

What to say to Operators once site has gone LIVE

1. Every time that you talk to an Operator remind them of the new system and ask if they have logged in to the console.
2. For Operators that you know are definitely not using it ask if they would like their login details and find out why they haven't been using it? Would they like the VC to put in their rates for them, can they please fax through a copy of their rates?
3. When letting an operator know of a confirmed booking, let them know that they will also be receiving an email which will ask them to login to their console and that they can view their new reservation in the reservations. Talk them through this if you have time.

How to find an Operators Login Details

1. Go to the **MAIN MENU**
2. Click on **OPERATOR SEARCH**; enter in part of the Operators name, once Operator is located click on their name. This will bring up all of their General Business Details.
3. Their **Username** and **Password** will be located just above Point of Difference. Give the Operator this information.
4. They can login to www.bookeasy.com.au/memberconsole or www.visitorcentre.com.au
5. To login through the Visitor Centre Website, the Operator needs to click on **Member Login** in the bottom left hand corner of the menu bar, and simply enter in their Username and Password.

If the operator can't login with the Username and Password

1. Make sure they are entering in the correct information
2. Double check that you also can't login, by clicking on Login next to the Operators name (still under **Operator search**)
3. Firstly try and change the password for them.. If they still cannot login, you may have to change their username. Note: If the Operator has photos on their webpage and you change their Username the photos will not appear because they are linked to the user name under which they were originally uploaded. You will have to rename and upload the photos using the new username. The room photo's will be fine as they are linked to the room codes, not the user name.
4. Make sure you can login with the new login details and inform the Operator of new details.

If an Operator isn't showing up on the website

1. Go to **Operator Search**, make sure they are listed as an Operator, and if not are they a member that needs to go on the website or are they an external/associate member?
2. Once you have located the Operator under Operator Search, click on their name. Their General Business Details will appear.
3. At the very top in Red, click on **Click here to Update Other Details**. Check that Current Operator is ticked, if not tick and press **SAVE**.
4. Another Reason may be that they don't have a **Customer Type** selected. Make sure if they are an accommodation provider for example that this category is selected. The Customer Type drop down menu is also located under general Business Details.
5. They may also need to have a setting and location allocated to them in order to be included in searches.
6. If they are still not showing up please log a support request to QuensberryIT.