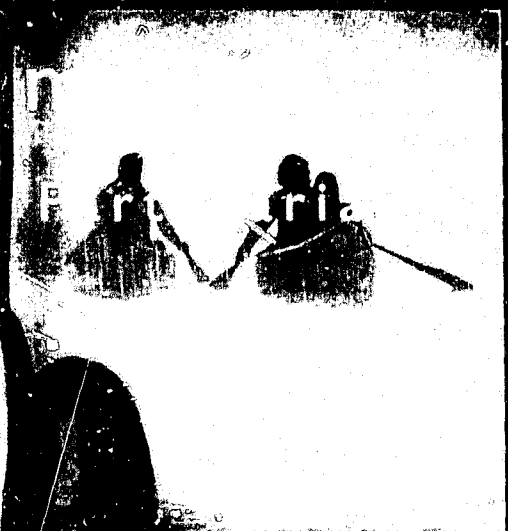


Performance Partnerships



CTX

Canadian Tourism Exchange // Connexion entreprises touristiques

www.ctc-ctx.com

CANADIAN
TOURISM
COMMISSION

COMMISSION
CANADIENNE
DU TOURISME

Connectivity

CTX

Canadian Tourism Exchange

Flagship Technology for the Tourism Industry

Businesses today are dependent on timely, accurate, and relevant information in order to remain competitive. Information technologies are key to organizational prosperity. They help to harness, channel, and direct often overwhelming information flows, making them indispensable to business planning and decision making.

Over the past several years the Canadian tourism industry has made significant strides working together, this in turn has generated positive results and increased the need for frequent, efficient communication. It is now evident to tourism operators that a wealth of information, experience and learning, if shared, could be multiplied and contributes to bottom line growth within the industry. The Canadian Tourism Commission (CTC) is the private/public sector partnership created in part to provide up-to-date information to assist industry decision making. The CTC has taken the lead in developing and implementing a technology strategy to benefit the industry. From this initiative has emerged the Canadian Tourism Exchange (CTX). CTX is an electronic, Internet based, business-to-business network linking the Canadian tourism industry and related organizations into a virtual community for the purpose of accessing and sharing information, in turn benefiting members of the community/tourism industry. It is a network that will have the capability to enhance the competitiveness of Canada's tourism industry relative to its competitors around the world.

CTX: A Business to Business Network

CTX grew out of a series of consultations between the CTC and tourism to establish a private business-to-business network over the Internet that would give access to a series of useful applications. Businesses within the tourism industry will use this network to access relevant information. Tourism industry members will have a tool to communicate with one another, exchange information, and conduct business, which in turn would enhance competitiveness and industry performance. The network is flexible, intuitive, affordable and designed to take advantage of leading edge technologies. It offers a level playing field to businesses of all types and sizes within the industry regardless of location.

Why CTX ?

CTX has been purposely designed and built for the size of our country, the diversity of our industry and our need to work together. CTX becomes the tourism industry's foundation for the knowledge-based economy. It will help fulfill the information mandate of the CTC, while enhancing the ability to build partnerships. CTX has the potential to expand the use of technology among all members of the industry.

It affords its members one-stop information shopping that in turn will create cost savings through more effective use of human resources. It offers access to a deep and wide partner base creating opportunities to build networks that are need-specific or perhaps sector-specific.

CTX Features:

Tourism News

- from newswires, magazines, newspapers, trade publications and clipping services
- member-posted news
- delivered to your email

Tourism Organizations

- database of industry products and services
- reduces search time
- improves business operations

Business Connections

- message boards
- discussion forums
- create mailing groups

Reports & Analysis

- tourism publications
- surveys, research studies, statistics
- sectoral analyses
- market intelligence and analyses

New features to come....

- Promotions Exchange
- Meetings Exchange
- Employment Exchange
- Marketplace

CTX: How to register in 4 easy steps

Please have the correct name and address of your business as well as information on your business activities at hand to properly complete the registration

1. Point your web browser to <http://www.ctc-ctx.com>
2. Click on JOIN/JOINDRE
3. Select ONLINE to register on-line. Follow the simple instructions to complete the registration. Please ensure that you select a username and password that is easy to recall.
4. You will be asked to sign on using your newly created user name and password. Avoid registering more than once, as this will cause unnecessary problems for you.

CTX: Minimum Requirements

To effectively use CTX these are the minimum technical requirements:

1. Computer: IBM PC 486 with 8 megabytes of memory or better, Windows 3.1, preferably Windows 95 or 98, or any Apple Macintosh
2. Monitor: 800 _ 600 pixels, 256 colours or better resolution
3. Modem: 14.4 Kbps, preferably 28.8 Kbps or better
4. Browser: Netscape 3.0 or Internet Explorer 3.0 or later versions
5. Connection: Standard telephone line to Internet via an Internet Service Provider (ISP)
6. E-mail: An E-mail address

It is possible to access the CTX site with facilities below the minimum requirements listed above. Performance in terms of response times and usability may, however, be compromised and create frustration among users within your organization. Every attempt should be made to use at least the minimum hardware and technical requirements listed above.

Getting the Most from CTX:

Here is a list of suggestions to help you and your colleagues get the most from CTX :

1. Update your Member Preferences under Tourism News. You can alter this anytime and check the results;
2. Contribute articles to the Tourism News;
3. Update your organization information under Member Administration;
4. Search Tourism Organizations for selected groups of organizations;
5. Create personal groups of members from the Tourism Organization and send them useful information;
6. Create business connection groups from Business Connections, and then send them your ideas and other interesting information and/or collaborate on an exercise on-line;
7. Check the Reports & Analysis for useful information. Tell us what else you would like to see by using the Suggestion Box;
8. Use Power Search to look up interesting information. Send it to a colleague in your organization or to another CTX member via Business Connection;
9. Click on the Suggestion Box to relay problems, suggestions and ideas to the CTX technical support group, or to pass on criticisms or offer suggestions. Communicating is what the CTX is all about!
10. If you participate in tours, or want to do so, check the Visit Canada application of the Promotion Exchange to see what's going on;
11. Avoid spamming (broadcasting useless information);
12. Experiment with ideas! Tell us about your bright ideas so that we can make them a reality!

CTX

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CTX

LOGGING IN TO CTX

Go to www.ctc-ctx.com

If you are already a member:

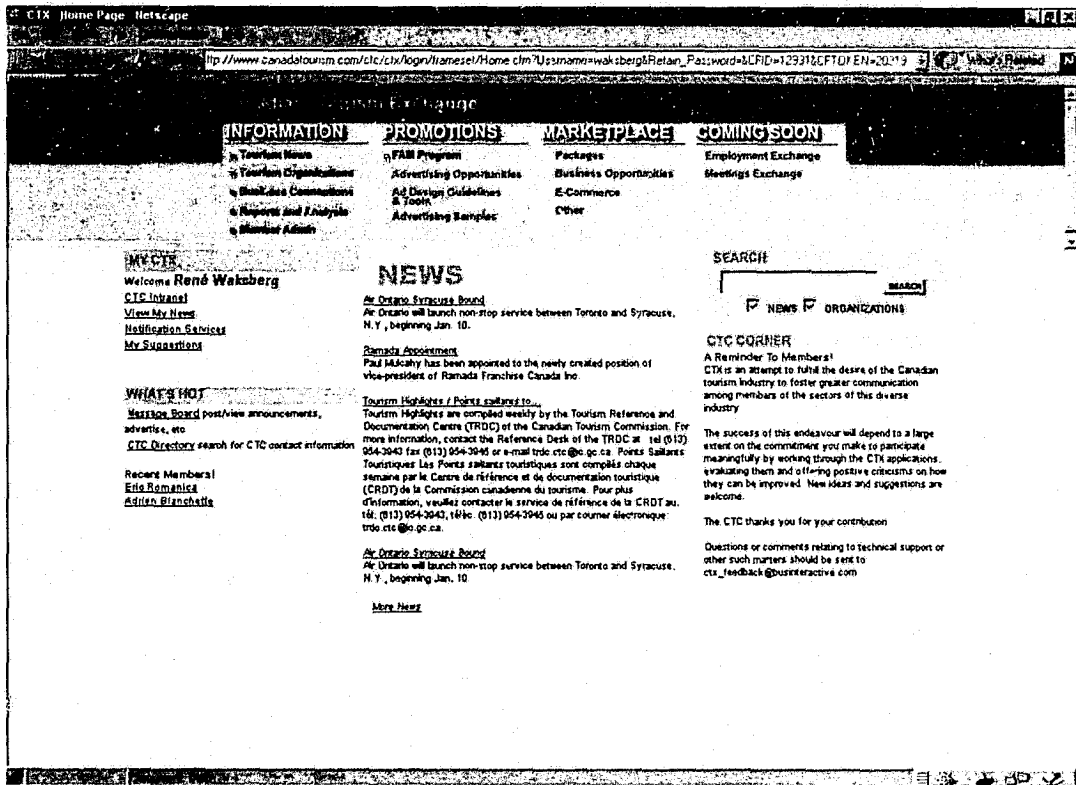
1. Enter your username and password
2. Click SUBMIT

If you are NOT a member

1. Click JOIN
2. Click ONLINE
3. Follow the instructions to register

Your Password

1. If you check the "Remember my password" box below the username and password entry fields, you will be able to go straight to the CTX home page without logging on again, as long as you use the same computer.
2. If you have already registered for CTX but have forgotten your password, click on the "Forgotten your username password" link. You will be asked to provide your email address, and your password will be sent to you at that email address.



CTX Home Page

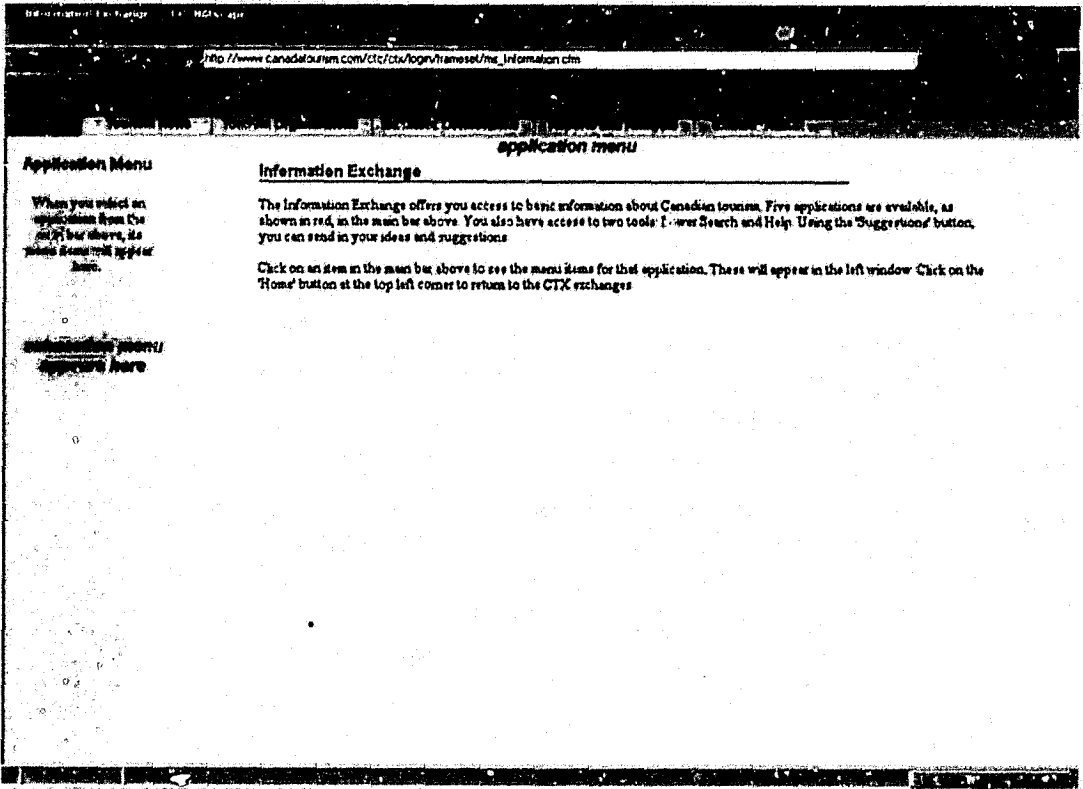
The CTX home page is the entry point to the various exchange modules:

1. **Information Exchange:** Tourism News, Tourism Organizations, Business Connections, Reports and Analysis, and Member Administration
2. **Promotions Exchange:** FAM Program, Advertising, Discounts
3. **Marketplace:** Packages, Business Opportunities, E-commerce
4. **Employment Exchange:** Job Opportunities, Skills Matching, Online Recruiting, Job Fairs
5. **Meeting Exchange:** Meeting Planning, Facilities, Products & Services, Facilities Matching

The CTX home page provides shortcuts to CTX applications which are frequently used: News, message board, some news items of the day, CTC Corner, etc.



Returning to the CTX home page
Whenever you click on the CTX maple leaf icon wherever you are in the CTX site, you will be returned to the home page.



Menus

Note that throughout the CTX site, there are generally 2 menus on each page (see figure above):

Application Menu (across the top)

Subsection menu (on the left)

The application menu stays the same within each exchange (example Promotions Exchange, Information Exchange), whereas the subsection menu includes selections applicable to that subsection (i.e. subsection menu for Tourism News, subsection menu for business connections, etc).

CTX

THE INFORMATION EXCHANGE MODULE

Member Administration

Click on "Member Admin" on the application menu (across the top) to go to the Member Admin section. The Available Options on the left-hand navigation bar are as follows:

Change Member information

1. On the Member Admin subsection menu (left), click on "Change member information"
2. Enter or edit information as appropriate, and click SAVE at the bottom of the page to update your information, or CANCEL to cancel the operation. Note that an email address must be provided in order to receive news by email, or create a contact group, etc.

Change password

1. On the Member Admin subsection menu (left), click on "Change Password"
2. Enter your Current Password in the first box, your new password in the second box, and confirm this new password in the third box.
3. Click on SUBMIT to save this change

NOTE: Do not forget your new password!!!

Each organization will identify an administrator responsible for managing the CTX services for its members. Facilities will be made available to the CTX administrator to carry out the necessary functions to manage its membership information on-line.

CTX

Tourism News

This application collects and distributes tourism and related news to the members. News items are gathered from a wide variety of sources, including news wires, major newspapers and magazines as well as clipping services, CTX members and the CTC. Individual member profiles will be combined with push technology to ensure members receive news information specifically geared to their particular needs. A powerful search engine will provide on-line searches for items in the News database. Members will also be able to contribute their own news stories for publication on the CTX network

Click on "Tourism News" on the application menu to go to the tourism news section. The Tourism News Options on the left-hand navigation bar are as follows:

My News

The "My News" sections allows you to select personal preferences for receiving news

My Current News

(see figure page 7) Delivers industry news as stories break, according to your personal preferences selected in "Preferences/Receive Notification". Only 10 article abstracts are shown at a time. Clicking on "Next 10 Records" will display the next 10 articles.

Each article abstract is followed by the source (author, email address, and date). You may click on the email address to email the author/source directly. Each article abstract also has a little "Save" button. Click on "Save" to save this article (see "Save Article" page 7 for explanation)

Reading an article

Click on the article title to see the entire article.
You will notice after the full article are the choices
"Email Article" and "Save Article".

My Current News

Search found 33 matches using your news preferences.

To personalise your news, select [News Preferences](#)

Here are numbers 1 to 10:

[\[NEXT 10 RECORDS\]](#)

Monday, November 09 / 1998

TOURISM HIGHLIGHTS / POINTS SAILLANTS TOURISTIQUES 31 OCTOBRE - 6 NOVEMBRE 1998

Tourism Highlights are compiled weekly by the Tourism Reference and Documentation Centre (TRDC) of the Canadian Tourism Commission. For more information, contact the Reference Desk of the TRDC at: tel (613) 934-3943 fax (613) 934-3945 or e-mail trdc.crl@tc.gc.ca. Points Saillants Touristiques Les Points saillants touristiques sont compilés chaque semaine par le Centre de références et de documentation touristiques (CRDT) de la Commission canadienne du tourisme. Pour plus d'information, veuillez contacter le service / le références de la CRDT au: tel: (613) 934-3943, téléc: (613) 934-3945 ou par courrier électronique: trdc.crl@tc.gc.ca.

Author: Youdes, Reference and Documentation Centre / trdc.crl@tc.gc.ca / Organisation: Canadian Tourism Commission

Friday, November 06 / 1998

AM CANADA SET TO TAKE A NEW LOOK AT CANADA [click to save article](#)

In releasing details of its third quarter results last week, Air Canada's top executive indicated that the carrier would once again be taking a hard look at its distribution costs.

Author: Mike Dunbar / sp@baxter.net / Organisation: Baxter Travel Group

[Back to article](#)

CAIROGATE WINTER SCHEDULE

Canadian Airlines has updated winter service on international and transborder routes, especially from E / Vancouver and Toronto hubs.

Author: Canadian Travel Press / clp@baxter.net / Organisation: Baxter Travel Group

BAMARA APPOINTMENT

Paul Mulachy has been appointed to the newly created position of vice-president of Rozards Fenchies Canada Inc.

Author: Travel Courier / tc@baxter.net / Organisation: Baxter Travel Group

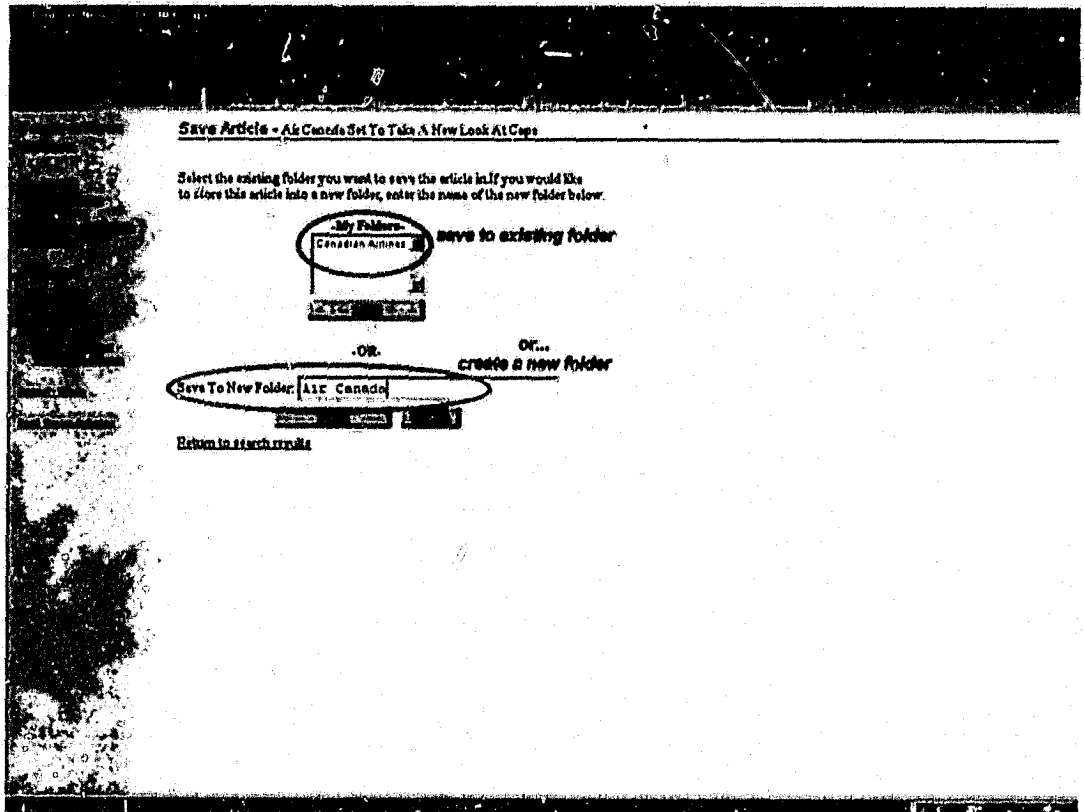
Email Article

This feature allows you to email an article to another CTX member, or anyone with an email address. See page 24 for more information.

Save Article

If you have any folders already created, they will be displayed. If you wish to save to an existing folder,

click on its name to select it, and then click on "Save". If you wish to save to a new folder, enter the name in the "Save to new folder" box, and click "Save" to save the article to that folder, or "Cancel" if you wish to cancel the save operation (this will bring you back to the Tourism News main menu). See "Saved News" for more information on working with folders.



Saved News

This is where news articles you have saved are stored for later retrieval.

If a folder or folders already exist, you may choose OPEN FOLDER to review that folder's contents, or DELETE to delete that folder. The third option is CREATE FOLDER.

Deleting a folder

As indicated above, clicking on DELETE will delete the folder and all articles contained within that folder.

Creating a folder

Click on CREATE FOLDER. Type in the name of the new folder, and click SAVE NAME.

Opening a folder

An open folder will display the name of the folder at the top, as well as all articles the folder contains. To change the folder name, type in a new name for the folder and then click on SAVE NAME.

As an example, below are listed all the articles currently saved in the Air Canada folder. The headline for each article is shown, as well as the two options, VIEW and DELETE.

Clicking on VIEW will allow you to view the entire article (see Reading an article) while clicking on DELETE will delete the article from that folder.

Open Folder: [NAME] name of open folder
(can rename this folder)

To change the folder or the folder name, change it in the field above, and click the 'Save Name' button.

Articles in folder

Headline	Options
Air Canada Set To Take A New Look At Cops	<input type="button" value="VIEW"/> <input type="button" value="DELETE"/>
AC Expands E-Ticketing	<input type="button" value="VIEW"/> <input type="button" value="DELETE"/>

view/delete article

Return To Search Results View all articles in this folder.

Preferences/Receive Notification

This allows you to customize your preferences for News items, applicable to those you view in CTX as well as to those which are sent to you by email.

When do you want to be notified?

If you wish to receive news by email, select any or all of the days of the week to be notified and the time of notification. You will receive an email with the article briefs (based on the type of articles you have selected) on the days you have marked and at the time you have selected. The full text of the article can be read by accessing CTX. Please note that your news will always be able to be viewed by clicking on the link, My Current News.

What information do you want to receive?

Select the type of articles you wish to receive. Note that the fewer categories you select, the fewer articles you will receive.

Language

Select whether you want to view articles posted only in French, those posted only in English, or those posted in either language.

Article Age

This determines how long articles matching your preferences will be displayed on CTX. For example, if you select 20 days, only those articles which are less than 20 days old, and which meet your criteria (article category, language, keywords, if any) will be displayed when clicking "My current news". Article age does not affect the articles posted to you through email. Note that in this particular example, articles of over 20 days old will no longer be displayed, but will still be available through "Search News".

Keywords

Searching for articles containing certain keywords: If you would like to search for articles containing a certain word, simply enter it into the field labeled *Include Articles With* then click the ADD button. If you would like to search for articles with more than one keyword, you can repeat this procedure as often as necessary. A keyword can also be a phrase, such as "Air Canada". If such is this case, articles containing "Air Canada", exactly as written, NOT "air" OR "Canada" will be returned. Note that as you enter more keywords, more articles are likely to appear, as articles containing ANY of the words or phrases (and not ALL of the words or phrases) will be returned.

Searching for articles NOT containing certain keywords: If you would like to search for articles NOT containing a certain word or words, repeat the exact procedure as above, but enter the keywords in the field labeled *Do Not Include Articles With*, and click the ADD button.

Remember: Click on Update at the bottom of the page to save your preference settings. Click on Cancel to if you do not want to save these changes.

Latest News

Gives you the news items received in the past couple of days. It is not affected by your news preferences.

CTC News

The CTC news section contains *Communiqué* articles and industry update. It also contains news releases, CTC in the news, and tourism highlights, which can also be found in the general news section (i.e., CTC news releases and tourism highlights are a subset of the news).

Search News

Search News allows you to search for selected news articles in the CTX news archives. These can be news articles that you forgot to save, or news articles you remember reading, or news articles that no longer appear in your "My Current News" because they exceed the expiry date.

Click on "Search News" in the left-hand menu. Select the language of the article you are searching for (English, French, or either language). Enter the keywords in the appropriate box. NOTE: articles or phrases should be comma-delimited (ex: Air Canada, tourism, hotel. The search will return articles containing ANY of the keywords).

Select where you would like to look for the keyword or keywords; in the article summary, the article title, or author. Select the category of news you are looking for, and select the range of dates when this article appeared.

Click on SEARCH to begin the search, or CANCEL to cancel it. The search will return results in the same presentation format, and with the same options, as for all the other news articles.

Post News Articles

CTX members can post their own newsworthy items here. Unless granted permission to publish directly to CTX, all news articles will be forwarded to Baxter Publishing for content approval (i.e. is article related to tourism) before being released to CTX.

To post a news article, select "Post News Articles" in the left-hand menu.

Fill out the boxes as appropriate:

1. Language
2. Headline, summary, and full article, both in English and in French, if available.
3. Information about the author
4. The category or categories in which you want these articles posted.
5. Posting dates. Select whether the article should be posted immediately (Immediate Posting), or starting a certain date. Select whether the article should expire automatically after one year, or select an expiry date.

Reports and Analysis

This application provides access to a growing collection of useful information on the Canadian tourism industry, such as industry statistics, surveys, tourism sector studies, market reports, and industry trends and projections. CTX members are able to search for specific keywords or titles, view abstracts, download documents and request printed copies of available reports on-line.

- CTC Library
- CTC Publications
- Communiqué
- News Releases
- Annual Reports
- Canadian Tourism Statistics

CTX

Tourism Organizations

This database is designed to accommodate a wide cross-section of information about the organizations making up the Canadian tourism industry. It provides tourism businesses with an excellent showcase for their facilities and services. This database contains wide-ranging information on industry sectors such as accommodation, tourist attractions, as well as more specific information such as business services offered and other business activities. Additional services for members include database searches, facilities for updating member information, links to members' home pages, and E-mail connections to others.

Click on "Tourism Organizations" on the application menu to go to the Tourism Organizations section. The Available Options on the left-hand navigation bar are as follows:

Search by Keyword

The following will search the CTX Tourism Database by searching the organization names and general information descriptions for an organization using the keyword(s) entered.

Keyword search options allow you to search by:

1. Matching all words (ANY ORDER).
2. Matching any words.
3. Matching entire phrase.

Click SEARCH to begin the search. If you find the search is returning too many items, narrow your search by adding more keywords, separated by spaces

See the section on search results for explanation of available options of search results.

Search by Provinces of Operation

Select the province or provinces of operation and click SEARCH to begin the search.

Detailed Search by Activity

Detailed search (see below) allows you to search by business activity (example: transportation, accommodation etc), and provinces of operation.

Basic search (by classification and province of operation only)

1. Using the left-hand menu, select the business activity of the organization you are looking for
2. Using the drop-down menu, select the classification of the business you are searching for (use ALL for all types)
3. Select the provinces of operation (leave blank for all)
4. Click on SEARCH to begin the search

Advanced search

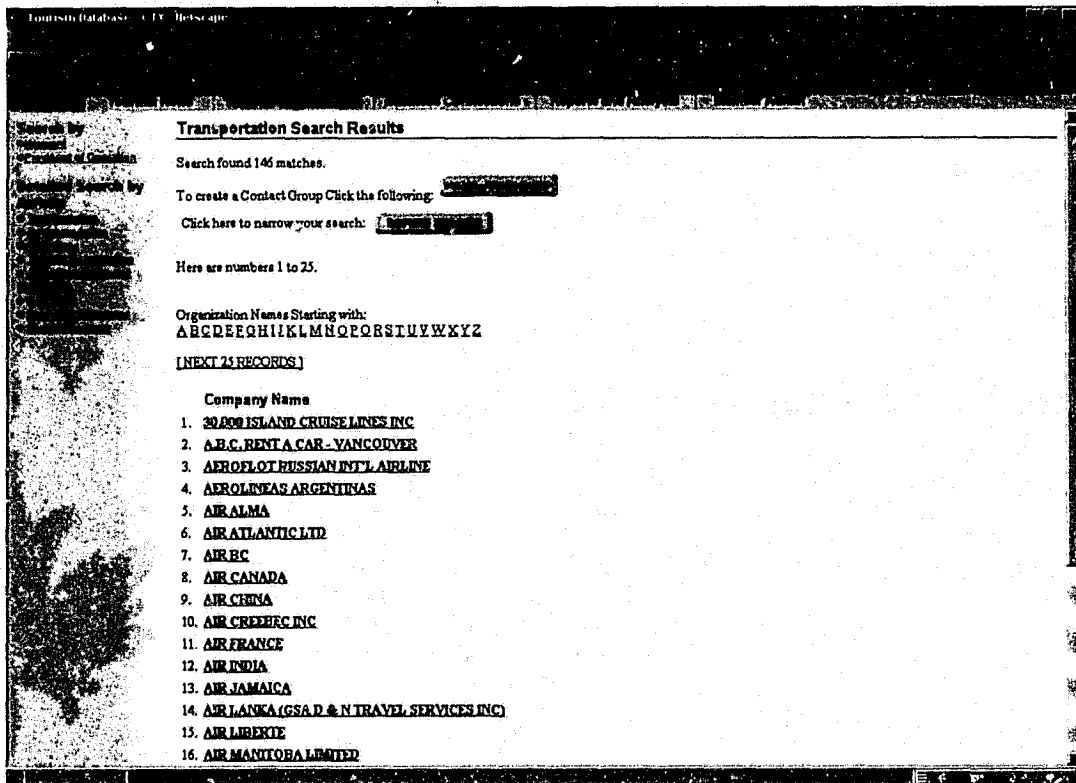
Advanced search allows you to search for an organization based on more detailed criteria.

1. Using the left-hand menu, select the business activity of the organization you are looking for
2. Select "advanced search"
3. Select as many business classification types and other criteria as required to begin your search
4. Click on SEARCH to begin the search

Search Results

Note that if a company has not entered in a particular information about itself (example, province of operation), a search on such criteria will yield no results.

All search results are returned by company name in alphabetical order. At the top of the search results are two buttons: MAKE CONTACT GROUP and REFINE SEARCH (this second button will only appear if the search returns many results).



Company Information

Clicking on a company name will reveal basic information about that company, including Web site address and email (both of which can be clicked).

Refine Search

You can narrow the organization search down by including new search words. Your previously entered search criteria are retained.

Make Contact Group

When clicking on MAKE CONTACT GROUP, you can create a contact group (mailing list) from your search results, or add to an existing contact group you may have created.

Clicking on VIEW will list the results of your search, with an indication of which have contacts, and which have contacts with email addresses. In each case, the subsequent menu will allow you to create a new contact group, or add to an existing one.

ALL CONTACTS - Create Contact Group out of All contacts

You are asked for the contact group name, a description, and whether the group should be public or private. See section "Contact Groups" section for more information.

CONTACTS WITH EMAILS - Create Contact Group out of the contacts that have email addresses.

This is the preferred option as only those organizations that can be reached by email will be included in the list. Procedure is as above. See section "Contact Groups" section for more information.

SELECT/DESELECT - Allows you to choose from organizations that have contacts.

Selecting this option will allow you to select and deselect individual members for your contact group. Procedure is as above. See section "Contact Groups" section for more information.

CTX

Business Connections

Business Connections is an application in CTX that uses E-mail to link members electronically. Through these important business connections, members can send information quickly and efficiently. Using data stored in the Tourism Industry database, members can construct mailing groups, which can be utilized in a variety of ways. Personal mailing groups can be created, individual addresses can be selected from public groups and groups can be edited for processing individual messages without altering the composition of the groups. The Business Connection is accessible from several strategic locations in CTX.

Click on "Business Connections" on the application menu to go to the Business Connections section. The Business Connections Options on the left-hand navigation bar are as follows:

Contact Groups

A contact group is a list of people with email addresses (CTX and non-CTX members) which you create to facilitate communications within the whole group. They can be created from individual email addresses, or as the result of a search (example: search results of all tour operators in Ontario can be used to create a contact group).

Create New Group

1. Click on 'Create New Group', located on the left-hand menu in Business Connections.
2. Give your group a unique name. If you would like to see a list of the names that have already been used, click the View Groups option, located on the left-hand menu in Business Connections.
3. Enter a description of your group.
4. Select whether the group is to be public or private. A public group is one whose existence will be known by all CTX members and will be accessible to all. A private group is one in which members can only be added by the originator of the group. No other CTX member will be aware of its existence.
5. Once you have the above complete click OK, located at the bottom of the form.
6. Now you can select the members you would like to include in your contact group. And the contact sources include:
 1. CTX, which stands for CTX Public Members
 2. Mail Lists, which represents Public Contact Groups
 3. Other, which allows you to specify a name and e-mail of somebody who is not part of the CTX system.

Adding contacts to your contact group.

The 3 options mentioned above (CTX, Mail list, Other) work in a similar manner. A list is presented on the left-hand side of the frame with either all of the Public CTX members or Public Contact Groups (mailing lists). You can select from these lists and press to ADD>> button to include your selections in your contact group. If at any time you wish to remove some of your selections from the list you are creating (located on the right hand side of the screen), select the ones you wish to remove and click the <<REMOVE Button. When the Other button is clicked, you are presented with two input fields, asking for a person's name and their e-mail address. Use this page to add contacts that are not part of the CTX system. Note: Contact Groups are listed with square brackets around the name: '[Contact Group Name]'

Once you have added all of the contacts you care to add to your list, click the SAVE button located at the bottom of any of the pages.

Note: At any time you may go into the option called Review Groups and make changes to your Contact Group, once it has been created and saved.

Review My Groups

This option allows you to EDIT or DELETE groups that you have created.

View / Subscribe

Clicking on View/Subscribe in the left-hand menu will take you to a screen showing all groups to which you either belong (private or public), or public groups to which you could belong. Clicking on the name of the group will show you a description of the group (if one exists), and the list of current members. Clicking on the Group Administrator's name will allow you to email that person. The first column indicates whether you are a member of the group or not.

Contact Groups - View/Subscribe

Listed below are the contact groups which are either public or were created by you. For any of the groups listed, click on the View button to list other members in the group. You can add or remove yourself from any of the groups by clicking on the applicable button.

Member of the Group	Group Name (# of users (Pub/Private))	Action			Group Administrator
		View Members	Add/Remove Me	Send Mail	
YES	Canadian Trucking Public Affairs Council (20 / Priv)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	John Cleithron
YES	Exponential Suppliers (724 / Priv)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Carol Wain
NO	ITE - Logistics meeting (189 / Priv)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Rand Wakshlag
NO	Atari/Intel Cultural Tours (7 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Greg Munn
NO	Adventure (28 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	John Paterson
NO	Adventure Operators (0 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	John Sigurdsson
NO	Adventure Truckers Winter (18 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	John Paterson
NO	Adventure Travel & Transportation Operators (26 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Peter Lehot
NO	Automobile Valley R&M (4 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Jim Pearson
NO	BUSINESS TRANSFORMATION (12 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Larry Bradley
NO	Bus & Buses (10 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Kim Giesard
NO	Business and Travel Info (12 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	John Cleithron
NO	Business To Business Commerce (8 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Greg Vais
NO	Can I make a record of call the year (1 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	Robert Pullerton
	Canadian Customs, Trade & Transport (21 / Pub)	<input type="button" value="View"/>	<input type="button" value="Add"/>	<input type="button" value="Mail"/>	

There are 3 buttons available for each contact group:

VIEW

View essentially has the same function as clicking on the name of the group; you will see a description of the group (if one exists), and the list of current members.

ADD ME / REMOVE ME

If you are not a member of a group, you will see the ADD ME button. Clicking on the button will add you to that group. If you are member of a group, you will see the REMOVE ME button. Clicking on it will remove you from that group.

SEND MAIL

Clicking on SEND MAIL will allow you to send an email to all the members of that group (whether or not you are a member).

Search

Search allows you to find people; CTX members and company contacts, or other contact groups.

Discussion Forums

Discussion groups provide a means for members to communicate with one another. Members can use this service to post their own questions and/or answer other member's questions.

Basic Structure (hierarchy):

Forums are made up of topics. Within topics are messages. Messages are the pieces of a conversation. Others can post their replies to messages or start new topics.

Forums

Topics

Messages

Replies

Forums can be looked at as groups of people talking. (Public or private).

Tourism Conference Online(Available Forums)

This area allows CTX members to communicate on Tourism related issues public or private discussion groups/forums. Public forums are open to all. Only selected participants can view or post messages in private forums.

* Search

Listed below are the available forums. Under each forum title are the conversation topics available for you to view and/or participate in.

Forum: Canadian Tourism Public Affairs Council (Private)

Description: Public/media relations and communications professionals in the Canadian tourism industry.

Forum: Ecotourism Public (11 messages)

Description: Open discussion about topics/issues relating to Ecotourism

Forum: CTC Eco-Adventure Tourism Working Group (Private (2 messages))

Description: Information exchange forum for members of the CTC Eco-Adventure Tourism Working Group

Forum: Internet Solutions Suppliers Public (2 messages)

Description: Bring together the Internet Suppliers for the tourism industry.

Forum: Travel on the Web Public (4 messages)

Description: To discuss trends of travel information on the Internet

Forum: Re-discover Canada Public (2 messages)

Description: CTC tourist guide-1998 -Found un-satisfactory

Forum: Economic Tourism Public (2 messages)

Available Forums

1. Scroll through the different forums and select one that interests you (see page 21). For this example, we will select Eco-tourism.

2. Click on a forum topic to view (Travel on the Web, for example, on the figure page 21).

3. After selecting the forum topic, there are three choices:

- Change Forum: to return to the list of forums
- Start a new Topic: if the topics do not cover a particular subject of interest to you, you may start your own. Enter the subject and message, and click SUBMIT (note that you may elect to be notified by email of all messages posted to this topic, by selecting the appropriate box)
- Search: This will search either ALL the forums that are available to you or the ones that you select. Plus the keyword(s) entered will search through the message bodies and message subject. Enter keywords that are to be used for the search. If no keywords are entered, nothing will be returned. This is a case sensitive search.

4. After selecting a topic you can see the message subjects (at the bottom of the screen) that make up that topic, and see the hierarchy of the discussion. See figure p.23. In this example, we have chosen the topic "TIAC Ecotourism Guidelines (1992)".

5. Click on any of the messages that you would like to read. The contents of the message will appear at the top of the screen, with the message subjects for the topic at the bottom. The message whose content you are viewing will have a little "Message Shown" in red next to the subject, in the list of messages at the bottom of the screen, in order to find yourself. Choices include:

- Change Forum: explained above
- Previous: go to the previous message in this topic
- Next: go to the next message in this topic
- Reply: reply to this message
- Search: explained earlier

Forum: Ecotourism

* [Change Forum](#) * [Previous](#) * [Next](#) * [Reply](#) * [Search](#)

Date: Sep-24-1998

Author: April Beckley

Subject: Reply - TIAC Ecotourism Guidelines (1992)

We are a guest ranch. Currently we do not market ourselves as part of ecotourism, however, we have had compisive approach us and want to include us with other ecotourism packages. How does the industry as a whole feel about Ranch vacations being part of this group. We do offer nature hikes and our riding is all guided by Canadians who have a love and basic understanding of our planet and it's eco system. no phits behind the names just a love for the out of doors. Any thoughts on this out there from Ecotourism people? April

* [Change Topic](#) * [Post new message](#) * [Search](#)

Current Topics: ☐ TIAC Ecotourism Guidelines (1992)

Messages:

☐ TIAC Ecotourism Guidelines (1992)

↳ ☐ Reply - TIAC Ecotourism Guidelines (1992)

↳ ☐ Reply - TIAC Ecotourism Guidelines (1992)

↳ ☐ Reply - TIAC Ecotourism Guidelines (1992)

↳ ☐ Reply - Ranch Vacations

☐ Tourism For Canadian Citizens

☐ Ecotourism

☐ Ecotourism To Peter Forum Administrator And All

↳ ☐ Reply - Ecotourism To Peter Forum Administrator And All

↳ ☐ Reply - Reply - Ecotourism To Peter Forum Administrator And All

☐ TIAC Ecotourism Guidelines

↳ ☐ Reply - TIAC Ecotourism Guidelines

↳ ☐ Reply - TIAC Ecotourism Guidelines

↳ ☐ Reply - Reply - TIAC Ecotourism Guidelines

☐ Our Chong Line Of Communication

Peter Kingmill	Aug-07-1998
Jennifer Cooke	Aug-25-1998
mi Clarke	Sep-13-1998
April Beckley	Sep-24-1998
Lydia Ackley	Oct-03-1998
Lydia Ackley	Aug-18-1993
Jason Lott	Aug-20-1998
Lydia Ackley	Sep-14-1998
Greg Mazur	Sep-14-1998
Lydia Ackley	Oct-05-1998
Peter Kingmill	Sep-22-1998
asa maglio	Sep-25-1998
Colin Ranson	Oct-12-1998
Guy Ackley	Oct-12-1998
Lydia Ackley	Nov-04-1998

6. In the bottom part of the screen, where the messages are listed, there are 3 choices:

- Change Topic: return to list of topics in this forum
- Post new message: post a new message to this topic
- Search: explained on page 22

In order to start your own public or private forum, fill out details of your proposed forum, and submit your request:

- Forum Name
- Description:
- Type (Public or Private)
- Duration
- Additional Comments

Request Forum Creation

If none of the available forums cover the subject matter you would like to discuss, you may request your own forum to be created.

Note: Public forums are available to ALL users. Private forums are available to a select group of users. You will be able specify your group of members once the forum has been activated.

Message Board

The message board is used to announce information (appointments, partnership opportunities, etc.) to all members of CTX.

View Messages

1. Click on View Messages in the left-hand menu
2. Select the category in which you wish to view messages
3. Click VIEW
4. Click on a title to view the message, or the name of the person under "Posted By" to view information about the company posting, or click on the email address to send an email to the person posting the message.

Post Message

1. Click on Post Message in the left-hand menu
2. Fill in the information in the appropriate boxes, and select the appropriate categories.
3. Select the length of time this message should be posted.
4. Click SUBMIT

Search Messages

1. Click on Search Message in the left-hand menu
2. Enter keywords for search
3. Click on SEARCH to search messages

Note: The search will return only those messages matching ALL of the criteria entered.

Preferences / Receive Notification

This feature allows you to receive the latest messages posted to the message board via email

1. Click on Preferences / Receive Notification in the left-hand menu
2. Select the days you wish to be notified
3. Select the category or categories for which you wish to receive notification.
4. Click UPDATE

Send e-mail

Using the CTX address book, you can send email to CTX members or CTX contact groups (mailing lists).

1. You can enter any valid email addresses in the TO field, or
2. Click on the TO button to access the CTX address book for CTX members and CTX mailing lists.
3. Follow the instructions as given for "adding names to your contact group", above for adding or removing names.
4. Click on OK when you are satisfied with your list of names
5. After typing in the subject and body of the message, click on SEND to send the message.



SEARCH

Click on Search on the right hand side of the page to access the search feature. Search allows you to search, by keyword, the various CTX databases such as:

- Organizations
- News
- Publications
- CTC Directory

SUGGESTIONS

Click on the SUGGESTIONS button (at the top of the screen) to send and email the CTX administrators with your comments, suggestions etc.

HELP

Click on the HELP button (at the top of the screen) to enter the help section.

CTX

PROMOTIONS EXCHANGE MODULE

As previously indicated, the application menu is located across the top of the page. The "Home Button" is used to return to the home page from anywhere within the CTX site.

"Search", "Suggestions", and "Help" work as indicated in the Information Exchange section.

FAM Tours (previously Visit Canada Program)

List tour

1. To show the tour list, select the criteria for search (sort order, tour type, actual/planned)
2. Click on GET TOURS