



Accessing and Updating the State Tourism Data Warehouse - Operators

1. **Open** <http://stdw.tourism.nsw.gov.au>

Tip: Add the log-in page to your favourites, so you can access it quickly in the future.

2. **Login** using your STDW user name and password.

Eg: User Name: **1234**

Password: **xxxxxxx** Click on '**LOGIN**'

3. To access your record, click onto your product name
4. To commence updating click on '**EDIT**' at the top of the page.
5. Once you have completed updating please select the '**FINISH**' or '**RELEASE LIVE**' button at the top or bottom of the page to release the changes live.

The STDW database works best using IE (Microsoft Internet Explorer) Version 6+ & a PC. It will not work if you have a Google toolbar or if you have a POP-UP blocker activated.

MAC Users The STDW database can be accessed using Safari (similar to IE Microsoft Internet Explorer)

Important to remember! In the case of incorrect information being displayed, Tourism NSW reserves the right to alter this information or de-list the operator until the error is corrected. Continual misuse will lead to a permanent de-listing. **Get Connected Members are required to update product information in the STDW at least once every 12 months.** Failure to update will result in your listing reverting to a basic listing (name and contact details only). To review the Get Connected Terms and Conditions please visit our website www.tourism.nsw.gov.au/getconnected

Mandatory Fields. You must complete all mandatory fields marked with a red asterisk, or those surrounded by a red outline. This information is required to appear on Tourism NSW's website www.visitnsw.com.au, Tourism Australia's website www.australia.com. If you do attempt to move to the next page without completing a mandatory field, an error message will appear **in a pop-up window**. You will then be directed to the incomplete field.

ATDW Information from the STDW is provided to the Australian Tourism Data Warehouse (ATDW) for distribution to other third party websites for a complete listing visit http://www.atdw.com.au/web_services.asp

Updating Tips

- Once you have completed a section, **click** on the '**SAVE & NEXT**' button. This will save your content and take you to the next section. If you want to take a break from the section you are on, but not move to the next section, **click on 'SAVE'** at the top of the page.
- To navigate to any page quickly, **click** on the appropriate tab at the top of the page
- Throughout the sections, when you hover your mouse over a field name, a description or instruction for that field will be shown. Use this hover feature if you are unsure of what a field name means.
- **To delete a field**, select the delete box to the left of the text to be deleted. The system will delete it when you save or move to the next page.

For assistance email getconnected@tourism.nsw.gov.au or call 1300 655



STDW Updating Tips for Accommodation Product

Accommodation Overview

- When entering your ABN use this format: 88 444 444 444
- Alternate Names: insert common alternate names e.g. an alternative for **Mountain Hideaway** could be *The Mountain Hideaway*
- Physical address is where your property is located. Postal address is where you would like any information to be sent.
- Communication Details is for phone, fax, email & URL information. Each time an entry is made a new blank field will appear. This allows you to add additional phone numbers and email addresses. It is mandatory to enter one phone and one email address.
- Type a motivational description about your property as a whole. Up to 300 words
- Select an accommodation type that best describes the property. Read the definitions provided to ensure the property meets the criteria. To do this hover your mouse over the category. Multiple entries are allowed **only** if there is more than one accommodation type e.g. a motel and caravan park at the same location
- Select the star rating provided by AAA Tourism. If AAA Tourism has not rated a property select '**Not Available**'.

Please note that AAA Tourism is the owner of the STAR certification trademarks and incorrect display of STAR Ratings is a breach of these trademarks. An AAA Tourism STAR Rating is the only rating recognised by Tourism NSW and is an independent assessment of tourist accommodation properties in Australia. Properties are awarded a rating between one and five stars based primarily on facilities, amenities, maintenance and cleanliness.

- Select any chains the property is affiliated with.
- Apply any awards applicable to the property and the year in which they were won.

Property Details

- Property details relate to the whole establishment.
- Select facilities, activities and experiences available at the property if applicable. These must be available to **all** guests and not limited to one room.
- **Disabled Access** only applies if a property caters for people with disabilities. If you tick the box you must provide a detailed description of the facilities / special access provided for people with disabilities.
- **Comments** this section is for adding extra information e.g. driving directions to a property it is not mandatory to complete this section

Room Details

- In this section you can create multiple room types and include a description of each.
- Type in the Room name e.g. Ocean View Room or Double Room
- Type in description of that particular room
- **Select** the room type and room facilities that relate only to this room.
- **Room Special Needs.** If you tick the box you must provide a detailed description of the facilities / special access in this room for people with disabilities.
- You may add additional room types by **clicking** on '**Add New Room**' at the top of the page. Alternatively you can click on '**Duplicate**' then change the room name, description, facilities etc in the sections highlighted in yellow.
- To delete an existing room or service **click** on the room or service name and **click** '**Delete Room**'. This delete only deletes the room and not the accommodation listing

Indicative Rates

These give visitors an indication of the price range available for accommodation at a property at any



Tourism New South Wales

given time. The actual rates can be confirmed upon request

- Enter the lowest and highest rate and the rate basis for any room type.
- You need to have entered a room type on the room details page before an indicative rate can be added

When you have finished adding or updating the product, **click** on '**SAVE**' and '**FINISH/RELEASE LIVE**' at the bottom of the page.

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