



## Accessing and Updating the State Tourism Data Warehouse

To assist Regional Tourism Organisation and Visitor Information Centre staff update and maintain tourism products in the State Tourism Data Warehouse (STDW).

1. Open <http://stdw.tourism.nsw.gov.au>
2. Login using your STDW user name and password  
Eg: User Name: VICABC Password: training
3. After Logging on, your Owing Organisation will be displayed, usually consisting of four numbers.  
NB While these four numbers are displayed on the search screen you will only ever be able to search for products that are located within your area. To search for a record outside of your area, you will need to change the Owing Organisation Code from your four numbers to **TNSW** this will enable a search across the entire STDW. **You may view records outside of your area but cannot edit them.** If you need to update a record outside of your area contact the Getconnected Helpdesk.
4. Select Product Search under Functions
5. Product Search Screen will display.
6. By clicking on '**Search**' without selecting any other criteria a list of all of the products in your area will be displayed  
Or
7. Refine your search by selecting a particular **product type** eg Accommodation and clicking '**Search**', this search will include accommodation listings only.  
Or
8. Search by Product Name by entering it into the **Search Value** field
9. To Undertake a Quick Search within your Owing Organisation – used when you are sure of product name
  - In **Search Value** enter in the **Product Name**
  - Select a Category (optional) – e.g. Accommodation
  - Click '**Search**'
10. A single product or a product list will display.
11. Choose the correct product, and click on the name of the product
12. This will display the product **Overview** page
13. To begin updating click on the '**Edit**' button
14. This will redisplay the Product Record in update mode.
15. From here you can update the product, moving between the pages by selecting '**SAVE AND NEXT..**' at the bottom of each page.
16. Once you have completed updating please select the '**FINISH**' button at the top or bottom of the page to release the changes live.

**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. **Product information is required to be updated in the STDW at least once every 12 months either by VIC/RTO Staff or the Operator if the Operator is a member of the Get Connected Program.** Failure to update will result in a 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](http://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



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[www.visitnsw.com.au](http://www.visitnsw.com.au), Tourism Australia's website [www.australia.com](http://www.australia.com). If you do attempt to move to the next stage 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](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.
- 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.

## STDW Updating Tips for Accommodation Product

### Accommodation Overview

- When entering an 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 the property is located. Postal address is where any information is 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 the 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



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### 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 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.

**For assistance** email [getconnected@tourism.nsw.gov.au](mailto:getconnected@tourism.nsw.gov.au) or call **1300 655 077**.