



# USER GUIDE

## Australian Tourism Accreditation Program (ATAP)



[www.atap.net.au](http://www.atap.net.au)

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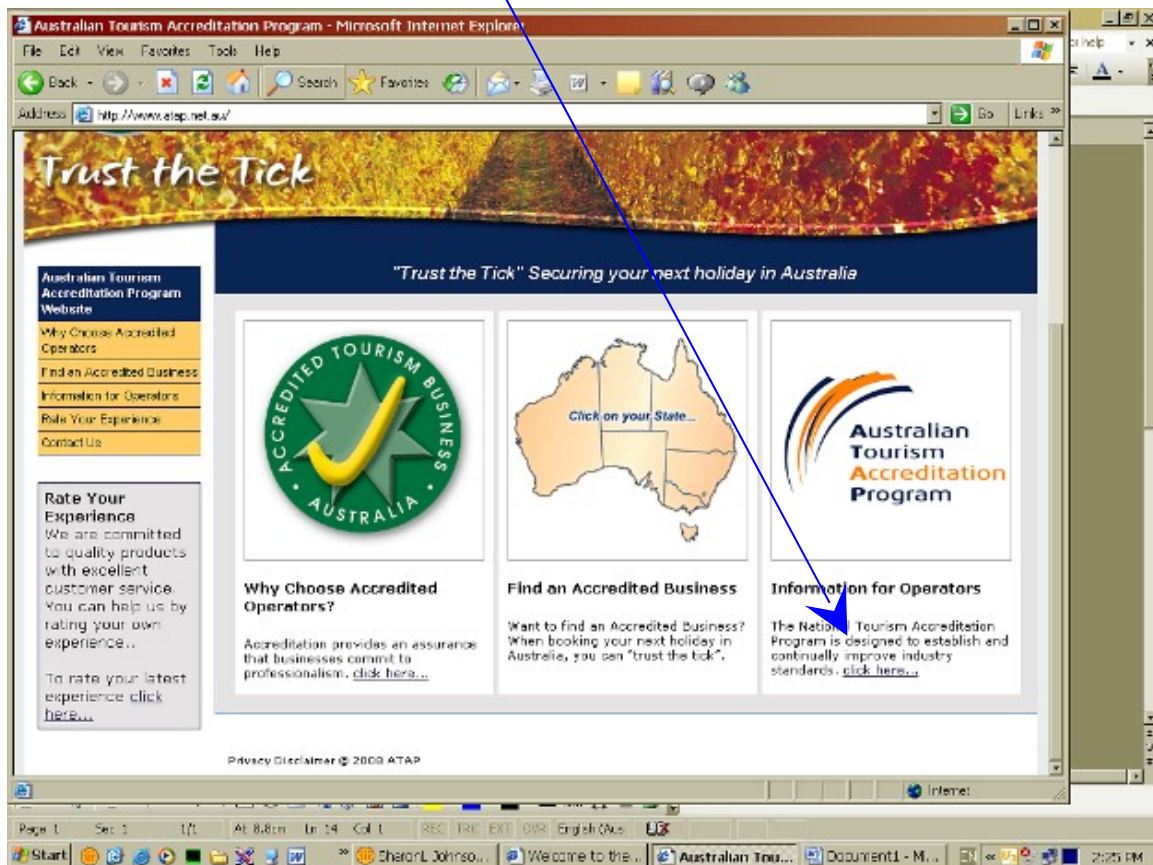
# 1. ACCESSING THE ONLINE PROGRAM

**NB:** (If you have a dial-up connection you may wish to access the Offline version of the Program and the low-bandwidth package which contains all the tools, templates and more information scenarios) For more information see Section 8.

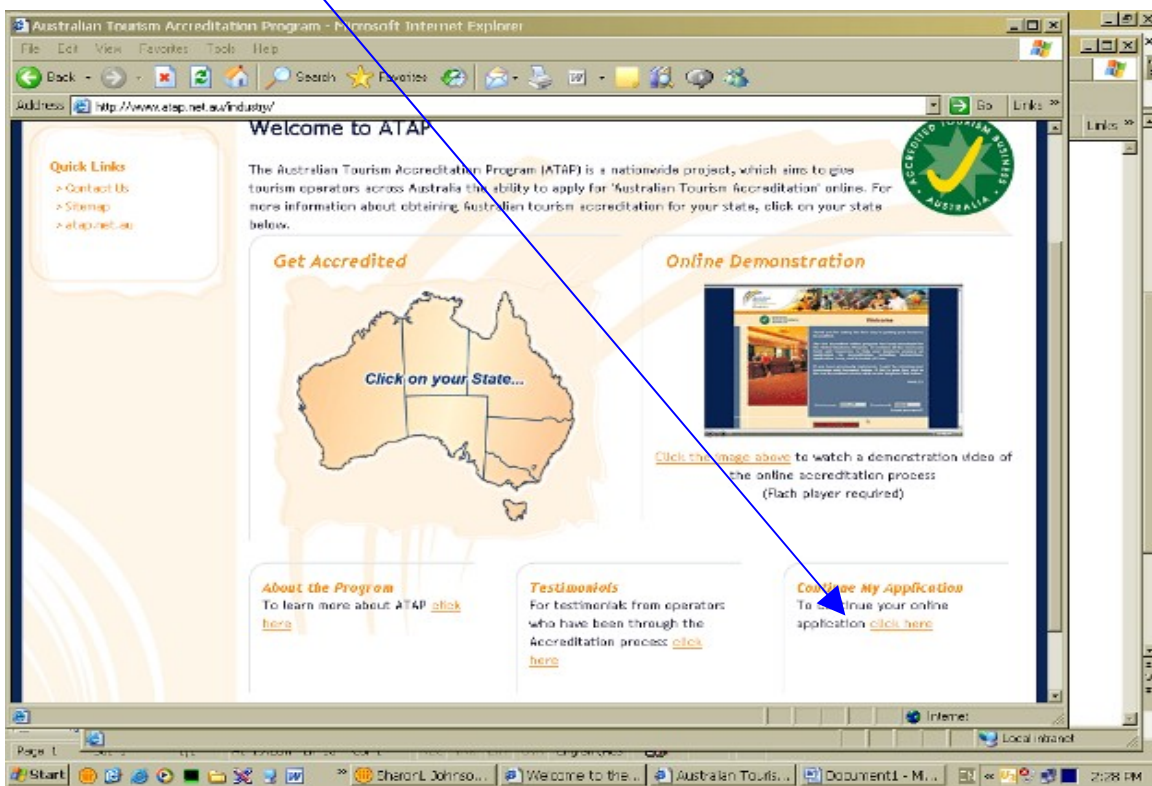
Ensure you have received your **User ID** and **password** from the Accreditation Manager.

Go to the site [www.atap.net.au](http://www.atap.net.au)

Click on “**Information for Operators**”.



Click on “**Continue my application**” located at the bottom right of the page.



## 2. LOGGING ON

This will then take you to the Login page (below).





Enter your User Name and Password and click on the Login button.



You will be presented with several options (**shaded dark blue**):

1. Start a new application (if this is your first time); **OR** Continue my application (if you have already commenced).
2. Access the ATAP toolset – all templates, more information, samples etc. (For use when working **OFFLINE**.)
3. Offline Accreditation.

**NB:** If you are working in **ONLINE** format all tools will be available to you throughout the Program.

### 3. SELECTION ONLINE/OFFLINE

If you have DIAL-UP INTERNET ACCESS or limited accessibility to the Internet, you may find working in **OFFLINE** format suits you better. To acquire this package and a **Low-Bandwidth Package** – (this contains all the attachments for the Program) please go to Page 14 for further instructions.




When you press “Start a new application” or “Continue my application” you will be presented with the opening page (above).

Section numbers and details are listed on the left and at the bottom you will see numbered squares which also equate to the sections.

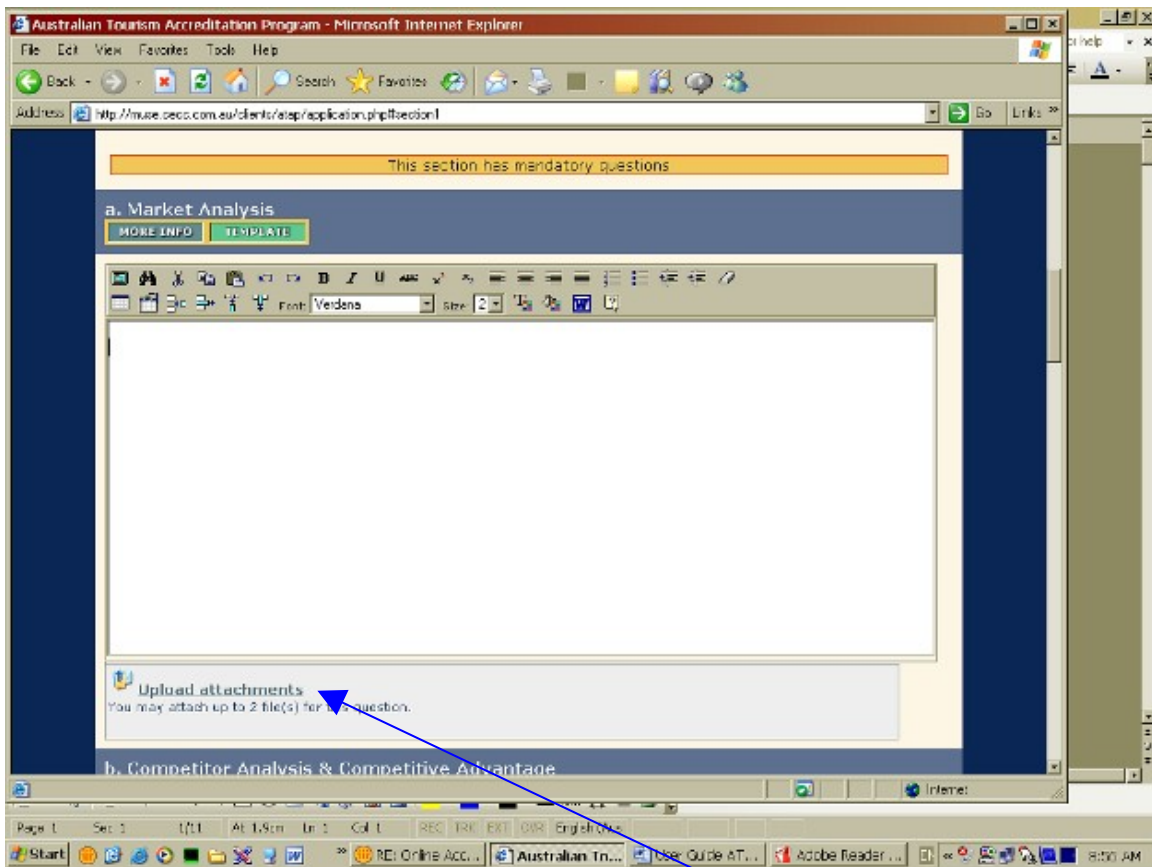
**RED** indicates an **Incomplete** section where there are mandatory questions.

**GREEN** is another important indicator – this means you have **SAVED** your documentation. It is important when working on the Program that you **SAVE** regularly and at the end of each section.

You can use either the numbering on the left or the buttons to travel to the sections.

**PLEASE REMEMBER TO **SAVE**  YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE!**

## 4. UPLOADING ATTACHMENTS/FILES/PHOTOS

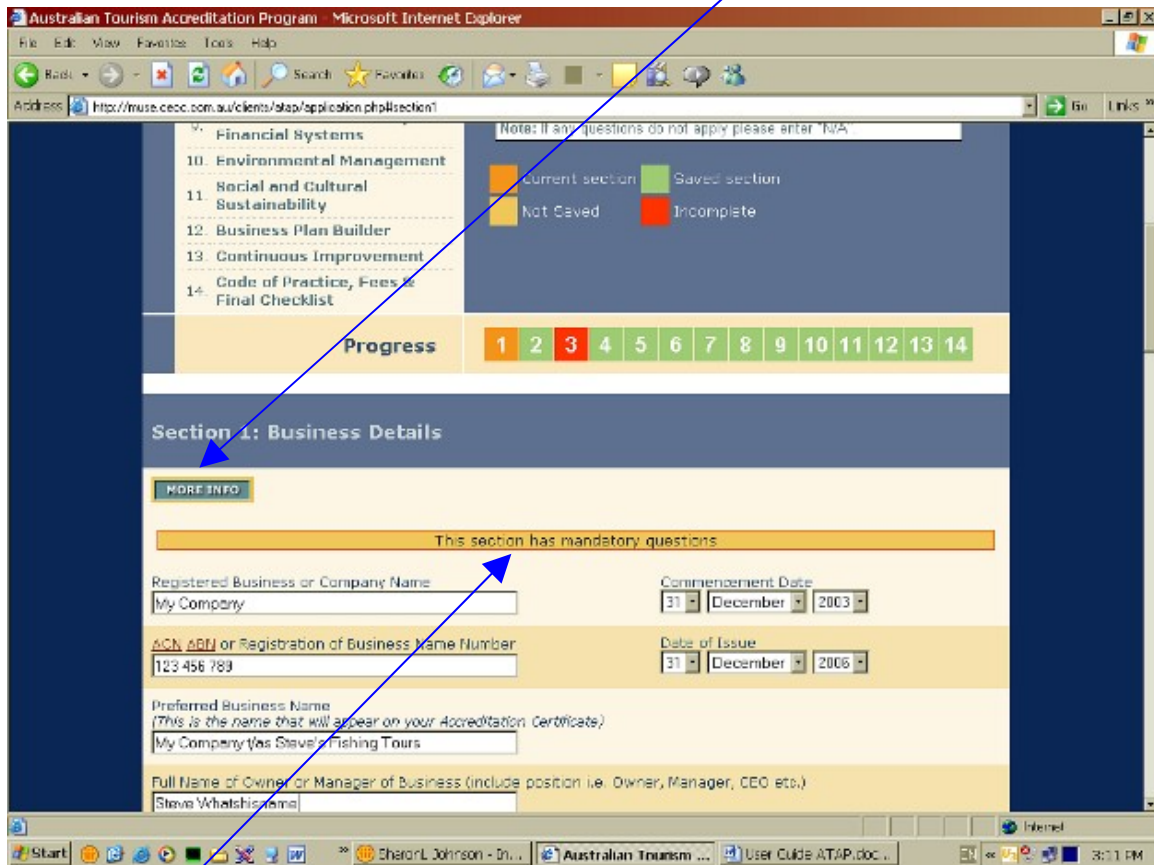


Throughout the program, underneath some of the boxes, you have the ability to upload attachments. This is provided so that if you already have documents in existence, you do not have to re-write. Photos may also be attached.

Currently, the default is set to two attachments per box. If you require more, please contact the Program Manager to re-set the defaults for you.

**PLEASE REMEMBER TO **SAVE**  YOUR WORK  
THROUGHOUT THE PROGRAM  
INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE**

Work through the sections, remembering to check the **MORE INFO** boxes for your State and National information.



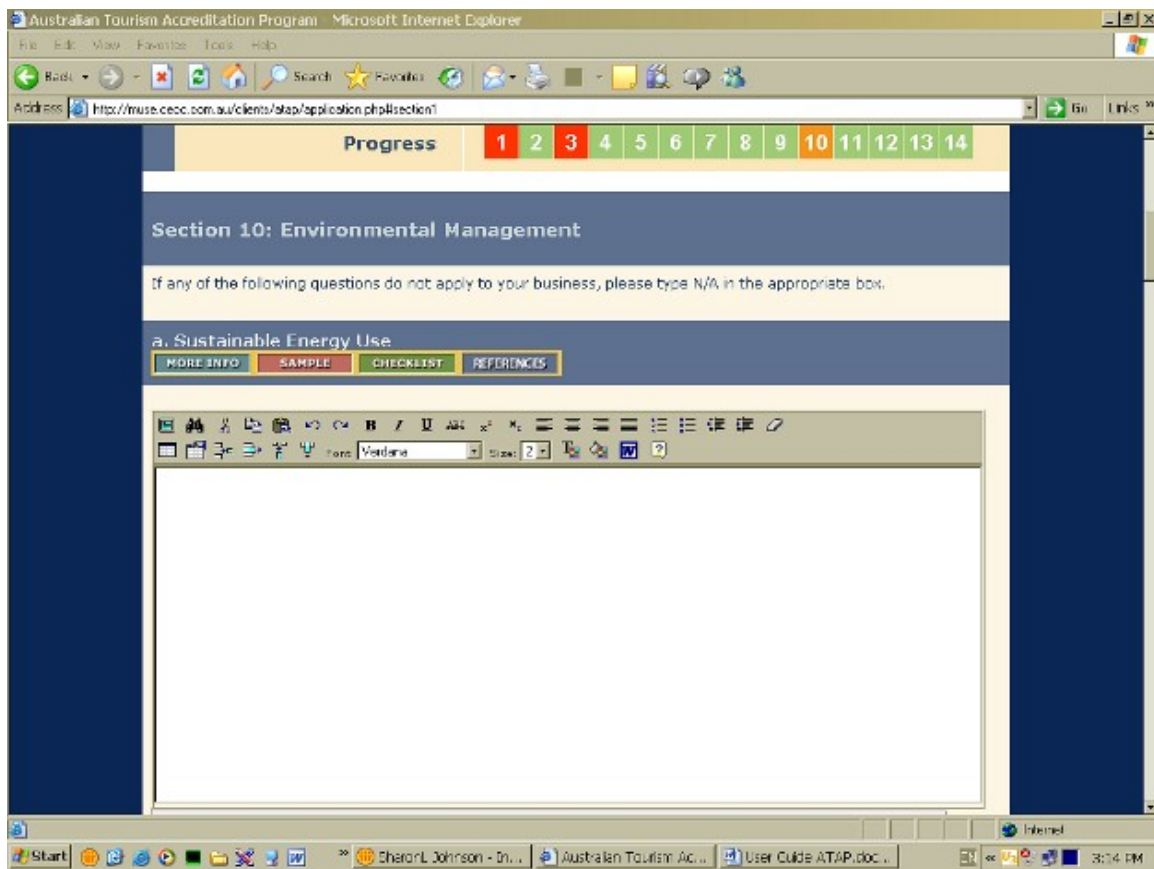
## 5. MANDATORY QUESTIONS

You will note that there is a statement “*This section has mandatory questions*”. **You must answer these** so that your application can be submitted to the Accreditation Manager for desktop verification.

PLEASE REMEMBER TO **SAVE**  **YOUR WORK**  
**THROUGHOUT THE PROGRAM**  
**INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE**



## 6. INFORMATION BOXES



Throughout the Program, you will find:

**MORE INFO**

- general guidance information.

**CHECKLIST**

- checklist for each section and what you should have completed.

**SAMPLE**

- a sample provided by a tourism business as a guide.

**TEMPLATE**

- can be adjusted to suit your requirements. Use for guidance.

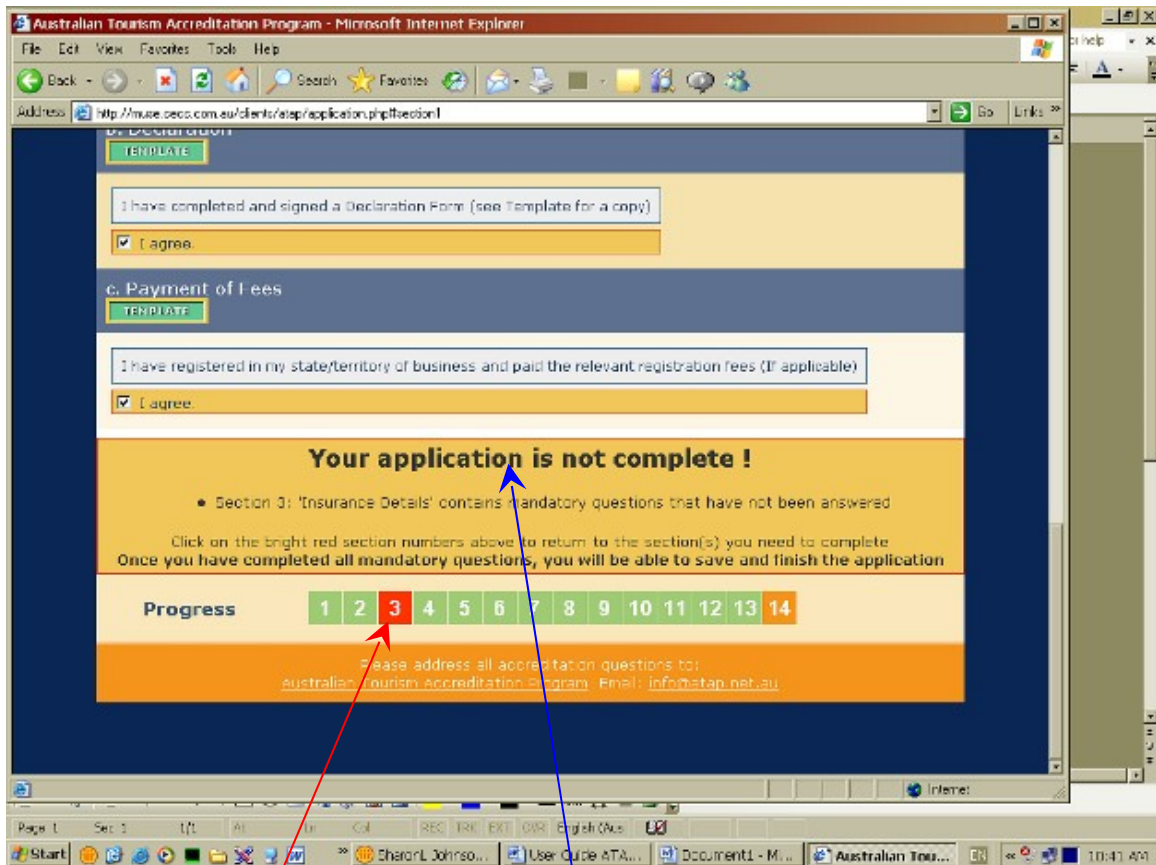
**REFERENCES**

- additional reading which may be of interest and provide guidance.

**PLEASE REMEMBER TO SAVE  YOUR WORK  
THROUGHOUT THE PROGRAM  
INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE**

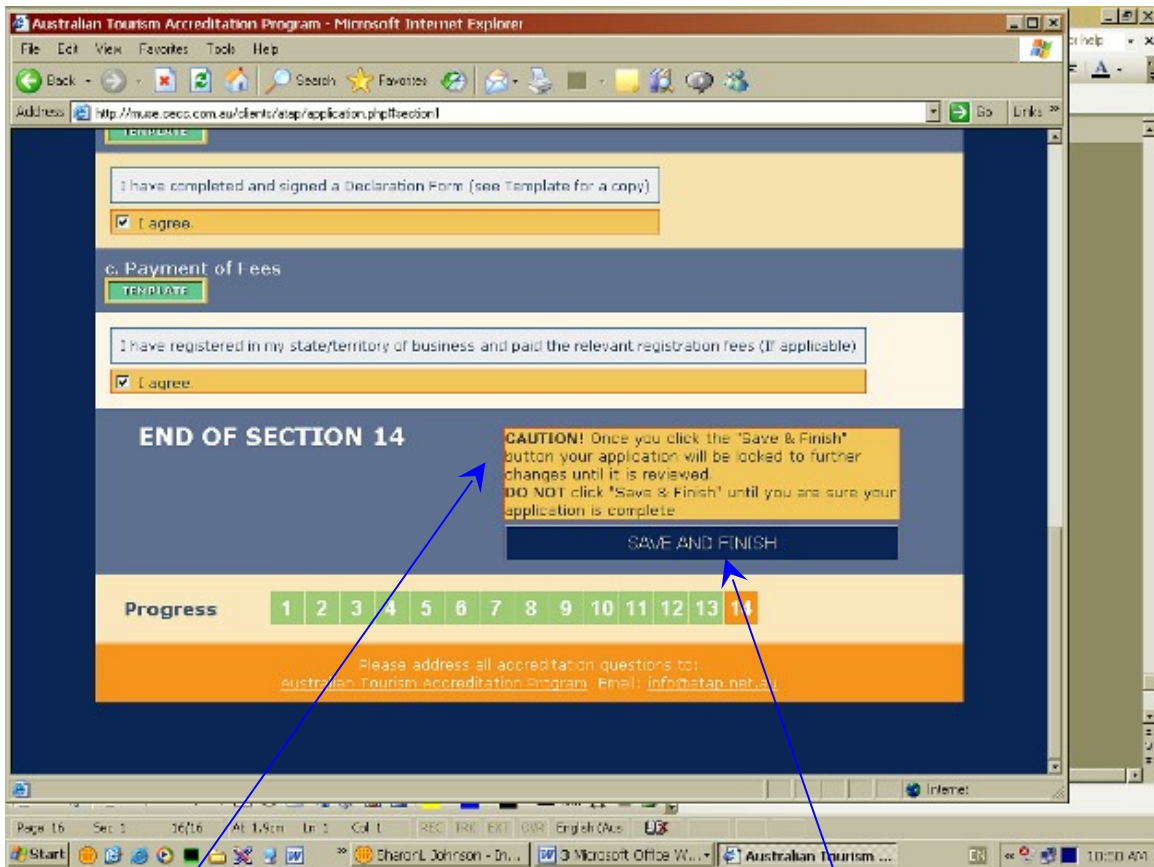
## 7. COMPLETING THE PROGRAM

Once you are satisfied that you have completed all sections of the program that apply to your business, please go to the bottom of the page on Section 14.



If you see this message, your application is not complete. Any uncompleted sections will show as **RED**. You must go back to the appropriate section and complete any unanswered or mandatory questions.

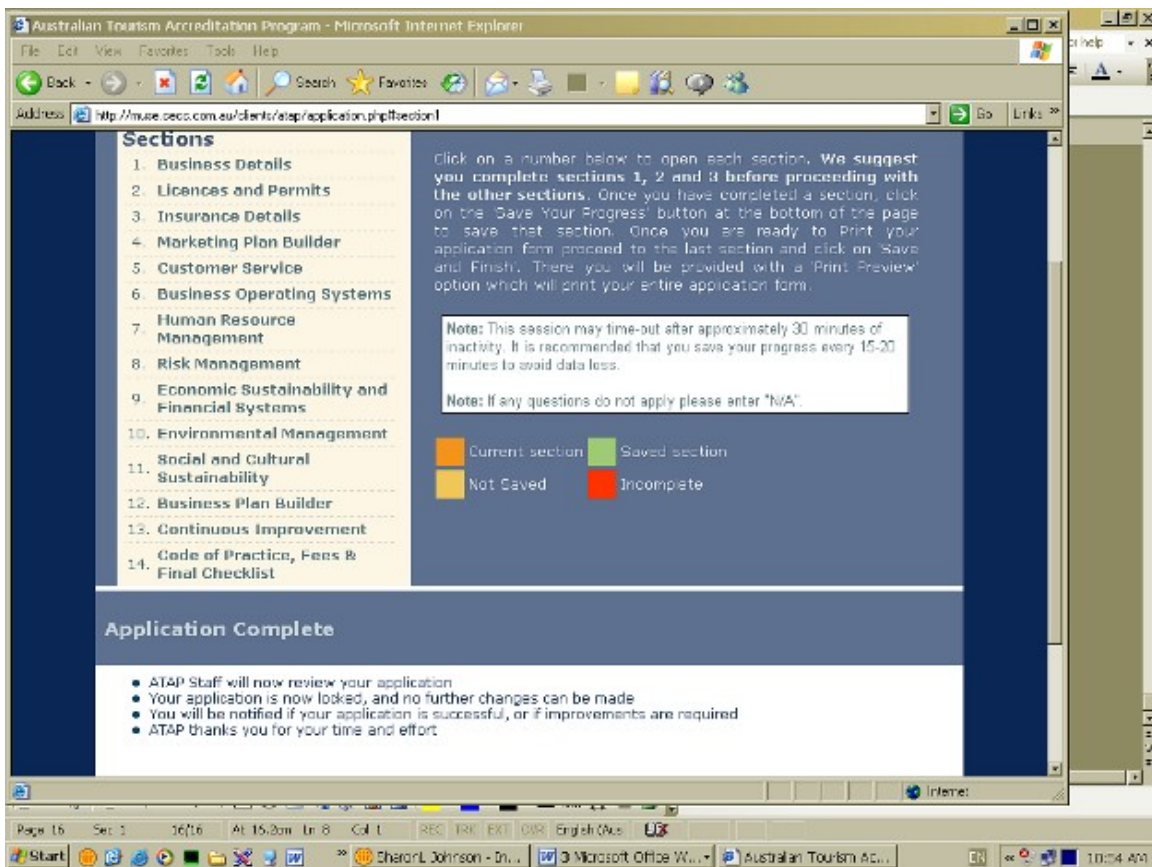
**PLEASE REMEMBER TO **SAVE**  YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE**



Once you have completed all the sections required, you will receive the message “**CAUTION!** Once you click the ‘Save and Finish’ button your application will be **LOCKED** to further changes until it is reviewed. **DO NOT** click ‘Save and Finish’ until you are sure your application is complete’.”

If you are sure, click the dark blue button “**SAVE AND FINISH**”.

**PLEASE REMEMBER TO **SAVE**  YOUR WORK THROUGHOUT THE PROGRAM INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE**

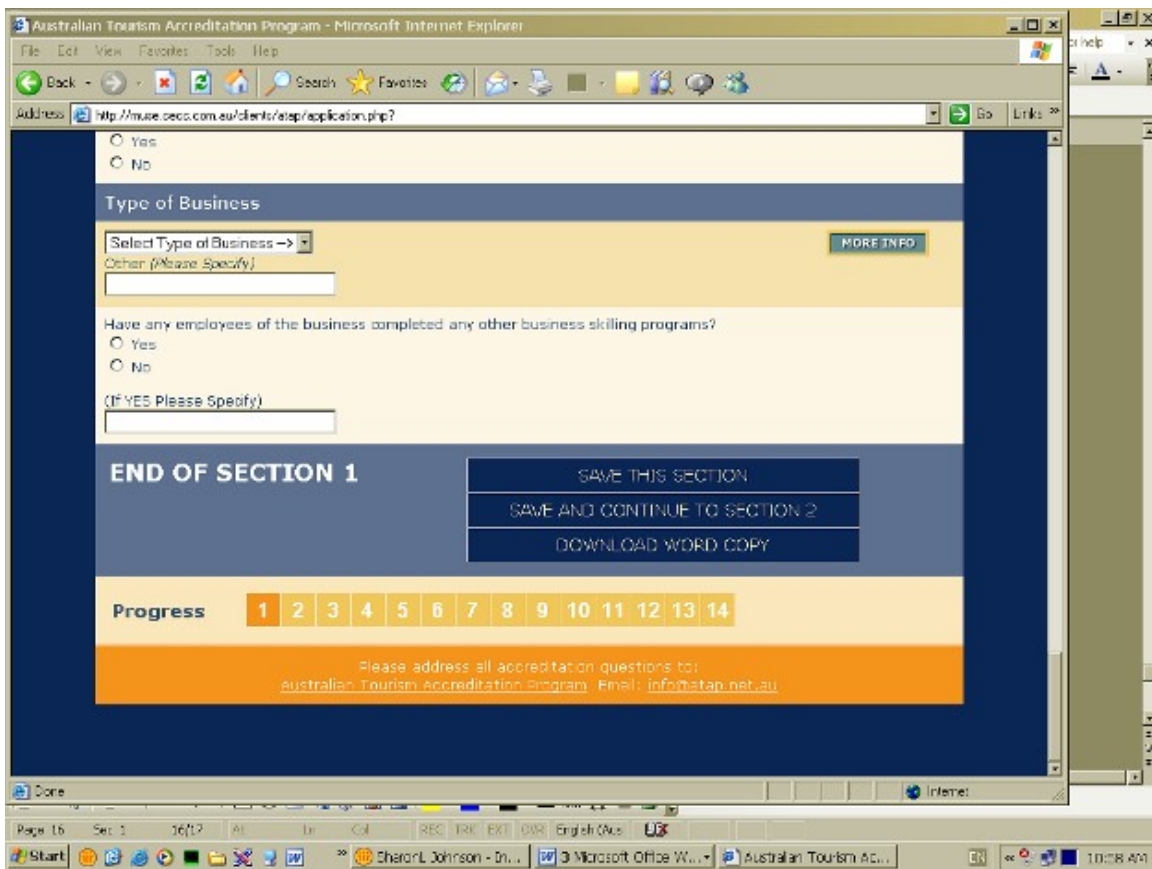


You will then see this window “Application Complete”.

You will also have the option to print within Web Browser or print within Word.

**PLEASE REMEMBER TO SAVE  YOUR WORK  
THROUGHOUT THE PROGRAM  
INSTRUCTIONS ARE ON THE BOTTOM OF EACH PAGE**





Throughout the Program, you will be presented with these options:

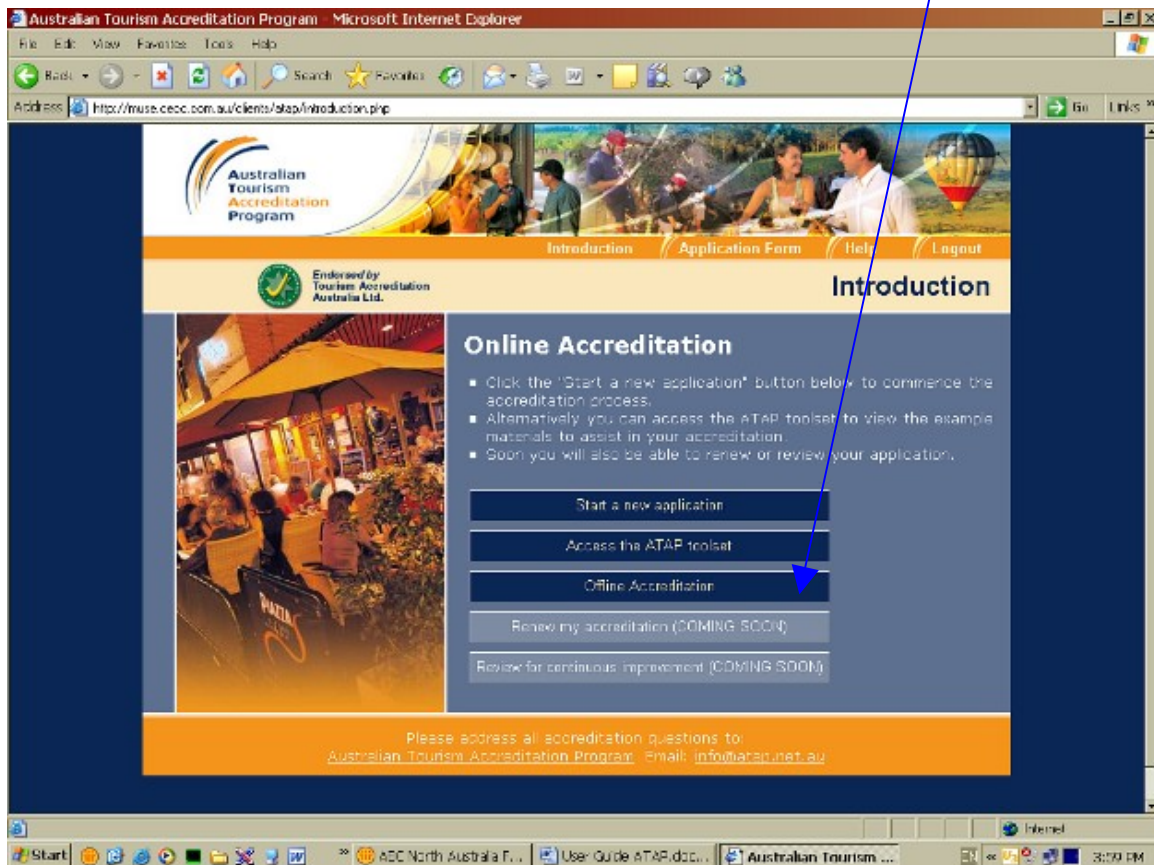
1. Save this Section
2. Save and Continue to Section X
3. Download Word Copy.

It is **IMPORTANT** that you **SAVE** regularly throughout this process. **There is no AUTO SAVE function.**

**If you require any further information or if you encounter any difficulties, please contact the ATAP Accreditation Manager in your State or Territory.**

## 8. OFFLINE USERS

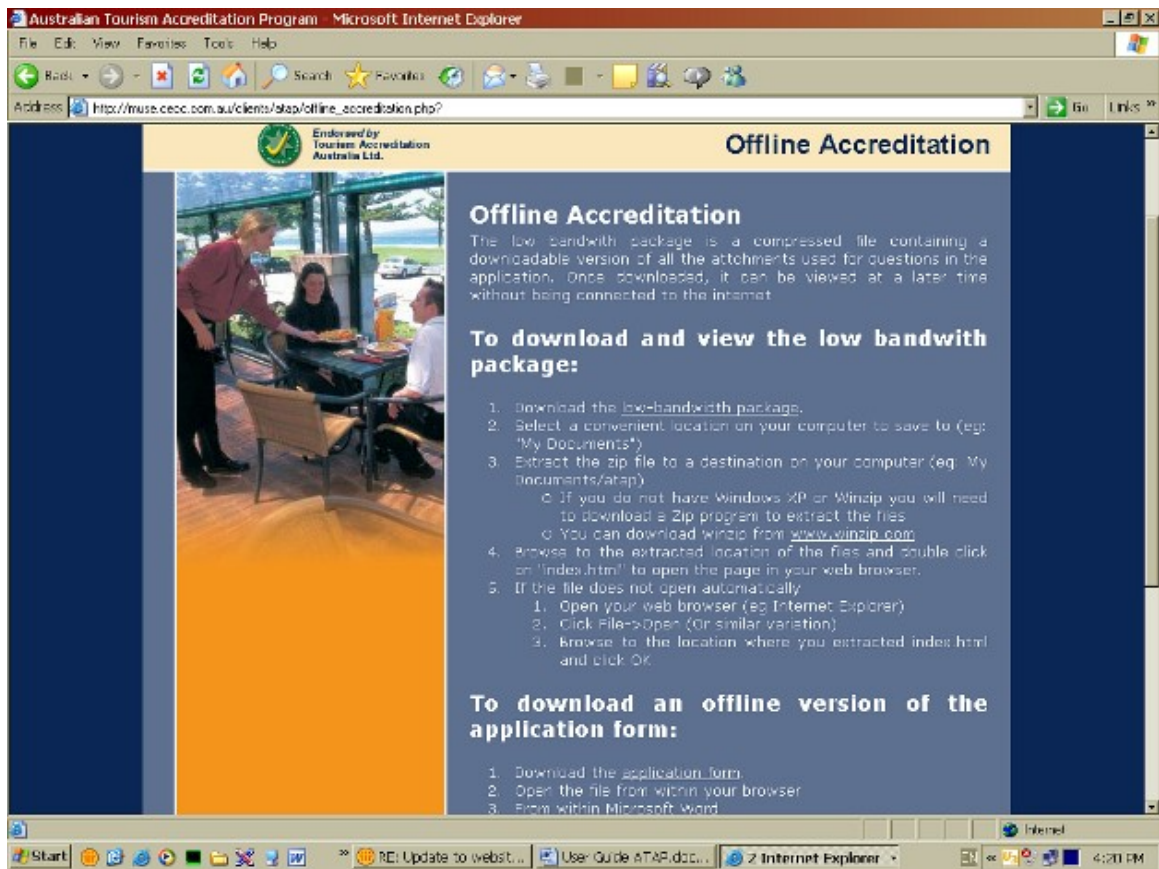
The first page of the Program will allow you to select the third option: **Offline Accreditation**.



You will then be taken to the next page which details both the **ATTACHMENTS** for the Program which are in a low-bandwidth package and the **OFFLINE** form.

Make the appropriate selection.

**PLEASE REMEMBER TO SAVE  YOUR WORK THROUGHOUT THE PROGRAM**



## 9. LOW BANDWIDTH PACKAGE

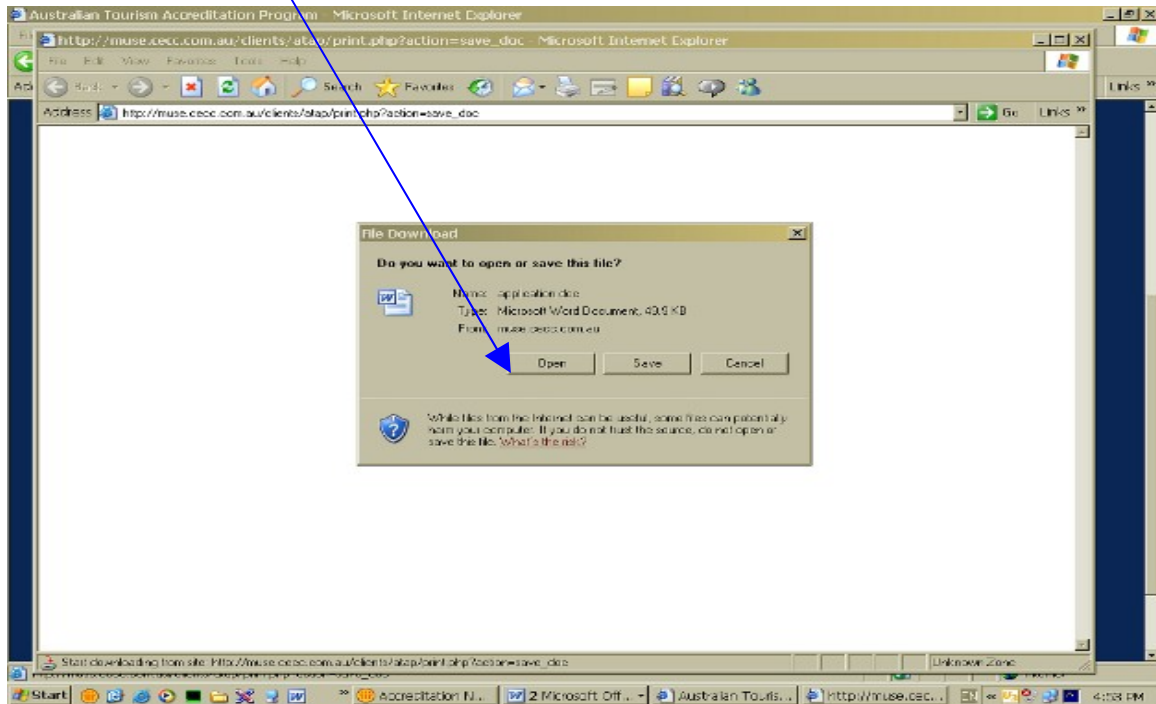
The low bandwidth package is a compressed file containing a downloadable version of all the **attachments** used for questions in the application. Once downloaded, it can be viewed at a later time without being connected to the internet.

### To download and view the low bandwidth package:

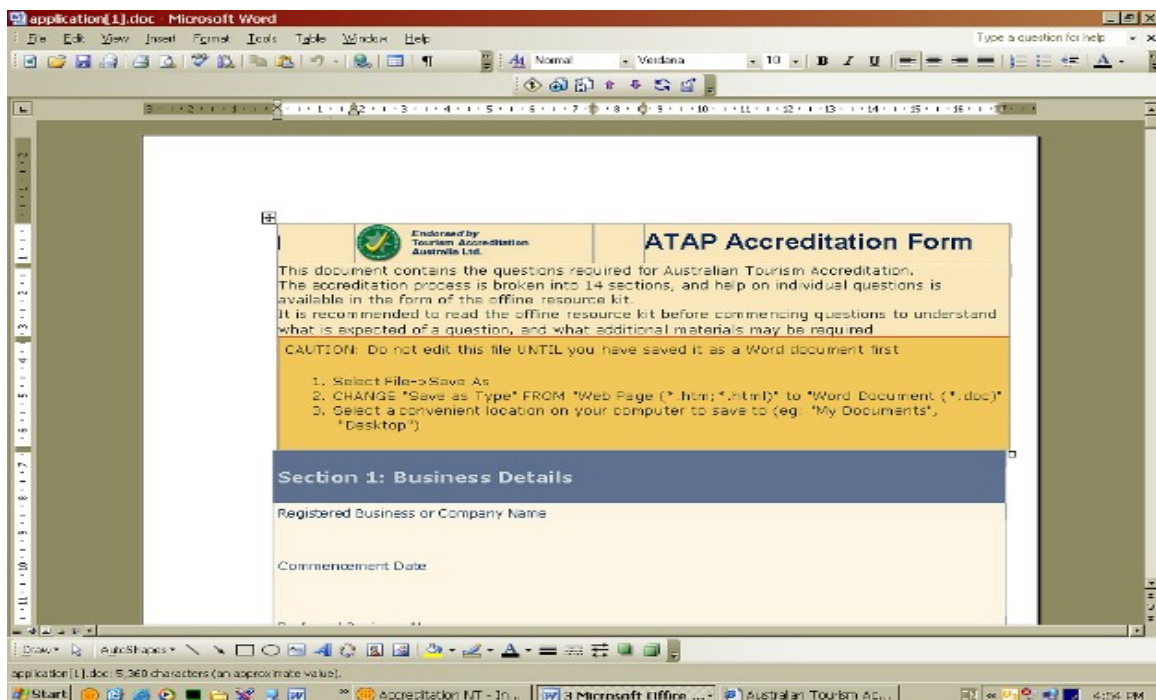
1. Download the low-bandwidth package.
2. Select a convenient location on your computer to save to (eg: "My Documents")
3. Extract the zip file to a destination on your computer (eg: My Documents/atap)
  - If you do not have Windows XP or Winzip you will need to download a Zip program to extract the files
  - You can download the free Winzip program from [www.winzip.com](http://www.winzip.com)
4. Browse to the extracted location of the files and double click on "index.html" to open the page in your web browser.
5. If the file does not open automatically
  1. Open your web browser (eg Internet Explorer)
  2. Click File->Open (Or similar variation)
  3. Browse to the location where you extracted index.html and click OK

## 10. SAVING THE OFFLINE PACKAGE

1. Download the application.
2. Select "Open" rather than "Save".

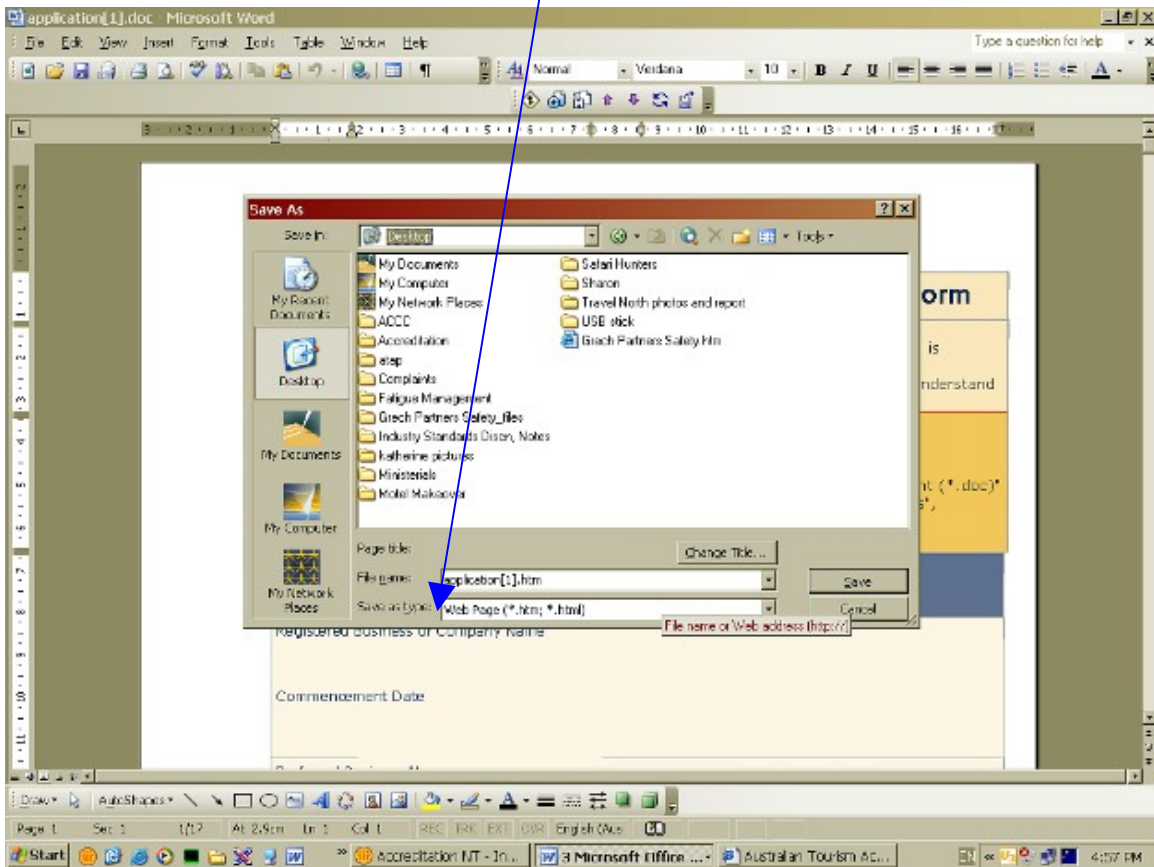


The form will open like this:





3. Change "Save as Type" FROM "Web Page (\*.htm;\*.html)" to "Word Document (\*.doc)" Select a convenient location on your computer to save to (eg: "My Documents", "Desktop").



4. You will now be able to fill in the form using Microsoft Word.

**NB: If the document does not download:**

- Check that pop ups are allowed in your browser settings.
- Make sure you have a copy of Microsoft Word (or a compatible Word processing program) installed.

**IMPORTANT:** You are now working in Microsoft Word so saving regularly is important! If you wish to add attachments, use "Cut and Paste" or append to the end of the file.

**PLEASE REMEMBER TO SAVE  YOUR WORK THROUGHOUT THE PROGRAM**

## **11. SUBMITTING THE OFFLINE PACKAGE**

When you have completed the offline program document in Microsoft Word, please either print and mail or email (dependent on the size of the document). If you require assistance with this aspect of the program, please contact the Accreditation Manager for further information.

## **12. CONTACT DETAILS**

If you require any further information or if you encounter any difficulties, please contact the ATAP Program Manager in your State or Territory. If you do not have their details contact the National Project Manager, Sally Hollis:

Email: [shollis@tourismcouncilwa.com.au](mailto:shollis@tourismcouncilwa.com.au)

Ph: 0407 191 813