

How To Manage Your Listing's Images and Videos on ExploreAsheville.com

Adding great photos and videos to your listing helps attract visitors and showcase your business in the best light. High-quality media makes your listing more engaging and helps potential customers decide to visit. We recommend updating your photos and videos at least twice yearly to keep your listing fresh.

GETTING STARTED

- Login to the Partner Portal at <https://asheville.extranet.simpleviewcrm.com/login/>
- Need an account? Contact partnersupport@exploreasheville.com

HOW TO ADD NEW PHOTOS

File requirements:

- PNG or JPG

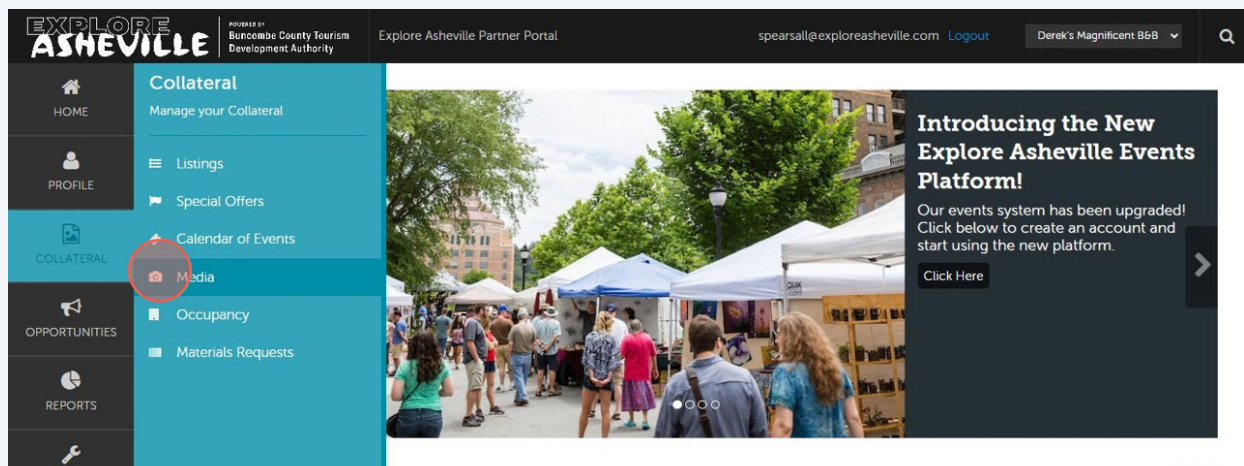
For best display:

- Photos should be at least 1000x750px.
- The focus of the image should be in the center. On listing grids, images crop square.
- We recommend using images without text.

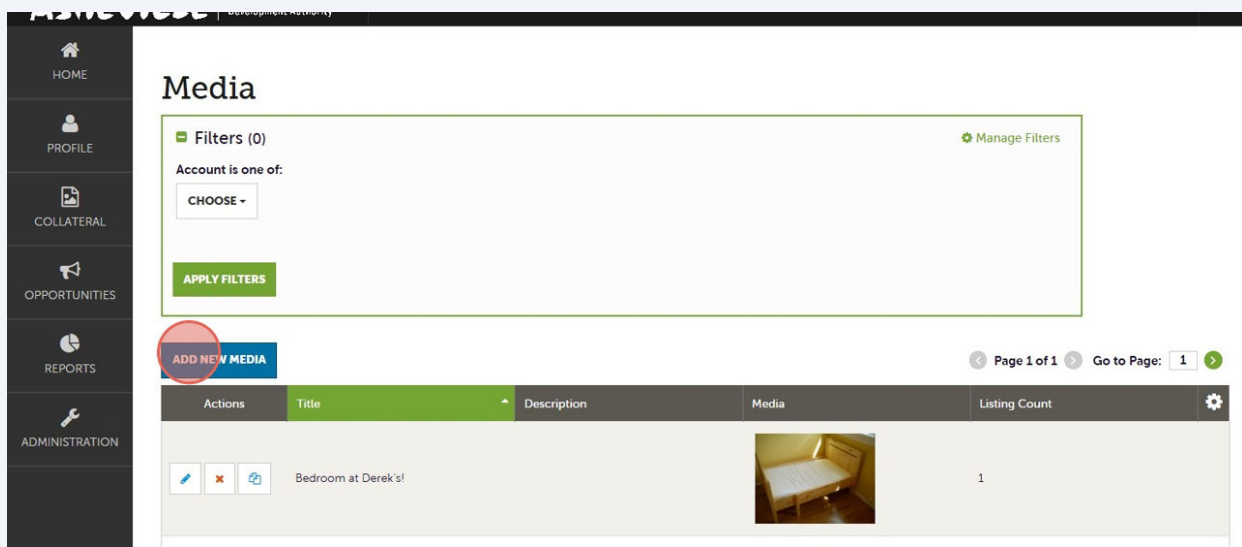
1 Click **COLLATERAL** in the left menu



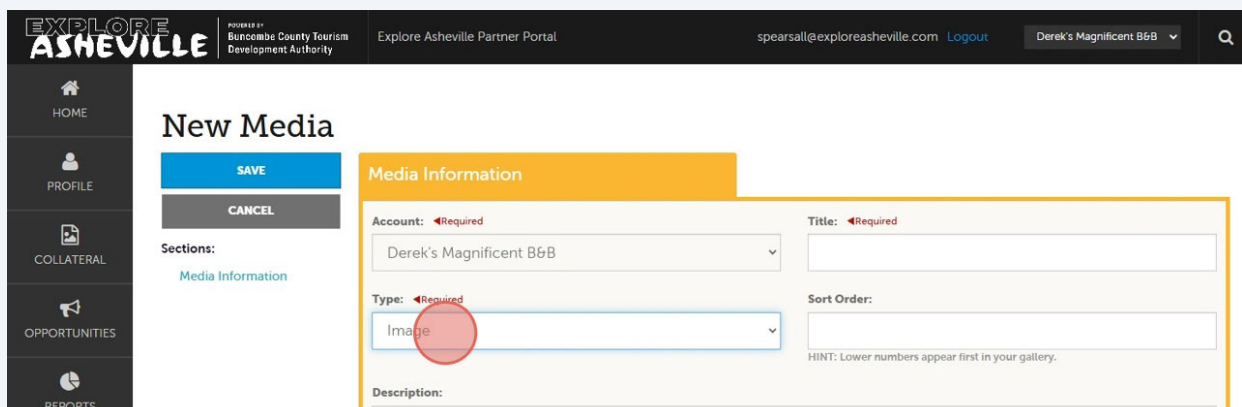
2 Click **MEDIA** in the blue sub-menu



3 Click the blue **ADD NEW MEDIA** button

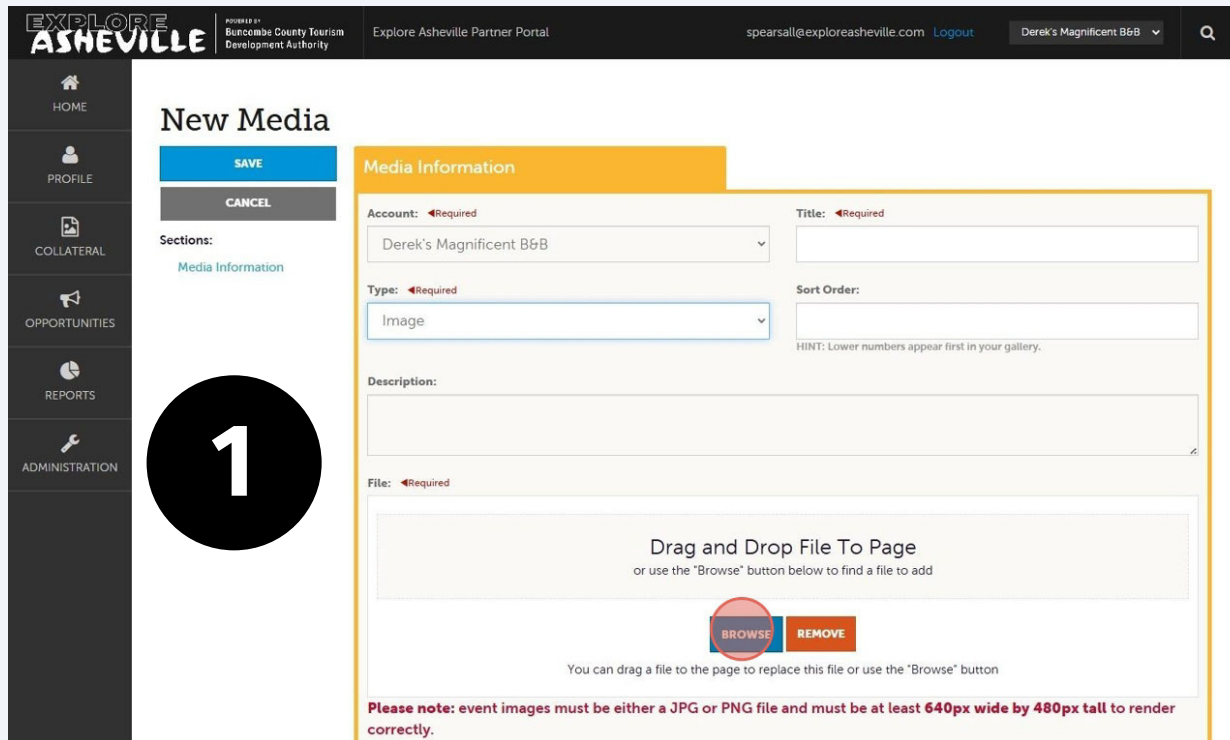


4 In the **Type** drop-down menu, select **IMAGE**



5 A drag-and-drop box will appear. You can:

1. Click **BROWSE** to upload an image from your computer, **OR**
2. **Drag and drop** your image into the file box



EXPLORE ASHEVILLE POWERED BY Buncombe County Tourism Development Authority Explore Asheville Partner Portal spearsall@exploreasheville.com Logout Derek's Magnificent B&B

New Media

SAVE **CANCEL**

Sections: Media Information

1

Media Information

Account: Required Derek's Magnificent B&B Title: Required

Type: Required Image Sort Order: HINT: Lower numbers appear first in your gallery.

Description:

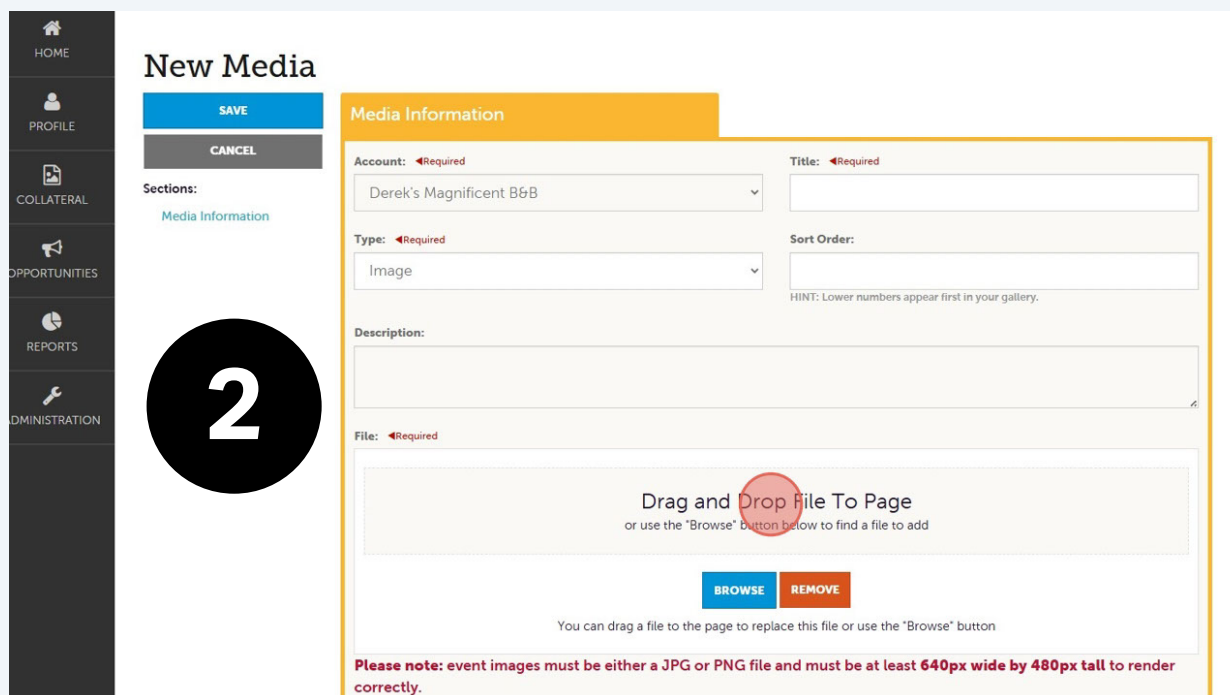
File: Required

Drag and Drop File To Page
or use the "Browse" button below to find a file to add

BROWSE **REMOVE**

You can drag a file to the page to replace this file or use the "Browse" button

Please note: event images must be either a JPG or PNG file and must be at least 640px wide by 480px tall to render correctly.



New Media

SAVE **CANCEL**

Sections: Media Information

2

Media Information

Account: Required Derek's Magnificent B&B Title: Required

Type: Required Image Sort Order: HINT: Lower numbers appear first in your gallery.

Description:

File: Required

Drag and Drop File To Page
or use the "Browse" button below to find a file to add

BROWSE **REMOVE**

You can drag a file to the page to replace this file or use the "Browse" button

Please note: event images must be either a JPG or PNG file and must be at least 640px wide by 480px tall to render correctly.

6 Add an **Image Title** to help keep your media organized in the Partner Portal

EXPLORE ASHEVILLE

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Explore Asheville Partner Portal

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Derek's Magnificent B&B

HOME

PROFILE

COLLATERAL

OPPORTUNITIES

REPORTS

ADMINISTRATION

New Media

SAVE

CANCEL

Sections:

Media Information

Account: **Required**

Derek's Magnificent B&B

Title: **Required**

Type: **Required**

Image

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

File: **Required**

Drag and Drop File To Page
or use the "Browse" button below to find a file to add

i Titles are for internal purposes only and will not display on [ExploreAsheville.com](https://www.exploreasheville.com).

7 Optional: Add an **Image Description** for alt-text accessibility

HOME

PROFILE

COLLATERAL

OPPORTUNITIES

REPORTS

ADMINISTRATION

New Media

SAVE

CANCEL

Sections:

Media Information

Account: **Required**

Derek's Magnificent B&B

Title: **Required**

Music Downtown

Type: **Required**

Image

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

File: **Required**

Drag and Drop File To Page
or use the "Browse" button below to find a file to add

BROWSE REMOVE

You can drag a file to the page to replace this file or use the "Browse" button

Please note: event images must be either a JPG or PNG file and must be at least 640px wide by 480px tall to render

8 Choose the image's **Sort Order**

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Derek's Magnificent B&B

HOME

PROFILE

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New Media

SAVE

CANCEL

Sections:

Media Information

Account: **Required**

Derek's Magnificent B&B

Title: **Required**

Music Downtown

Type: **Required**

Image

Sort Order:

2

HINT: Lower numbers appear first in your gallery.

Description:

i Sort Order lets you control which order the photos show in on your listing.

Each listing (website, weddings, meetings, motorcoach) has its own separate photo arrangement.

If you want the same photos to appear in a different order on different listings, reupload the photo for each listing and number it accordingly.

9 Select the Listing(s) where the image should appear (e.g. website, weddings, meetings, or motorcoach)

BROWSE REMOVE

You can drag a file to the page to replace this file or use the "Browse" button

Please note: event images must be either a JPG or PNG file and must be at least 640px wide by 480px tall to render correctly.

Disclaimer: Companies that submit artwork or upload or link any material (including but not limited to images, text, documents and/or video files) to the website are solely responsible for the content of such material and for gaining required permissions under copyright, trademark, trade secret or other applicable law for the use of such material. (Caution: many websites purchase artwork from stock photo suppliers for the expressed website use or from hired photographers who have only supplied one-time rights.) By submitting any such material, the submitting company represents and agrees that (i) it has obtained the necessary permissions referenced above, (ii) any such material is not likely to defame and does not invade the privacy of any person, and (iii) it will defend, indemnify and hold harmless the company, its affiliates and their respective directors, employees and agents (including, without limitation, its publishing partner or any agent acting on its behalf) from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including reasonable attorneys' fees) resulting from the submitting company's breach of the obligations set forth in this paragraph.

Listings:

CHOOSE AMONG THE FOLLOWING...


Derek's Magnificent B&B (Pending) / Website / TEST Category / Test Subcategory - 24409

- 10 Confirm your listing is selected by checking for the blue highlight.
If the listing is not selected, the photo will not show up ExploreAsheville.com.

ADMINISTRATION

CANCEL

Sections:
Media Information

File: Required

BROWSE REMOVE
You can drag a file to the page to replace this file or use the "Browse" button
Please note: event images must be either a JPG or PNG file and must be at least 640px wide by 480px tall to render correctly.
Disclaimer: Companies that submit artwork or upload or link any material (including but not limited to images, text, documents and/or video files) to the website are solely responsible for the content of such material and for gaining required permissions under copyright, trademark, trade secret or other applicable law for the use of such material. (Caution: many websites purchase artwork from stock photo suppliers for the expressed website use or from hired photographers who have only supplied one-time rights.) By submitting any such material, the submitting company represents and agrees that (i) it has obtained the necessary permissions referenced above, (ii) any such material is not likely to defame and does not invade the privacy of any person, and (iii) it will defend, indemnify and hold harmless the company, its affiliates and their respective directors, employees and agents (including, without limitation, its publishing partner or any agent acting on its behalf) from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including reasonable attorneys' fees) resulting from the submitting company's breach of the obligations set forth in this paragraph.
Listings:
DEREK'S MAGNIFICENT B&B (PENDING) / WEBSITE / TEST CATEGORY / T
Derek's Magnificent B&B (Pending) / Website / TEST Category / Test Subcategory - 24404

- 11 Click the blue **SAVE** button (top left)


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Buncombe County Tourism Development Authority

Explore Asheville Partner Portal


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HOME
PROFILE
COLLATERAL
OPPORTUNITIES
REPORTS
ADMINISTRATION

New Media
SAVE
CANCEL
Sections:
Media Information

Media Information
Account: Required Derek's Magnificent B&B
Title: Required Music Downtown
Type: Required Image
Sort Order: 2
HINT: Lower numbers appear first in your gallery.
Description: Please Wait...
File: Required


HOW TO ADD NEW VIDEOS

 File requirements: must be a YouTube video

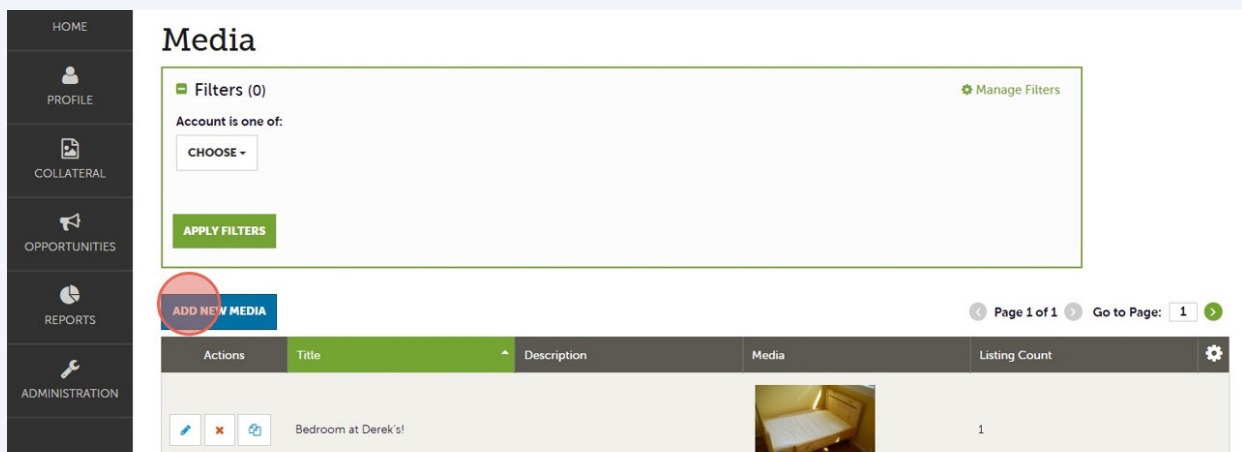
1 Click **COLLATERAL** in the left menu



2 Click **MEDIA** in the blue sub-menu



3 Click the blue **ADD NEW MEDIA** button



4 In the **Type** drop-down menu, select **YOUTUBE**

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HOME
PROFILE
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REPORTS

New Media

SAVE
CANCEL

Sections:
Media Information

Media Information

Account: Required
Derek's Magnificent B&B

Title: Required

Type: Required
YouTube

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

5 A **Video Link** box will appear. **Paste** your YouTube URL here

HOME
PROFILE
COLLATERAL
OPPORTUNITIES
REPORTS
ADMINISTRATION

New Media

SAVE
CANCEL

Sections:
Media Information

Media Information

Account: Required
Derek's Magnificent B&B

Title: Required

Type: Required
YouTube

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

Video Link: Required
https://www.youtube.com/watch?v=SQJl7v6g4nE

Listings:
CHOOSE AMONG THE FOLLOWING...

HINT: For correct link formatting, please go to your YouTube video URL, click Share, and copy and paste the link in this box (for example: https://youtu.be/ScMzlvxBSI4).

6 Add a **Video Title** (e.g. Mountain Biking Tour Video)

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HOME
PROFILE
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OPPORTUNITIES
REPORTS
ADMINISTRATION

New Media

SAVE
CANCEL

Sections:
Media Information

Media Information

Account: Required
Derek's Magnificent B&B

Title: Required
Mountain Biking Tour Video

Type: Required
YouTube

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

7

Optional: Add a **Video Description** for alt-text accessibility

HOME

PROFILE

COLLATERAL

OPPORTUNITIES

REPORTS

ADMINISTRATION

New Media

SAVE

CANCEL

Sections:
Media Information

Media Information

Account: Required
Derek's Magnificent B&B

Title: Required
Mountain Biking Tour Video

Type: Required
YouTube

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

Video Link: Required
https://www.youtube.com/watch?v=SQJl7v6g4nE

HINT: For correct link formatting, please go to your YouTube video URL, click Share, and copy and paste the link in this box (for example: https://youtu.be/ScMzlvxBSi4).

Listings:
CHOOSE AMONG THE FOLLOWING... ▼

8

Choose the video's **Sort Order**

HOME

PROFILE

COLLATERAL

OPPORTUNITIES

REPORTS

ADMINISTRATION

New Media

SAVE

CANCEL

Sections:
Media Information

Media Information

Account: Required
Derek's Magnificent B&B

Title: Required
Mountain Biking Tour Video

Type: Required
YouTube

Sort Order:

HINT: Lower numbers appear first in your gallery.

Description:

Video Link: Required
https://www.youtube.com/watch?v=SQJl7v6g4nE

HINT: For correct link formatting, please go to your YouTube video URL, click Share, and copy and paste the link in this box (for example: https://youtu.be/ScMzlvxBSi4).

Listings:
CHOOSE AMONG THE FOLLOWING... ▼

- 9 Select the **Listing(s)** where the video should appear (e.g. website, weddings, meetings, or motorcoach)

New Media

Media Information

Account: **Required**
Derek's Magnificent B&B

Title: **Required**
Mountain Biking Tour Video

Type: **Required**
YouTube

Sort Order:
3
HINT: Lower numbers appear first in your gallery.

Description:

Video Link: **Required**
https://www.youtube.com/watch?v=SQJl7v6g4nE
HINT: For correct link formatting, please go to your YouTube video URL, click Share, and copy and paste the link in this box (for example: https://youtu.be/ScMzlvxBSi4).

Listings:
CHOOSE AMONG THE FOLLOWING...
Derek's Magnificent B&B (Pending) / Website / TEST Category / Test Subc

- 10 Confirm your listing is selected by checking for the blue highlight.
If the listing is not selected, the video will not show up on ExploreAsheville.com.

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New Media

Media Information

Account: **Required**
Derek's Magnificent B&B

Title: **Required**
Mountain Biking Tour Video

Type: **Required**
YouTube

Sort Order:
3
HINT: Lower numbers appear first in your gallery.

Description:

Video Link: **Required**
https://www.youtube.com/watch?v=SQJl7v6g4nE
HINT: For correct link formatting, please go to your YouTube video URL, click Share, and copy and paste the link in this box (for example: https://youtu.be/ScMzlvxBSi4).

Listings:
DEREK'S MAGNIFICENT B&B (PENDING) / WEBSITE / TEST CATEGORY / TE
Derek's Magnificent B&B (Pending) / Website / TEST Category / Test Subc

11 Click the blue **SAVE** button (top left)

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New Media

SAVE CANCEL

Sections: Media Information

Media Information

Account: Required Derek's Magnificent B&B Title: Required Mountain Biking Tour Video

Type: Required YouTube Sort Order: 3

HINT: Lower numbers appear first in your gallery.

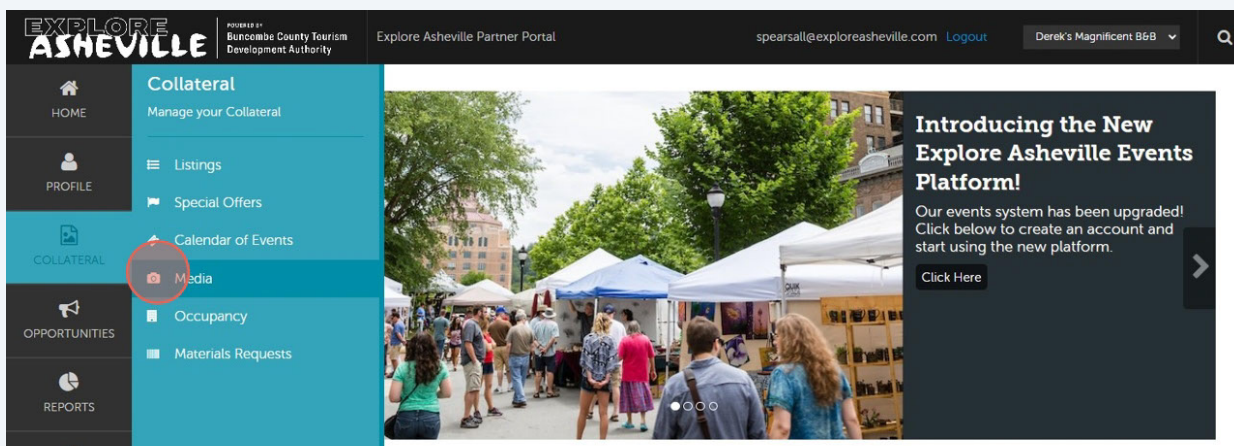
Description:

HOW TO EDIT EXISTING PHOTOS AND VIDEOS

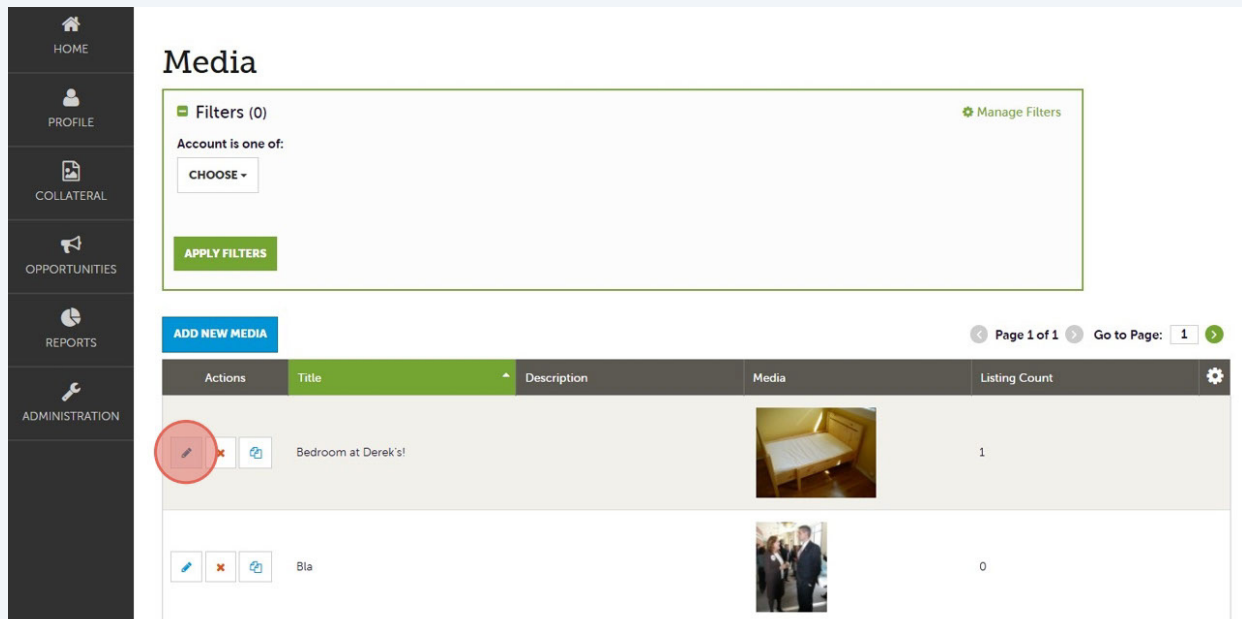
1 Click **COLLATERAL** in the left menu



2 Click **MEDIA** in the blue sub-menu



3 Click the **pencil icon** next to the media you want to update











Media

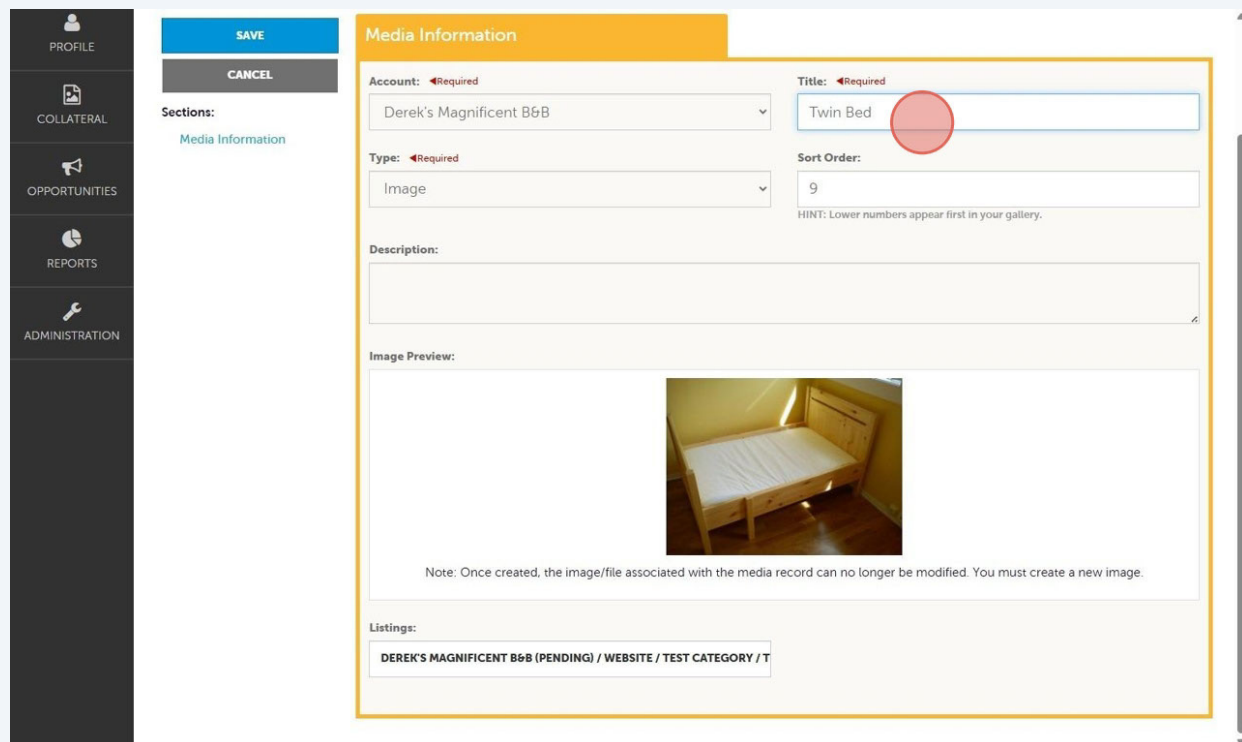
Filters (0) [Manage Filters](#)

Account is one of:

Page 1 of 1 Go to Page:

Actions	Title	Description	Media	Listing Count
  	Bedroom at Derek's!			1
  	Bla			0

4 Make your edits, then click **SAVE** in the top left corner.



Sections:
[Media Information](#)

Media Information

Account: Required Derek's Magnificent B&B


Title: Required Twin Bed

Type: Required Image

Sort Order: 9
HINT: Lower numbers appear first in your gallery.

Description:

Image Preview:



Note: Once created, the image/file associated with the media record can no longer be modified. You must create a new image.

Listings:
DEREK'S MAGNIFICENT B&B (PENDING) / WEBSITE / TEST CATEGORY / T

HOW TO REMOVE PHOTOS AND VIDEOS FROM YOUR LISTING

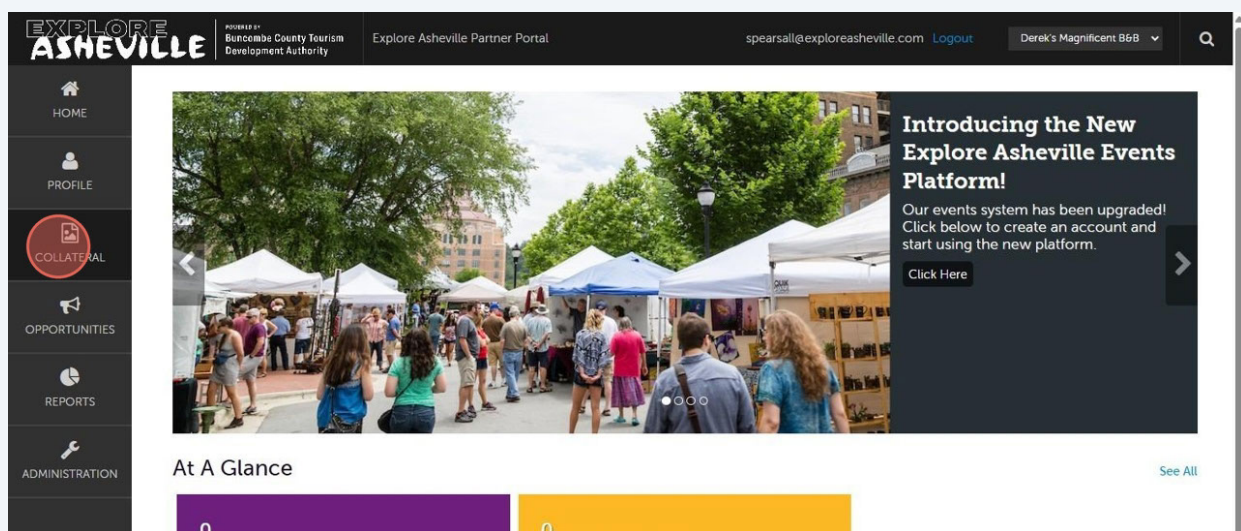


You may need to upload media to your Partner Portal without displaying it on your listing—for example, a photo for a coupon or deal.

You can also remove media from your listing while keeping it in your Partner Portal for future use. This feature is useful for seasonal listing photos.

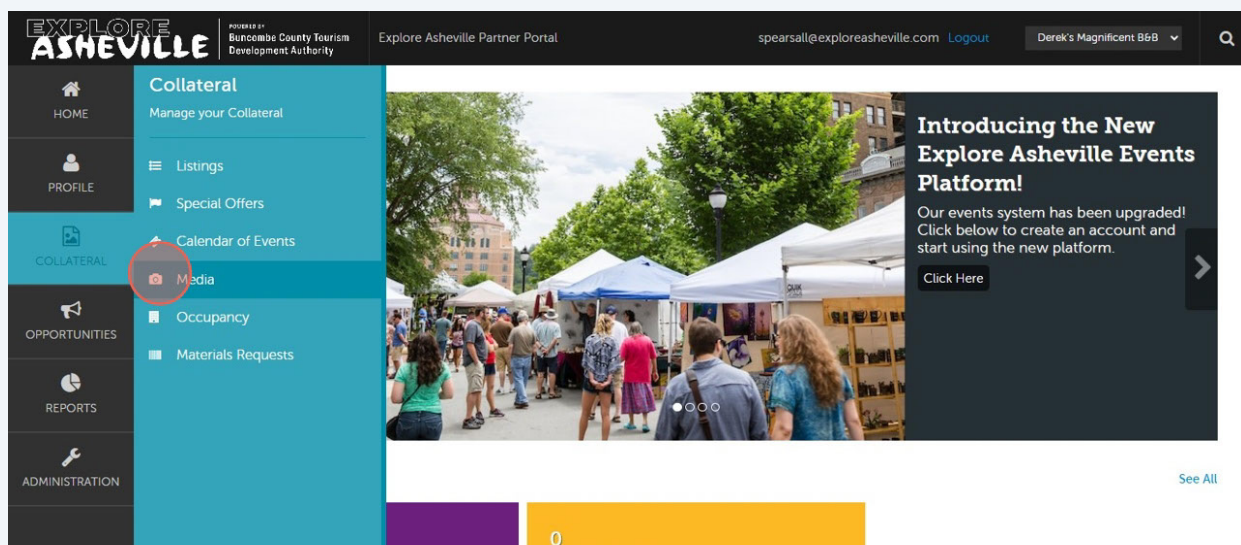
1

Click **COLLATERAL** in the left menu



2

Click **MEDIA** in the blue sub-menu





To remove media from your listing, but **not** your Partner Portal library:

3

Click the **pencil icon** next to the media you want to remove

The screenshot shows a table of media items. The first row is 'Event' with a black image and a count of 0. The second row is 'Horseback Tour at !Derek's' with a photo of people on horses and a count of 0. The third row is 'Logo' with a photo of two wine glasses and a count of 1. The fourth row is 'Mountain Biking Tour Video' with a video thumbnail and a count of 1. The fifth row is 'Music Downtown' with a photo of a crowd and a count of 1; this row is highlighted in light blue, and its pencil icon is circled in red. The sixth row is 'Twin Bed' with a photo of a bed and a count of 1. At the bottom right, there is a pagination control showing 'Page 1 of 1' and 'Go to Page: 1'.

4

In the **Listings** field, deselect all listings to remove the blue highlight

The screenshot shows the 'Media Information' form. On the left is a sidebar with 'OPPORTUNITIES', 'REPORTS', and 'ADMINISTRATION'. The main form has a 'Type' dropdown set to 'Image' and a 'Sort Order' input set to '2'. Below is a 'Description' text area. The 'Image Preview' section shows a photo of a crowd at an event. A note states: 'Note: Once created, the image/file associated with the media record can no longer be modified. You must create a new image.' The 'Listings' section at the bottom shows two entries: 'DEREK'S MAGNIFICENT B&B (PENDING) / WEBSITE / TEST CATEGORY / T' and 'Derek's Magnificent B&B (Pending) / Website / TEST Category / Test Subcategory - 244M'. The second entry is highlighted in blue, and its 'PENDING' status is circled in red.

5

You'll know the media is removed when there are **no blue highlights** on any listing fields

The screenshot shows the 'Media Information' form. On the left is a sidebar with navigation links: PROFILE, COLLATERAL, OPPORTUNITIES, REPORTS, and ADMINISTRATION. Above the form are 'SAVE' and 'CANCEL' buttons. The 'Sections:' dropdown is set to 'Media Information'. The form fields include: 'Account' (Derek's Magnificent B&B), 'Title' (Music Downtown), 'Type' (Image), and 'Sort Order' (2). A 'Description' field is empty. An 'Image Preview' shows a crowd at a music event. A note states: 'Note: Once created, the image/file associated with the media record can no longer be modified. You must create a new image.' The 'Listings' section is highlighted with a red box and contains a dropdown menu labeled 'CHOOSE AMONG THE FOLLOWING...' with one option: 'Derek's Magnificent B&B (Pending) / Website / TEST Category / Test Subcategory - 24411'.

6

Click the blue **SAVE** button (top left)

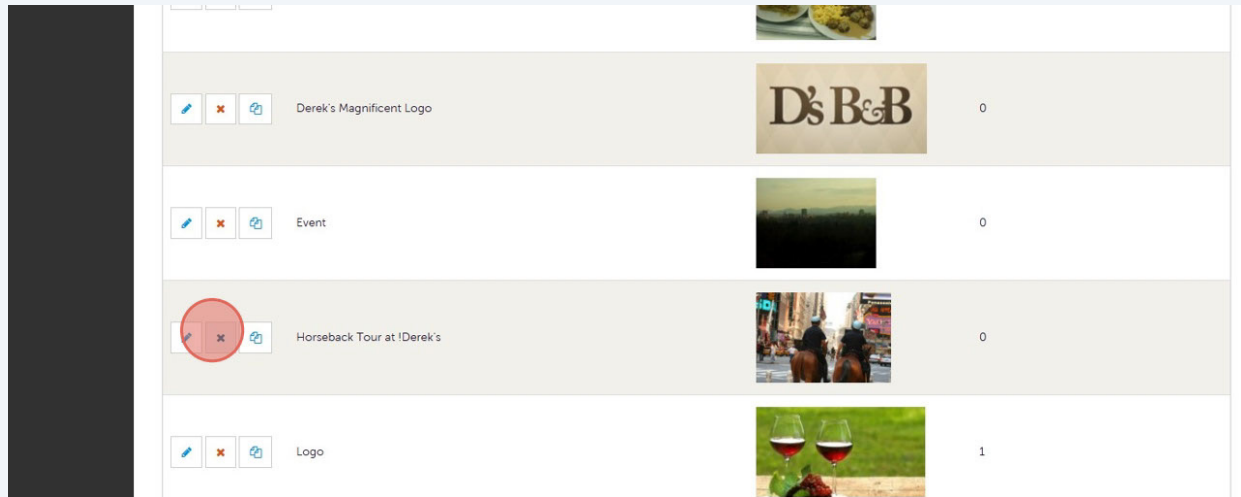
This screenshot is identical to the one above, showing the 'Media Information' form. The only difference is that the 'SAVE' button in the top left corner is circled in red, indicating the action to be taken.



To remove the media from your listing **and** your Partner Portal library:

7

Click the **X icon** next to the media you want to delete



IMPORTANT NOTES



- **Approval Required:** Updates require approval and can take 48–72 hours to appear on the website.
- **Notification:** You'll receive an email when your changes are approved or denied.

NEED HELP?



Contact partnersupport@exploreasheville.com for assistance.