How to use this document
Use these quick reference sheets to complete common tasks in the Oxford Tourism Extranet. For more detailed training, watch the videos on the Extranet's home page or connect with Oxford Tourism to attend an online training session.

Table of Contents

What is the Oxford Tourism Extranet?

It is a website that provides controlled access for local tourism businesses and organizations to manage their content on the TourismOxford.ca website. This website provides quick access for businesses to add/edit:

1. Primary account details (location, contact information, amenities you offer consumers, staff who have extranet access)
2. Listings (web listings on TourismOxford.ca, participation in partnerships like the Oxford County Cheese Trail and Your Next Stop).
3. Special events and reoccurring events (live music, tours etc.)

4. Offers for consumers (value-add offers, packages, weekly specials)

5. Add your own media and YouTube videos to your listing(s) or special offers.

Q&A:

When I make changes on the Extranet, how long does it take for them to appear on TourismOxford.ca?

Please allow up to two business days for the Oxford Tourism team to process your request.

Tip:

Print this document and keep it near your computer for easy reference.

For more in-depth training, watch the videos on the Extranet home page or contact Oxford Tourism to schedule an online session.

General user overview

LOGGING IN

1. Open a browser and go to the Extranet URL https://oxfordcountyon.extranet.simpleviewcrm.com

2. Enter your Email and Password.

3. Click Login.
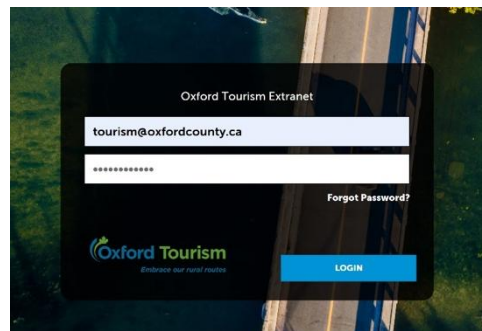
Tip:

Be sure to bookmark the log-in page for easy access in the future.

FORGOT YOUR PASSWORD?

1. On the login page, click **"Forgot Password?"**

2. Enter the **email** associated with your account.

3. Check your inbox for a reset email from the system (If it's not there, check your spam folder).

4. Follow the instructions to create a new password.

TROUBLESHOOTING

If you have more than one email, try another one that Oxford Tourism may have on file. If a co-worker also has Extranet access, they may be the Primary User (see Q & A below). Still need help? Email tourism@oxfordcounty.ca.
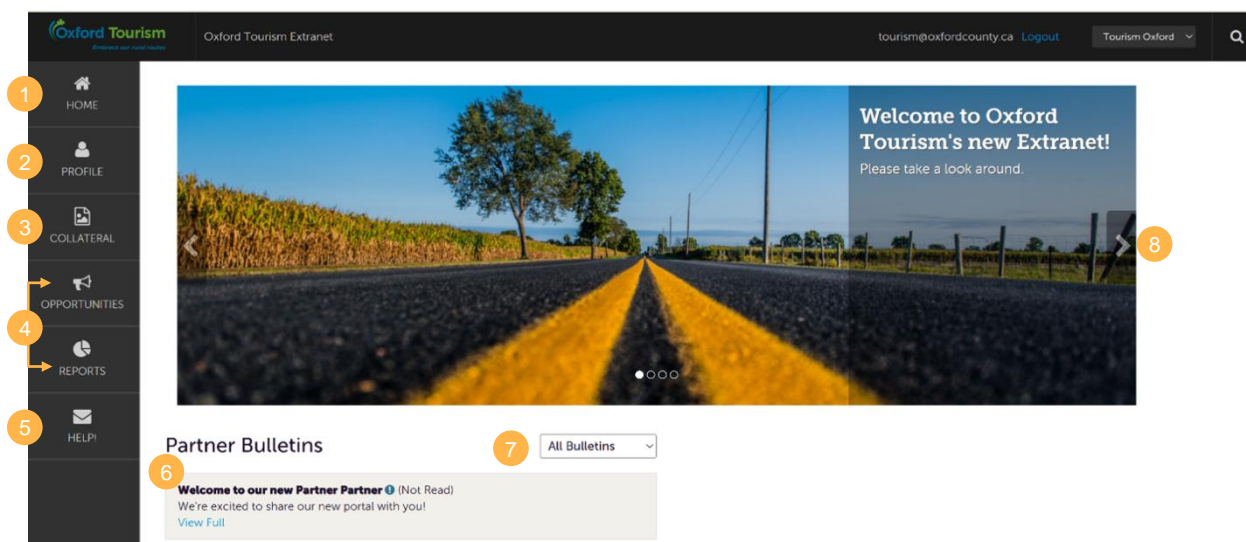
Q&A:

What is a Primary User?

Each organization has one Primary User who can manage permissions for all its Extranet users. If you can't log in or access a specific section, contact your Primary User to update your permissions. For assistance, email tourism@Oxfordcounty.ca.

Menu navigation: Where to find things

|		
1	🏠	Home page. The current view.
2	👤	Your Account **(**key business details), Contacts (staff with Extranet access), and Amenities **(**features and services offered to consumers).
3	🖼	Your listings (website listings and print partnerships), special offers for consumers, add events, add media (photographs).
4	📢	The opportunities and reports sections are for future development. You can ignore them (as of Aug 2025).
5	✉	Email tourism@oxfordcounty.ca for help.
6	📌	A list of notices and documentation, such as this training resource.
7	▦▾	Filter Partner Bulletins to see Notices, Documentation or All Bulletins.
8	›	Scroll help tool, notices, etc.

Your profile

YOUR ACCOUNTS, CONTACTS AND CUSTOMER AMENITIES
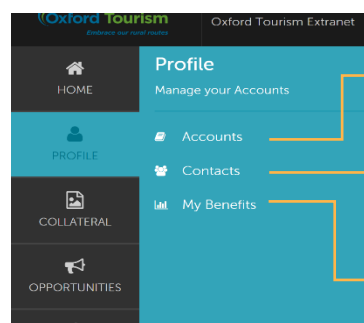
Profile > Accounts
Edit your business account details and customer amenities.
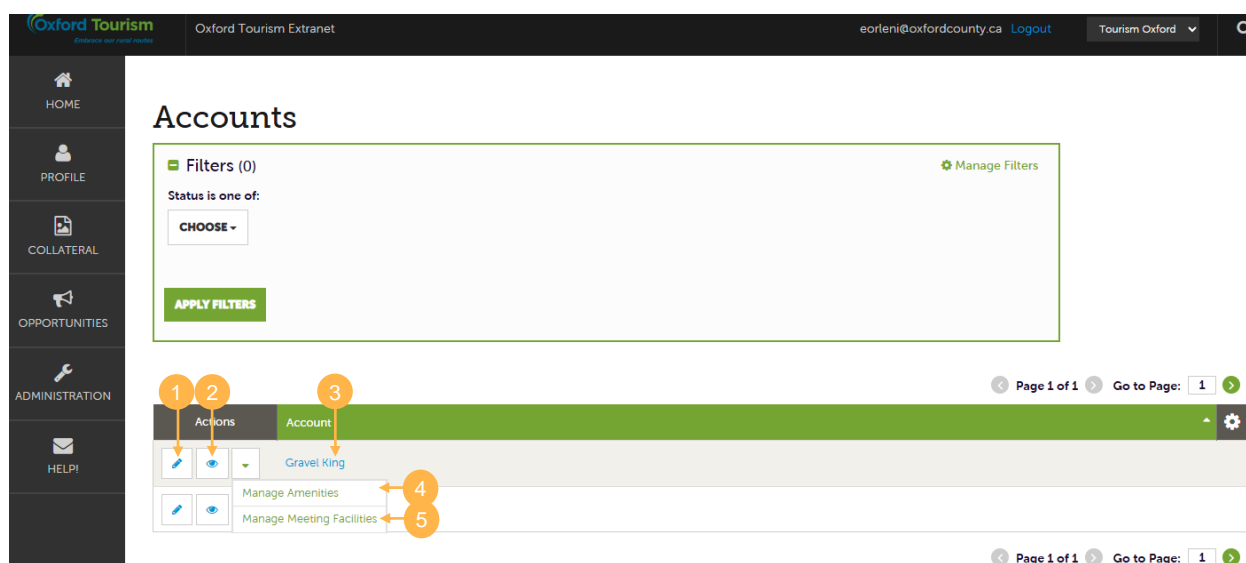
Profile > Contacts
Check Extranet access and user permissions. Remove outdated users.

Profile > My Benefits
Not active (August 2025)
For future development.

ACCESSING ACCOUNT(S)

1   Edit account

2   View account

3   Most will see only one account. If you have several businesses/locations, you'll see:

1. "Parent" account (eg. ownership company or primary business name)
2. "Child" account for your other businesses/locations
3. These then have listings with more business details – in the Collateral section)

Tip: Clicking on an account name opens up account view. In this view you can click the Edit button to start editing.

4 Managing your amenities is very important! TourismOxford.ca users can sort listings by amenities (e.g., patio, pet- friendly, sustainability…)	**5** Complete if the primary part of your business is renting out meeting/event space.

EDITING ACCOUNT(S)

1. For the account you want to edit, click the edit button (see ❶ in the previous image).

2. The update account view (below) will appear.

3. Work down the page, adding and updating information.

4. Push the blue SAVE button (see ❶ in next image).

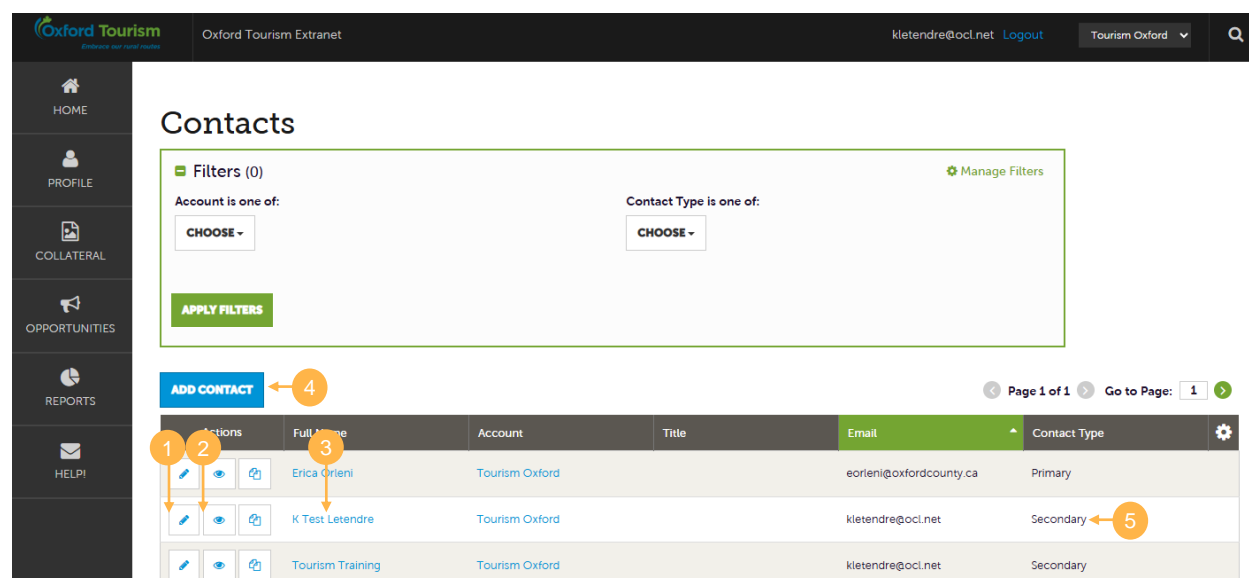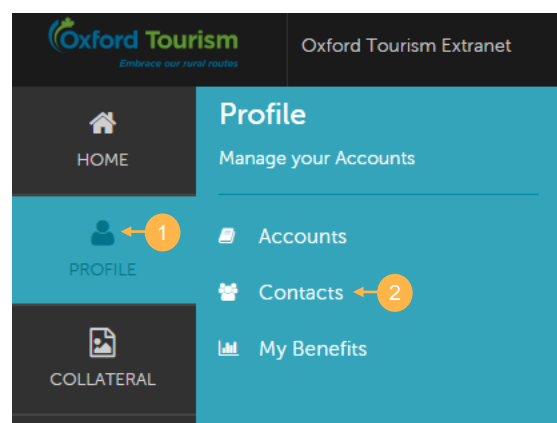**1** Save button after you are done your edits to your account

2 Sections to edit your account: Account Information, About Your Business, Phone Information, Address Information and Social Media.
Note: You can scroll down to review and edit the sections or use the Sections quick links (in blue) to jump directly to specific sections.

ACCESSING CONTACTS

1. Click the Profile Icon (On the left side navigation menu).

2. Select "Contacts" from the navigation menu.

This will provide the Contacts view where you can add/edit contacts.

Contacts

■ Filters (0)   ⚙ Manage Filters

Account is one of: **Contact Type is one of:**

CHOOSE ▾   CHOOSE ▾

APPLY FILTERS

ADD CONTACT   Page 1 of 1   Go to Page: 1

Actions	Full Name	Account	Title	Email	Contact Type
✏ 👁 ⧉	Erica Orleni	Tourism Oxford		eorleni@oxfordcounty.ca	Primary
✏ 👁 ⧉	K Test Letendre	Tourism Oxford		kletendre@ocl.net	Secondary
✏ 👁 ⧉	Tourism Training	Tourism Oxford		kletendre@ocl.net	Secondary

1 Edit the contacts information on the account.

2 View contact's information on the account

3 See all contacts names currently associated with the business. Click their name to view and edit to make changes.

4 Click on Add Contacts to add employees to account.

5 Contact Type: shows who is the Primary, Secondary or Inactive contact at the business.

Tip:

Double-check your contact details for accuracy such as contacts information
Regularly review your listings and contacts to ensure that everything stays up to date

ADDING OR EDITING A CONTACT

1. To add a contact, click on the "Add Contact" button (see ❹ in previous image).
   To edit a contact, click on the pencil (❶ in previous image).

2. The edit window will appear (below).

3. Work down the page, adding and updating information.

4. Push the blue SAVE button (see ❶ in the next image).

1 Save button after you are done your edits to your contacts

2 Sections to edit your Contacts: Contact Information, Adress Information and Phone Information.
Note: You can scroll down to review the sections or use the quick links in the sidebar to jump directly to specific sections.

Amenities and Meeting Facilities

ACCCESSING AMENITIES AND MEETING FACILITY

1. From the Home Screen, click the Profile → Accounts in the left-hand menu.

2. Locate your business or property name in the account's list.

3. Left of your account name is a down arrow icon.

4. Click the down arrow to select manage amenities or meeting facilities.
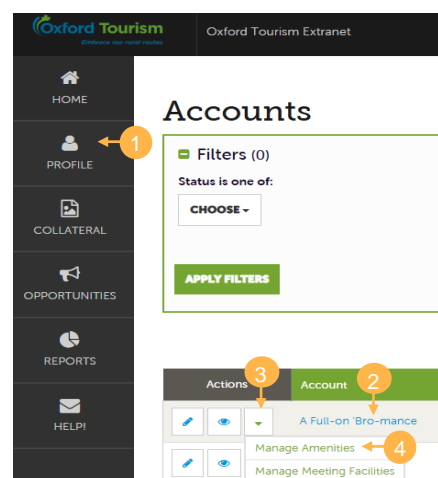
Q&A:

What are Amenities and Meeting Facilities?

Amenities are organized into the following categories: General, Places to Stay, Food & Drink, Attractions, Sports Facilities, Cycling Routes, Trails, and Sustainability.

There is also Meeting Facilities, which are designated spaces for hosting events such as meetings or workshops. These spaces often include details like square footage or guest capacity.

Please select all categories that apply to your business.

Tip:

Amenities are important to visitors

It is important to fill out your amenities because website users can filter listings by amenities (E.g., Show me restaurants with a patio and that serve alcohol).

EDITING AMENITIES AND MEETING FACILITIES

1. Select either Amenities and Meeting Facility you want to edit. (see ❸ and ❹ in previous image)

2. The update view (below) will appear

3. Work down the page adding and updating information.

4. Push the blue SAVE button (see ❶ in next image).

1   Save button after you are done your edits to your amenities

2   Sections to edit your amenities: Basic Information, Sustainability, Attractions, Places to Stay, Food & Drink, Sports Facilities, Trails and Cycling Routes.
Note: You can scroll down to review the sections or use the quick links in the sidebar to jump directly to specific sections.

1   Save button after you are done your edits to your amenities

2   Sections to edit your Meeting Facility Information: Standard Amenities.

Business Listings

ACCESS YOUR LISTING

1. Click Collateral -> Listings in the left-hand navigation menu.
2. Beside the listing you want to edit, click the pencil icon (see ❶ in the next image).
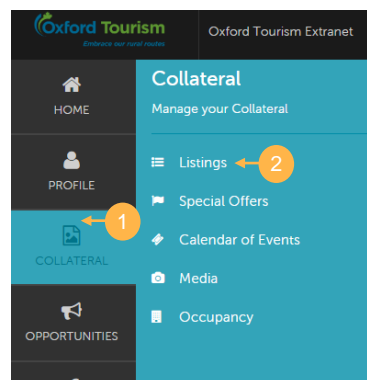
ABOUT YOUR LISTING

1	Edit listing	2	View listing(s)

3	Name of your listing that is displayed on the Tourism Oxford website. Can click this to view and then click to edit button to make changes.

4	You will see one or more listing types. Types of listings you may see include are Website Listing, Oxford Fresh Brochure and Cheese Trail Brochure.	5	This is the category and subcategory of where your listing will live on the Tourism Website.

Q&A:

Can't see your Listing?

1. Do you have more than 1 account? Check if it is listed in another listing.
2. If there is no listing, contact the Tourism Team.

MAKE CHANGES TO YOUR LISTING

1. For the listing you want to edit, click the edit button (see ❶ in previous image).

2. The update listing view (below) will appear.

3. Work down the page, adding and updating information.

4. Push the blue SAVE button (see ❶ in next image).

1 Save Button after you edit your listing

2 Sections to edit your listing: listing information, categories and listing images
Note: You can scroll down to review the sections or use the quick links in the sidebar to jump directly to specific sections.

Q&A:

How do I add photos to my business listing?
To add photos first you need to upload them to Media (Click on Collateral on the lefthand menu, then click on Media). Once the photos are uploaded, they will be available for you to select and assign when editing your business listing.

Calendar of Events

ACCESS YOUR CALENDAR OF EVENTS

1. Click the Collateral -> Calendar of Events
2. You will see a list of current and past events (see image below).
3. To edit events.

You will see a list of your current andd past events. From here, you can view, edit, or add new events as needed.

	1	Edit event		2	View event
	3	Clone event (saves you time entering event details similar to past events).		4	Delete event
	5	Add a new event		6	The pending icon (clock) means it is being reviewed by Oxford Tourism and is waiting to be approved.

HOW TO ADD AND EDIT AN EVENT

1. To edit, click the edit pencil button beside the event (see ❶ in the previous image). To add an event, click on the "Add Event" button (see ❺ in the previous image). You can also clone a previous event (see ❸ in the previous image).

2. The update calendar view will appear (see image below)

3. Work down the page adding and updating information.

4. Push the blue SAVE button (see ❶ in next image).

1 Save button after you are done your edits to your event.

2 Sections to add your event: event information, event location, event dates, general and image gallery.
Note: You can scroll down to review the sections or use the quick links in the sidebar to jump directly to specific sections.

Tip:

Tips for Successful Event Posts

Be clear and concise- Make sure the event title and description are easy to understand at a glance.

Plan ahead- Submit events early to allow time for the Tourism Team to review and include in promotions.

HOW TO ADD IMAGES TO EVENT

1 For events, you can upload images directly on the in the Image Gallery section. Click the Browse Button to select a file from your device or drag and drop an image into the gallery.

Special Offers

ACCESS SPECIAL OFFERS

1. Click the Collateral icon in the navigation menu.
2. Select Special Offers from the list.

You will see a list of your property's current and past offers.
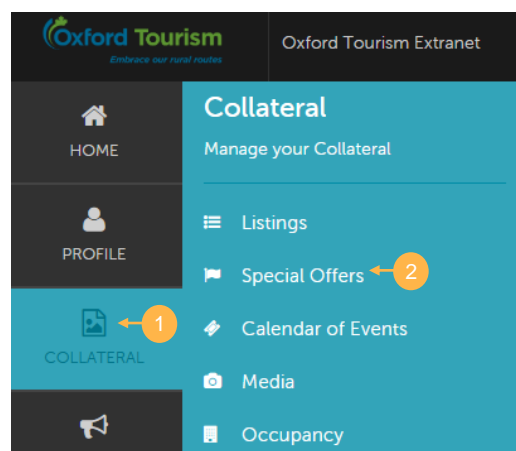
Q&A:

What are special offers?

Special offers are promotional deals or discounts you want to highlight on TourismOxford.ca. Offers help attract more visitors, showcasing time-limited savings or exclusive packages. Examples of special offers include accommodations packages, group rates, coupon codes or day of a week special.

ABOUT OFFERS

| 1 | Indicates offer is pending approval from Oxford Tourism | 2 | View your special offer |

| 3 | Clone your special offer. A way to save time if entering an offer similar to another. |

| 4 | Add a new special offer to your account on the Tourism website. | 5 | Show cases where to enter the redeem and post dates for your special offer—"redeem" dates are when the offer can be used, and "post" dates are when it appears online. |

ADDING AND EDITING A SPECIAL OFFER

1. To edit an offer, click the edit button or pending icon (see ❶ in the previous image. To add a new offer, click Add Offer (see ❹ in previous image). The update Special Offer view (below) will appear.

2. Work down the page, adding missing and updating incorrect information

3. Push the blue SAVE button (see ❶ in the next image).

1 Save button after adding your Special Offer.

2 Sections of the special offer include: offer information, offer dates, offer categories, offer listings and offer images.
Note: You can scroll down to review the sections or use the quick links in the sidebar to jump directly to specific sections.

Q&A:

How do I add photos to my special offer?

To add photos, first upload them to Media (Click on Collateral on the left-hand side, then click on Media; see pages 18-19 for help). Once the photos are uploaded, they will be available for you to select and assign when editing your special offer.

Tip:

Quick Tips for Better Offers

Keep your offer clear, specific, and easy to understand—use plain language, include start and end dates, exclusions/limitations and keep the message short so it's instantly clear.

Where to Upload Media

1. Click the Collateral icon on the left-hand navigation menu.
2. Select Media from the list of options.

A list of your current images will appear. From here, you can add, remove, or update images as needed.
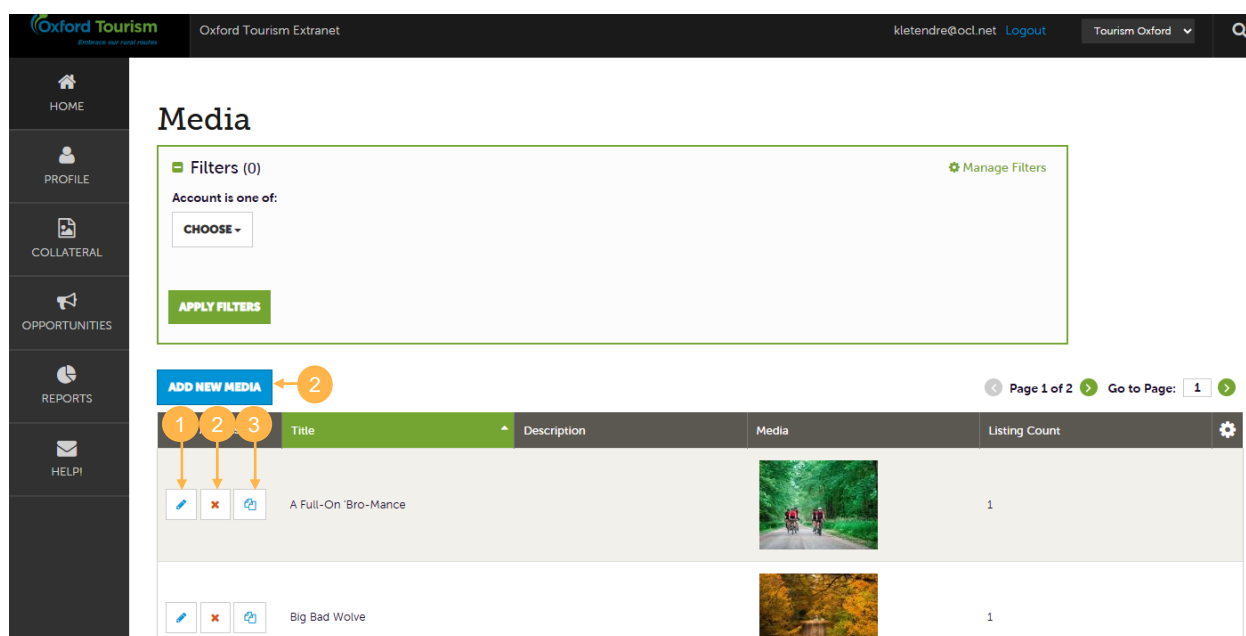
	1	Edit media		2	Delete media
	3	Clone media		4	Add new media

HOW TO ADD IMAGES AND YOUTUBE VIDEOS

1	Save Button after media has been added	2	Add the account where the image will be linked to
3	This a dropdown and add either an image or YouTube link	4	Sort order is order that the image or video will appear on the listing
5	Add description of image or video	6	Add the listing where the image will be linked to.

Q&A:

What should I know about using images in my listings and offers?

When uploading media, always use a high-quality photograph. No photos with text overlays, logos, graphics, or illustrations. Choose an image that truly represents your event, venue, or experience, such as past event moments, decorated setups, happy guests, seasons, or different opportunities at the event/property. A compelling photo is one of your strongest marketing tools—it grabs attention and helps visitors picture themselves there.