VISIT FORT WORTH

Frequently Asked Questions

LEADS/SERVICE REQUESTS

1. **I cannot see my leads/service requests (This applies when a response date has passed)**
   A: In order to find the lead that you have **not responded to** yet, please reach out to the CVB and have them "re-open" the lead. Once this is done, change the "Property Lead Status Default" to "Open", then search by RFP number in order to find the lead.

MEMBER RECORD

- *CONTACTS*
  1. **Who can update my account detail information?**
     A: You will be able to edit information such as website, email, phone, address and social media depending on your access level

  2. **How can I update the contacts within my member record?**
     A: To add a new Contact, click the "Add Contact" button
     - i. If you **add a new contact** and they need access to the Partner Portal (formerly Extranet), you will need to contact AndreaTimbes@FortWorth.com to determine the level(s) of access this person should receive.
     - ii. To **update an existing contact** record, edit the contact by clicking the edit/pencil icon to the left of the contact. Required fields are in red.
     - iii. You should **never** "overwrite an existing contact information.

  3. **Can I add or remove contacts?**
     A: Yes.
     - i. You can add contacts by clicking the red "add contact" button.
     - ii. To remove a contact that is no longer with your business, simple click the pencil to edit the contact. *Change the contact type to "inactive"*.

     Please note that __you should NOT__ overwrite an existing contact – please make inactive and create a new contact instead.

  4. **How do I get a login for a new staff member?**
     A: Please reach out to Visit Fort Worth (AndreaTimbes@FortWorth.com) and they will set up the login and password, as during that stage the security access will need to be determined.

- **LISTING**

1. **Who is responsible for updating my listing?**

   A: Your organization can decide who is responsible for updating your listing. Once that person(s) is identified, we will generate a unique username and password. Multiple people in your company may have received a username and password if they are listed in our records.

2. **How often can I update my listing?**

   A: Your listing can be updated through the Partner Portal as much as you would like and can be accessed anytime through the link below:

   http:// fortworth.extranet.simpleviewcrm.com/login/index.cfm

   Please note that listing updates require the approval of Visit Fort Worth

3. **Is it free to submit a listing?**

   A: Yes, your listing is a free service of FortWorth.com.

4. **What type of businesses can submit listing?**

   A: Your listing will appear on www.FortWorth.com. For example, restaurants will be listed at FortWorth.com/Restaurants. If you submitted a coupon, you can view your coupon at: FortWorth.com/Deals / If you submitted an event, you can view your event at: FortWorth.com/Events

5. **How many listings can my business have?**

   A: Any Fort Worth business can submit a listing that offers information related to Fort Worth visitors and meeting planners.

6. **How much copy can be included on my listing?**

   A: Your business can have one web listing that includes your basic account information (address, website, phone number), meeting amenities and up to 10 photos. In addition to the web listing, your business can also create a coupon listing or an event listing. *Description Character Limit is 750.*

7. **How can I promote my listing?**

   A: Your web listing, coupon listing and event listing, will each have a unique URL that you can share and promote however you wish.

8. **Who should I contact if I am interested in advertising on FortWorth.com?**

   A: FortWorth.com advertising and Fort Worth partnership inquiries can be directed to BricShelton@fortworth.com

- *WEB*

  1. **What information should I include if I want to submit a coupon?**
     A: Offer title, offer link, offer text, Redeem From & To Dates in addition to Post To & From Dates. Depending on your access you are able to manage coupons yourself via the Partner Portal.

  2. **How many images can I submit with my listing/calendar of events/special offers? What is the optimal image size and file type I should use?**
     A: Your business can submit up to 10 images. The optimal image size is 600 pixels wide by 422 pixels tall (roughly the shape of a TV screen).
     For images, the bigger the better is the simplest rule. Try to avoid really wide panoramic images and really tall skyscraper-like images.

  3. **Is there a character count limit for my web listing description, coupons or events?**
     A: Yes. The system will cut off after 750 characters, or roughly 100 words.

  4. **How can I submit an event on FortWorth.com?**
     A: To add an event on FortWorth.com, first visit FortWorth.com/Events to ensure your event is not already listed. If you do not see your event, please enter your event via the Partner Portal – www.fortworth.extranet.simpleviewcrm.com OR visit http://www.fortworth.com/events/submit/ Similar to your web listing, please complete the required fields and attach a photo.

REPORTS

  1. **Why can't I see any reports?**
     A: Reports are viewable by our Hotel or Fort Worth Sponsorship partners. Reports include the Visit Fort Worth Convention calendar and RUR – Room Utilization Report. If you are interested in receiving more information on becoming a partner, please contact BricShelton@fortworth.com