




MEMBER PORTAL INSTRUCTIONS
Logging In & Viewing/Editing Your Profile
Now you can access and update your information 24/7, 365!

Greater Wilmington CVB
100 W. 10th Street, Suite 20
Wilmington, DE 19801
VisitWilmingtonDE.com

Logging In for the First Time

Once you have been added to the GWCVB database, and assigned **Security Access to the Member Portal**, you will receive an email from the GWCVB (from: lmckay@wilmcvb.org) with a link to the **Member Portal** and a **Temporary Password**. The link will take you to this Member Login page:

Members

- Membership Benefits
- Membership Dues
- Member Application
- Window Display Info
- GWCVB Logos
- Member Directory
- Member Events
-  Member Portal

Member Help



Member Portal

You will need a user name and password to access this area of the Web site. If this has not already been set up for you, contact Kristen Muldoon at 302-295-2217. If you have forgotten your password, utilize the "Forgot Password?" feature below. Login information is case-sensitive.

Username:

Password:

[Forgot Password?](#)

*Your username is your e-mail address.

Member News!

- **Member Orientation:** October 19, 2010. [Register now](#)
- **Joint Holiday CVB Reception:** December 9, 2010 (6-9PM), Mendenhall Inn, PA. Save the date!
- **Next Marketing & Sales Meeting:** January 2011 - Date TBD
- **Missed the September 15, 2010 Marketing & Sales Meeting?** [View presentations here!](#)
- **Window Displays:** Now accepting requests for 2011 James Julia (302) 295-2211 or email JJulia@wilmcvb.org. Windows fill up quickly so get your request in early!
- **Become a fan of the GWCVB on facebook!** We get a great response from users when we post photos! With

Your **Username** is your e-mail address. Your **Password** is the **Temporary Password** that was e-mailed to you. Since this is your first time logging in, you will be asked to change your password from the **Temporary Password** to one you will remember by using the **Update/Change Password** feature. *Note: Each time you log in (after your first time) you will use the password you created for yourself. If you forget your password, utilize the **Forgot Password?** feature on the website or contact the Web Manager:


Member Login

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Username:

Password:

[Forgot Password?](#)



Once You Have Logged In

Depending on your permission settings, you will have access to: **View/Edit Your Profile, View Leads, Service Requests, View Reports, and Logout:**

Member Portal

Member Menu



[View/Edit Your Profile](#)



[View Leads](#)



[Service Requests](#)



[View Reports](#)



[Logout](#)

View/Edit Your Profile

Once you select **View/Edit Your Profile** you will see the **Account Detail** page:

Leads Member Record Service Requests Reports

ACCOUNT DETAIL: GREATER WILMINGTON CONVENTION & VISTORS BUREAU

Account Information

Account ID: 2525	Status: Non-Member
Account: Greater Wilmington Convention & Visitors Bureau	Region: Downtown Wilmington
Account (sort): Greater Wilmington Convention & Visitors Bureau	Email: info@wilmcvb.org
Parent:	Web Site: http://VisitWilmingtonDE.com
Formerly:	

Phone/Fax Numbers

Primary: (302) 295-2210	Alternate:
Tollfree: 800-489-6664	Fax: (302) 652-4726

Address Information

Physical Address	Billing Address	Shipping Address
100 W. 10th Street Ste. 20 Wilmington, DE 19801 UNITED STATES	100 W. 10th Street Ste. 20 Wilmington, DE 19801 UNITED STATES	100 W. 10th Street Ste. 20 Wilmington, DE 19801 UNITED STATES

Additional Fields

General	
Account Number	Investment
Payment Info	Rejoin Date
Renewal	Membership Start
Membership End	OpenTable URL

Contacts Listings Web Amenities Benefits Summary

Add New Contact

If you need to change any of your general account information, (Account name, email, website, phone number(s) or address), contact Linda McKay 302-295-2215 or email Linda at Lmckay@wilmcvb.org.

Below the **Account Information** section, you will find tabs where you can manage your list of **Contacts**, edit your **Listings** in the GWCVB Visitor Guide or on the GWCVB website, assign **Amenities**, add **Coupons and Getaway Packages** (found under the Web tab) and view **Benefits Summary**:

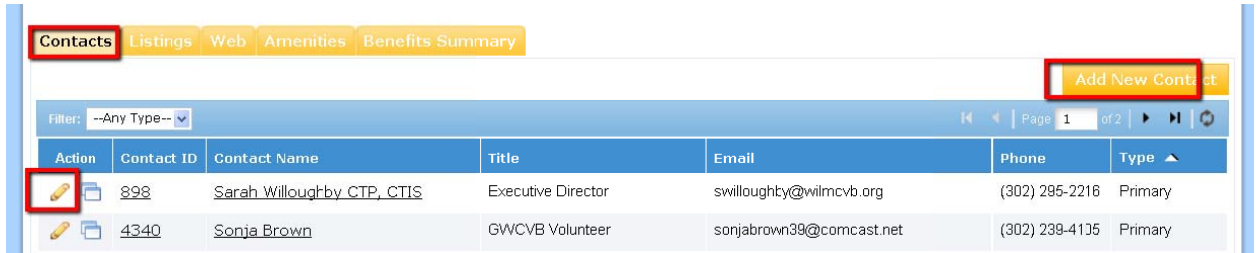


*Note: The following additional Tabs can be found under the **Benefits Summary Tab** – (Inkind/Expenses, Inkind/Expenses Received, Leads (summary), Services (summary), Events, Articles, Web Site (stats), Coupon Hits (stats), and Advertising Opportunities:



Contacts

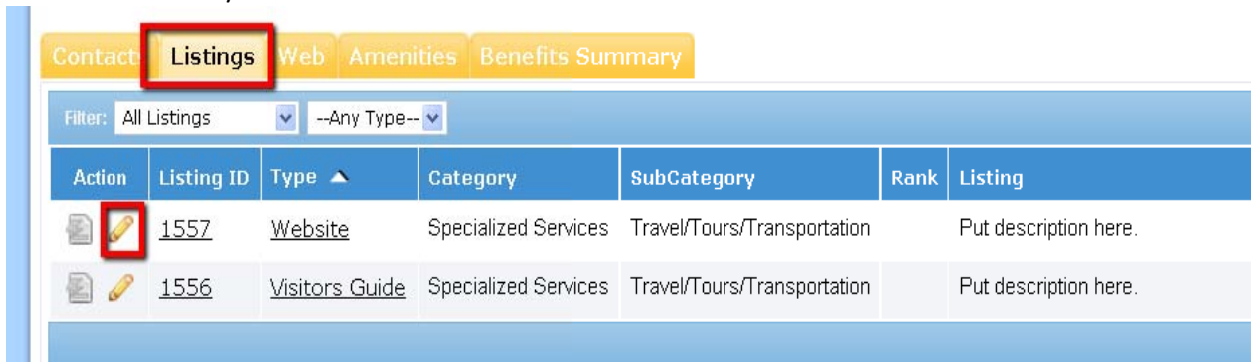
1. To add new contacts that will be associated with this account, click on **Add New Contact** and add information.



2. Contact the Director of Membership at the GWCVB when you add a new contact so the appropriate security settings can be assigned. (Should this new contact receive leads? Do they need access to the Member Portal? Should they have the ability to update the member account record? Etc.)
3. You cannot delete contacts in your account but you can make them **inactive by switching their Contact Type to Inactive.**
 - a. To make someone inactive, click **on the pencil icon** (located to the left of the contacts name, in the Action Column), and open that contact's record. Then select **Inactive** under the **Contact Type** drop-down box.

Listings

Clicking the **pencil icon** next to a listing will allow you to edit your description displayed in the Visitor Guide and/or on the Website.



Amenities

The **Amenities Tab** will allow you to identify/define features and amenities specific to your property, organization or specialized business, add your social media urls and add your meeting space specifications. Select the appropriate Tab and complete the information. (See next page for illustration).

Membership End OpenTable URL

[Contacts](#) [Listings](#) [Web](#) **Amenities** [Benefits Summary](#)

[Accommodations](#) [Attractions](#) [Dining](#) [Golf](#) [Services](#) [Shopping](#) [Transportation](#) [Social Media](#) [Meeting Facilities](#)

AMENITIES FOR "ACCOMMODATIONS"

[Edit Amenities](#)

On-Site Restaurant Information	
American Express: No	Discover card: No
Breakfast:	Lunch:
Cash: No	Outdoor seating: No
Check: No	Reservations recommended: No
Daily Breakfast: No	Sunday Brunch: No
Daily Brunch: No	Travelers checks: No
Debit card: No	Visa card: No

Coupons and Getaway Packages

The **Web Tab** will allow you to enter as many coupons/special offers and getaway packages as you want for your property, organization or business.

[Contacts](#) [Listings](#) **Web** [Amenities](#) [Benefits Summary](#)

[Coupons](#)

[Add New Coupon](#)

Filter: All Coupons --Any Type-- Page 0 of 0

****Note:** Getaway Packages are a 'type' of coupon and will be found in the Add New Coupon Section, under Available Coupons Categories. (See next page for illustration).

Member Investment
 Date Date

New Coupon

Coupon Dates

Redeem From: Redeem To:
 Post From: Post To:

Coupon Categories

Available	Selected
Arts & Culture Getaway Packages	--None--
Business to Business	
Business to Consumer	
Family Getaway Packages	
Gaming Getaway Packages	
Garden Getaway Packages	
Girlfriend Getaway Packages	
Self-Care Packages	

Add To Listing(s)

Benefits Summary

The Benefits Summary Tab allows you to view Inkind/Expenses, Inkind/Expenses Received, Leads (summary), Services (summary), Events, Articles, Web Site (stats), Coupon Hits (stats), and Advertising Opportunities. You have the ability to select any given date range for all of these summary reports.

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