



HOW TO NAVIGATE THE MANUAL SCHEDULING SYSTEM JOURNALISTS May 2022

SOFTWARE REQUIREMENTS

1. Google Chrome and Mozilla Firefox browsers are supported.
2. If using Internet Explorer (IE), you need IE 8.0 or higher.
3. 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.

My IPW
Registered Delegate Login
Please enter your individual login ID and password:
Individual Login ID
Individual Password
Login
To retrieve your individual login ID or individual password click here.

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 (for U.S. organizations)
or intlreg@ustravel.org (for international organizations).*

APPOINTMENT SCHEDULE TAB

This tab displays your appointment schedule with your “Monday Media Marketplace Only” appointment slots and your “Tuesday and Wednesday 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		
Day ▲					
Appt No.	Time	Booth	Status ▼	Company	City, State, Country
Day: Monday (Media Marketplace Only) 06-June-2022					
1	09:00 AM EDT		Scheduled	Experience Kissimmee	Kissimmee, Florida, United States
2	09:15 AM EDT		Scheduled	Discover Crystal River FL	Crystal River, Florida, United States
3	09:30 AM EDT		Scheduled	Howard Johnson Plaza Hotel - Anaheim/Disneyland	Anaheim, California, United States
4	09:45 AM EDT		Scheduled	Downtown Orlando	Orlando, Florida, United States
5	10:00 AM EDT		Scheduled	Visit Central Florida	Auburndale, Florida, United States
6	10:15 AM EDT		Scheduled	Visit Orlando	Orlando, Florida, United States
7	10:30 AM EDT		Scheduled	Universal Parks and Resorts	Orlando, Florida, United States
8	10:45 AM EDT		Scheduled	Alabama Tourism Department	Montgomery, Alabama, United States
9	11:00 AM EDT		Scheduled	Visit Lauderdale	Fort Lauderdale, Florida, United States
10	11:15 AM EDT		Scheduled	The Mall at Millenia	Orlando, Florida, 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.*

The screenshot displays the 'APPOINTMENT SCHEDULE' interface. At the top left, there is a logo for 'ORLANDO JUNE 2022' by the U.S. Travel Association. The main content area is divided into several sections:

- Appointment Schedule Table:** A table with columns 'Appointment Number' and 'Appointment Start Time'.

Appointment Number	Appointment Start Time
15	06/06/2022 02:45 PM
17	06/06/2022 03:15 PM
18	06/06/2022 03:30 PM
19	06/06/2022 03:45 PM
20	06/06/2022 04:00 PM
- Open Appointments Section:** Includes a 'Day' dropdown set to 'Monday (Media Marketpl...' and a table of appointments.

Appt No.	Time
1	09:00 AM EDT
2	09:15 AM EDT
3	09:30 AM EDT
4	09:45 AM EDT
5	10:00 AM EDT
6	10:15 AM EDT
7	10:30 AM EDT
8	10:45 AM EDT
9	11:00 AM EDT
10	11:15 AM EDT
- Location Selection Dropdown:** A list of cities and states, including Kissimmee, Florida, United States; Crystal River, Florida, United States; Anaheim, California, United States; Orlando, Florida, United States; Auburndale, Florida, United States; and Fort Lauderdale, Florida, United States.
- Action Buttons:** 'REQUEST APPOINTMENT', 'VIEW PROFILE(S)', 'SELECT OPEN', 'SELECT SCHEDULED', 'CHANGE', 'SEND MESSAGE', and 'Deselect All'.

A text box below the appointment list states: "You can leave a comment stating why you are changing that request. (optional)" with an empty text input field.

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 overlaid on the location selection dropdown. The message reads: "You do not have any common open slots with that delegate to reschedule that appointment".

The interface also shows a navigation bar with tabs: 'APPOINTMENT SCHEDULE', 'REQUESTS BY ME', 'INBOX MESSAGES', 'SETTINGS', 'OPEN APPOINTMENTS', and 'REQUESTS TO ME'. Below the notification, the appointment list and location dropdown are visible, along with the same set of action buttons as in the previous screenshot.

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 (Monday Media Marketplace vs. Tuesday or Wednesday Exhibit Hall, your search results will show “Media Marketplace Exhibitor” which are only available for Monday appointments, or “Exhibitor” which are only available for Tuesday and/or Wednesday appointments.

Company	Delegate	Registration Type	Schedule Book Type
Chickasaw Country	Paige Williams Shepherd	Exhibitor	Media Marketplace Exhibitor
Explore Minnesota Tourism	Jake Juliot	Exhibitor	Media Marketplace Exhibitor
New York Yankees	Marty Greenspun	Exhibitor	Media Marketplace Exhibitor
Visit Fairfax	Ali Morris	Exhibitor	Media Marketplace Exhibitor
Visit Houston	MM MM	Exhibitor	Media Marketplace Exhibitor
Visit San Jose	Frances Wong	Exhibitor	Media Marketplace Exhibitor
Visit San Jose	Laura Chmielewski	Exhibitor	Media Marketplace Exhibitor
Visit Santa Clara	Eve Thompson	Exhibitor	Media Marketplace Exhibitor

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 08:10 AM	Exhibitor	Orlando, Florida, United States	Action
Appointment	Pending	Paul Nakamoto	Aquarium of the Bay	04/28/2022 08:10 AM	Exhibitor	San Francisco, California, United States	Action
Appointment	Pending	Cynthia Schmitt	Citadel Outlets/Los Angeles	04/28/2022 08:10 AM	Exhibitor	Los Angeles, California, United States	Action
Appointment	Pending	Carl Whitehill	Destination Gettysburg	04/28/2022 08:10 AM	Exhibitor	Gettysburg, Pennsylvania, United States	Action
Appointment	Pending	Miguel Miranda	Experience Kissimmee/Latin America	04/28/2022 08:10 AM	Exhibitor	Kissimmee, Florida, United States	Action
Appointment	Pending	Brian Silva	Grand Canyon West	04/28/2022 08:10 AM	Exhibitor	Peach Springs, Arizona, United States	Action
Appointment	Pending	Henry Perez	Hilton Waikiki Beach	04/28/2022 08:10 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

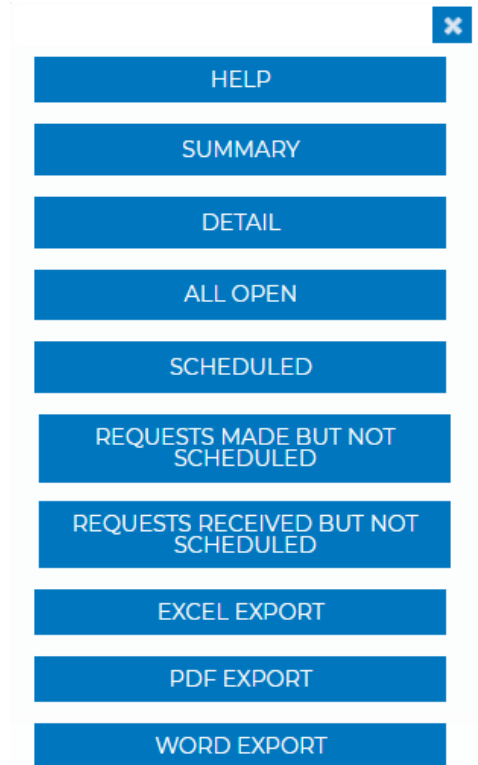
This tab allows you to report any “no show” appointments in real time. **This feature will only be available beginning on the first day of appointments, and will appear in the open slot under the Settings tab.**

REPORTS

IPW TUTORIAL: HOW TO NAVIGATE MANUAL SCHEDULING (JOURNALISTS)

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: Monday (Media Marketplace Only) 6-June-2022						
1	09:00 AM EDT		Journalist MM	Scheduled	Exhibitor	Experience Kissimmee
2	09:15 AM EDT		Mutual	Scheduled	Exhibitor	Discover Crystal River FL
3	09:30 AM EDT		Mutual	Scheduled	Exhibitor	Howard Johnson Plaza Hotel - Anaheim/Disneyland
4	09:45 AM EDT		Journalist MM	Scheduled	Exhibitor	Downtown Orlando
5	10:00 AM EDT		Mutual	Scheduled	Exhibitor	Visit Central Florida

Sample Detail Report

<div style="border: 1px solid black; height: 200px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 200px;"></div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>#1 Monday (Media Marketplace Only) 06/06/2022 09:00 AM - 09:10 AM EDT Juliana Leveroni Experience Kissimmee, Kissimmee, Florida</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>#2 Monday (Media Marketplace Only) 06/06/2022 09:15 AM - 09:25 AM EDT Jodi Sanders Discover Crystal River FL, Crystal River, Florida</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>#3 Monday (Media Marketplace Only) 06/06/2022 09:30 AM - 09:40 AM EDT Adam Beigel Howard Johnson Plaza Hotel - Anaheim/Disneyland, Anaheim, California</p> </div>
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Sample All Open Report

Day ▲				
Appt No.	Time	Booth	Status	Company
☐ Day: Monday (Media Marketplace Only) 6-June-2022				
13	02:15 PM EDT		Open	
15	02:45 PM EDT		Open	
17	03:15 PM EDT		Open	
18	03:30 PM EDT		Open	
19	03:45 PM EDT		Open	
20	04:00 PM EDT		Open	

Sample Scheduled Report

Day ▲						
Appt No.	Time	Booth	Appt. Type	Status	Registration Type	Company
☐ Day: Monday (Media Marketplace Only) 6-June-2022						
1	09:00 AM EDT		Journalist MM	Scheduled	Exhibitor	Experience Kissimmee
2	09:15 AM EDT		Mutual	Scheduled	Exhibitor	Discover Crystal River FL
3	09:30 AM EDT		Mutual	Scheduled	Exhibitor	Howard Johnson Plaza Hotel - Anaheim/Disneyland
4	09:45 AM EDT		Journalist MM	Scheduled	Exhibitor	Downtown Orlando
5	10:00 AM EDT		Mutual	Scheduled	Exhibitor	Visit Central Florida

IPW TUTORIAL: HOW TO NAVIGATE MANUAL SCHEDULING (JOURNALISTS)

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

	A	B	C	D	E	F	G	H	I	J
1	Appt No.	Time	Booth	Appt. Type	Status	Registration T	Company	City, State, Count		
2	Day: Monday (Media Marketplace Only) 06-June-2022									
3	1	09:00 AM EDT		Journalist MM	Scheduled	Exhibitor	Visit Panama City Beach	Panama City Beach, Florida, United States		
4	2	09:15 AM EDT		Journalist MM	Scheduled	Exhibitor	Warner Bros. Studio Tour	Burbank, California, United States		
5	3	09:30 AM EDT			Open					
6	4	09:45 AM EDT		Mutual	Scheduled	Exhibitor	Visit Central Florida	Auburndale, Florida, United States		
7	5	10:00 AM EDT		Journalist MM	Scheduled	Exhibitor	Universal Parks and Resor	Orlando, Florida, United States		
8	6	10:15 AM EDT		Journalist MM	Scheduled	Exhibitor	Six Flags Magic Mountain	Valencia, California, United States		

Sample PDF Report

Appt No.	Time	Booth	Appt. Type	Status	Registration Type	Company	City, State, Country
Day: Monday (Media Marketplace Only) 06-June-2022							
1	09:00 AM EDT		Journalist MM	Scheduled	Exhibitor	Visit Panama City Beach	Panama City Beach, Florida, United States
2	09:15 AM EDT		Journalist MM	Scheduled	Exhibitor	Warner Bros. Studio Tour Hollywood	Burbank, California, United States
3	09:30 AM EDT			Open			
4	09:45 AM EDT		Mutual	Scheduled	Exhibitor	Visit Central Florida	Auburndale, Florida, United States
5	10:00 AM EDT		Journalist MM	Scheduled	Exhibitor	Universal Parks and Resorts	Orlando, Florida, United States

Sample Word Report

Appointment 1: June 6, 2022, 09:00 AM

Request Type: Scheduled

Appointment Type: Journalist MM

Experience Kissimmee
 Delegate: Juliana Leveroni
 215 Celebration Place, Suite 200
 Kissimmee, Florida, 34747
 United States
 Phone: 1-407-569-4856 Fax: 1- Toll Free: 1-
 Website: www.experiencekissimmee.com

Company Profile:

Org Description : Destination Marketing Organization for the Kissimmee destination representing nearly 50,000 accommodations next door to the Walt Disney World Resort, Florida and most famed attractions in Orlando. Source of information, promotional material supply and liaison between Kissimmee's local Industry Partners and travel trade professionals, incentive, corporate and media professionals worldwide. We currently offer representation in United Kingdom, Canada, Benelux, Brazil, Mexico, Argentina and India.

Organization's Classification : Destination Promotion Bureau

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

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

Marketing Aids Offered : Advertising Aids , Familiarization Trips , Full Customized Itinerary Planning , International Sales Offices , Internet Communication Capabilities , Special Trade Materials , Visual Aids-Video/Slides/Photos

Services Offered : Accommodations , Convention and Meeting Venues , Multilingual Staff/Guides

Destinations in which Services Offered : Florida

Notes: