

Operator Self Serve Manual - Accommodations

Operator Self-Serve allows operators to manage their English contact information, features, descriptions and photos on the tourism website. Any description changes requested are moderated by Tourism PEI prior to going live on the site. Helpful notes are included in the application to guide operators through self-serve.

All operators using Self-Serve will login via www.bookpei.com To obtain a username and password contact Regulatory Affairs at 1-877-445-4549 or occupancyreporting@gov.pe.ca

There is no cost associated with Operator Self-Serve.

Accessing Operator Self Serve

For operators who use BookPEI as a Property Management System, you will access Operator Self Serve under **Account Settings/Operator Self Serve**.

For operators who DO NOT use BookPEI as a Property Management System, you will access Operator Self Serve on the homepage of BookPEI. It is in the **Account Settings** box.

If you manage multiple properties there will be a drop-down menu at the top of the page which will allow you to select which property you would like to update.

What operators have access to

Depending on what you have purchased, you may have access to any of the following. If you are unsure of what you have purchased or would like to upgrade your account please contact Industry Support at 1-866-213-7521.

Basic Electronic Profile - includes 70 characters (approximately 10 words) on the tourism website and one photo.

Basic Electronic Profile and Basic Print Listing - includes 70 characters (approximately 10 words) on the tourism website and one photo, plus 70 characters in the printed Visitor's Guide.

Enhanced Electronic Profile - includes 3 photos and 1,000 characters (approximately 120 words) on the website.

Enhanced Electronic Profile and Basic Print listing - includes 3 photos and 1,000 characters (approximately 120 words) on the website plus a 70 character description in the print Visitor's Guide.

Making edits to your listing

Edit General Property Details (en) and (fr)

- all of the items you can edit are displayed as text boxes. For items you cannot edit, ie Operator Name, selecting the (?) symbol next to the field name identifies who to contact if require edits on these fields.

Edit General Property Rates

- operators can edit their daily and weekly rates, and set the number of people allowed in their units.

Edit General Property Features

- operators can check the features associated with you property. The following features cannot be selected by an operator and the (?) pop-up explains who to contact for each of them:

- TIAPEI Member
- Cyclists Welcome
- Full Mobile Accessible
- Partially Accessible

Edit General Property Description

- operators can request an update to your print and web descriptions. The amount of characters for each is determined by the listing purchased, as detailed above.

- All description edits are submitted Tourism PEI and are moderated by Tourism PEI before the changes are made to the web or print. At this time Tourism PEI will also ensure the translation of the listing is up-to-date.

Edit General Property Photos

- operators can add, replace, or set current photos to inactive

- photos must be at least 848x500 pixels and horizontal

- photos must **not** include text or logos

- if you have purchased a video to appear with your listing on the tourism website you can view the video [here](#).