



## **MEMBER PORTAL INSTRUCTION MANUAL FOR THE EXPERIENCE PERTH WEBSITE**

A guide for members in accessing their online account and editing their product listing. For more information please call the Marketing Team on the below details.

Ground Floor, 33 Colin Street, West Perth, WA 6005

PO Box 1198, West Perth, WA 6872

**T:** 08 9321 9120 **F:** 08 9321 5598

**E:** [marketing@experienceperth.com](mailto:marketing@experienceperth.com)

**W:** [experienceperth.com](http://experienceperth.com)

## ABOUT THE MEMBER PORTAL

Experience Perth (the Perth Regional Tourism Organisation) is a membership-based destination tourism marketing organisation. Tourism operators within the Perth and surrounds region can join the organisation as members, to receive access to a range of marketing opportunities as well as a product listing on the consumer website, [experienceperth.com](http://experienceperth.com) that receives around 1.8 million visitors annually.

This manual is designed to help Experience Perth members access their online account and edit their product listing. If you are not a member, and would like to find out more please contact the Experience Perth Marketing Team at [marketing@experienceperth.com](mailto:marketing@experienceperth.com).

## LOGGING ONTO THE MEMBER PORTAL

1. Open the Member Portal login page - <http://www.experienceperth.com/login>.
2. Enter your USERNAME and PASSWORD emailed to you by the Marketing Team when your listing was first created.
3. Click SUBMIT

You will be directed to your MEMBER PORTAL where you can change your user details and access your listing to edit.

**IMPORTANT NOTE:** If you have forgotten your username and password please contact the Experience Perth Marketing Team to have them re-sent. Please keep these safe for future reference.

## UPDATING YOUR USER DETAILS

Your user details under MY DETAILS are for the Experience Perth Marketing Team's reference only and will not be visible to the public.

You are able to update your password, company and contact information. Click SAVE when you have finished updating your details.

**IMPORTANT NOTE:** If you change your pass you must let the Experience Perth Marketing Team know. Please email to [marketing@experienceperth.com](mailto:marketing@experienceperth.com).

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## EDIT YOUR LISTING

1. From the MEMBER PORTAL page, click your business name under MY LISTINGS.
2. The listing content is divided into blue headings which correspond to relevant the content elements on the live listing.
3. Click on a blue heading to open that content component and edit the fields contained within.
4. When editing the content, please take note of any special instructions noted below each field, including word limitation associated with your membership level.
5. Click SAVE at the bottom of the page, before moving onto the next heading.

## UPDATING IMAGES

All product listings include a summary image, that appears in search results only, and either two (silver members) or four (gold members) that appear on the listing itself.

1. Click on the IMAGES heading from your Member Portal.
2. Prior to loading any images, you **must resize to the following specifications** to ensure best quality.

SUMMARY	115px wide by 155px high
LOGO	From 320px and 600px wide
IMAGES	From 320px and 600px wide

**IMPORTANT NOTE:** The Summary Image appears, along with your summary text and location details, in search the results only. For consistency across the website it is important that this image is resized to **115px wide by 155px high** prior to being loaded.

Any listings submitted with images incorrectly loaded will be rejected, and the Experience Perth Marketing Team will be in touch with further instruction.

## CHANGING AN EXISTING BROCHURE

Gold members can upload a PDF brochure to their listing from the GENERAL tab. Please note that once uploaded, a brochure cannot be removed, it can only be replaced with another brochure.

## ADDING A SPECIAL

Gold members can list specials on their product listing. You can add them from the last heading title SPECIALS. Please ensure that the start date is the date you want the special to be active on your listing - not the start date of the deal. Ensure to select the special as enabled before saving and submitting for approval.

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## SUBMIT YOUR CHANGES FOR APPROVAL

All changes to the product listings must be approved by the Experience Perth Marketing Team before being published to the live site. Once you have made all your changes **and saved them**, please follow the below instructions to submit for approval.

1. Ensure click the SAVE button at the bottom of each heading page you have edited.
2. Scroll the bottom of the page you finish on and click the REQUEST APPROVAL button (it is located below the SAVE button).
3. Summarise the changes you have made to your listing in the CHANGES MADE field, including any information the Experience Perth Marketing Team may need to know when proofing your listing.
4. Read and select the Terms & Conditions.
5. Click **SUBMIT FOR APPROVAL**.

An email will be sent to the Experience Perth Marketing Team to notify them that your listing has been edited and needs approval. The Marketing Team will then go in to proof, either reject and contact you with further instruction, or approve and publish.

**IMPORTANT NOTE:** If you make changes and log out without submitting them for approval, your listing will remain in draft mode, and the Experience Perth Marketing Team will not know that you have made changes and therefore, your listing will not be updated on the live site.

**IMPORTANT NOTE:** Depending on the Marketing Team's workload the approval process can take up to 7 days to be completed - longer over the Christmas Break.

## LOG OUT

You can log out of the Member Portal any time by clicking **LOG OUT**, located on the right hand side of every page under your contact name.

## NEED ASSISTANCE?

For any assistance please contact the Experience Perth Marketing Team on 9321 9120 or email [marketing@experienceperth.com](mailto:marketing@experienceperth.com). If you prefer, we are happy to make changes to your listing for you or provide any further help to editing it on your own.

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