

ATDW FREQUENTLY ASKED QUESTIONS

July 2017

If you cannot find the answer to your question in the list below or still need assistance, email the Digital Database Coordinator at atdw@act.gov.au or phone during office hours on 02 6205 0029.

REGISTERING AND LOGGING IN

How much does it cost to register and list?

Nothing. It is free for ACT tourism businesses and events to list with ATDW.

How do I login if I have forgotten my password or username?

Click the Forgot Password link on the [ATDW login page](#). You'll be prompted to enter your email address and a temporary password will be emailed to you. The link within that email will take you to the Reset Password Page. Once there, use your temporary password and create your new password.

Why can't I reset my password?

Is your password at least eight characters long?

ADDING AND UPDATING YOUR INFORMATION USING ATDW

How often should I update my listing?

Businesses are required to update their listing at least once a year to ensure that potential visitors are seeing accurate information. Update your listing whenever:

- Any of your details change. This includes prices, opening times and contact details.
- You have new photos or videos to share
- You have new features, refurbishments or permanent displays to share.

Event Operators, please ensure all your event details are correct, with all available images, when you first list your event. Even though urgent changes can be made on visitcanberra.com.au within 24 hours, other [distributor websites](#) may not update their information daily. Incorrect information can take up to a week to be corrected on their websites. Event information may also have been passed on for use in print publications.

VisitCanberra will not be held liable for the validity or reliability of information provided by event organisers.

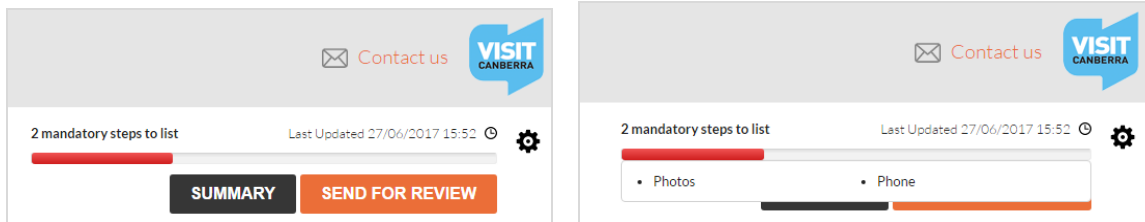
I've entered information in a field or made a selection but nothing is happening

Click out of the field to let the system know you are ready to move onto the next step.

I've uploaded my photo but nothing is happening.


Photos can take a while to load depending on their size, your internet access and coverage. An error message will appear if the photo is unsuitable.

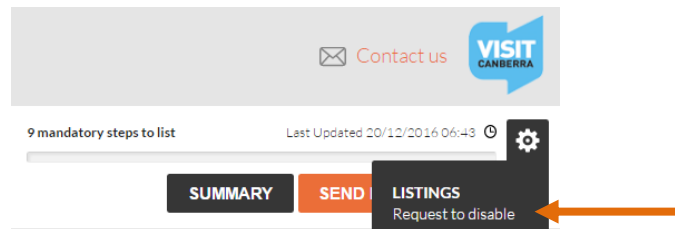
Why can't I send my listing for review?



You will not be able to **Send for review** if the progress bar in the top right hand corner of the page is red. Click on the progress bar to see which mandatory steps need to be completed and take the appropriate action.

How do I remove a listing from ATDW?

To remove a listing, please click on the  icon located at the top right of your window (under the blue VisitCanberra Logo) and click Request to disable. The listing will go into a Disablement Queue to be actioned within 1 – 5 business days. If your listing needs removing urgently, please contact the Digital Database Coordinator.



Why was my listing rejected?

You will receive an email explaining which changes need to be made if your listing does not meet ATDW's National Criteria . Make the changes and resubmit for approval.

Occasionally businesses or events are entered into ATDW which do **not** have a leisure tourist focus. If you have received that message, then the ATDW is not the promotional channel for you.

If your **event** is not suitable for visitcanberra.com.au you may wish to try the following promotional avenues:

- <http://communitiesonline.org.au> for fundraising, community and smaller events
- 1047.com.au and/or mix106.com.au for their Community Switchboards
- email fridgedoor@canberratimes.com.au for listings on the back page of the Canberra Times
- <http://dailycapital.com.au/> for cultural and artistic events
- outincanberra.com.au for Arts and Food/Wine events

SEEING YOUR INFORMATION LIVE

How long will it take for my new listing or my updates to appear?

New listings and updates take 1 - 5 business days to be approved. Once you receive the automated email advising your listing has been approved, your information will appear on www.visitcanberra.com.au the following day. Please keep these timeframes in mind during your planning.

My business or event is listed on your site, but I don't know how it got there

Your business or event may have been entered into ATDW by the VisitCanberra team because of its great tourism potential. It may have been added by a previous owner or business employee. Email the Digital Database Coordinator to set up login details and access for your listing so you can keep the information current.

If you do not wish your business or event to appear on visitcanberra.com.au, and you do not have ATDW access to remove it yourself, email the Digital Database Coordinator with proof of your authority to arrange for your listing to be removed.

There's outdated or incorrect information about my tourism business or event on another website.

If the information came from your ATDW listing, you'll be able to update it in ATDW. To check whether this is the case, please check the list of [ATDW distributors](#). If that website is not on the ATDW Distributors list, it means that the information has been sourced from a third party. You will need to contact that website directly to update the incorrect information.

CORRESPONDENCE ABOUT YOUR LISTING

Why have I received correspondence asking me to 'claim my listing' or pay for my ATDW listing?

VisitCanberra neither sends, authorises nor endorses correspondence that requests payment from ACT operators for their ATDW listings.

VisitCanberra would strongly advise against paying any fees to companies with whom you are unfamiliar. Please email atdw@act.gov.au if you need any clarification.

Why is an ATDW distributor contacting me about upgrading my listing?

ATDW listings get free promotion on a distributor's website or digital channel as a condition of the ATDW License Agreement. Occasionally ATDW distributors contact operators with offers of premium advertising space on their websites, reservation services or other online marketing opportunities. Any offer you receive to upgrade or change your listing should be considered on its merits to ensure it meets your business needs.

All ATDW distributors must follow the ATDW Distributor Communications Guidelines. These guidelines aim to protect the interests of tourism operators, especially from irrelevant, poor quality or unsolicited offers.

If you have any concerns about an offer you have received please contact VisitCanberra's Digital Database Coordinator. If you do not wish to receive further offers or updates from a distributor, you can 'unsubscribe' from their email service.