

Where do we start to set up new accounts?

Log into the Extranet at <https://extranet.exploreminnesota.com>.

To add new users, send a help request.

Can I edit an annual event's dates rather than re-creating? Yes and this is encouraged! Find the old event in your account and simply delete the old dates and add the new ones.

My events are week-long and overnight (Family camp, family weekend). How can I enter the dates for those You can enter a series of dates with their own patterns and hours as needed in the Dates module on the Extranet.

Is there a way to preview what a business or event listing will look like before it goes live? There is not. Listings are very uniformly structured and presented on the website, however, so once you see your current listing on the live site, it should be fairly predictable how your information will show up.

Hi. I have a trip advisor # on the site, but I don't believe this link works. You can log in and update it to the correct TripAdvisor ID, then check it again using the verify link. Remember to save your changes. Your TripAdvisor ID is a numeric value that is preceded by a letter "-d" in your business' TripAdvisor URL.

Can you restate how you add another use/editor to your account? Send a help request to the Explore Minnesota team and they will review the request and add them or reach out to you directly within 48 hours (business days).

I'm helping someone how do I know if they had an account previously? Try resetting the password using the email associated with their account. If it gives you a message saying there is no account associated with that email, then request a new account.

Can online reviews be incorporated? Google/Yelp/Trip Advisor? Trip Advisor reviews can be set up by clicking into the Social Media module from Listings > Contact Information page. Add your Trip Advisor ID or URL here. Only Trip Advisor reviews are supported at this time.

Is there a way to change the official listing/account name? You can edit your business info for your listing in the admin and submit that change for review by the Explore Minnesota team.

Why is the dollar amount on amenities not in order? The options are alphabetized, and since they are text strings, not purely numeric, they aren't sorting based on the numeric values contained in the text strings. I can put this in as a cleanup note and see if there is anything that can be done to manually put it in order. It is a feature request so would be prioritized by the EMT team.

If I have a business listing and want to put in events, is there a way to automatically fill in the same information, so I am not typing everything two plus times? You can pick your address from a list, which will contain all the addresses associated with your account. Understandably the amenities, description, dates and times for events are specific to the event, so that doesn't get automatically picked up. Images live on your account level so if you want to reuse any images you already have in your account, you can associate whichever existing photos you want very quickly to the event using drag and drop.

The character allotment for directions seems to be pretty short- does that sound correct? We have directions for people coming from multiple directions but they keep getting cut off when I hit save.

The field length is 1000 characters. There is a "Get Directions" link on every listing with a "pin-based" map in the Extranet, and that link sends the visitor to Google Maps for customized directions to the pin you set on your map in the Extranet. This field only needs to contain directions that would not otherwise be offered by Google., e.g. "On arrival, turn left on the first dirt road and park at the second lot. The Visitor Center will be to your left." For listings that use a line or border, e.g. trails and byways, due to limitations in Google Maps, the "Get Directions" link is omitted. Site visitors can click the small map and explore the route map in more detail on the site. These listings will likely need to use the Directions field more substantially.

Can community organizations also list events? i.e. chambers, etc.? Yes, though there are some structural differences in this system vs. the old one. Ideally, the Chamber or community org would have permission to add events to a given business' account and the events would be loaded by the DMO/community org user under the host/venue's account in the Extranet. This will avoid duplication of events between community orgs and the host/venues themselves and will clean up the website experience with respect to features like "About the Venue" and "Other Events at this Venue", which currently are somewhat confusing when many different events in unrelated venues are held under a community organization's account. This is one that likely involves the need for some conversation with the EMT team to fully train on. It's not in the scope of today's session though we are aware it's something that will likely need to be trained along the way.

Is there a specific area for specials, or put them in events? If you are offering a special rate you can add it to Rates. The new site will not have a dedicated Deals section.

Can you hyperlink from your listing to areas on your personal website? Yes, though it's important to be aware that only links in the Phone numbers, emails, websites, and description fields will be tracked and reported in your listing performance stats. If you add links to other fields, they will not be tracked in performance reports.