



# VISITSCOTLAND - TOURS MANAGEMENT SYSTEM

Manual for Tour Operators

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## GETTING STARTED [\[back to contents\]](#)

It's a 3-step process to get started with the Tours Management System (TMS):

1. Register and create your account
2. Create an operator profile – we will then review and activate this for you
3. Start adding your tours – the listings that will appear on [visitscotland.com](https://visitscotland.com)

Please note:

- You can manage your operator profile and tour listings at any time via your dashboard – access this from the tool bar at the top of any page
- All fields marked with an asterisk (\*) are mandatory
- Messages will appear in red at the top of any page if there are any issues or omissions with the information entered
- Our Customer Services Team are available to help and support you with this system - email the team at [customerservices@visitscotland.com](mailto:customerservices@visitscotland.com)

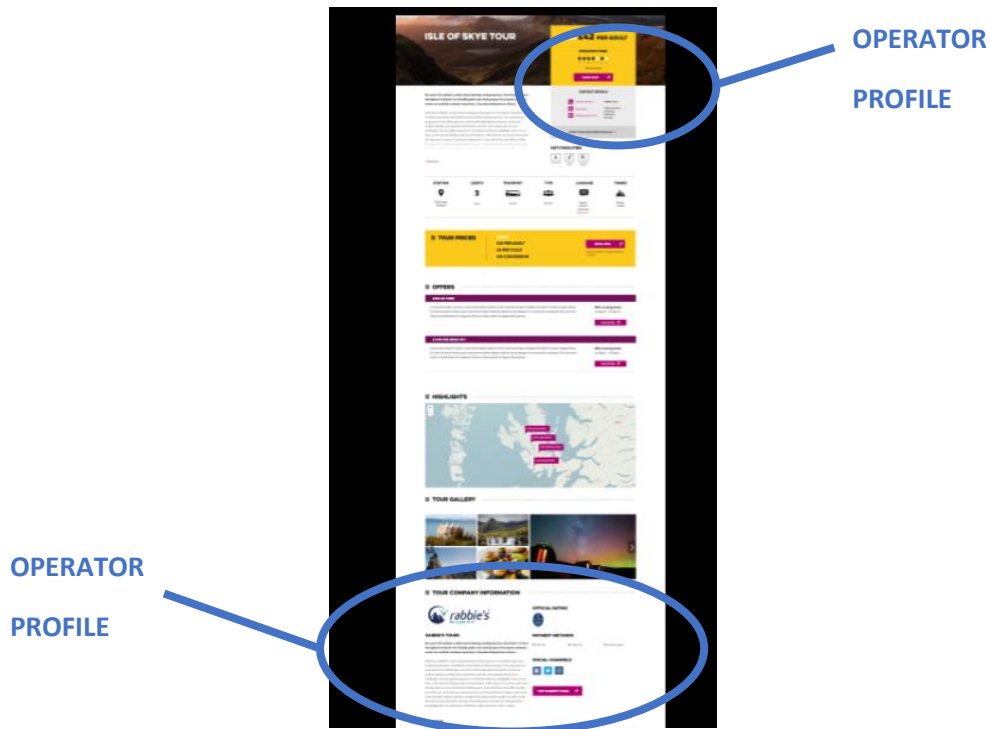
## REGISTER AND CREATE YOUR ACCOUNT [\[back to contents\]](#)

Go to <https://tours.visitscotland.com/tms/register>

- Complete the following mandatory fields:
  - Company name
  - Full name
  - Email address - this will also be your username
  - Password - must be at least 9 characters long, contain 1 letter and 1 number or special character
  - Password confirmation
- Please read the **terms and conditions** on the right-hand side of the screen and tick the boxes to confirm:
  - You are not a robot
  - The information provided is accurate (please note by submitting the form, you are agreeing to the Working with VisitScotland Terms & Conditions)
- Click **register with VisitScotland tours**

## OPERATOR PROFILE [\[back to contents\]](#)

Once you have registered, you can login and complete your **operator profile**. The information entered in this profile will appear in each of your tour listings on the website.



## [Create your Operator Profile \[back to contents\]](#)

Go to <https://tours.visitscotland.com/tms/login>

- Select either **login and complete your operator profile** button from your email or **login** on the top right of the page of TMS
- Enter your **registered email address** and **password** then click **login**
- You will land on the **operator profile** page. Complete the following mandatory fields:
  - Logo or profile image – min resolution: 240 x 120 pixels / max resolution: 3200 x 2400, maximum file size 10mb JPG or PNG,
  - Company details and address
  - Web & social links
  - Contact information - this information is private and for our internal systems only, it will NOT be visible on any of your tour listings on the website
- Click **submit for review**

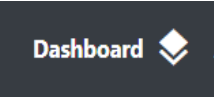
Your account will be **reviewed by our Customer Services Team**. You will receive an **email to advise when your account is active** and you can then start to add your tour listings.

## ADD A TOUR LISTING [\[back to contents\]](#)

Once you have received an email confirming that your **account is active**, you can start to add your **tour listings**.

Go to <https://tours.visitscotland.com/tms/login>

- Enter your registered **email address and password**
- Click **login**
- You will land on your dashboard - **this is your central hub to add and manage your listings. More details on your dashboard can be found on [page 10](#)**
- If you are not already in your dashboard, access it by selecting **dashboard** on from the toolbar on the top right of any page




### [Add your Tour](#) [\[back to contents\]](#)

You can add all relevant tours for your business and these will appear as individual listings on visitscotland.com.

- From your **dashboard**, click the blue **add a tour** button
- You will land on **create a new tour** page
- The table below provides information for **completing each section** on the **tour page**
- Don't forget to **save and publish** your tour to the website

Section	How to	Notes
<b>Header Image</b>	<ul style="list-style-type: none"> <li>• Select <b>choose file</b> to browse through your images and select the most appropriate one</li> <li>• Add <b>description, credit and location</b> to the relevant fields</li> </ul>	<ul style="list-style-type: none"> <li>• This is the <b>main image</b> on the <b>tour listing</b></li> <li>• Min resolution: 1280 x 720 pix</li> <li>• Max resolution: 3200 x 2400 pix</li> <li>• JPEG, max file size 20mb</li> <li>• If your image is too big, find out how to <a href="#">resize here</a></li> <li>• The description, credit and location will appear in the bottom left corner of your header image</li> </ul>

Section	How to	Notes
<b>Tour Information</b>	<ul style="list-style-type: none"> <li>• Add <b>tour name</b>, a <b>short description</b> and a more detailed <b>long description</b> to the relevant fields</li> <li>• Format the text and <b>add hyperlinks</b> by highlighting the word you want to hyperlink, click the paperclip icon and add your url </li> <li>• Select relevant <b>tabs</b> to enter the information in different languages if required</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Descriptions</b> - be sure to include all tour highlights and relevant hyperlinks</li> <li>• <b>Languages</b> - English will appear as the default language - the system does not translate any information. This needs to be added by you</li> </ul>
<b>COVID information</b>	<ul style="list-style-type: none"> <li>• Tick the relevant box and add any COVID specific facilities you have</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Good to Go</b> – before ticking, you need to complete a self-certification here: <a href="https://goodtogo.visitbritain.com/your-business-good-to-go-scotland">https://goodtogo.visitbritain.com/your-business-good-to-go-scotland</a></li> <li>• <b>We're Open</b> and <b>Good to Go</b> are now filters that visitors can use on the <a href="#">tours search results pages</a></li> </ul>
<b>Additional Tour Information</b>	<ul style="list-style-type: none"> <li>• Complete all fields and tick boxes as relevant</li> <li>• Multiple options can be selected for: <ul style="list-style-type: none"> <li>○ Starting Points</li> <li>○ Languages</li> <li>○ Highlights: attractions and destinations</li> <li>○ Themes</li> <li>○ Transport</li> <li>○ Tour types</li> <li>○ Length of tour</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Prices</b> are per person in GBP</li> <li>• <b>Price on request</b> can be used for bespoke tours and you can indicate if this <b>includes accommodation</b></li> <li>• <b>Tour URL</b> should link to the specific tour information on your own website</li> <li>• <b>Booking URL</b> should link to a booking page on your own website and not your homepage</li> <li>• <b>Starting points</b> – this populates one of the search box fields on <a href="#">visitscotland.com</a>, and so it is important to complete this in order to appear in the relevant visitor searches. Most locations are included in the drop-down menu. You can add others to your long description</li> </ul>

Section	How to	Notes
		<ul style="list-style-type: none"> <li>• <b>Highlights: attractions and destinations</b> – this populates one of the search box fields on visitscotland.com, and so it is important to complete this in order to appear in the relevant visitor searches. The most popular attractions and destinations are included in the drop-down menu. You can include your full itinerary in your long description</li> <li>• <b>Themes</b> – this populates one of the search box fields on visitscotland.com, and so it is important to complete this in order to appear in the relevant visitor searches</li> <li>• <b>Expiry date</b> – tour listings will be automatically unpublished after this date – you will need to remember to update this expiry date the following year to publish your tour again</li> <li>• <b>Length of Tour</b> – select the tour length closest to what you offer. Please note, this populates tour length ranges on visitscotland.com so you will appear in the relevant range</li> <li>• <b>Days the tour departs</b> – these are the specific days of the week your tour departs on</li> </ul>
<b>Offers</b>	<ul style="list-style-type: none"> <li>• Under <b>offers</b>, select <b>add an offer</b> on the right-hand side of the screen</li> <li>• Complete all fields as relevant</li> <li>• Select relevant <b>tabs</b> to enter a <b>description</b> in different languages</li> <li>• Select <b>add an offer</b> again to add more than one offer</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Languages</b> - English will appear as the default language for your description - the system does not translate any information. This needs to be added by you</li> <li>• <b>Start and End</b> dates of your offer are mandatory. The offer will be removed after the end date passes</li> </ul>


Section	How to	Notes
	<ul style="list-style-type: none"> <li>To <b>remove an offer</b>, select <b>remove</b> at the bottom of the <b>offer</b> box</li> </ul>	
<b>Gallery</b>	<ul style="list-style-type: none"> <li>Under <b>gallery</b>, select <b>add an image</b> on the right-hand side of the screen</li> <li>Select <b>choose file</b> to browse through your images and select the most appropriate one</li> <li>Select <b>add an image</b> again to add more than one image</li> <li>To <b>remove an image</b>, select <b>remove</b> in the top left of the <b>image</b> box</li> </ul>	<ul style="list-style-type: none"> <li>Images in the gallery need to be added one by one</li> <li>Min resolution: 600 x 400 pixels</li> <li>JPEG (.jpg, .jpeg), maximum file size 10mb</li> <li>If your image is too big, find out how to <a href="#">resize here</a></li> </ul>
<b>Videos</b>	<ul style="list-style-type: none"> <li>Under <b>videos</b> on the right-hand side of the screen, select <b>add a video</b></li> <li>Add the <b>video URL</b> to the relevant field</li> <li>Select <b>add a video</b> again to add more than one video</li> <li>To <b>remove a video</b>, select <b>remove</b> to the right of the <b>video URL</b> box</li> </ul>	<ul style="list-style-type: none"> <li>Videos need to be added one by one</li> <li>Video URL can only be YouTube videos</li> </ul>

[Save, Preview and Publish your Tour Listings](#) [\[back to contents\]](#)

The following options are available to you on your tour page:

- Save as draft
- Preview
- Save and publish
- Save and unpublish



**Save as draft** 

- Select **save as draft** at the bottom of the page to **create a draft tour listing**
- You will be taken to your **dashboard** where a green bar will appear at the top of the page: **tour successfully created**
- This has created the **tour as a draft** and it will remain in your **dashboard** but it is **not yet live on visitscotland.com**
- You need to **save and publish** to make your **tour listing live** on visitscotland.com
- You can **preview your draft tour** using the yellow preview button to see how it will look on the website before you **publish**
- **Dashboard status** will change to **draft**

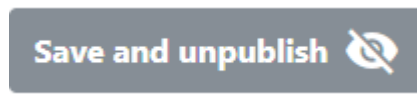
**Preview** 

- **Preview your tour** to see how it will look on visitscotland.com before you **publish**
- You can **preview a tour** in any of the following ways:
  - At the bottom of **your tour** page - before you **save as draft** or **save and publish**
  - From your **saved draft tour** in your **dashboard** – find the tour you wish to **preview**, click the **blue actions button** at the right-hand side of the **tour listing** and select **preview**

**Save and publish** 

- **Save and publish** your tour listing to **make it live** on visitscotland.com. Listings will be **live and visible** on the website within 15 minutes
- You can **save and publish** a tour in any of the following ways:
  - From the bottom of **a new tour** page – we highly recommend you **preview your tour** first

- From your **dashboard** - find the tour you wish to **publish**, click the **blue actions button** at the right-hand side of the **tour listing** and select **publish**
- You can also publish **expired or unpublished tours** from your **dashboard**
- A green bar will appear at the top of the page: **tour was successfully updated with status published**
- **Dashboard status** will change to **published**



- **Save and unpublish** your tour listing so it is **no longer live** on visitscotland.com
- **Saved and unpublished** tour listings will remain in your **dashboard** and can be **edited** or **published** in the future
- You can **save and unpublish** a tour in any of the following ways:
  - From the bottom of **your tour** page
  - From your **dashboard** - find the tour you wish to **unpublish**, click the **blue actions button** at the right-hand side of the **tour listing** and select **unpublish**
- **Dashboard status** will change to **unpublished**

## MANAGE YOUR PROFILE AND TOURS - YOUR DASHBOARD [\[back to contents\]](#)

Your **dashboard** is your **central hub** to manage your **operator profile** and **tour listings**.

- If you are not already in your **dashboard** you can access it by selecting **dashboard** from the toolbar on the top right of any page
- All tours are in your **dashboard**, whether they are **draft**, **published** or **unpublished**

The table below details how to use your **dashboard** to manage your **profile** and **listings**.

Dashboard option	How to
<b>Edit your operator information</b>	<ul style="list-style-type: none"> <li>Click the blue <b>edit button</b> in the top right corner of your <b>dashboard</b> page</li> </ul>
<b>Add a new tour</b>	<ul style="list-style-type: none"> <li><a href="#">See page 5</a></li> </ul>
<b>View existing tours</b>	<ul style="list-style-type: none"> <li>In the <b>Tours section</b>, you will see the <b>name, description, last updated date</b> and <b>status</b> of all your <b>tour listings</b></li> <li>Click on the <b>blue actions button</b> at the right-hand side of any <b>tour listing</b> to <b>edit, duplicate, publish, unpublish, or preview</b> your <b>tour listing</b></li> </ul>
<b>Find a tour</b>	<ul style="list-style-type: none"> <li>Use the <b>search box function</b> to find specific tours</li> <li><b>Filter</b> the list by <b>draft, published or unpublished</b> tours</li> </ul>
<b>Edit a tour</b>	<ul style="list-style-type: none"> <li>You can <b>edit any details</b> of an <b>existing tour</b> at any time</li> <li>In the <b>Tours section</b> find the tour you wish to <b>edit</b>, either click the <b>name of the tour</b> or click the <b>blue actions button</b> at the right-hand side of the <b>tour listing</b> and select <b>edit tour</b></li> <li>Once you have <b>edited your tour</b> you will have 4 options: <ol style="list-style-type: none"> <li><a href="#">Save as draft</a></li> <li><a href="#">Preview</a></li> <li><a href="#">Save and publish</a></li> <li><a href="#">Save and unpublish</a></li> </ol> </li> </ul>
<b>Preview a tour</b>	<ul style="list-style-type: none"> <li>In the <b>Tours section</b> find the tour you wish to <b>preview</b>, click the <b>blue actions button</b> at the right-hand side of the tour listing and select <b>preview / view live tour</b></li> </ul>
<b>Publish a tour</b>	<ul style="list-style-type: none"> <li>In the <b>Tours section</b> find the tour you wish to <b>publish</b>, either click the <b>name of the tour</b> or click the <b>blue actions button</b> at the right-hand side of the <b>tour listing</b> and select <b>edit tour</b></li> <li>At the bottom of <b>edit tour</b> page, select <a href="#">save and publish</a></li> <li>We highly recommend you <a href="#">preview</a> your tour before you <b>publish</b> it on visitscotland.com</li> <li>You can also <b>publish expired or unpublished tours</b></li> <li><b>Status</b> will change to <b>published</b> and your listing will be <b>live and visible</b> on visitscotland.com within 15 minutes</li> </ul>

Dashboard option	How to
<b>Duplicate a tour</b>	<ul style="list-style-type: none"> <li>You can <b>duplicate existing tours</b> to save time when creating additional tours with similar information</li> <li>In the <b>Tours section</b> find the tour you wish to <b>edit</b>, click the <b>blue actions button</b> at the right-hand side of the tour listing and select <b>duplicate</b></li> <li>The <b>duplicated tour</b> will appear in the <b>Tours section</b> of your <b>dashboard</b>, with the same name as the original tour followed by the word <b>'copy'</b></li> <li>Click on the tour name to edit the <b>duplicate tour</b>, changing <b>tour name</b> and <b>details</b> as required</li> <li><b>Duplicated tours</b> will automatically save as a <b>draft tour</b>, whether they were copied from a <b>draft</b> or a <b>published</b> tour</li> </ul>
<b>Unpublish a tour</b>	<ul style="list-style-type: none"> <li>You can <b>unpublish existing tours</b> if you wish to remove a <b>tour listing</b> from <b>visitscotland.com</b></li> <li><b>Unpublished tours</b> will remain in your <b>dashboard</b> and can be <b>edited</b> or <b>published</b> in the future</li> <li>There are 3 ways to unpublish a tour:               <ol style="list-style-type: none"> <li><b>Save and unpublish</b> at the bottom of the <b>tour page</b> - find the tour you wish to <b>unpublish</b>, click into it then click the grey <b>save and unpublish button</b> at the bottom of the page</li> <li><b>Set an expiry date</b> on your <b>tour listing</b> in the <b>add a tour</b> or <b>edit tour</b> page – the listing will automatically be <b>unpublished</b> when the <b>expiry date</b> is reached</li> <li>Click the <b>blue actions button</b> to the right of the relevant tour, select <b>unpublish</b></li> </ol> </li> <li><b>Status</b> will change to <b>unpublished</b></li> </ul>

## FREQUENTLY ASKED QUESTIONS [\[back to contents\]](#)

### What if I forget my login details?

- If you have forgotten your password - follow the [‘forgot your password’](#) link on the login page. Enter your email address and click send reset link. You will receive an email with details of how to reset your password and confirmation once this has been done.
- If you have forgotten the email address you registered with – contact us at [customerservices@visitscotland.com](mailto:customerservices@visitscotland.com)

### **How will I know if my operator has been activated?**

- The team will aim to review and activate your account within 2 working days during our office hours (Monday to Friday, 0900 -1700).
- You will receive an email notification as soon as your account has been approved. Please also check your junk/spam folders.
- Contact [customerservices@visitscotland.com](mailto:customerservices@visitscotland.com) if you would like to speak to someone about your account.

### **I added my operator details, why can I not see my tours on [www.visitscotland.com](http://www.visitscotland.com)?**

- After registering and adding your operator details, you still need to add tours. It is these tours which appear on our website. Log into your dashboard and click the blue “Add a tour” button.

### **Can I access the TMS on a mobile device?**

- TMS is not currently mobile compatible.

### **An attraction or destination my tour visits is not in the Highlights drop down selection, how can I add this?**

- Email [customerservices@visitscotland.com](mailto:customerservices@visitscotland.com) with the exact wording of the highlight and we can get this added to TMS.

### **What does the Starting points information in TMS influence on [www.visitscotland.com](http://www.visitscotland.com)?**

- It is vital you add starting points in TMS as this populates the Starting point box that the visitor uses when searching for tours. If you do not have anything populated in TMS, your tour will not be found in the relevant visitor searches.

### **What fields in TMS populate the “I’m looking for” and “What kind of tour are you looking for” boxes on [www.visitscotland.com](http://www.visitscotland.com)?**

- The Highlights and Themes sections in the Additional tour information section of your tour