



<https://harrisburg.extranet.simpleviewcrm.com>

If you should have any questions or issues accessing your account, please contact Justin Martsolf at justin@hersheyharrisburg.org or 717-231-2986 or Heather Mowers at heather@hersheyharrisburg.org or 717-231-2982

Hershey Harrisburg Regional Visitors Bureau
3211 North Front Street
Suite 301A
Harrisburg, PA 17110
www.visithersheyharrisburg.org

MANAGING YOUR ACCOUNT

As the primary contact, **you** (or others you delegate access to) **will be responsible for maintaining current information within your Partner Extranet Account**. This includes notifying Justin Martsolf directly when Account details (such as company name, partnership levels and contact information) need to be adjusted to your account.

Please note:

Contact information provided within your Partner Extranet Account(s) is used only by our internal staff to connect your organization with clients requesting specific information or services. It is also used to deliver partner meeting notices, bureau related items and other opportunities directly to you. Information entered in the Listings/Amenities sections appear on our website and other promotional resources.

Who can have access to the EXTRANET?

Any HHRVB partner contact may have access to the extranet. HHRVB staff will determine what you can access on the extranet through security settings. If you need to change security settings for a particular contact, please contact Justin Martsolf.



New Account Users

You will be sent an email from the Hershey Harrisburg Regional Visitors Bureau with the link and a temporary password.

2. Click on the link, which will take you to a “HersheyHarrisburg RVB extranet partner login” screen.
3. Your username is your full e-mail address.
4. Your password is a temporary password that was e-mailed to you. (Subject: Hershey Harrisburg RVB Partner Extranet –Set-up and Login)
5. Upon logging in with your temporary password (lease do not copy and paste password/case sensitive), you will be prompted to change your password to one of your preference.

SAMPLE EMAIL:

Subject: Hershey Harrisburg RVB Partner Extranet - Set-up and Login

Dear Valued Partner,

You have been added as an official user to your Hershey Harrisburg Regional Visitor's Bureau Partner Extranet!

Your login information:

Username: aproudpartner@hersheyharrisburg.org

Temporary password: partnersrock!

Once you log on you will be prompted to change your password.

To log into your HHRVB Extranet Account, please click on the link: <https://harrisburg.extranet.simpleviewcrm.com>



MAIN PAGE – AT A GLANCE & BULLITEN BOARD

At A Glance

Offers a quick snap shot of views for your Website Listing(s) and online Coupon offers. Select [See all](#) for a full overview of your partner listings and other benefits – i.e. Leads, Press mentions, events you’ve attended.

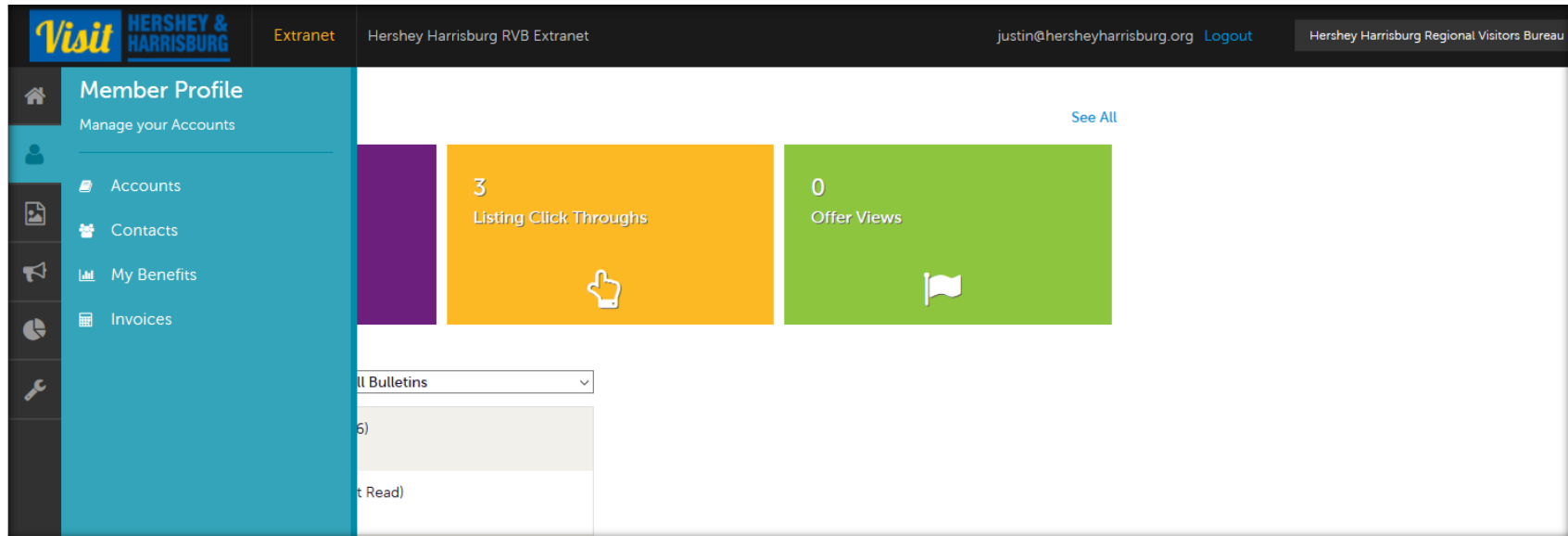
Partner Bulletins

View important bureau news and announcements, reports and as well as partner happenings and opportunities taking place in the local tourism community. Need to get the word out to your fellow partners about your special promotion, announcement or event? Submit your Partner Bulletin details to Kim McKelvy at Kim@hersheyharrisburg.org.





MEMBER PROFILE

Manage your Account



Accounts - View your partnership account(s) information such as your business's addresses on record (mailing/shipping/physical), website, telephone #'s, main email address, location amenities, social media links, etc.

*Please Note: The information within the AMENITIES section (Under your Account details) appears on our web site at www.visithersheyharrisburg.org. To ensure our site displays the most accurate information, it is critical for you to update Amenities for your organization's account.

To update Amenities, click on your Partner Account  and select Manage Amenities under Related Details. 
Make necessary changes and click Save. You may also manage your available meeting space information under Manage Meeting Space. *See screenshots on next page.*



Visit HERSHEY & HARRISBURG Extranet Hershey Harrisburg RVB Extranet justin@hersheyharrisburg.org

Accounts

Filters (0) [Manage Filters](#)

Account is one of:

CHOOSE -

APPLY FILTERS

Actions Account

[Hershey Harrisburg Regional Visitors Bureau](#)

Visit HERSHEY & HARRISBURG Extranet Hershey Harrisburg RVB Extranet

Account Details

EDIT

RETURN

Sections:

- Account Information
- Phone Information
- Address Information
- Invoices
- Image Gallery
- Social Media

Related Details:

- Manage Amenities
- Manage Meeting Space

Account Information

Account ID	847
Status	Active
Account	Hershey Harrisburg Regional Visitors Bureau
Extranet Parent	
Region	Harrisburg
Email	info@hersheyharrisburg.org
Website	http://www.visithersheyharrisburg.org

Phone Information

Primary	(717) 231-7788
Alternate	
Toll Free	(877) 727-8573
Fax	(717) 231-2808

Address Information



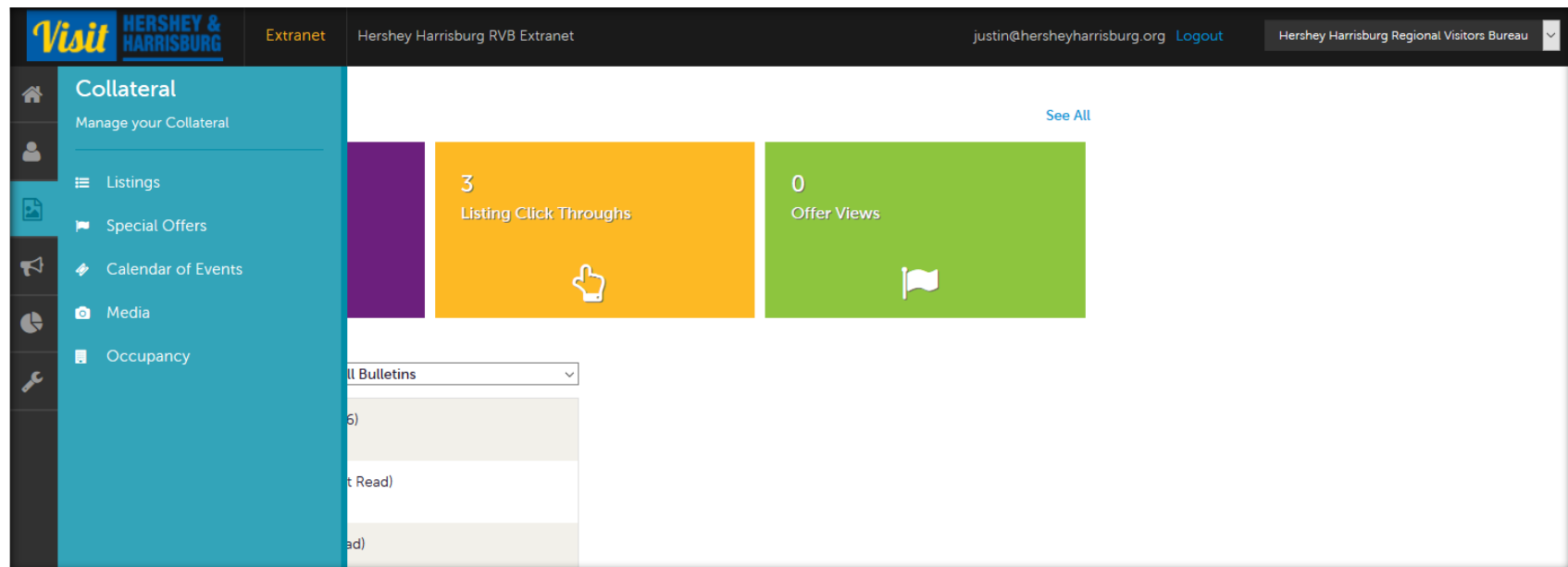
Contacts - View/Add/Edit all contact and contact information associated to your partner account

My Benefits - Full overview of your partner listings and other benefits – i.e. Leads/referrals, website listing views, press mentions, bureau events you've attended.

Invoices – Pay annual partnership Dues online, view/print your current Invoice and; review Package Level with list of benefits and services purchased.

COLLATERAL

Manage your Collateral



Listings – View or Edit your online and print listings. **Please make sure to review and confirm details for your annual Travel Guide print listing.*



Special Offers/Coupons/Packages – View/Add/Edit your online special offers, coupons, travel packages or hotel deals.

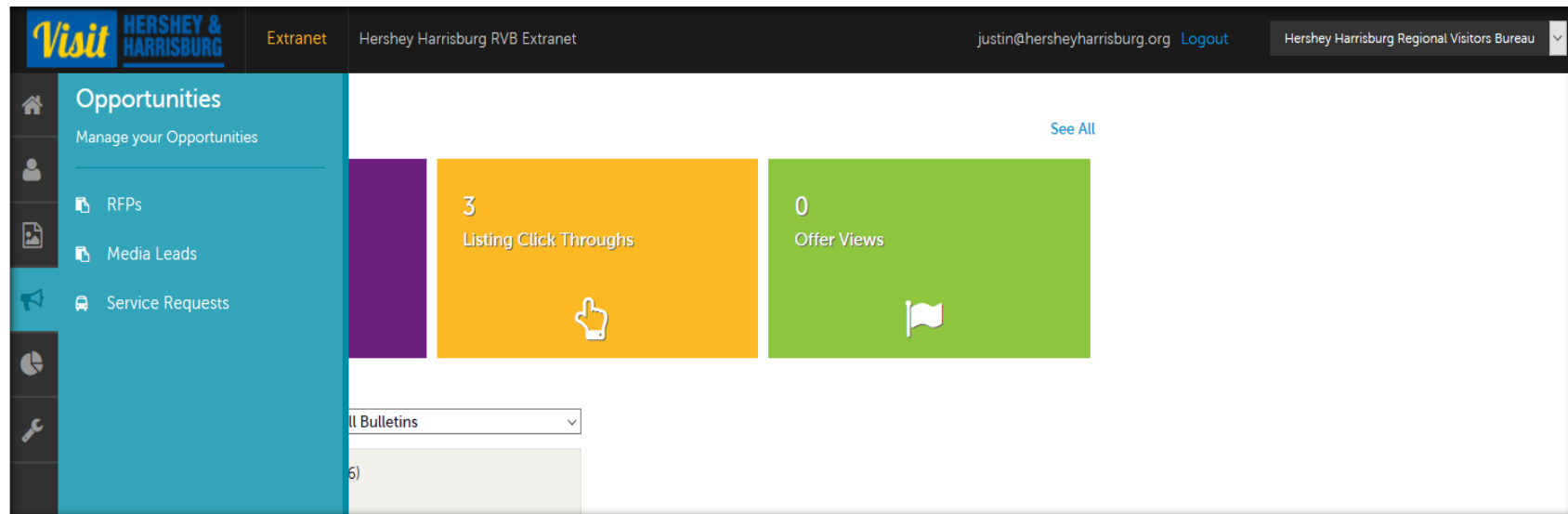
Calendar of Events - View/Add/Edit your online events.

Media – Upload/change and delegate photos (and video) to appear with specific online listings.

Occupancy – *Not available*

OPPORTUNITIES

Manage your Opportunities: SALES LEADS & SERVICE REQUESTS



RFPs - Review/Open/Respond to bureau generated sales leads from group tour, international, meetings, sports and events travel markets. *(Some Partner Package levels do not include the sales leads benefit)*



Media Leads - Review/Open/Respond to bureau generated media leads and travel writer inquiries/requests

Service Requests - Review/Open/Respond to bureau generated requests from catering, transportation, meeting space or venues inquiries. *(Some Partner Package levels do not include the sales leads benefit)*

How to Manage my Leads and Requests?

What is the difference between leads and service requests?

Service requests are requests not requiring room nights, for items such.

Leads are inquiries from clients looking for overnight rooms and circulated by HHRVB to facilities capable of servicing a group/event with room nights.

Where do the leads & service requests come from?

Sales calls, prospecting, trade show attendance, referrals, client phone/email inquiries... any way the HHRVB Sales Team has contact with clients.

How many leads or service requests will my property receive?

This number will vary for every member/partner. The leads are customer-centric, meaning the HHRVB Sales Team tries to match the needs of the client with members who can serve those needs – on as broad a basis as possible.

How are leads categorized?

Leads are divided into groups: Tour/Travel, Meeting Sales, Media/PR and Sports. There are filters to help sort leads, or you can choose to display leads from all groups.



REPORTS

Special Industry Reports and Travel Research

A screenshot of the HHRVB Extranet Reports page. The page has a dark header with the "Visit HERSHEY & HARRISBURG" logo on the left, "Extranet" and "Hershey Harrisburg RVB Extranet" in the center, and the user email "justin@hersheyharrisburg.org" and "Logout" on the right. A dropdown menu shows "Hershey Harrisburg Regional Visitors Bureau". The main content area is titled "Reports" and features a section for "Bureau News & Announcements" with three links: "HHRVB FY14 - 15 Annual Report", "Competitive analysis of the PA Tourism budget by the pr6la presented June 2016", and "Fiscal Year 2016-2017 Business Plan Sneak Peek June 2016". A tooltip for "Reports" is visible at the bottom left, stating it includes a review of highlights, plans and goals from each HHRVB department, plus the announcement of the creation of the new Hershey Harrisburg Sports and Events Authority.

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