



# HOW TO NAVIGATE THE MANUAL SCHEDULING SYSTEM JOURNALISTS April 2024

## SOFTWARE REQUIREMENTS

1. Google Chrome and Mozilla Firefox browsers are supported.
2. Disable all pop-up blockers.

## GETTING STARTED

1. Log into the [My IPW](#) online portal using your *individual* login codes (individual number and password).

*If you do not know your individual login codes, you may request them via the retrieval link below the login button.*

2. Select [Appointment Schedule](#) from the My IPW menu to view your appointment schedule and access the Manual Scheduling system.

## APPOINTMENT SCHEDULING SYSTEM TABS/VIEWS

The Manual Scheduling dashboard has eight menu items across the top. In addition, the menu to the left of the dashboard includes a link to the Reports area.

These instructions explain each of the menu tabs and provide samples of the various reporting options.

1. [Appointment Schedule tab](#) (default view)
  - [Requesting an Appointment](#)
2. [Open Appointments tab](#)
3. [Requests By Me tab](#)
4. [Requests To Me tab](#)
5. [Inbox Messages tab](#)
6. [Sent Messages tab](#)
7. [Settings tab](#)
8. [No Show Reporting tab](#) (not displayed until onsite)
9. [Reports](#) (*Appears on the menu to the left of the dashboard*)
  - [Sample Reports](#)

**If you are inactive in the system for more than 15 minutes, you will need to log in again.**

**If at any time during your session, you are unsure of what a button or column means, click the Help button at the left of the screen for a quick explanation.**

*If you need further assistance, please email [ipwreg@ustravel.org](mailto:ipwreg@ustravel.org) (for U.S. organizations) or [intlreg@ustravel.org](mailto:intlreg@ustravel.org) (for international organizations).*

## APPOINTMENT SCHEDULE TAB

This tab displays your appointment schedule with your “Sunday Media Marketplace Only” appointment slots and your “Monday and Tuesday Exhibit Hall Only” appointment slots. All of your pre-scheduled appointments are noted as “Scheduled” under the column labeled “Status.” Once you start requesting and receiving *new* appointments, those will be labeled as “Manual.”

- To highlight all of your scheduled appointments, you can click on the “Select Scheduled” button.
- To highlight all of your open appointments, you can click on the “Select Open” button.
- To deselect all highlighted options, click on the “Deselect All” button.

APPOINTMENT SCHEDULE		REQUESTS BY ME	INBOX MESSAGES	SETTINGS		
OPEN APPOINTMENTS		REQUESTS TO ME	SENT MESSAGES	NO SHOW REPORTING		
Day <span style="font-size: small;">▲</span>						
Appt No.	Time	Booth	Status	Delegate	Company	City, State, Country
Day: Sunday (Media Marketplace Only) 05-May-2024						
1	09:20 AM		Scheduled	Heather Middleton	Nashville Convention & Visitors Corp.	Nashville, Tennessee, United States
2	09:35 AM		Scheduled	Liz Hammonds	Paducah Convention & Visitors Bureau	Paducah, Kentucky, United States
3	09:50 AM		Scheduled	Ray Sarracino	Fort Myers - Islands, Beaches and Neighborhoods	Fort Myers, Florida, United States
4	10:05 AM		Scheduled	Alicia Quinn	New Jersey Travel & Tourism	Trenton, New Jersey, United States
5	10:20 AM		Scheduled	Celia Morales	Visit Houston	Houston, Texas, United States
6	10:35 AM		Scheduled	Rob Gard	Destination Madison	Madison, Wisconsin, United States
7	10:50 AM		Scheduled	Dawn Jeremiah	Go City	Raynham, Massachusetts, United States
8	11:05 AM		Scheduled	Anna Yan	Visit Bellevue Washington	Bellevue, Washington, United States
REQUEST APPOINTMENT		REQUEST CANCELLATION		REQUEST CHANGE		SEND MESSAGE
VIEW PROFILE(S)		SELECT OPEN		SELECT SCHEDULED		DESELECT ALL

- **To view the profiles of your scheduled appointments**  
Click on one or hold down the “Ctrl” key and select multiple appointments and click on the “View Profile(s)” button. From here, you can print all of the profiles or close out by clicking the “x” at the top of the Profile window. Note: If you select a large number of companies to “view their profiles” it may take some time for them to load.
- **To request a cancellation of a scheduled appointment**  
Select the applicable appointment and click “Request Cancellation.” A request will be sent to that recipient. Note: If a cancellation request is sent or received and it has not been accepted or declined by either party within 48 hours, the appointment will be cancelled from both parties’ schedule and an email notification will be sent alerting you of the cancellation.
- **To request a change of a scheduled appointment**  
Select the applicable appointment and click the “Request Change” button. The system will show you another option of when both parties have the same availability. Select the appointment option you’d like and click “Request Change.”
- **To send a message to one of your scheduled appointments**  
Select the appointment(s) and click on the “Send Message” button. A new window will open showing the delegate name(s) in the “To” field. From here, you can type your message and hit Send Message. If you have selected more than one delegate to send a message to, each person will be blind copied on that message.

**Note:** *You are only able to select one appointment at a time to cancel or change.*

# IPW TUTORIAL: HOW TO NAVIGATE MANUAL SCHEDULING (JOURNALISTS)

The screenshot displays the 'APPOINTMENT SCHEDULE' interface. At the top right, a yellow and red banner indicates the dates 'May 3-7, 2024'. Below this, there are sections for 'OPEN APPOINTMENTS' and 'SETTINGS' (including 'NO SHOW REPORTING'). A central window shows a list of appointments with columns for 'Appointment Number' and 'Appointment Start Time':

Appointment Number	Appointment Start Time
20	05/06/2024 11:40 AM
25	05/06/2024 03:00 PM
37	05/07/2024 02:20 PM
38	05/07/2024 02:40 PM
40	05/07/2024 03:20 PM
41	05/07/2024 03:40 PM
42	05/07/2024 04:00 PM

Below the appointment list, there is a section for 'You can leave a comment stating why you are changing that request. (optional)' with a text input field. To the right, a list of locations is shown with columns for 'City, State, Country':

City, State, Country
Pensacola, Florida, United States
Durant, Oklahoma, United States
Anchorage, Alaska, United States
Portland, Oregon, United States
Miami, Florida, United States

At the bottom, there are several action buttons: 'REQUEST APPOINTMENT', 'REQUEST CANCELLATION', 'REQUEST CHANGE', 'SEND MESSAGE', 'VIEW PROFILE(S)', 'SELECT OPEN', 'SELECT SCHEDULED', and 'Deselect ALL'.

If there is no common slot for both parties, you will be notified of that when you select the appointment and click "Request Change."

This screenshot shows the same interface as above, but with a notification message displayed over the appointment list. The message reads: "You do not have any common open slots with that delegate to reschedule that appointment". The appointment list below shows several scheduled appointments:

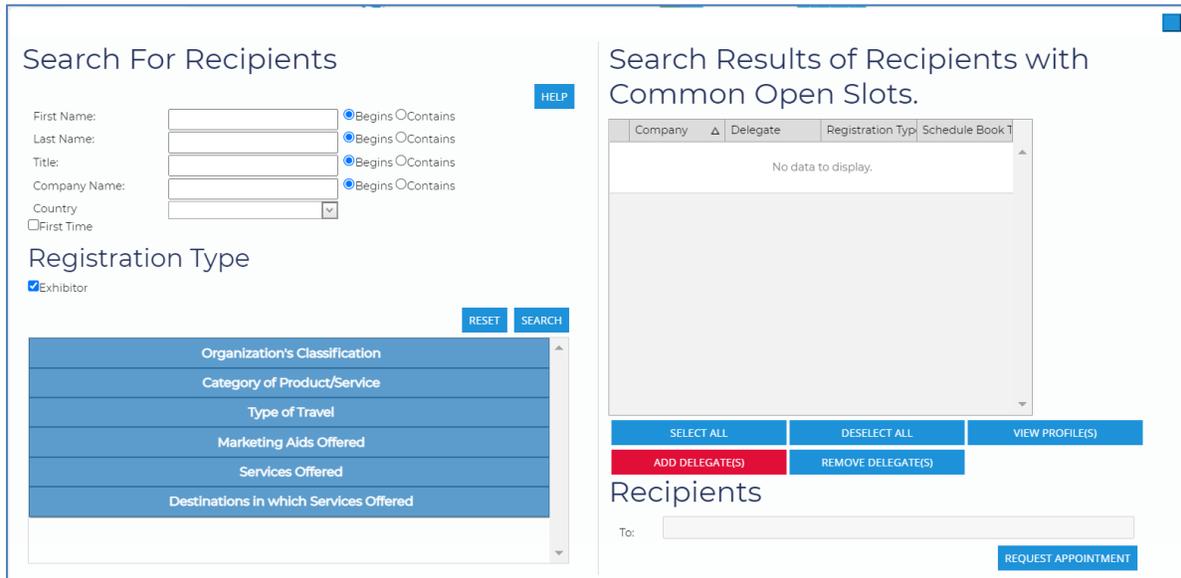
Appt No.	Time	Booth	Status	Delegate	Company	City, State, Country
1	09:20 AM		Scheduled	Heather Middleton	Nashville Convention & Visitors Corp.	Nashville, Tennessee, United States
2	09:35 AM		Scheduled	Liz Hammonds	Paducah Convention & Visitors Bureau	Paducah, Kentucky, United States
3	09:50 AM		Scheduled	Ray Sarracino	Fort Myers - Islands, Beaches and Neighborhoods	Fort Myers, Florida, United States
4	10:05 AM		Scheduled	Alicia Quinn	New Jersey Travel & Tourism	Trenton, New Jersey, United States
5	10:20 AM		Scheduled	Celia Morales	Visit Houston	Houston, Texas, United States
6	10:35 AM		Scheduled	Rob Gard	Destination Madison	Madison, Wisconsin, United States
7	10:50 AM		Scheduled	Dawn Jeremiah	Go City	Raynham, Massachusetts, United States
8	11:05 AM		Scheduled	Anna Yan	Visit Bellevue Washington	Bellevue, Washington, United States

The same action buttons are visible at the bottom of the interface.

**REQUESTING AN APPOINTMENT**

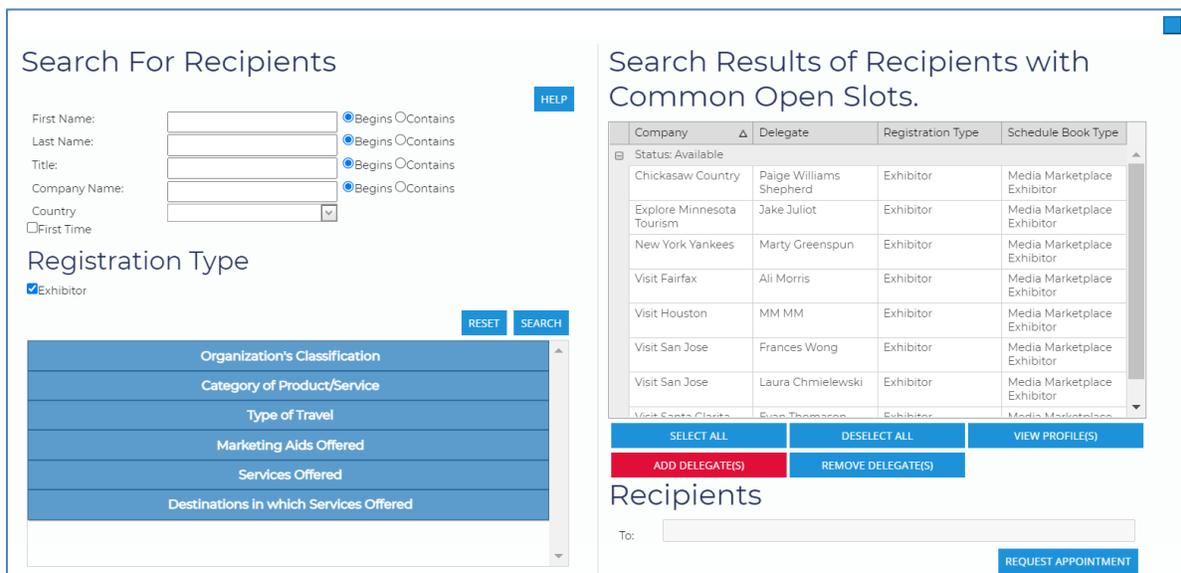
To request an appointment for any of your open appointment slots, you can either select one open appointment or you can hold down the “Ctrl” key and select multiple appointments. You can also click on the “Select Open” button to highlight all of your open appointment slots. Note: You can also go to the “Open Appointments” tab and follow the same steps. This tab displays only your open appointments for easy viewing.

Once you have selected any or all open slots, simply click on the “Request Appointment” button. A “New Appointment” window will open where you can Search for Recipients by performing a quick search for Name, Title, Company Name or First Time. For a more extensive search, click on the Registration Type of “Exhibitor” or “Booth Share” and any specific profile criteria you are interested in and click “Search.”



The results from your search will appear in the “Search Results of Recipients with Common Open Slots” on the right side of your screen. You can select one listing, hold down the “Ctrl” key and select multiple listings, or select all available listings by clicking on the “Select All” button. Once you have made your selection, click on the “Add Delegates” button to add them to the Recipient field and click on the “Send Request” button. You will be able to see all of the requests you have sent in your “Requests By Me” tab.

Note: Depending on the open slots you selected to request an appointment (Sunday Media Marketplace vs. Monday or Tuesday Exhibit Hall, your search results will show “Media Marketplace Exhibitor” which are only available for Sunday appointments, or “Exhibitor” which are only available for Monday and/or Tuesday appointments.



## OPEN APPOINTMENTS TAB

This tab displays all of your open appointment slots for easy viewing. To request an appointment from this tab, please follow the instructions under “Requesting An Appointment.”

## REQUESTS BY ME TAB

This tab displays all of the requests sent by you, which include Appointment Requests, Cancellation Requests and Change Requests

- All of your “Pending” requests will appear at the top of the list. Once a pending request has either been accepted or declined, it will move to the bottom of the list and be marked as either “Scheduled” or “Granted” depending on the type of request sent.
- For any request(s) that are still marked “Pending,” you have the option to withdraw that request by clicking on the “Action” link in the last column labeled “Details.” Once the “status” changes from Pending, you can no longer withdraw that request.

APPOINTMENT SCHEDULE		REQUESTS BY ME		INBOX MESSAGES		SETTINGS	
OPEN APPOINTMENTS		REQUESTS TO ME		SENT MESSAGES			
Request Type	Status	Delegate	Company	Time	Registration Type	City, State, Country	Details
Appointment	Pending	Bianca MITCHELL	American Indian Alaska Native Tourism Association (AIANTA)	04/27/2022 03:20 PM	Exhibitor	Albuquerque, New Mexico, United States	Action
Appointment	Pending	Maria Contreras	Abreu Tours, Inc.	04/28/2022 08:30 AM	Exhibitor	Orlando, Florida, United States	Action
Appointment	Pending	Paul Nakamoto	Aquarium of the Bay	04/28/2022 08:30 AM	Exhibitor	San Francisco, California, United States	Action
Appointment	Pending	Cynthia Schmitt	Citadel Outlets/Los Angeles	04/28/2022 08:30 AM	Exhibitor	Los Angeles, California, United States	Action
Appointment	Pending	Carl Whitehill	Destination Gettysburg	04/28/2022 08:30 AM	Exhibitor	Gettysburg, Pennsylvania, United States	Action
Appointment	Pending	Miguel Miranda	Experience Kissimmee/Latin America	04/28/2022 08:30 AM	Exhibitor	Kissimmee, Florida, United States	Action
Appointment	Pending	Brian Silva	Grand Canyon West	04/28/2022 08:30 AM	Exhibitor	Peach Springs, Arizona, United States	Action
Appointment	Pending	Henry Perez	Hilton Waikiki Beach	04/28/2022 08:30 AM	Exhibitor	Honolulu, Hawaii, United States	Action

SELECT ALL      DESELECT ALL      VIEW PROFILE(S)      SEND MESSAGE

## REQUESTS TO ME TAB

This tab displays all of the requests sent to you, which include Appointment Requests, Cancellation Requests and Change Requests

- All of the “Pending” requests will appear at the top of the list. Once a pending request has either been accepted or declined, it will move to the bottom of the list and be marked as either “Scheduled” or “Granted” depending on the type of request received. To accept or decline a pending request, click on the “Action” link in the last column labeled “Details.”

APPOINTMENT SCHEDULE		REQUESTS BY ME		INBOX MESSAGES		SETTINGS	
OPEN APPOINTMENTS		REQUESTS TO ME (1)		SENT MESSAGES			
Request Type	Status	Delegate	Company	Time	Registration Type	City, State, Country	Details
Appointment	Pending	Sherry Rupert	American Indian Alaska Native Tourism Association (AIANTA)	04/28/2022 08:14 AM	Exhibitor	Albuquerque, New Mexico, United States	Action

SELECT ALL      DESELECT ALL      VIEW PROFILE(S)      SEND MESSAGE

- Once you have accepted or declined that request, it will either be added or removed from your appointment schedule—depending on the type of request—and the status of that request will change from “Pending” to “Scheduled.”

### INBOX MESSAGES TAB

This tab displays all of the general email messages you have received from within the message center. To compose a new message, click on the “Compose” button and enter your search criteria. ***Appointment requests you’ve received through the Appointment Schedule tab will not be listed under this tab.***

### SENT MESSAGES TAB

This tab displays all of the general email messages you have sent from within the message center. ***Appointment requests you’ve sent through the Appointment Schedule tab will not be listed under this tab.***

### SETTINGS TAB

This tab is for your personal settings. The email address you provided when registering will be listed as the default email address and all appointment requests/messages will be emailed to you as well as appear in your “Requests To Me” tab (appointment requests) or “Inbox” tab (messages). You can also check the box to allow requests/messages to be sent to your cell phone via SMS Messaging.

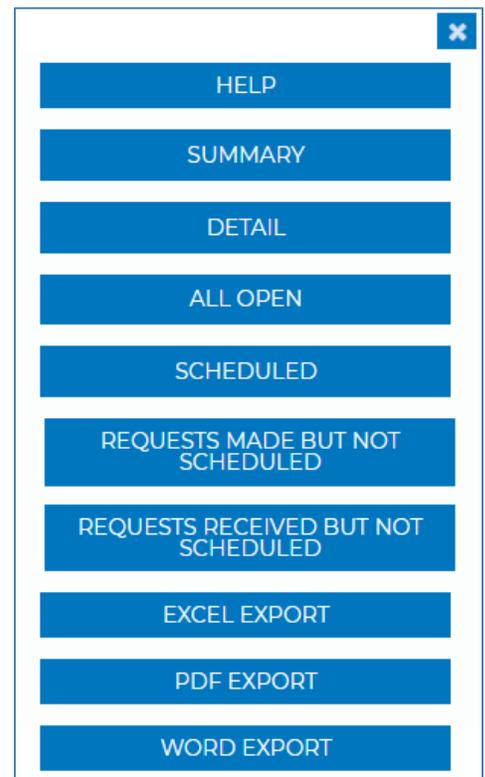
### NO SHOW REPORTING TAB

This tab allows you to report any “no show” appointments in real time. **This feature will only be available beginning on the first day of appointments, and will appear in the open slot under the Settings tab.**

### REPORTS

Access the Reports area from the Reports button on the menu to the left of the appointment scheduling dashboard. There are several options for printing or exporting your appointment schedule. Below is a description of each format; sample reports images follow.

- **Summary:** Print a list of your scheduled appointments showing day/date, appointment slot, time, booth number (applicable only on buyer schedules), request type (Pre-Scheduled, Manual, Mutual, Open, etc.), delegate name (applicable only on exhibitor and marketing and technology provider schedules), and company.
- **Detail:** Print your appointments in a two-column format with space for you to add notes next to your schedule.
- **All Open:** Print a list of all your open appointment times (same format as the Summary).
- **Scheduled:** Print a list of all your scheduled appointment times (same format as the Summary).
- **Requests made but not scheduled:** Print a list of appointment requests you submitted that were not scheduled (shows priority and company name).
- **Requests received but not scheduled:** Print a list of appointment requests you received that were not scheduled (shows priority and company name).
- **Excel Export:** Display your appointment schedule as an Excel spreadsheet.
- **PDF Export:** Display your appointment schedule as a PDF file.
- **Word Export:** Display your appointment schedule as a Word document with a dedicated page for each appointment. Includes contact information and organization profile for each company.



***NOTE: Most report formats will open automatically in a new window on your browser so be sure your pop-up blocker is disabled or allows pop-ups from the My IPW site.***

## SAMPLE REPORTS

### Sample Summary Report

Day ▾						
Appt No.	Time	Booth	Appt. Type	Status	Registration Type	Company
Day: Sunday (Media Marketplace Only) 5-May-2024						
1	09:20 AM		Mutual	Scheduled	Exhibitor	Nashville Convention & Visitors Corp.
2	09:35 AM		Mutual	Scheduled	Exhibitor	Paducah Convention & Visitors Bureau
3	09:50 AM		Mutual	Scheduled	Exhibitor	Fort Myers - Islands, Beaches and Neighborhoods
4	10:05 AM		Mutual	Scheduled	Exhibitor	New Jersey Travel & Tourism
5	10:20 AM		Mutual	Scheduled	Exhibitor	Visit Houston

### Sample Detail Report

**#1 Sunday (Media Marketplace Only) 05/05/2024**  
 09:20 AM - 09:30 AM  
 Nashville Convention & Visitors Corp., Nashville, Tennessee

**#2 Sunday (Media Marketplace Only) 05/05/2024**  
 09:35 AM - 09:45 AM  
 Paducah Convention & Visitors Bureau, Paducah, Kentucky

**#3 Sunday (Media Marketplace Only) 05/05/2024**  
 09:50 AM - 10:00 AM  
 Fort Myers - Islands, Beaches and Neighborhoods, Fort Myers, Florida

### Sample All Open Report

Day ▾				
Appt No.	Time	Booth	Status	Company
Day: Monday 6-May-2024				
23	02:20 PM		Open	
25	03:00 PM		Open	
26	03:20 PM		Open	
20	11:40 AM		Open	

### Sample Scheduled Report

Day ▾						
Appt No.	Time	Booth	Appt. Type	Status	Registration Type	Company
Day: Sunday (Media Marketplace Only) 5-May-2024						
1	09:20 AM		Mutual	Scheduled	Exhibitor	Nashville Convention & Visitors Corp.
2	09:35 AM		Mutual	Scheduled	Exhibitor	Paducah Convention & Visitors Bureau
3	09:50 AM		Mutual	Scheduled	Exhibitor	Fort Myers - Islands, Beaches and Neighborhoods
4	10:05 AM		Mutual	Scheduled	Exhibitor	New Jersey Travel & Tourism
5	10:20 AM		Mutual	Scheduled	Exhibitor	Visit Houston
6	10:35 AM		Mutual	Scheduled	Exhibitor	Destination Madison

## Sample Requests Made But Not Scheduled Report

Requests made by me that are not scheduled:	
Priority	Company
2	Ramada Plaza Resort & Suites International Drive Orlando
4	Caribe Royale Orlando
4	Greater Miami Convention & Visitors Bureau
5	The Florida Keys & Key West
12	Explore Georgia

## Sample Requests Received But Not Scheduled Report

Requests for me that are not scheduled:		
Priority	Company	Delegate Name
15	Mall of America	Dan Jasper

## Sample Excel Report

1	Appt No.	Time	Booth	Appt. Type	Status	Delegate	Registration T	Company	City, State, Count
2	<b>Day: Sunday (Media Marketplace Only) 05-May-2024</b>								
3		1:09:20 AM		Mutual	Scheduled	Thomas Vogler	Exhibitor	Pure Michigan	Lansing, Michigan, Un
4		2:09:35 AM		Mutual	Scheduled	Katlyn Svendsen	Exhibitor	Travel South Dakota	Pierre, South Dakota,
5		3:09:50 AM		Mutual	Scheduled	Jennifer Haz	Exhibitor	Greater Miami Conventio	Miami, Florida, Unite
6		4:10:05 AM			Open				
7		5:10:20 AM		Mutual	Scheduled	Emilie Dujour	Exhibitor	Visit San Antonio	San Antonio, Texas, U

## Sample PDF Report

Appt No.	Time	Booth	Appt. Type	Status	Delegate	Registration Type	Company	City, State, Country
<b>Day: Sunday (Media Marketplace Only) 05-May-2024</b>								
1	09:20 AM		Mutual	Scheduled	Thomas Vogler	Exhibitor	Pure Michigan	Lansing, Michigan, United States
2	09:35 AM		Mutual	Scheduled	Katlyn Svendsen	Exhibitor	Travel South Dakota	Pierre, South Dakota, United States
3	09:50 AM		Mutual	Scheduled	Jennifer Haz	Exhibitor	Greater Miami Convention & Visitors Bureau	Miami, Florida, United States

## Sample Word Report

**Appointment 1: May 5, 2024, 09:20 AM**

**Request Type: Scheduled**

**Appointment Type: Mutual**

Pure Michigan  
 300 N. Washington Square, 2nd Floor  
 Lansing, Michigan, 48913-0000  
 United States  
 Phone: 1-517-643-2838 Fax: 1- Toll Free: 1-  
 Website: [www.michigan.org](http://www.michigan.org)

**Company Profile:**

Organization Description: Pure Michigan is the official tourism promotion agency for the state of Michigan. We offer representatives from around Michigan to assist you in your travel planning process.

Organization's Classification: Destination Promotion Bureau

Category of Product/Service: Economy , Moderate , First Class , Luxury

Type of Travel: Business , Charter , Congresses/Conventions , Cultural , Group , Incentive , Individual , Leisure , Sports , Study/Student , Technical/Agricultural

Marketing Aids Offered: Familiarization Trips , Full Customized Itinerary Planning , Internet Communication Capabilities , Reference Manuals , Visual Aids-Video/Slides/Photos

Services Offered: Accommodations , Convention and Meeting Venues , Destination Management , Escorted Motorcoach Tours , Food Service , Multilingual Staff/Guides , Package Tours , Sightseeing

Destinations in which Services Offered: Michigan

Notes: