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## welcome to guestlink

### Accessing the Guestlink System

1. Using a web browser go to [www.guestlink.co.uk](http://www.guestlink.co.uk)
2. Click on 'Login to Guestlink' which can be found towards the top right of the screen to open the login window.
3. On your first login use the Contact ID and Password provided to enter the system (Leaving the user box blank).

If you have logged in before, use the Contact ID, *the User* and the password you have chosen.

4. On your first time in the system you will be asked to setup your user and to change your password. Once this is completed you will need to use the User box next time you login, so please make a note of this.

If you have logged in before, you will be automatically directed to the welcome screen. The enclosed Guestlink Quick Start Guide covers the features of Guestlink you will use to update the system.

### *Who do I contact for....*

#### *...Guestlink Training/Assistance?*

- Contact Cumbria Tourism for a free training session or telephone support. (01539 822222)

or

- The New Vision Helpdesk 0845 166 2217.

#### *...a data correction?*

- Contact the Cumbria Data Steward, Jude Walsh ([jwalsh@cumbriatourism.org](mailto:jwalsh@cumbriatourism.org) or 01539 825023)

#### *...a problem with my website entry?*

- Contact the organisation responsible for the chosen website, this can be found in Guestlink under **My Channels**, then **Details** next to the appropriate website name.

#### *...resetting my password?*

- Contact the New Vision Helpdesk on 0845 166 2217.

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## guestlink training

In a bid to reduce Cumbria Tourism's carbon footprint, save journey times and to make our training more accessible to more providers, we now have the opportunity to offer a new method of learning how to use the new Guestlink system.

We are now able to offer remote DMS/Guestlink training, all you need is an Internet accessible computer (PC or Mac), a broadband connection and a telephone. Our DMS trainer can instruct you visually via our new remote training session through your computer screen in addition to the telephone support. With two-way control, our staff can give you control over the session so that you can learn more effectively by participating as well as viewing. Please call 01539 822222 to book a session.