

# Discover Halifax

## How to Update Your Member Profile

This document outlines how to update your profile information through the iDSS Member Extranet, which will link directly to the information that is visible on the Discover Halifax Website. Please follow the step-by-step instructions below. If you have any questions, please contact either Christian Allain at [callain@discoverhalifaxns.com](mailto:callain@discoverhalifaxns.com) or 902-225-4059, or Holly Chessman at [hchessman@discoverhalifaxns.com](mailto:hchessman@discoverhalifaxns.com).

### Step 1 – Log in to the Member Extranet

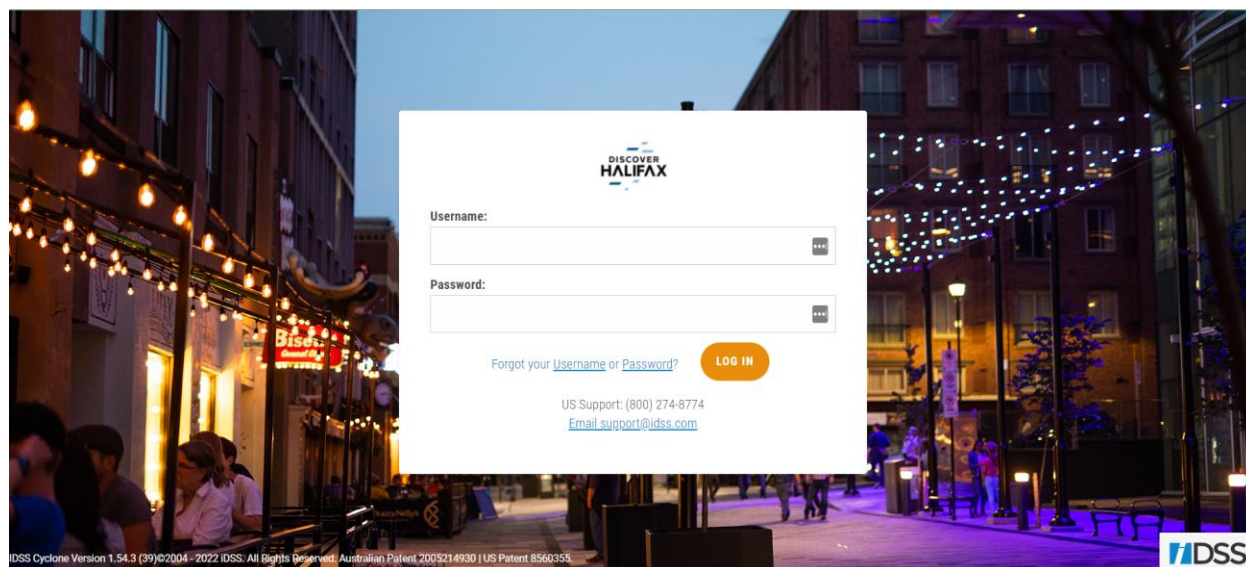
Log in here: <https://discoverhalifax.idss.com/>

Username: This will be your **email address**, unless you represent more than one property. If you forget your username, contact **Christian or Holly** and they will provide it to you.

Password: Set up by you. If this is your first-time logging into the system use the password set-up link that was emailed to you.

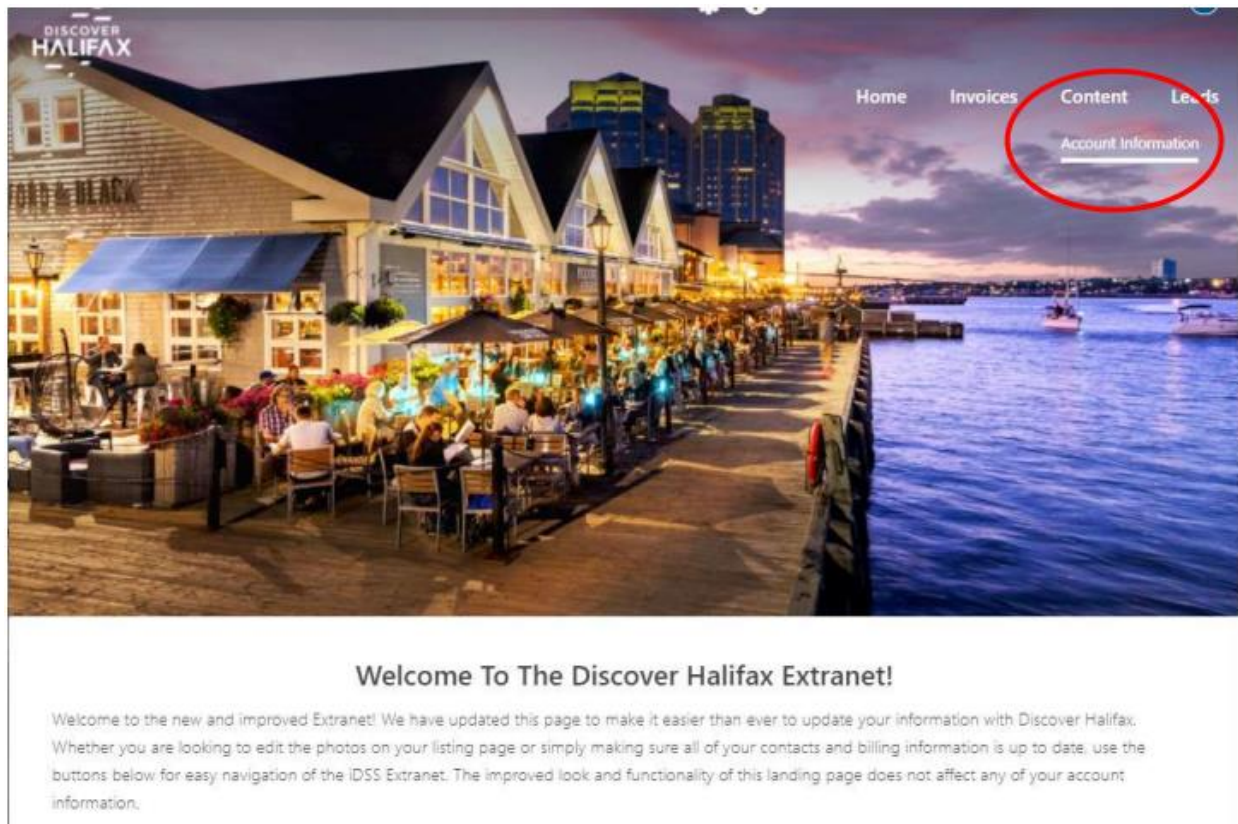
If you forget your password, please click 'forgot your Username or Password?'. You will be sent an email to update your information (note: please check your junk folder if you have not received the email within a few minutes, the email will come from [info@discoverhalifaxns.com](mailto:info@discoverhalifaxns.com)). Note that the password reset links are time sensitive and will expire after 1 hour. We cannot manually reset your password from our end for security reasons.

*Log in page:*



## Step 2 – Access the Account Details Area

- After you log in, you will see the home screen below
- Hover over '[Content](#)' in the top right corner
- Click on '[Account information](#)' which will appear below



**Note:** Most items can be updated via your profile, but they must be accepted by the DH membership team prior to those changes being reflected on the website or in the Extranet.

**Example:** [Deactivating a contact](#) must be done by DH directly and will not be available to change through the Member Extranet.

If you would like to [deactivate contacts](#) on your profile, please [reach out to Christian or Holly](#) and they will help make the changes needed.

## Step 3 – Edit Contact Info & Description

- You can edit [Account information](#), [Addresses](#), [Contacts](#) and [Descriptions](#) on your profile
- For changes to [Account information](#), enter the data in the field and click the 'Submit' button
- For other changes, use the 'Add', 'Edit' and 'Delete' buttons and click submit once completed

- For the descriptions, please note that the comments indicate where it will be used and the maximum words/Character limits for each area

**Note:** For contact changes, please do not overwrite a contact name unless there is a name change for that person (e.g., due to marital status). If a new employee is filling an existing role from a former employee, please add a new contact and contact Discover Halifax to deactivate the former employee.

The screenshot shows the 'Account Information' section of the Discover Halifax interface. The 'Description' section is circled in red. A red arrow points to the 'SUBMIT' button in the top right corner.

Name	Description	Edit
Accommodations-Full Description	Test	EDIT
Accommodations-Bid Book Description		EDIT

## Step 4 – Edit Details

- Under the 'Details' section, at the bottom of the page below the 'Descriptions' section, click 'Edit' next to the detail types listed to edit. You can start with 'Member' (See below)

The screenshot shows the 'Details' section of the Discover Halifax interface. The 'Member' type is circled in red. A red arrow points to the 'EDIT' button next to it.

Name	Type	Parent	Edit
New HCC Hotel	Member		EDIT
New HCC Hotel	Accommodations		EDIT
New HCC Hotel	Meeting Facilities		EDIT
New HCC Hotel - Weekend Package	Special Offer		EDIT

- Next, click on the check boxes next to each attribute that applies to your business
- Fill in any text boxes or select an option from the dropdown menu that is relevant to your business. If the section does not pertain to your business, you may leave it blank.
- Upload images or files in any area where a file upload box is available.
  - Click on 'Choose File'
  - Select the file/Image you would like to include
  - Click 'upload' button

- When uploading files please do so **one at a time**. Trying to upload multiple files at once will not work.
- Please ensure that images are **72 dpi** for quick loading. Photos should be **2MB or less** unless otherwise indicated.
- Please **do not include verbiage on your photos**, as words may be cut off when they load on the website
- Each member page will have one main photo as the banner across the top, a logo which appears next to your name and description, and up to 5 additional photos in the gallery which will be located below the map
- **Once you have completed your changes, click the orange 'Submit' button.**
- Repeat this process for each Detail type in the list that applies to your business. These features will show up on your website profile and help users find your business when searching on the Discover Halifax website

**Discover HALIFAX**

New HCC Hotel (Member)

Type in a Detail Name, select a Detail Type and click the Submit button to view the attributes. Complete the attribute fields and click Submit AGAIN to complete.

**Account Detail Information**

Detail Name: New HCC Hotel

Detail Type: Member

**Addresses**

Type: Address

**Attributes**

Keyword 1	Good for Groups	Keyword 2	Good for Families
Keyword 3	Good for Couples	Keyword 4	Weddings
Keyword 5	Recently Renovated	Keyword 6	Locally Owned
Member of Affiliated Organization	Downtown Halifax Business Commission	TripAdvisor Location ID	6749512
Logo	Halifax_Convention_Centre_logo.png	Main Photo (for Web & Bid Book, 5MB max file size)	Convention_Centre_July_2013.jpg
Profile Photo 1 (for gallery, max 1MB file size)	Silver_Whisper_in_Halifax_Harbour_May_2011.jpg	Profile Photo 2 (for gallery, max 1MB file size)	HSA_HIAA_Aerial_VAS_133.jpg
Profile Photo 3 (for gallery, max 1MB file size)	CambridgeSubterranean2.jpg	Profile Photo 4 (for gallery, max 1MB file size)	ALT_Focus_Guestroom.jpg
Profile Photo 5 (for gallery, max 1MB file size)	Westin_Rainroom.jpg		

## Step 5 – Add or Edit Deals and Show Your Badge Offers

- Go back to your main Account Details page and scroll down to the details section
- Click **'Edit'** next to the deal detail you wish to update. You can add more deals at any time if you wish
- Detail Name – This is the internal name. Please put *"your organization name – Deal #"* here, or add a specific name in place of the 'Deal #' (e.g., Shop & Stay)
- Enter your:
  - Deal Title
  - Deal Details
  - Deal Promotional Code (if applicable)
  - Deal start date & end date
- Note: **Deal must have an end date for it to appear on your page.** These dates can be as long or short as you like.
- All this information will be shown on our website both on your profile page and our deals page

- You can have as many deals as you like at any given time
- You will receive a reminder email approximately one week before your deal ends, this will give you the option to extend the deal or let it expire.

The screenshot shows the 'New HCC Hotel - Offer 1 [Special Offer]' page. At the top right, a red arrow points to the user profile icon labeled 'Megan Sarraz - New HCC Hotel'. Below the header, there are three buttons: 'BACK', 'CANCEL', and 'SUBMIT'. The form is divided into sections: 'Account Detail Information' with fields for 'Detail Name' (New HCC Hotel - Deal 1) and 'Detail Type' (Special Offer); 'Addresses' with an 'ADD' button; and 'Attributes' with fields for 'Offer Start Date' (12/1/2017), 'Offer End Date' (12/24/2017), 'Special Offer Title' (Holiday Weekend Package), and 'Special Offer Photo' (max 2MB) with an 'UPLOAD NEW FILE' button. A text area at the bottom contains the offer details: 'Stay Friday or Saturday night, get the second night at 25% off'.

**\*\*Important\*\*** Even though you have clicked the submit button on each section, you need to click the submit button on your main account page as well when you are finished everything.

Once you have submitted your section changes, you will notice that any which require Discover Halifax approval are now highlighted in pink.

I'm all done editing – what now?

Discover Halifax will be notified automatically the day after you submit your change for approval. **Your proposed changes will be reviewed within 1 business day, and you will receive an email that includes details of the review.** Please contact Christian or Holly if you have any questions about why we made modifications to or rejected any of your change requested changes.

The changes will then be visible on the website after the next update if done. The updates are done twice a day.