



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. Under **Functions** select **Product Search**
4. Product Search Screen will display.
5. Undertake a Quick Search – used if you are sure of product name
 - In **Search Value** enter in a **Product Name**
 - Select a Category (optional) – e.g. Accommodation
 - Click '**Search**'
6. The single product, or product list will display.
7. Choose the correct product, and click on the name of the product
8. This will display the product **Accommodation Overview** page
9. To begin updating click on the '**Edit**' button
10. This will redisplay the Product Record in update mode.
11. From here you can update the product, moving between the pages by selecting '**SAVE AND NEXT..**' at the bottom of each page.
12. 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. **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 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

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 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 Attraction Product

Attraction Overview

- When entering an ABN use a format: 88 444 444 444
- Alternate Names: This is usually left blank for attractions however an alternative name for 'Big Grape Winery' could be '*The Big Grape Winery*'.
- Physical address is where the property is located. Postal address is where the operator 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 is to allow operators to add multiple phone numbers and email addresses. It is mandatory to enter 1 phone and email address for each product
- Select what best describes the attraction in the **Attraction Types** section. Multiple selections are allowed.
- Apply any awards applicable to the attraction and the year in which they were won.

Attraction Details

- Type a description that best suits the attraction, up to 300 words
- Complete the opening and closing times using free format e.g. *9am to 5pm Tuesday to Sunday. Closed Monday.*
- Provide public holiday details i.e. *Closed Christmas day and Good Friday*
- If an attraction caters for special needs, provide these details. If not leave the section blank. If you tick a special need, you must provide a description. Provide details on what is provided, not what isn't provided
- Select activities, facilities and experiences available at the attraction.

Admission Costs

- If the attraction has no entry fee, tick the free entry box.
- If there is an entry fee you can create multiple pricing and validity dates.
- Select the type of rate. To create more rates click on '**more entry costs**'
- If you do not specify validity dates a default validity period will automatically be added for attractions the validity date is based on update date + 1 year
- Add any restrictions and/or inclusions that apply to the entry fee

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

Need assistance? Please email getconnected@tourism.nsw.gov.au
or call 1300 655 077 for individual assistance.