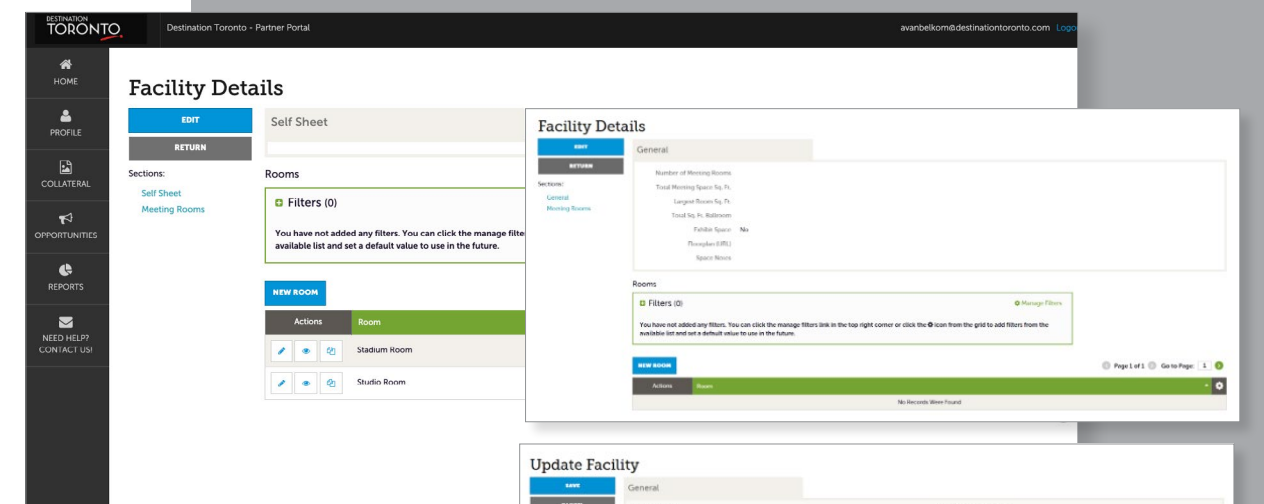
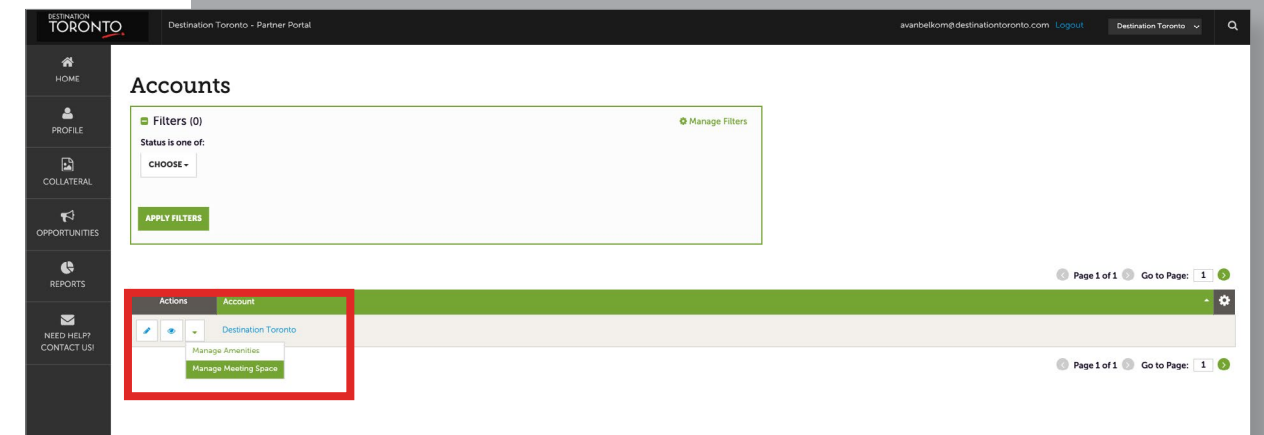
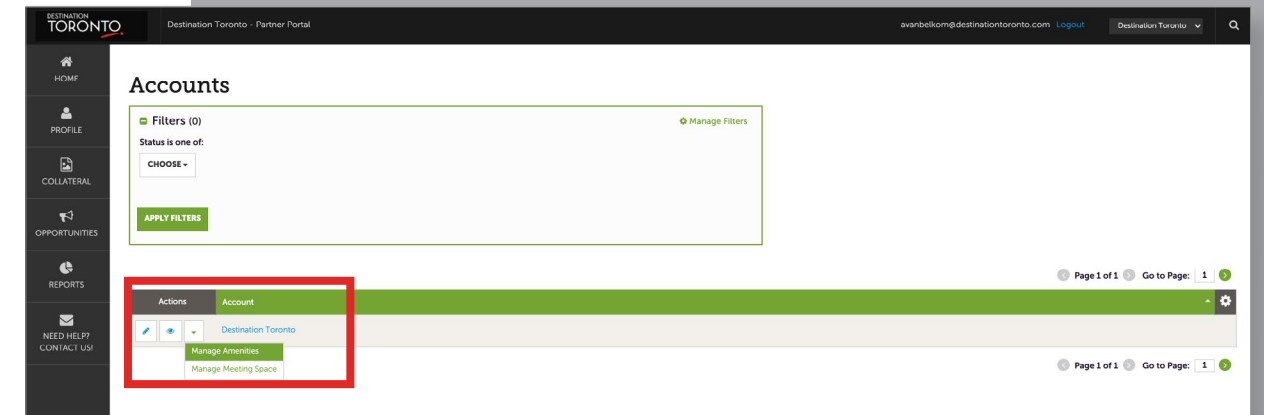
ADDING MEETING SPACE SPECS

On the **Accounts page**, click the dropdown in the **Actions column** and choose **Manage Meeting Space**.

Note: Adding Facility details and venue specifications are limited to member organizations whose properties have the ability to host meetings and events. Facility details will appear on your DestinationToronto.com listing.

- The **General** area asks for specs about your overall (total) space; you can also add notes about this space. The Rooms area allows you to add content about the individual spaces at your property.
- Begin by clicking the **Edit** on the **Facility Details page**. The General area fields will appear.

If you require additional help please reach out to the Memberships team at memberships@destinationtorontro.com



HOW TO ADD BADGES TO YOUR BUSINESS LISTING

DESTINATION TORONTO IS MAKING IT EASIER FOR VISITORS TO FIND PLACES TO STAY, EAT, AND PLAY THAT FIT THEIR ECO-SUSTAINABILITY AND 2SLGBTQ+ INCLUSIVITY NEEDS.

We want to recognize our community for the work you've done and all you continue to do to make Toronto more eco-friendly and inclusive. To help visitors recognize your efforts, we're adding badges to eligible business listings. These badges represent certifications granted by impartial third-party organizations.

Our team has contacted select certification organizations for official lists of actively certified businesses in Toronto. In 2025 and beyond, businesses will be required to update their Destination Toronto Partner Portal with their most recent certification in order to maintain their listings badge.



1

SIGNING IN

Sign into your account in Destination Toronto's [Partner Portal](#).

- In the left-hand column, click **Profile**.
- Select **Accounts** from the pop-out list then scroll down to **Actions** and select the **down arrow button**.
- Click **Manage Amenities** and then select **Sustainability** from the left-hand column.

2

ADDING CERTIFICATIONS AND QUALIFICATIONS

Review the list of certifications and qualifications under **Diversity, Equity, and Inclusion (DEI)** and **Environmental Sustainability** to find those that your business was awarded or recertified for in the past year (your certification must be active).

- Select **Yes** for those that apply to your business.

The screenshots illustrate the steps to add certifications and qualifications:

- Destination Toronto - Partner Portal** dashboard. The **PROFILE** button in the left sidebar and the **Accounts** button in the top right are highlighted with red boxes.
- The **Accounts** dropdown menu. The **Actions** button and the **Account** button are highlighted with red boxes.
- The **Update Amenities** modal. The **Manage Amenities** button and the **Sustainability** button in the left sidebar are highlighted with red boxes.
- The **Sustainability** form. The **Diversity, Equity, and Inclusion (DEI)** and **Environmental Sustainability** sections are visible. The **SAVE** button is in the top left corner.

- NOTE:** You must prove any certifications by uploading a PDF of your current certificate:
- For Rainbow Registration, select the **Browse button** in the **Evidence of Rainbow Registration** box to receive the 2SLGBTQ-inclusive badge – only one certificate can be uploaded. Please note that we do not require proof of 2SLGBTQ+ ownership/operation.
 - For any environmental certifications, **follow the [hyperlink](#) below the list of certifications** to the upload form. This will allow you to upload as many certificates as needed (to receive the eco-sustainable badge).



REVIEW AND LISTING

Once complete, this will be reviewed by Destination Toronto, and if approved, your business will receive a badge on your Destination Toronto listing.

If your business has a certification that does not show up on this list, please reach out to info@destinationtoronto.com

Sustainability

Diversity, Equity, and Inclusion (DEI)

Rainbow Registered:

☒ YES ☐ NO

Evidence of Rainbow Registration:

Drag and Drop File To Page
or use the "Browse" button below to find a file to add

BROWSE

Click this "link" to upload eco-sustainability certifications

For any issues uploading files, leave feedback here:

Upload your business' environmental sustainability certification(s)

Full name*

Email address*

Company*

Please upload your certificate(s) for validation*

Attach a copy of the certificate from your most recent, active certification. If your business has multiple certifications, please attach them all to have them appear in your business listing.

Click to upload files, or drag & drop files here

Submit

DESTINATION
TORONTO

