

March 2025

# Extranet Manual

[Explore Branson Partners | v1](#)





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## About the Extranet

The Extranet is a tool for managing and storing listing data. The software integrates with ExploreBranson.com through an API to display all listing information. Since the Extranet was first built in 2016, it's been regularly updated to improve and add new features.

## Compatible Browsers

There are several compatible browsers users can use to access the Extranet. Please note that the browsers listed below reference each browser's latest version.

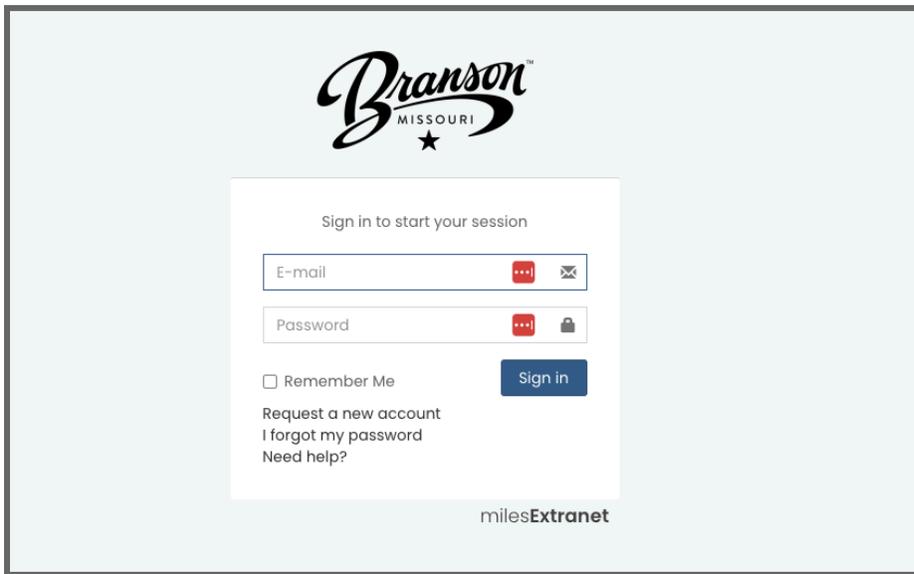
- Google Chrome
- Safari
- Firefox
- Edge
- Opera

# Logging Into the Extranet

The Extranet is protected so that information remains secure. To access your account's data, please log in using the following steps.

## Steps to Log In

Step 1: Visit [extranet.explorebranson.com](https://extranet.explorebranson.com)



Step 2: Enter your email address and password

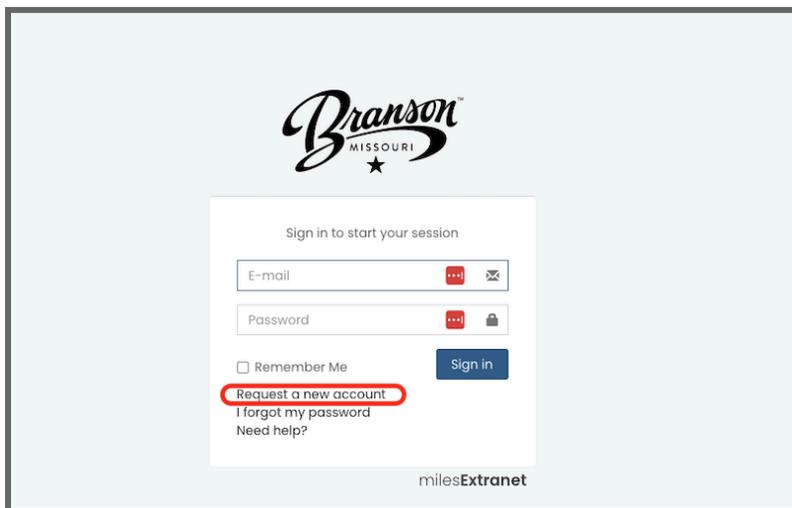
Step 3: Select "Sign In"

# Requesting a New Account

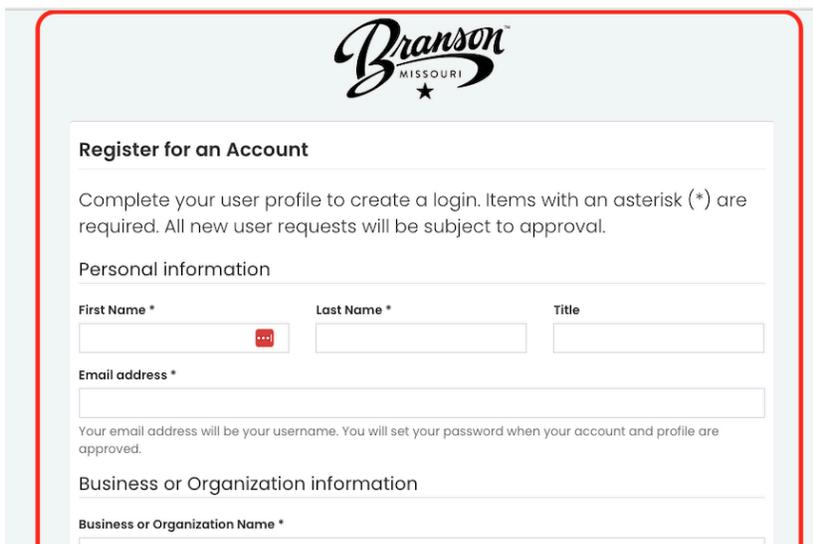
Requesting a new account is a simple process. All submissions will be sent to Alora Ryan at [ajryan@bransoncvb.com](mailto:ajryan@bransoncvb.com) for review and approval. Follow the steps below to request a new account.

## Steps to Request a New Account

Step 1: Select "Request a new account"



Step 2: Fill out the "Register for an Account" form



### Step 3: Select "Register"



related to tourism within the destination? \*

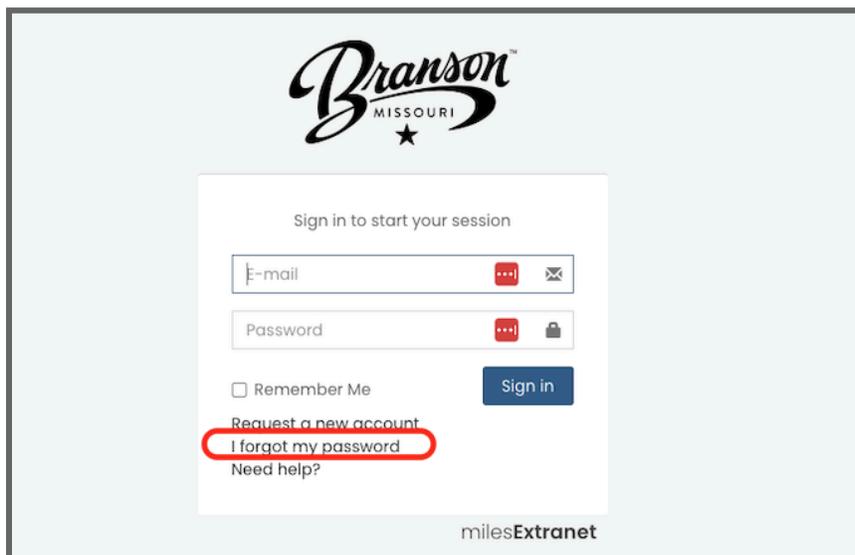
Register

## Resetting User Passwords

The process of resetting a password is quick and easy. To have a password reset link sent to the email address associated with an account, follow the instructions below.

### Steps to Reset a User Password

#### Step 1: Select "I forgot my password"



**Branson**  
MISSOURI

Sign in to start your session

E-mail

Password

Remember Me

Sign in

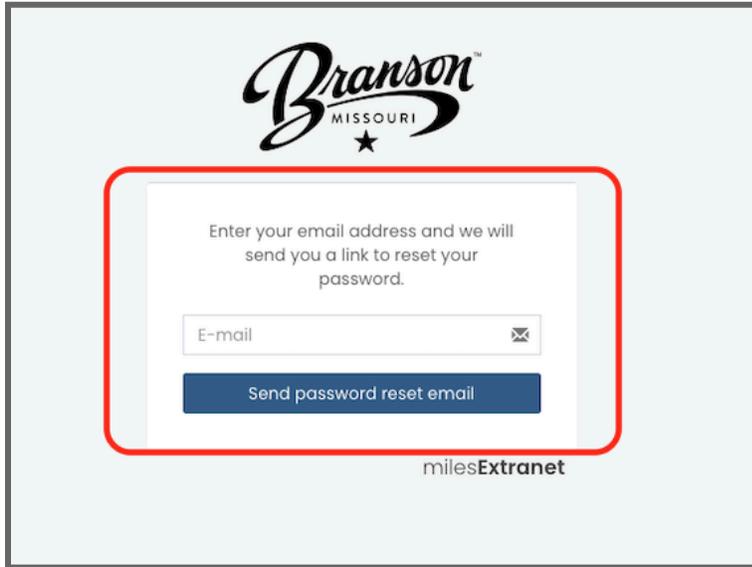
[Request a new account](#)

[I forgot my password](#)

[Need help?](#)

milesExtranet

Step 2: Enter Your Email and Select "Send password reset email"



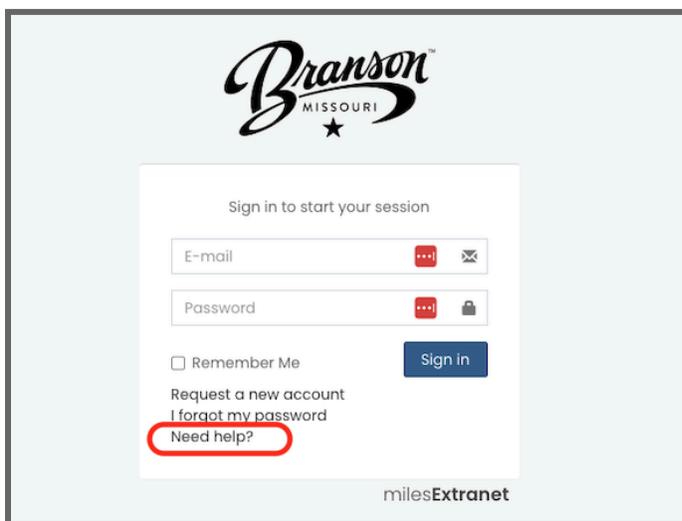
The screenshot shows a web form for password reset. At the top is the Branson Missouri logo. Below it is a white box with a red border containing the text: "Enter your email address and we will send you a link to reset your password." There is an input field with "E-mail" and a small envelope icon. Below the input field is a blue button labeled "Send password reset email". At the bottom of the form area is the text "milesExtranet".

# Submitting a Support Ticket

Partners can easily submit a support ticket to Alora Ryan at [ajryan@bransoncvb.com](mailto:ajryan@bransoncvb.com) for the Explore Branson team to review. To submit a support ticket, follow the steps outlined below.

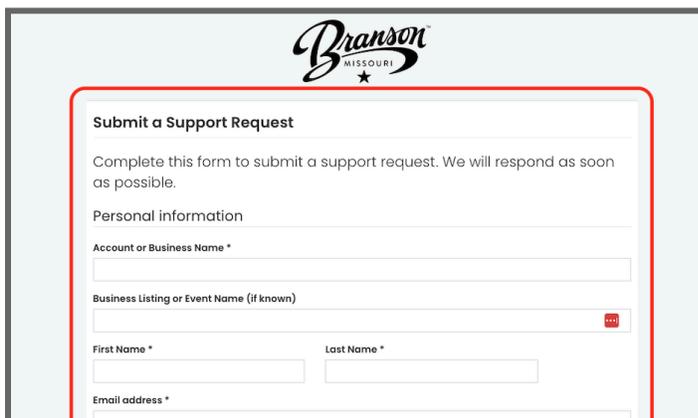
## Steps to Submit a Support Ticket

Step 1: Select “Need help?”



The screenshot shows the Branson Missouri login interface. At the top is the Branson Missouri logo. Below it is a white box with the heading "Sign in to start your session". There are two input fields: "E-mail" and "Password", each with a red eye icon to toggle visibility. Below the password field is a "Remember Me" checkbox and a blue "Sign in" button. At the bottom of the white box are three links: "Request a new account", "I forgot my password", and "Need help?". The "Need help?" link is circled in red. The text "milesExtranet" is visible at the bottom right of the page.

Step 2: Fill Out the “Submit a Support Request” Form



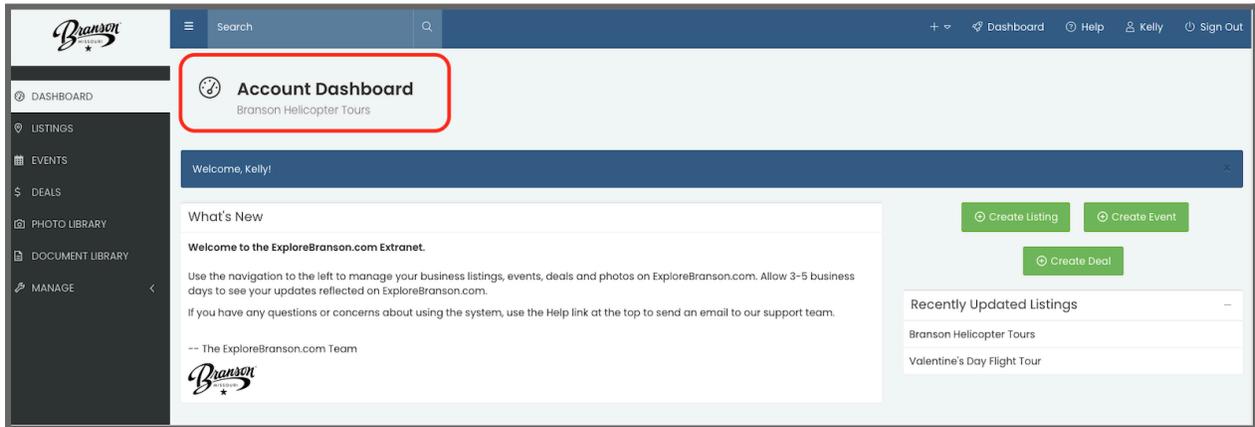
The screenshot shows the "Submit a Support Request" form. At the top is the Branson Missouri logo. The form title is "Submit a Support Request". Below the title is a short instruction: "Complete this form to submit a support request. We will respond as soon as possible." The form is divided into a "Personal information" section. It contains several input fields: "Account or Business Name \*", "Business Listing or Event Name (if known)", "First Name \*", "Last Name \*", and "Email address \*". There is a red eye icon next to the "Business Listing or Event Name" field. The entire form is enclosed in a red border.

Step 3: Select "Submit"

A screenshot of a web form. At the top, the text "Please describe the problem you are experiencing \*" is displayed. Below this is a large, empty text input field. At the bottom right of the form, there is a blue button with the word "Submit" written on it. This button is highlighted with a red oval.

# Account Dashboard

The Account Dashboard is where you will have access to your account's listings, events, deals, photos, and settings.

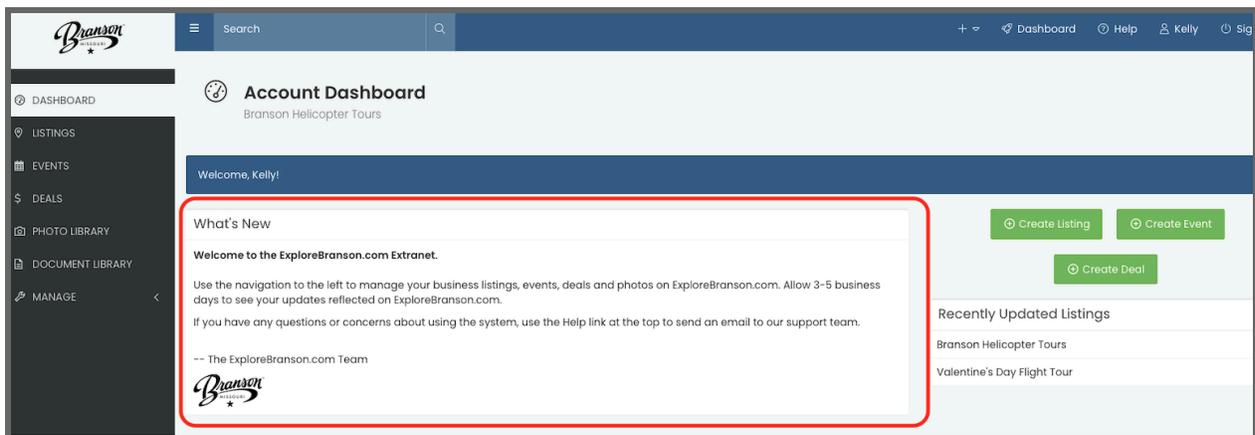


## Account Dashboard Panels

The Account Dashboard's panels show updates from the Explore Branson team and account activity.

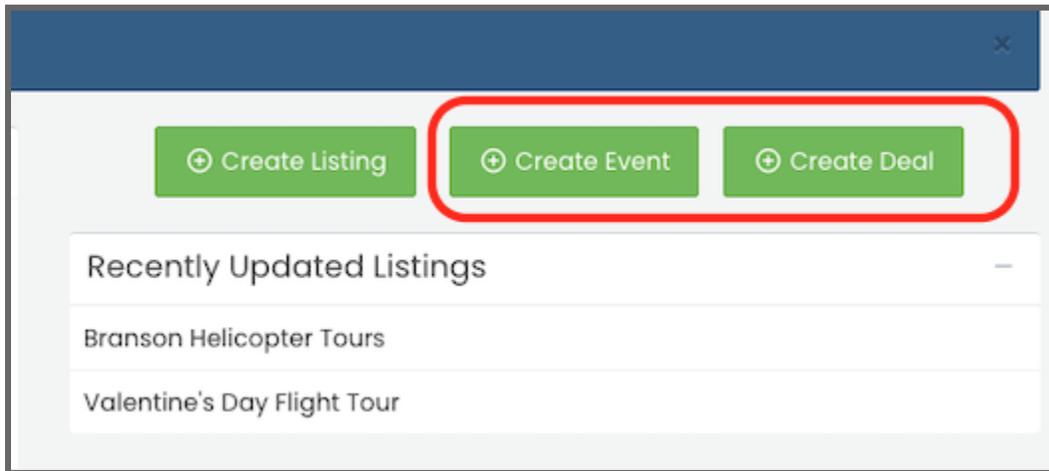
### What's New

The "What's New" panel displays messages set by the Explore Branson team.



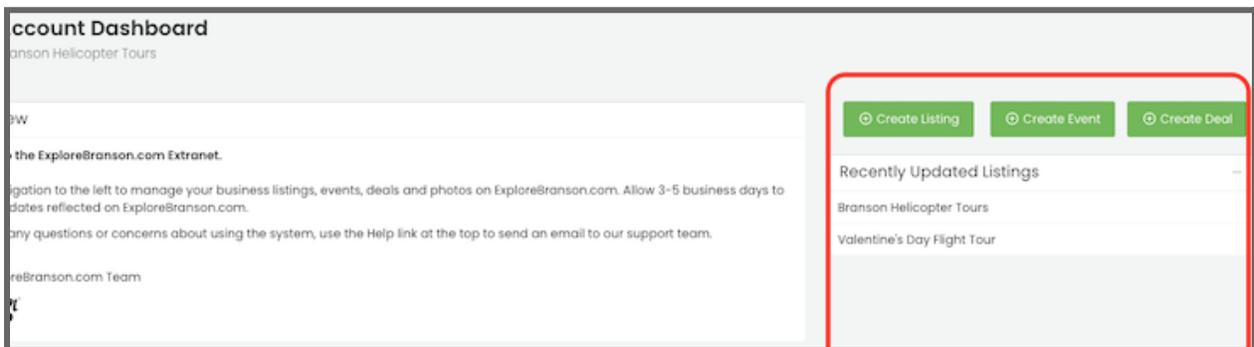
## Create Event / Create Deal

Selecting “Create Event” or “Create Deal” allows users to create a new event or deal associated with the selected account.



## Recently Updated Listings

The “Recently Updated Listings” panel allows users to see recently edited listings.

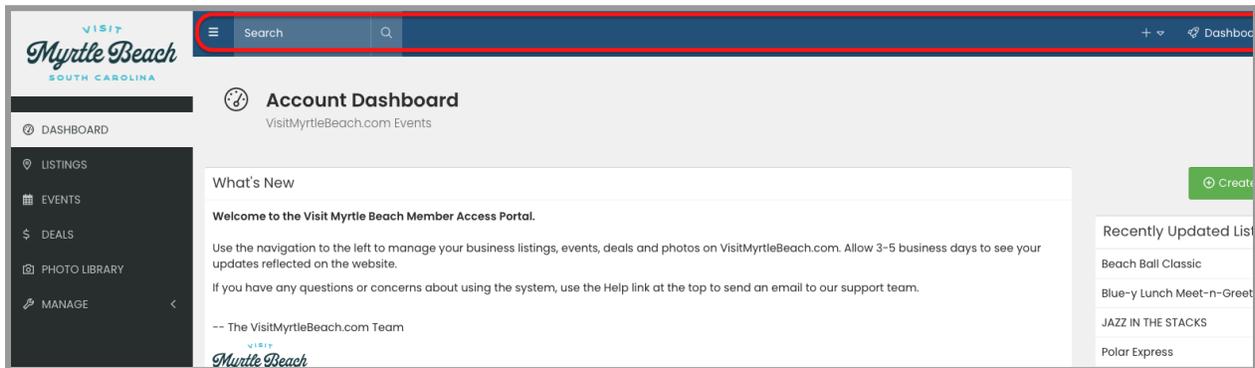


# Account Navigation

The Account Dashboard's navigation is where users can access listings and events, photos, deals and more.

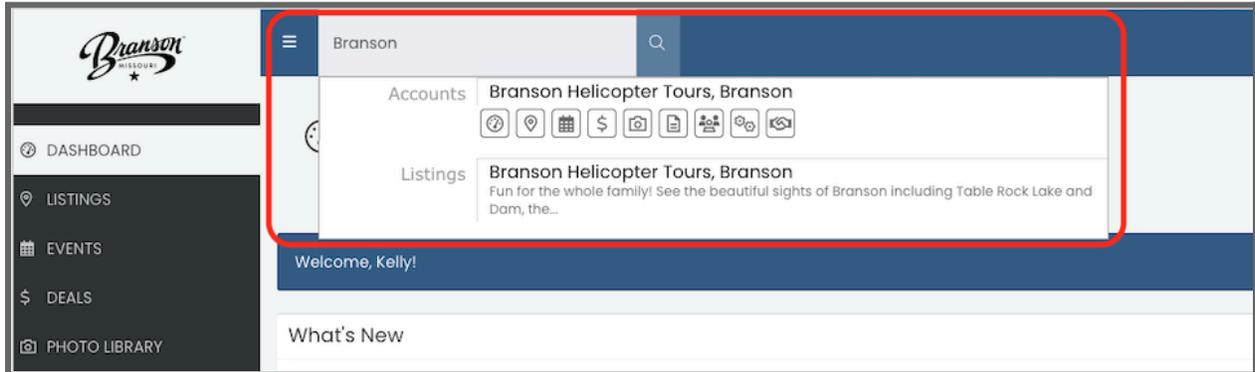
## Top Navigation

At the top of the Account Dashboard, there are several tools for navigating the Extranet.



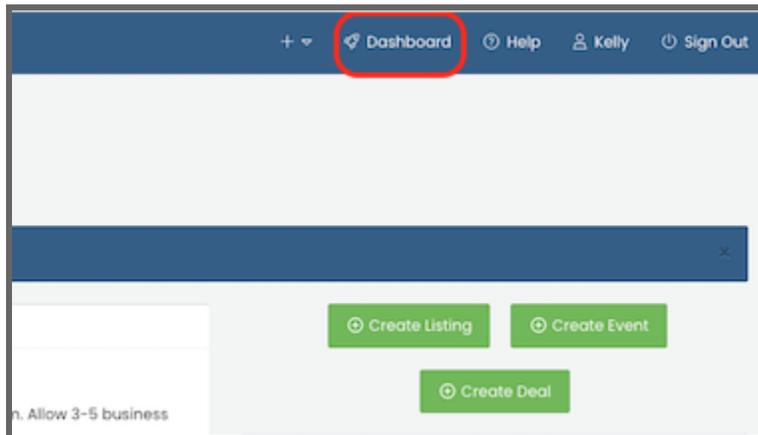
## Search Bar

The search bar helps users quickly find accounts, listings, events, deals, and users. While typing, the search bar will display relevant search results.



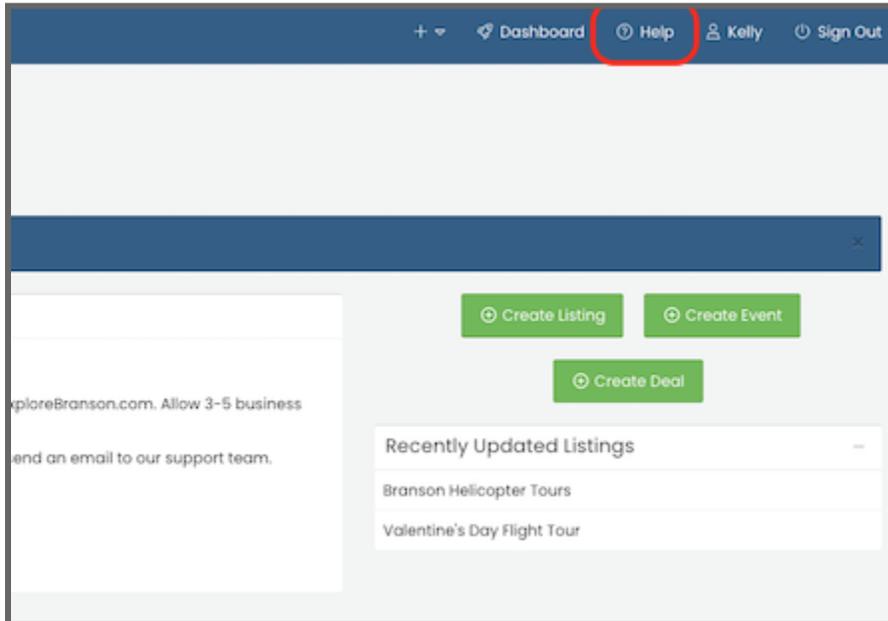
## Dashboard

Selecting "Dashboard" will direct users to the User Dashboard.



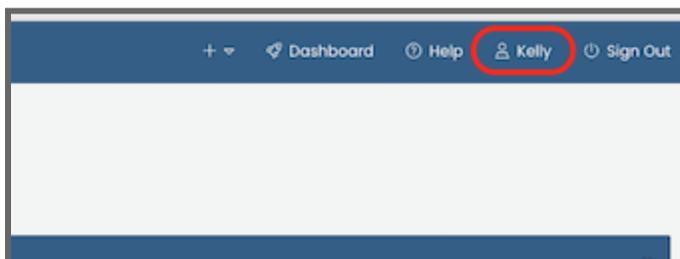
## Help

If assistance is needed, selecting “Help” will direct users to a form to submit a support ticket. All form submissions will be sent to Alora Ryan at [ajryan@bransoncvb.com](mailto:ajryan@bransoncvb.com)



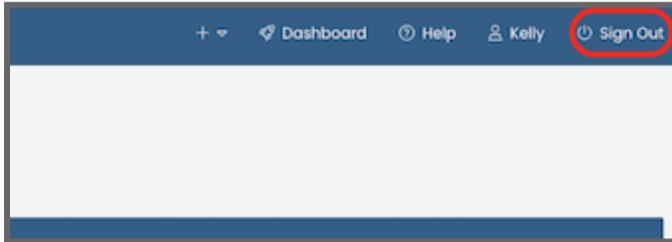
## User

Selecting the name in the top navigation will display the user’s information and role in the system. Here, you can modify user information, name, email, and password. However, user roles must be modified by Extranet administrators on the Explore Branson team.



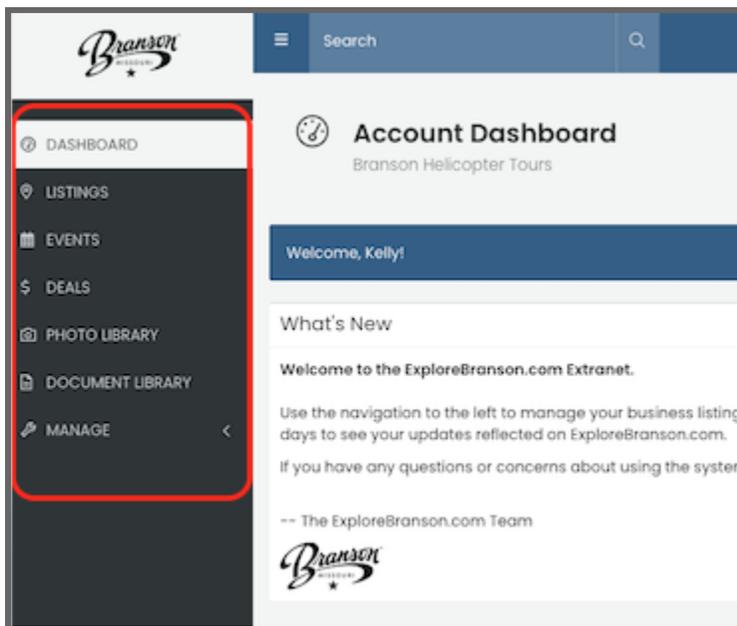
## Sign Out

Selecting “Sign Out” will log the current user out of the Extranet.



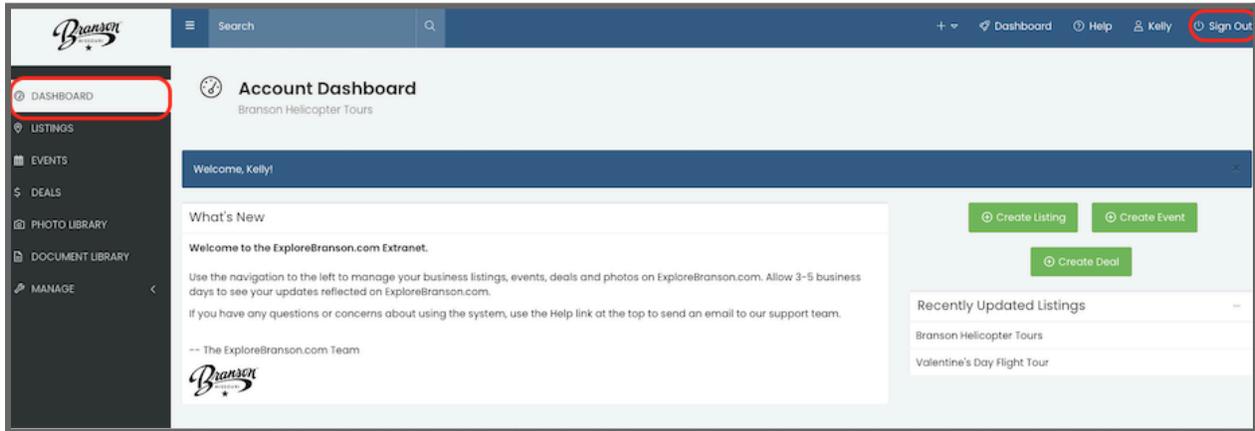
## Side Navigation

At the left of the Account Dashboard, there are several tools for navigating the Extranet.



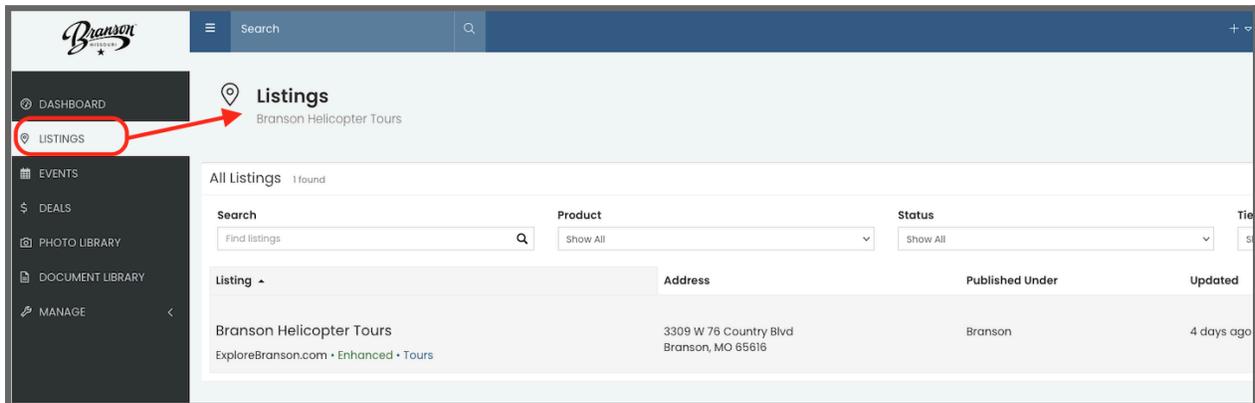
## Dashboard

Selecting “Dashboard” in the side navigation will direct users to the Account Dashboard.



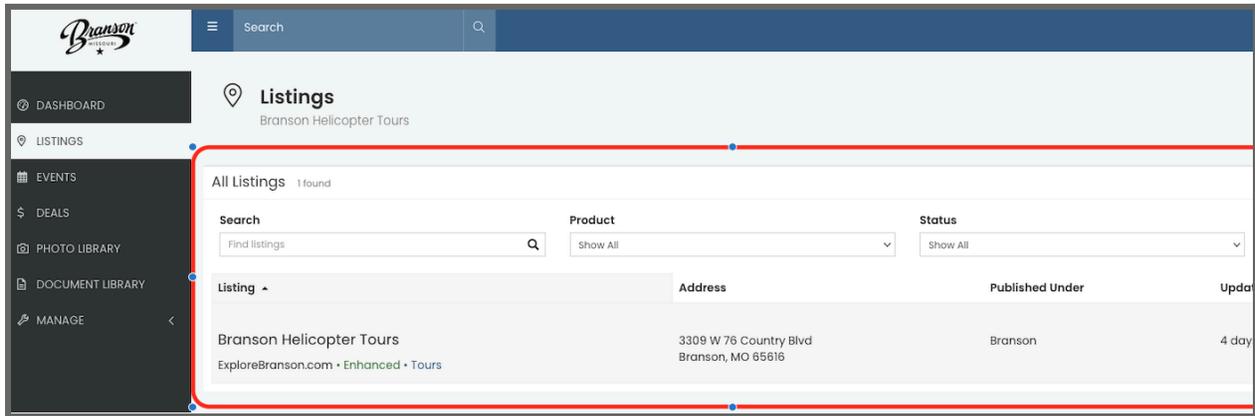
## Listings

Selecting “Listings” allows users to view all business listings associated with the account.



## All Listings Panel

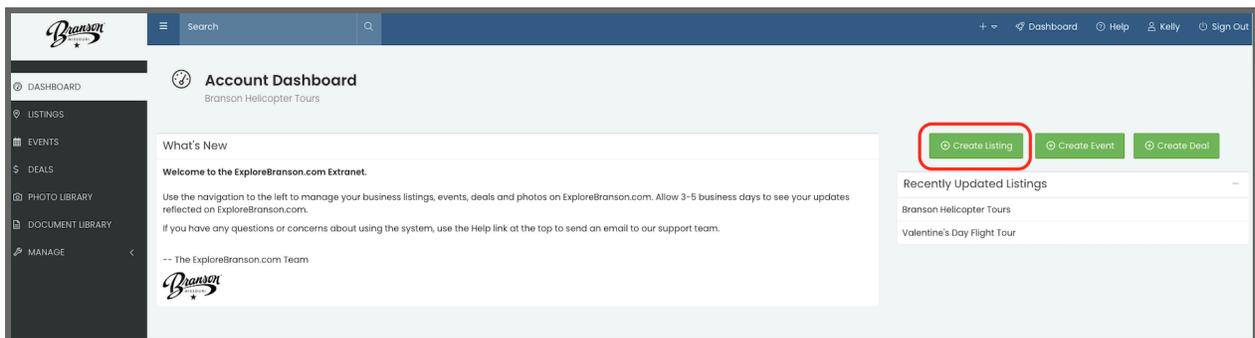
The “All Listings” panel lists all listings associated with the account. Users can search for specific listings, filter by Explore Branson product (website or travel guide), filter by status (active, inactive, OOB), and filter by tier.



Users can sort all results alphabetically, by address, what the city the listing is published under, or when the listing was last updated. Users can also choose to edit, delete, or view the listing on ExploreBranson.com.

## Create a Listing

### Step 1: Select “Create Listing”





## Step 2: Complete the "Business Information" form

### Create Listing

Branson Helicopter Tours

**Disclaimer**  
The Branson/Lakes Area Convention & Visitors Bureau reserves the sole right to approve/edit/reject any listing submission and to consider them for use in our publications.

---

**Business Information**

Business Name \*

Address Line 1

Address Line 2

City  State \*  Postal Code

Publish under \*

ExploreBranson.com

I think I should be listed under these categories: \*

Attractions & Museums

Extreme Adventures  Family Attractions  Lake Cruises

## Step 3: Select the categories that best represent the business

### ExploreBranson.com

I think I should be listed under these categories: \*

**Attractions & Museums**

Extreme Adventures  Family Attractions  Lake Cruises  
 Miniature Golf Courses  Movie Theaters  Museums  
 Regional Attractions  Theme Parks  Tours  
 Water Parks

**Campgrounds & RV Parks**

Campgrounds & RV Parks

**Health & Beauty**

Fitness & Training  Massage  Spas & Salons  
 Supplies  Yoga & Meditation

**Hotels & Lodging**

Bed & Breakfasts/Inns  Cabins  Condos  
 Hotels & Resorts  Motels & Motor Lodges  Vacation Rentals

**Outdoor Activities**

Biking  Boat Docks & Marinas  Canoe & Kayak Rentals  
 Caverns & Caves  Extreme Adventures  Fishing Guides & Charters  
 Golf Courses  Hiking Trails  Horseback Trail Rides  
 Lakes & Watersports  Wildlife Refuges

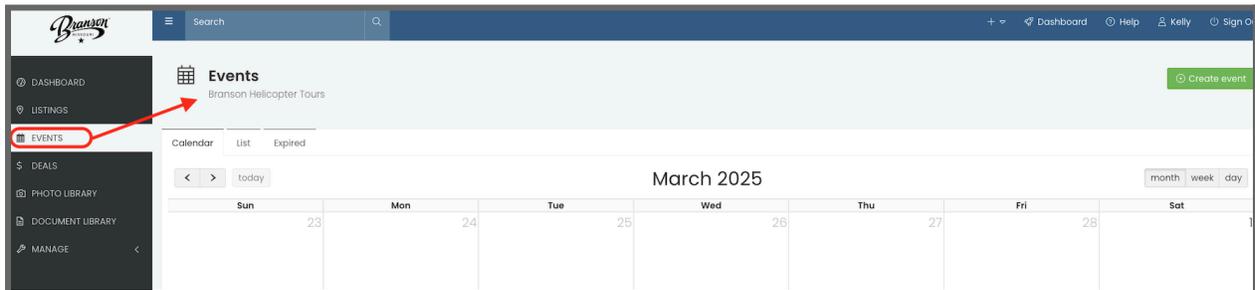
**Restaurants & Dining**

Bakeries & Desserts  Buffets  Coffee & Tea Shops  
 Delis & Diners  Dinner Shows  Distilleries  
 Bakeries & Desserts  Dinner Shows  Distilleries

### Step 4: Add a description and any additional information for the business

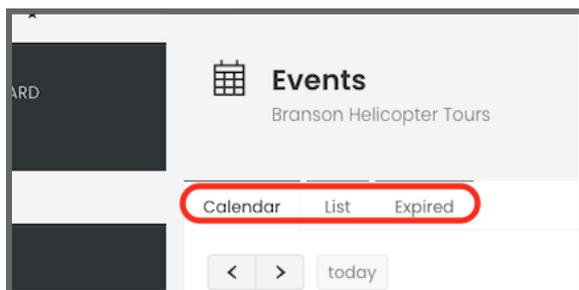
## Events

Selecting “Events” allows users to view all events associated with the account. Here, users can also create new events.



### All Events Panel

The “All Events” panel displays all events in a calendar or listed view.

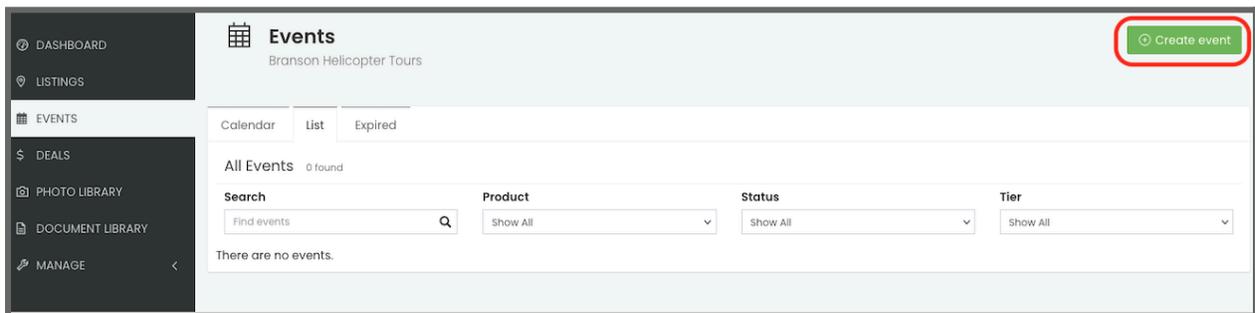


Users can also view a list of expired events. In the listed views, users can search for a specific event, filter by status and filter by tier.

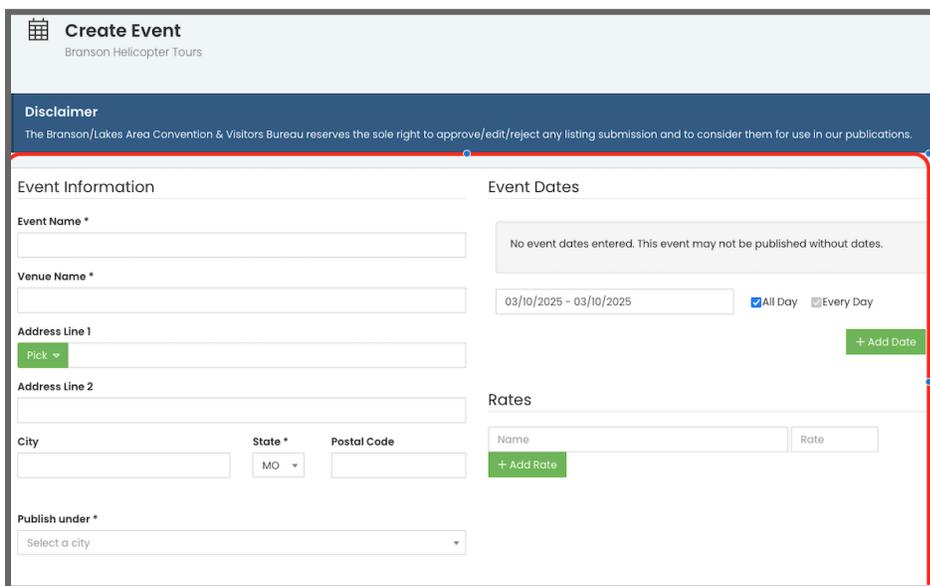
Users can also sort results alphabetically, by the city the event is published under, event dates, or by when the event was last changed. Users can also choose to edit, delete, or view the event on ExploreBranson.com right from this panel.

## Create an Event

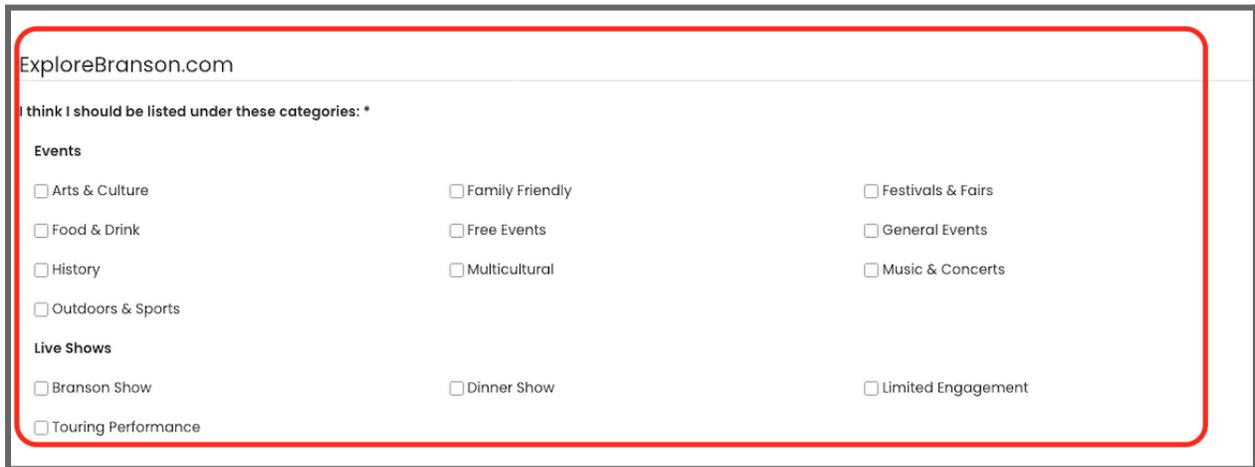
### Step 1: Select "Create Event"



### Step 2: Complete the "Event Information" form



### Step 3: Select the categories that best represent the event



ExploreBranson.com

I think I should be listed under these categories: \*

**Events**

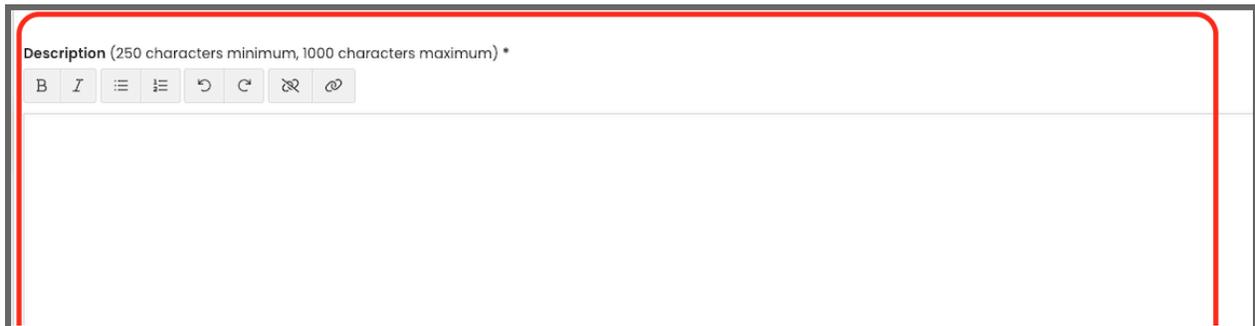
<input type="checkbox"/> Arts & Culture	<input type="checkbox"/> Family Friendly	<input type="checkbox"/> Festivals & Fairs
<input type="checkbox"/> Food & Drink	<input type="checkbox"/> Free Events	<input type="checkbox"/> General Events
<input type="checkbox"/> History	<input type="checkbox"/> Multicultural	<input type="checkbox"/> Music & Concerts
<input type="checkbox"/> Outdoors & Sports		

**Live Shows**

<input type="checkbox"/> Branson Show	<input type="checkbox"/> Dinner Show	<input type="checkbox"/> Limited Engagement
<input type="checkbox"/> Touring Performance		

This will help with grid filtering on ExploreBranson.com.

### Step 4: Add a description and any additional information for the listing



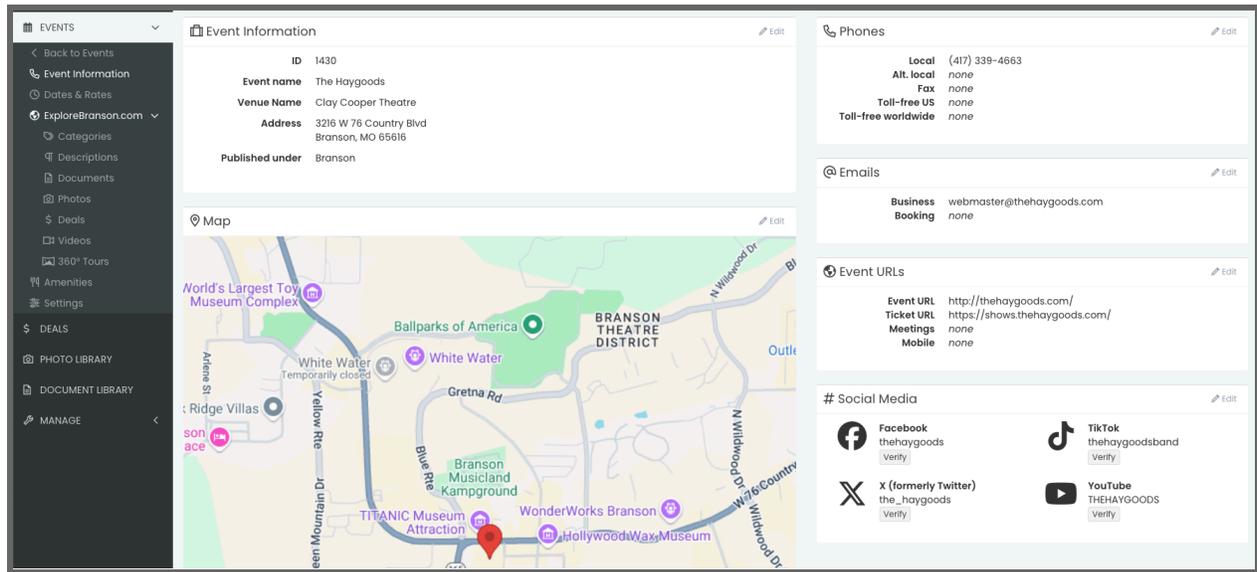
**Description** (250 characters minimum, 1000 characters maximum) \*

B I [List Bulleted] [List Numbered] [Undo] [Redo] [Link] [Unlink]

[Empty text area]

Step 4: Select "Create."

Step 5: Add additional listing details.

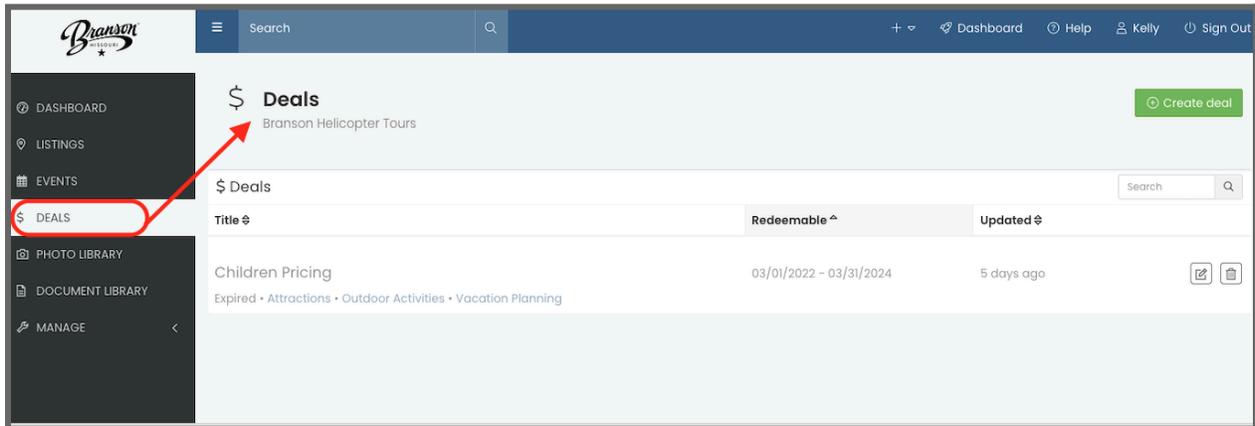


Additional details include:

- **Phone Numbers:** You can add several phone numbers to your event profile, such as your local, alternative local, fax, toll-free US, and toll-free worldwide.
- **Emails:** The Extranet will automatically hyperlink emails so that website visitors can reach you quickly from the website when needed. Add your business and booking emails in the Email widget.
- **Websites:** Add your Event URL, Ticket URL, and Meetings URL here. Be sure to include the entire URL beginning with https:// so that the listing is activated on the website.
- **Social Media:** Add your user handles for Facebook, Instagram, Pinterest, TripAdvisor, X, and YouTube accounts so that they can display on your event profile on the website. Note that you can only add these to your event page once your listing social media has been validated.
- **Map and Location Information:** The Extranet will use a Google API to pinpoint the event's location based on the address information. Select "Edit" on the Map widget and either add "Geocode from Address" to update automatically or use the tools at the top of the box to make changes manually.

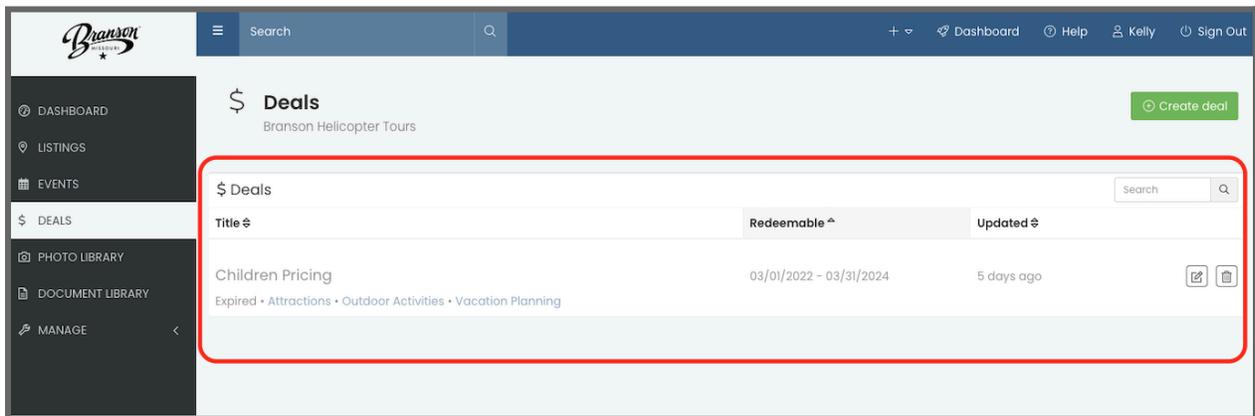
## Deals

Selecting “Deals” allows users to view all deals associated with the account. Here, users can also create new deals.



### All Deals Panel

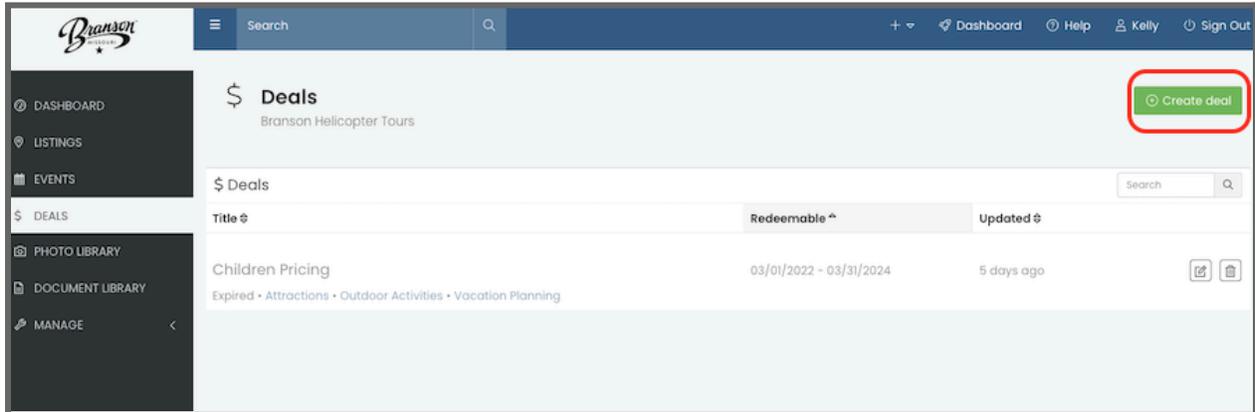
The “Deals” panel displays all deals in a listed view. Users can also search for a specific deal by keyword.



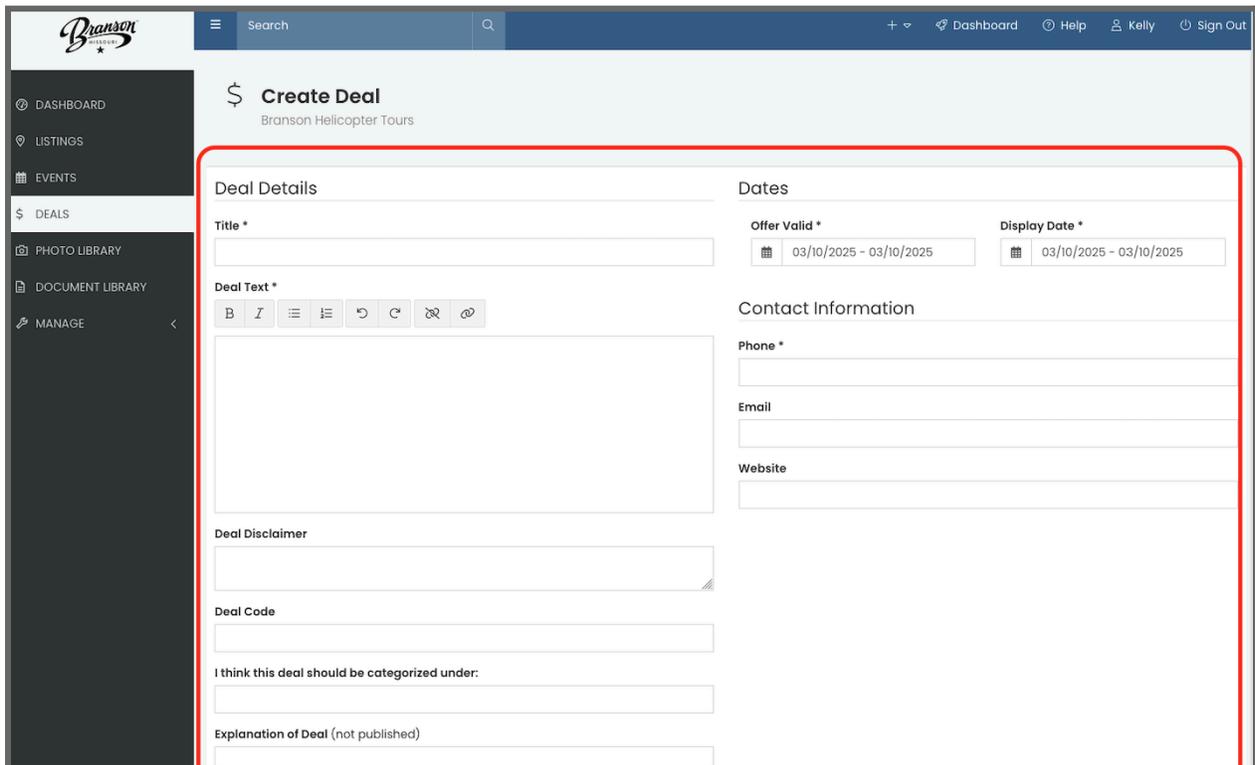
Users can also sort results alphabetically, by redeemable date, or by when the deal was last updated. Users can also choose to edit, delete, or view the deal on ExploreBranson.com right from this panel.

## Create a Deal

Step 1: Select "Create Deal"



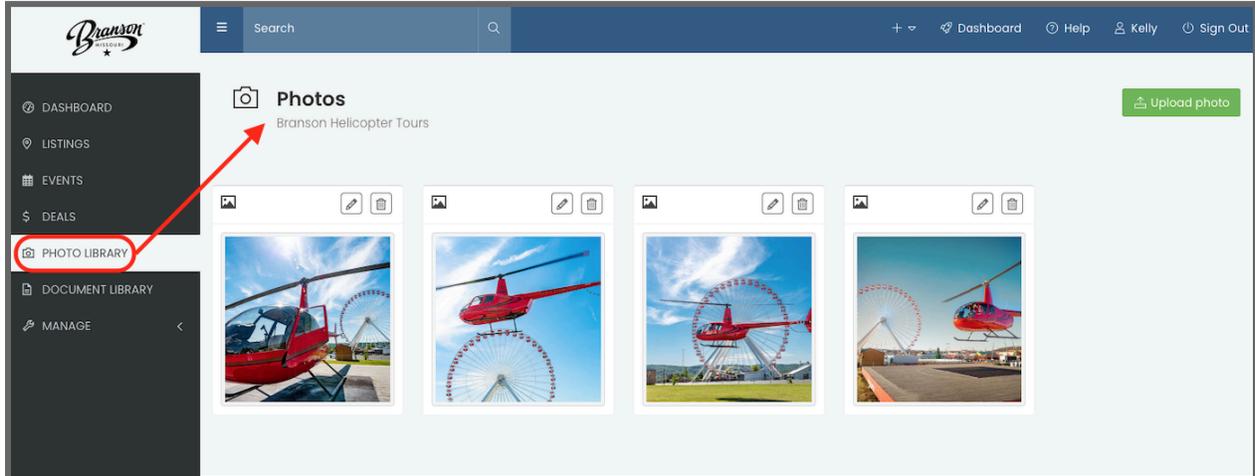
Step 2: Complete the "Deal Details" form



Step 3: Select "Create."

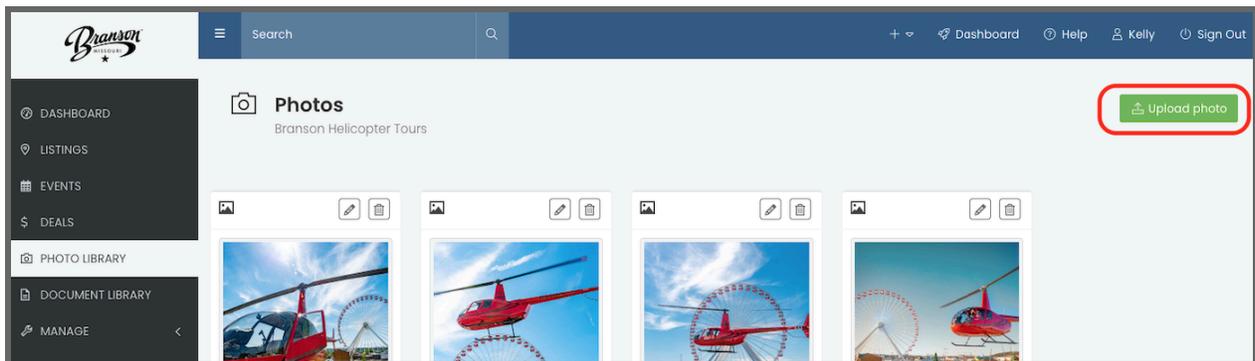
## Photo Library

Selecting "Photo Library " allows users to view, edit, and delete photos available to the account. Here, users will also be able to upload new photos to be used for listings and events.

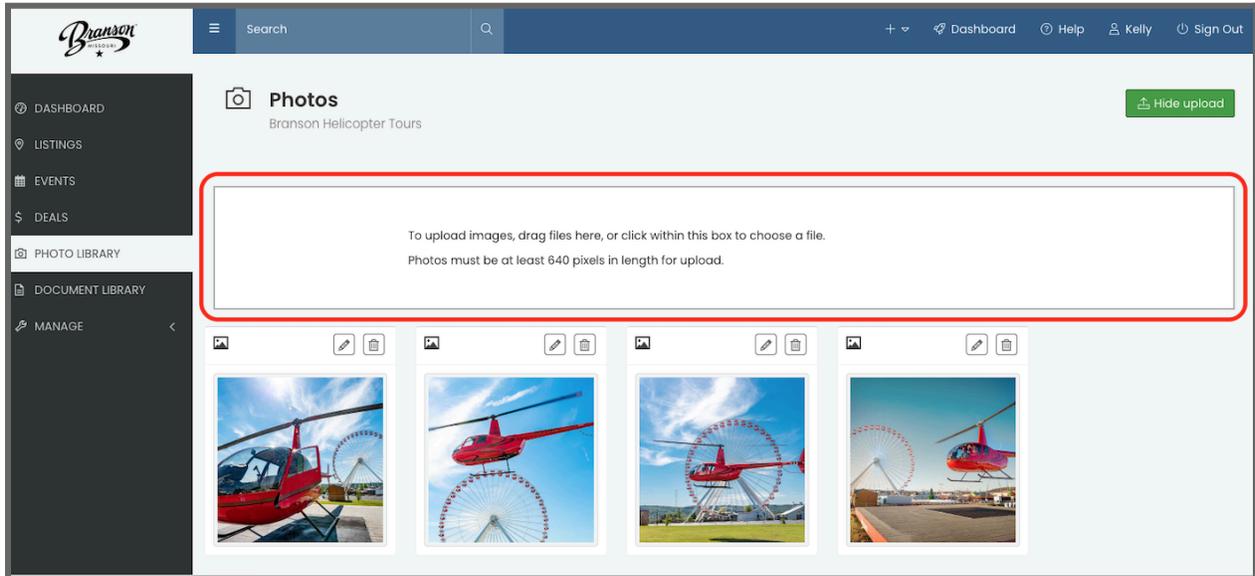


## Uploading a New Photo

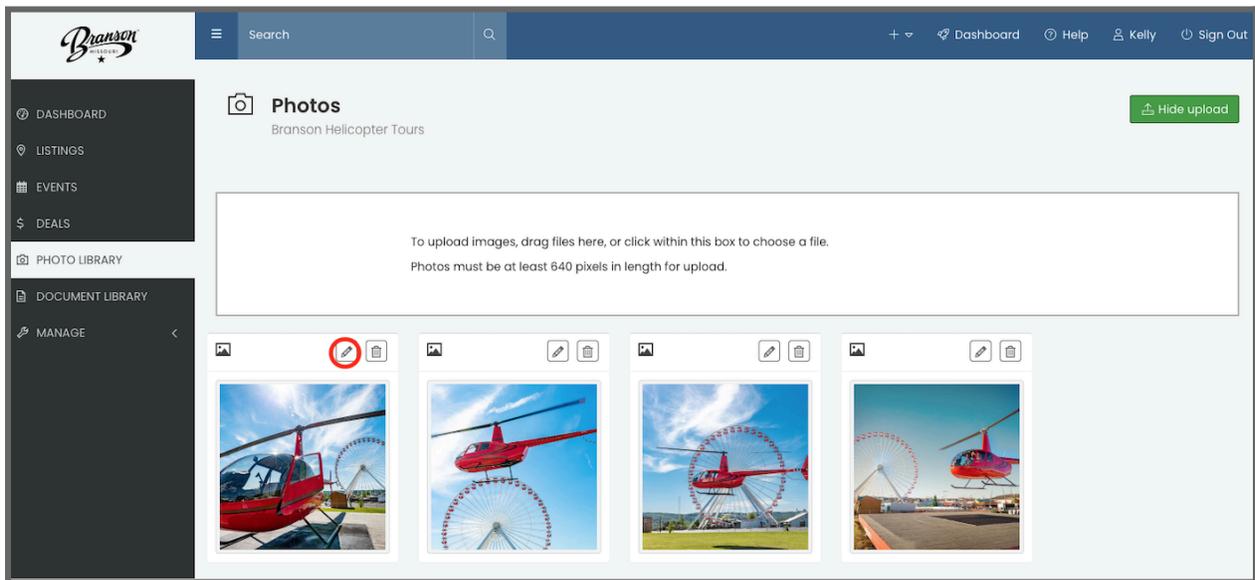
Step 1: Select Upload Photo



### Step 2: Add a photo using the photo upload box.



### Step 3: After the photo has been uploaded, select the edit button



Step 5: Fill in all additional information for the image, including caption, alt text, any assigned listings or events, or delete the image if no longer needed.

### Photo

Branson Helicopter Tours

#### Photo Information

Undo



**Caption**

**Alt Text \*** ⓘ

**Type**

Photo  Logo

Cancel **Save**

#### Delete Photo

Click here to unlock the delete button.

#### Assigned Listings

Edit

Product	Listing
ExploreBranson.com	Branson Helicopter Tours • Branson • Tours

#### Assigned Events

Edit

No events assigned.

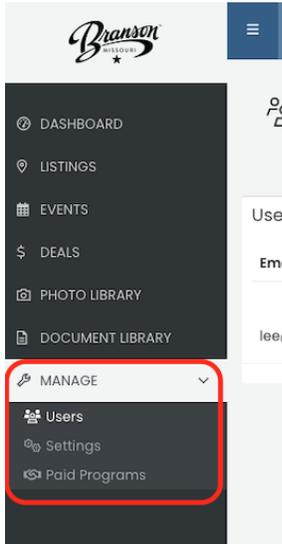
#### Assigned Deals

Edit

No deals assigned.

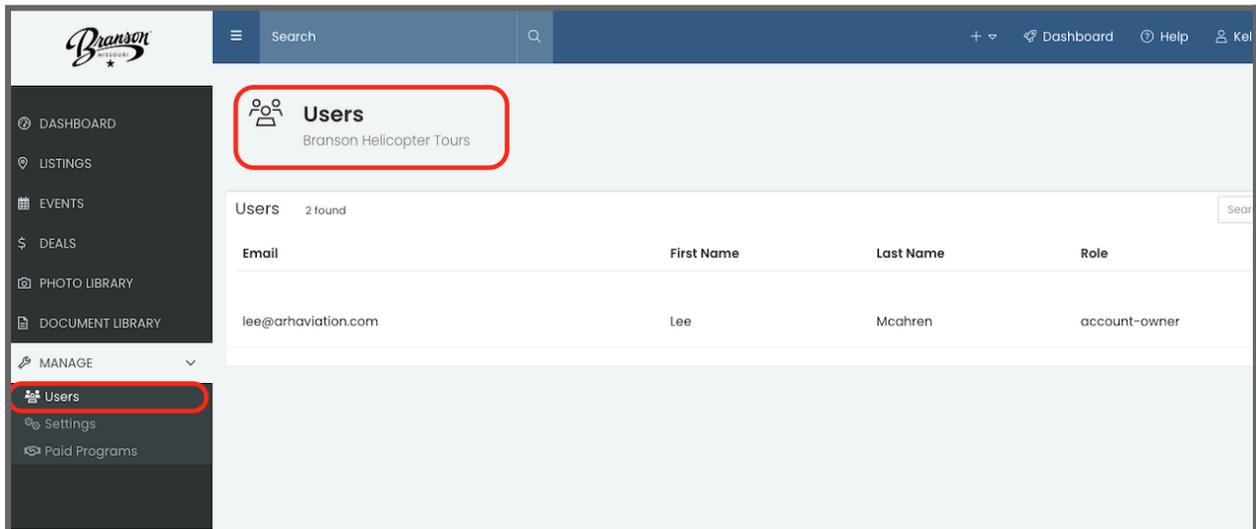
## Manage

The “Manage” menu allows users to manage invited users and their permissions for the account, update account information, as well as update and create lead generation programs.



## Users

Selecting "Users" lets users manage everyone who can access the specified account. The grid shows current users, their role, and the email on file.



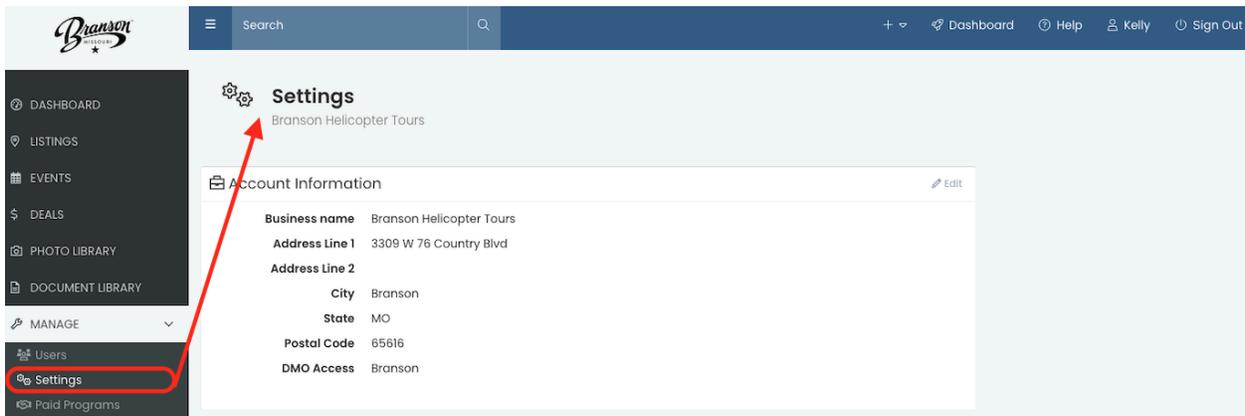
To associate a user with an account:

- The user must be added to the Extranet at the admin level
  - They can be associated with the account when they are created
  - If the user already exists and needs to be associated, click "Manage" in the sidebar of the account level, then "Users"
- Start typing the name of the user you want to associate with the account
- Select the user and then select to assign that person to that account "As Owner" or "As Editor"
- Associated users will appear in the grid along with their roles

Assigned account users can be removed from the account by selecting the "Remove" link within their row. Once selected, the user will be removed and will no longer have access to edit or administer that account.

## Settings

Selecting “Settings” allows users to view and edit all account information including the account/business name, address, city, state, postal code and which DMOs have access to the account in the Extranet.



Once you delete an account, there is no going back. It will be deleted forever, along with the listings, events, deals, and media linked to it. Please be certain.

## Paid Programs

Selecting “Paid Programs” allows users to view, edit, or create lead generation programs for the account.

