



Membership Extranet Support

To make edits to your listings:

- Login to your [Extranet](#) account
- Select the "Collateral" tab from the left of the screen
- Select the "Listings" tab from the drop-down menu

NB: You have access to three listings: Website – Visitors, Website- Travel Trade, Website – Meetings and Conventions

- Click the "edit pencil" for the listing you wish to edit
- Include details in the required fields
- Submit by "saving" and the listing will be reviewed by our team before going live on the website
- You will receive email notification when the submission has been approved

To add images and videos to your online listings:

- Login to your Extranet account
- Select the "Collateral" tab from the left of the screen
- Select the "Media" tab from the drop-down menu
- Select the "Add New Media" icon•Select the "type" of media (image, logo or YouTube)
- Upload images with minimum 400 pixel width so they don't stretch on the website
- Ideal to use a SQUARE image shape to not get cut off on the website (Instagram image shape)
- Upload image from your account OR copy and paste the YouTube link

****IMPORTANT**** Please note the last drop-down bar titled "Listings". Be sure to "check" the listing(s) you want the image/video you have uploaded associated with. IE: if you want an image to appear on your Visitors listing, Meetings and Conventions listing AND Leisure travel listing, you will need to select all three. If you do not select the listings you want the image or video associated with – they will **not** appear online.

To add a contact:

- Login to your Extranet account
- Select "Profile", then "Contacts"
- To add a contact – click "Add new Contact"
- Fill in the required fields – note that most contacts will be "secondary" and members should only have one "primary" contact.
- Submit by "saving" the contact and our team will add the necessary tags and extranet settings

To edit an existing contact:

- Click the "edit pencil" for the contact you wish to edit
- Make the edits needed and click save. If a contact is no longer valid, simply change the "contact type" to "inactive"

To make updates to our Calendar of events:

- Login to your Extranet account
- Select the "Collateral" tab from the left of the screen
- Select the "Calendar of events" tab from the drop-down menu
- Select "Add event" tab
- Fill in required fields with details about your event(s) and include images if possible.
- Submit by "saving" and the event will be reviewed by our team before going live on the website
- You will receive email notification when the submission has been approved