



Working with
VisitScotland

2018

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

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

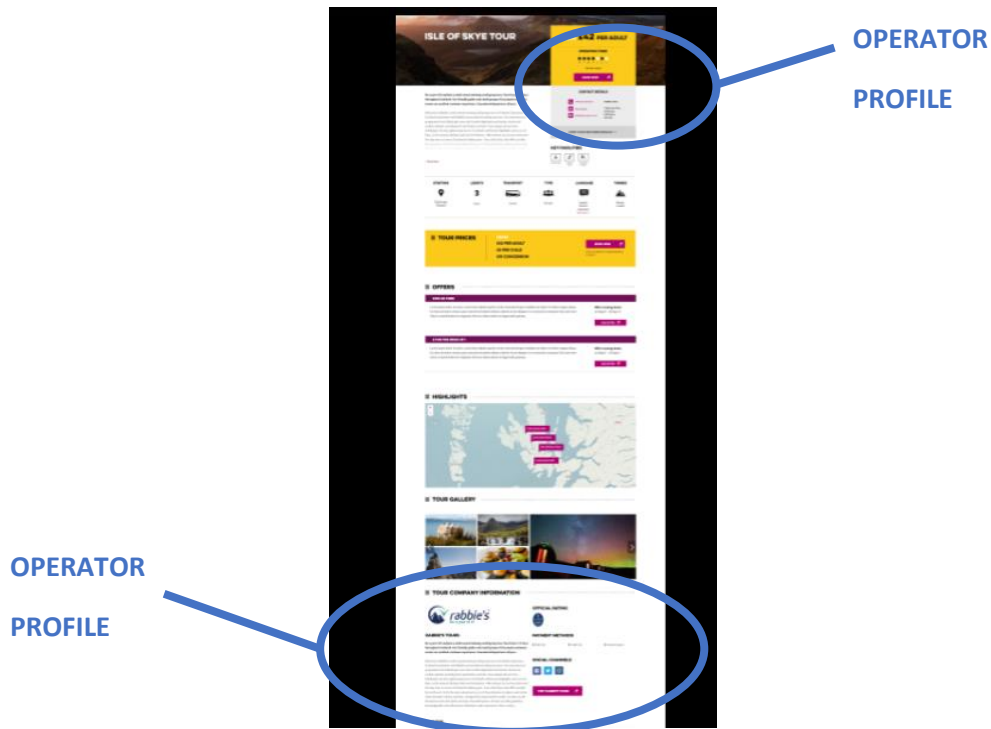
REGISTER AND CREATE YOUR ACCOUNT [\[back to contents\]](#)

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**

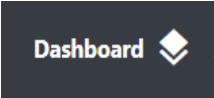
Your account will be **reviewed by our Customer Services Team**. You will receive an **email to advise when your account is active** and you can then start to add your tour listings.

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

Section	How to	Notes
Tour Information	<ul style="list-style-type: none"> • Add tour name, a short description and a more detailed long description to the relevant fields • Format the text and add hyperlinks by highlighting the word you want to hyperlink, click the paperclip icon and add your url  • Select relevant tabs to enter the information in different languages if required 	<ul style="list-style-type: none"> • Descriptions - be sure to include all tour highlights and relevant hyperlinks • Languages - English will appear as the default language - the system does not translate any information. This needs to be added by you
Additional Tour Information	<ul style="list-style-type: none"> • Complete all fields and tick boxes as relevant • Multiple options can be selected for: <ul style="list-style-type: none"> ○ Starting Points ○ Languages ○ Highlights: attractions and destinations ○ Themes ○ Transport ○ Tour types ○ Length of tour 	<ul style="list-style-type: none"> • Prices are per person in GBP • Price on request can be used for bespoke tours and you can indicate if this includes accommodation • Tour URL should link to the specific tour information on your own website • Booking URL should link to a booking page on your own website and not your homepage • Starting points – 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. Most locations are included in the drop-down menu. You can add others to your long description • Highlights: attractions and destinations – 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

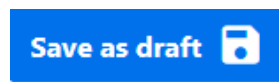
Section	How to	Notes
		<ul style="list-style-type: none"> • Themes – this populates one of the search box fields on visitscotland.com, and so it is important to complete this in order to appear in the relevant visitor searches • Expiry date – tour listings will be automatically unpublished after this date – you will need to remember to update this expiry date the following year to publish your tour again • Length of Tour – 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 • Days the tour departs – these are the specific days of the week your tour departs on
Offers	<ul style="list-style-type: none"> • Under offers, select add an offer on the right-hand side of the screen • Complete all fields as relevant • Select relevant tabs to enter a description in different languages • Select add an offer again to add more than one offer • To remove an offer, select remove at the bottom of the offer box 	<ul style="list-style-type: none"> • Languages - English will appear as the default language for your description - the system does not translate any information. This needs to be added by you • Start and End dates of your offer are mandatory. The offer will be removed after the end date passes
Gallery	<ul style="list-style-type: none"> • Under gallery, select add an image on the right-hand side of the screen • Select choose file to browse through your images and select the most appropriate one 	<ul style="list-style-type: none"> • Images in the gallery need to be added one by one • Min resolution: 600 x 400 pixels • JPEG (.jpg, .jpeg), maximum file size 10mb

Section	How to	Notes
	<ul style="list-style-type: none"> • Select add an image again to add more than one image • To remove an image, select remove in the top left of the image box 	<ul style="list-style-type: none"> • If your image is too big, find out how to resize here
Videos	<ul style="list-style-type: none"> • Under videos on the right-hand side of the screen, select add a video • Add the video URL to the relevant field • Select add a video again to add more than one video • To remove a video, select remove to the right of the video URL box 	<ul style="list-style-type: none"> • Videos need to be added one by one • Video URL can only be YouTube videos

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

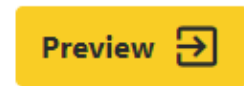
The following options are available to you on your tour page:

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

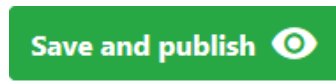


- Select **save as draft** at the bottom of the page to **create a draft tour listing**
- You will be taken to your **dashboard** where a green bar will appear at the top of the page: **tour successfully created**
- This has created the **tour as a draft** and it will remain in your **dashboard** but 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 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** 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 

- **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
Edit your operator information	<ul style="list-style-type: none"> • Click the blue edit button in the top right corner of your dashboard page
Add a new tour	<ul style="list-style-type: none"> • See page 5

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

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

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.
- If you have forgotten the email address you registered with – contact us at 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 if you would like to speak to someone about your account.

Can I access the TMS on a mobile device?

- TMS is not currently mobile compatible.