



NFVPLS User Guide

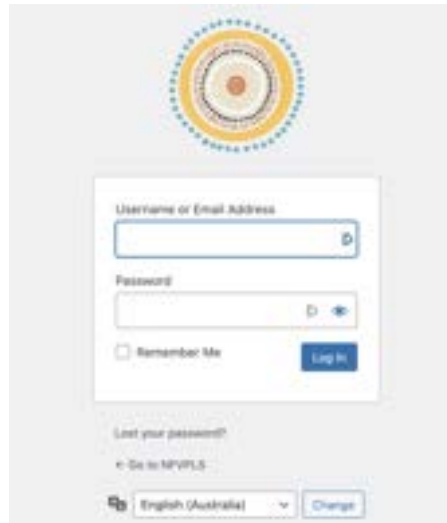
NFVPLS User Guide	1
Logging In	3
User Guide	3
Hierarchy of the Website	4
Pages	4
Posts	5
Archives	6
Create a New Page	7
Duplicate Method	7
Starting from scratch	11
Edit a Page	12
Editing Text	15
Saving Changes	18
Updating Images	19
Uploading New Media	22
Updating the Menu	23
Add a new link	23
Remove a link	25
Search Engine Optimisation (SEO)	26
How to edit/add Members	27
Editing Members	27
Adding Members	29
How to add/edit Our People	31
Editing People	31
Adding People	33
How to edit/add Research and Submissions	35
Editing an existing research and submission	35
Adding new Research and Submissions	36
Get in touch with NGNY	38
How to Access Client Portal	38
How to submit a support ticket	40

Logging In

To log into the Wordpress website, go to this url:

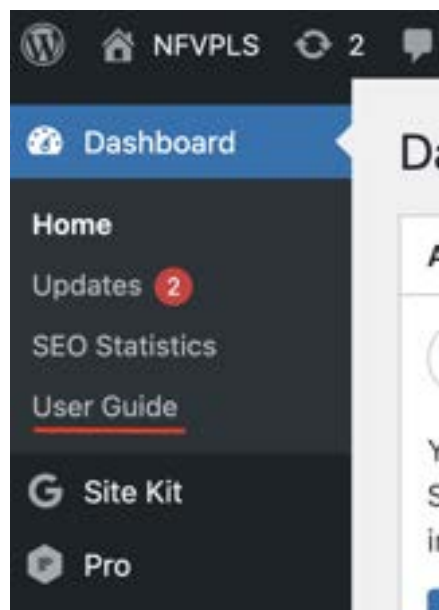
<http://www.nationalfvpls.org/wp-login.php>

You will be presented with this login screen. Enter with your login credentials and you will then be logged into the dashboard of Wordpress. There is also the option to reset your password. Upon signing in, you will be sent to your website's dashboard.



User Guide

A copy of this user guide is available on the backend of the website, by clicking on 'User Guide' in the Dashboard submenu.



Hierarchy of the Website

The current website is built using the Wordpress Content Management System (CMS). Understanding the hierarchy will better teach you how to navigate the backend of the website.

The National Family Violence Prevention Legal Service Forum website is built using the Pro Theme. The documentation for this Theme can be found at <https://theme.co/docs>.

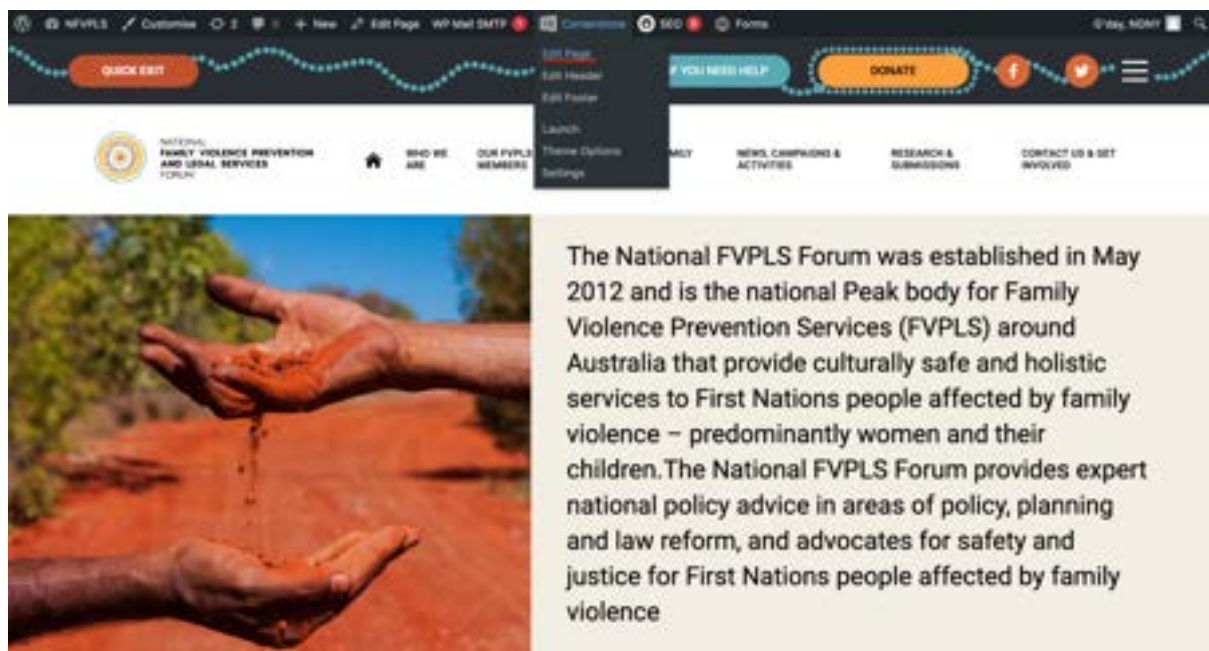
The website can be broken down into these different types:

Pages

Pages are created using the Cornerstone builder. When viewing the website as a logged in user, in the admin bar at the top go to Cornerstone > Edit Page to edit these pages. Only use Edit Page when changing things like the name of the title, categories or the permalink.

Example

- Home



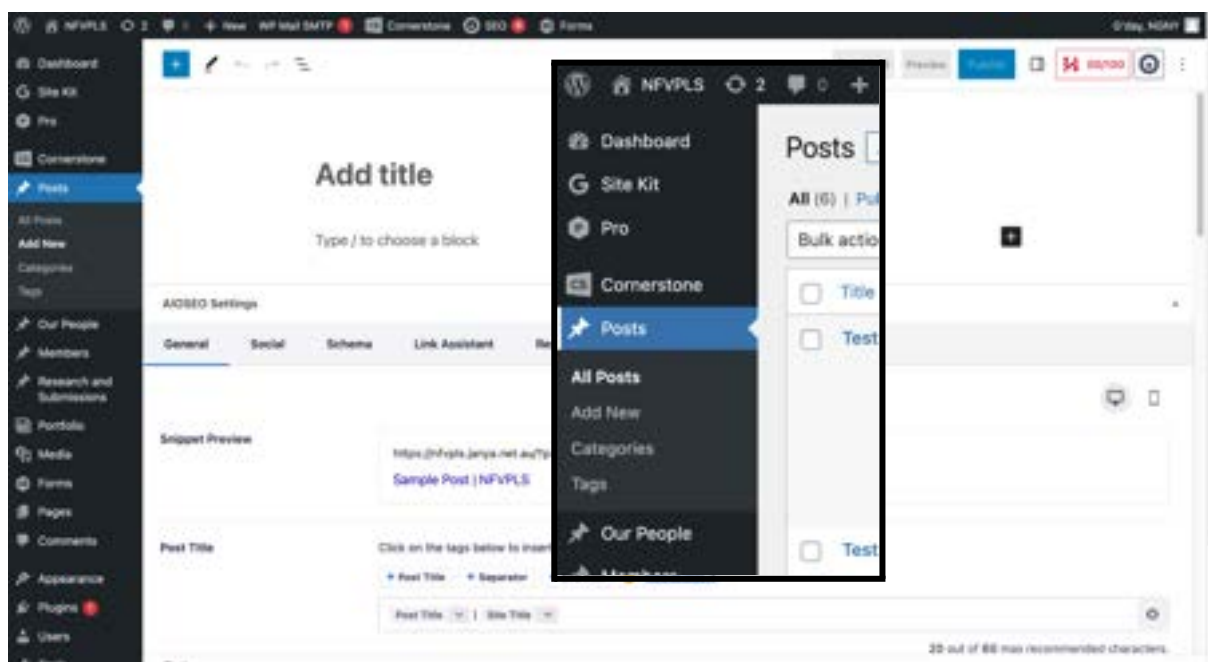
Posts

If you have had any Wordpress or blogging experience, you will be familiar with this type. If you are logged in and currently on a News Post, in the admin bar, go to Edit Posts and you will be able to edit that post's profile. Pages are created using the backend Wordpress blog function and the WYSIWYG (What You See Is What You Get) editor.

Posts have categories, featured images, and tags as default.

Example:

- News Post

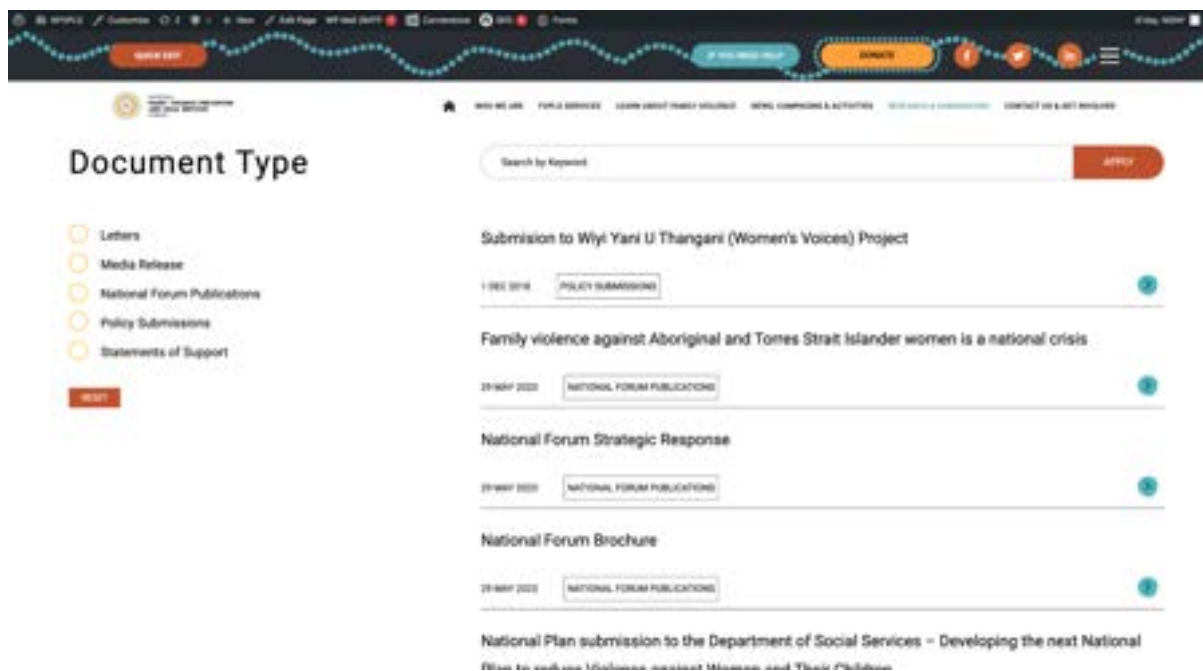


Archives

Page that displays all the single posts. These are usually custom templates that have been created and are not easily editable without prior knowledge of PHP and HTML. If you can't find the Cornerstone > Edit Page or Edit Post in the admin bar, then chances are it was created as an archive page.

Example:

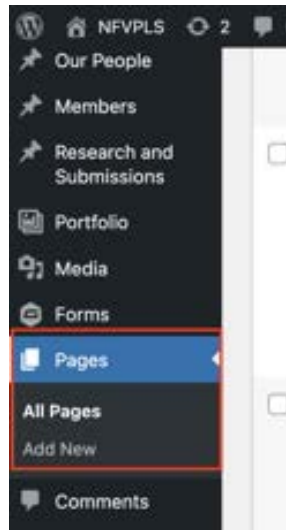
- Research and Submissions Page



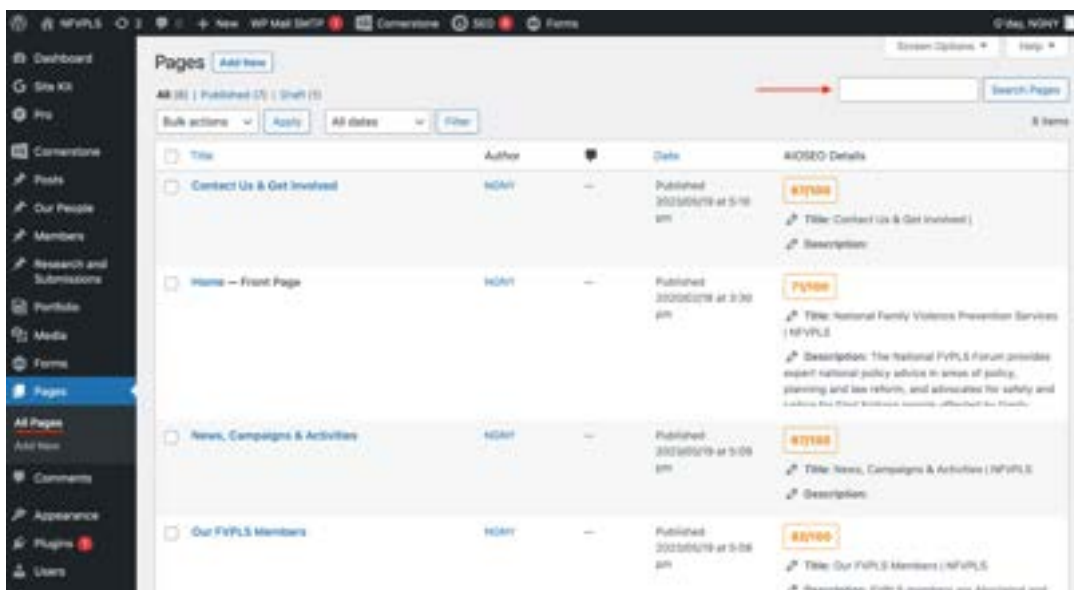
Create a New Page

Duplicate Method

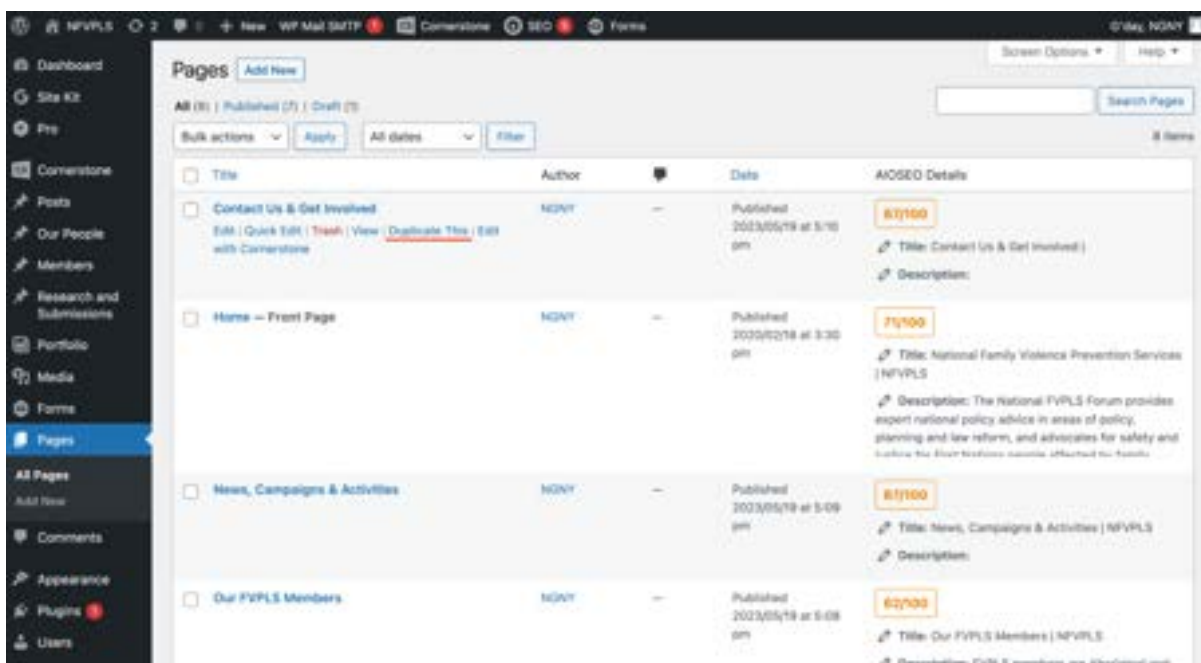
This is the recommended method. When you are first starting out, it will be easiest for you to duplicate a page and make the edits you need using Edit with Pro. First, go to Pages in the Left Sidebar



When the page has loaded, you have the ability to search for the page you wish to duplicate in the top right hand corner. Alternatively, you can go through the pages until you find the page. They are listed in alphabetical order.

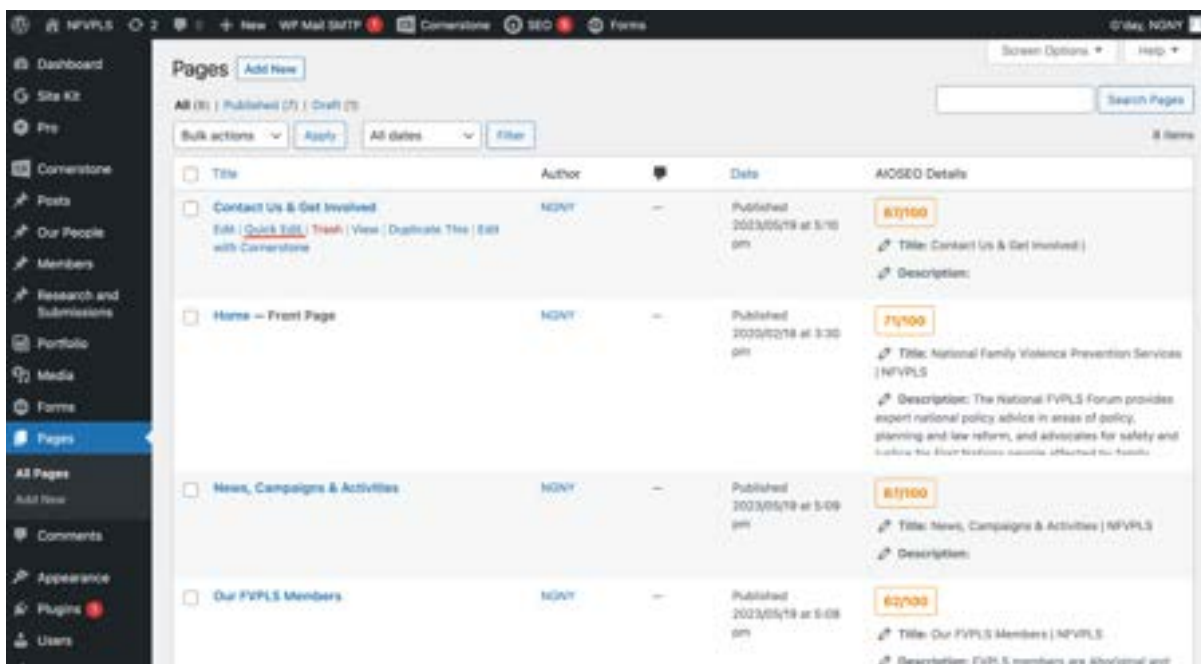


Once you have located the page you wish to duplicate, with your mouse, hover over the row and options will appear underneath the title. Click Duplicate This.

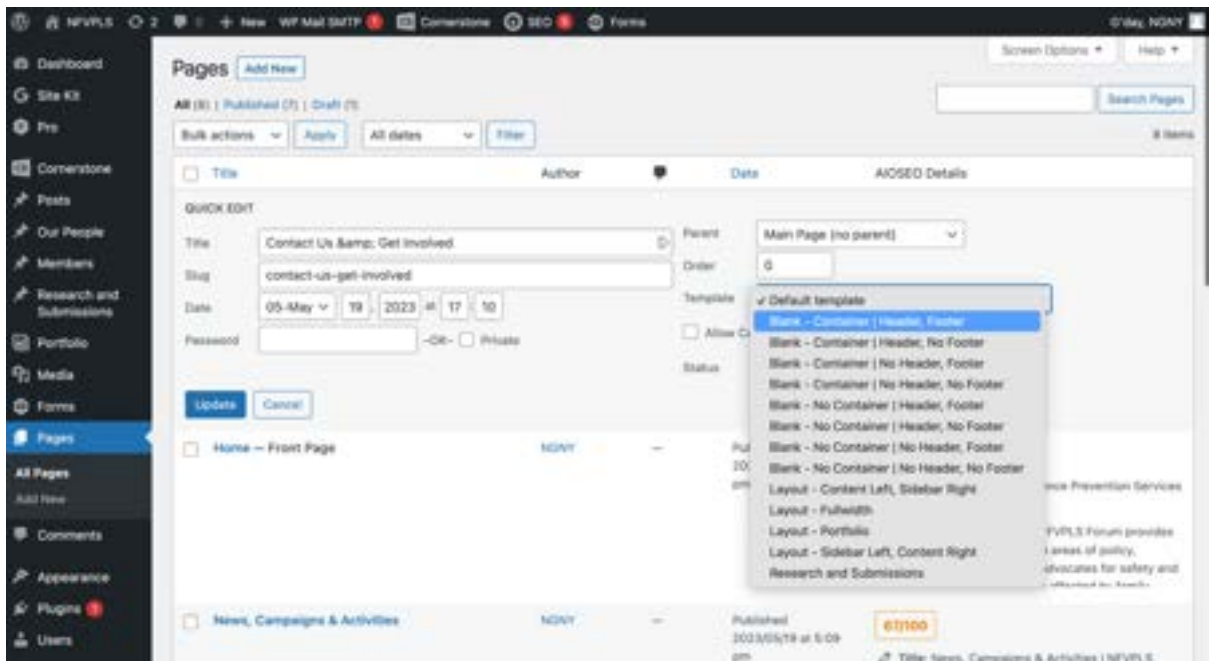


This will generate a copy of the page in draft mode. The copy will appear above the original.

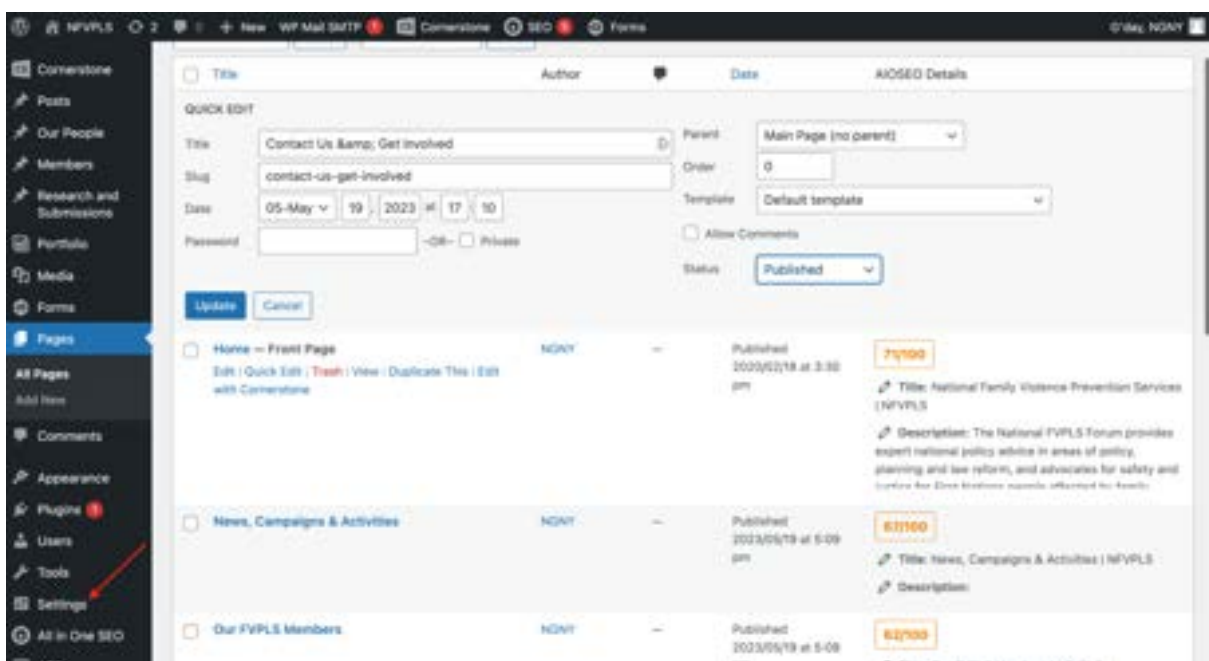
Before we Edit with Pro, you may wish to change the Title of the page. Hover over the Draft and select the Quick Edit option.



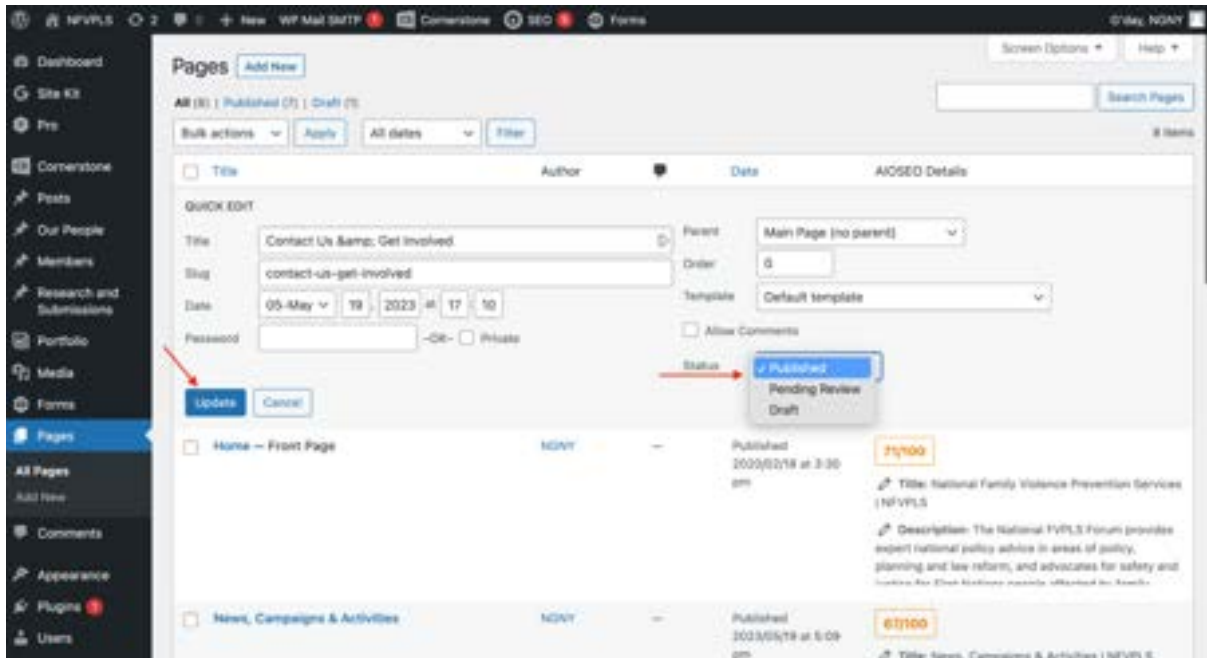
Here you will be able to quickly change the title of the page and the 'slug' ie. an easy to read and unique url (eg:<http://www.nationalfvpls.org/i-am-a-slug>). The slug will automatically generate based off of the title of the page. It will make the title lowercase and replace any spaces with hyphens. This is handy if the title of a page is long and you wish to keep the url short. No two slugs can be the same. The template used for the website is Blank - No Container | Header, Footer.



Click on the ⚙ Settings to bring open the Page settings.



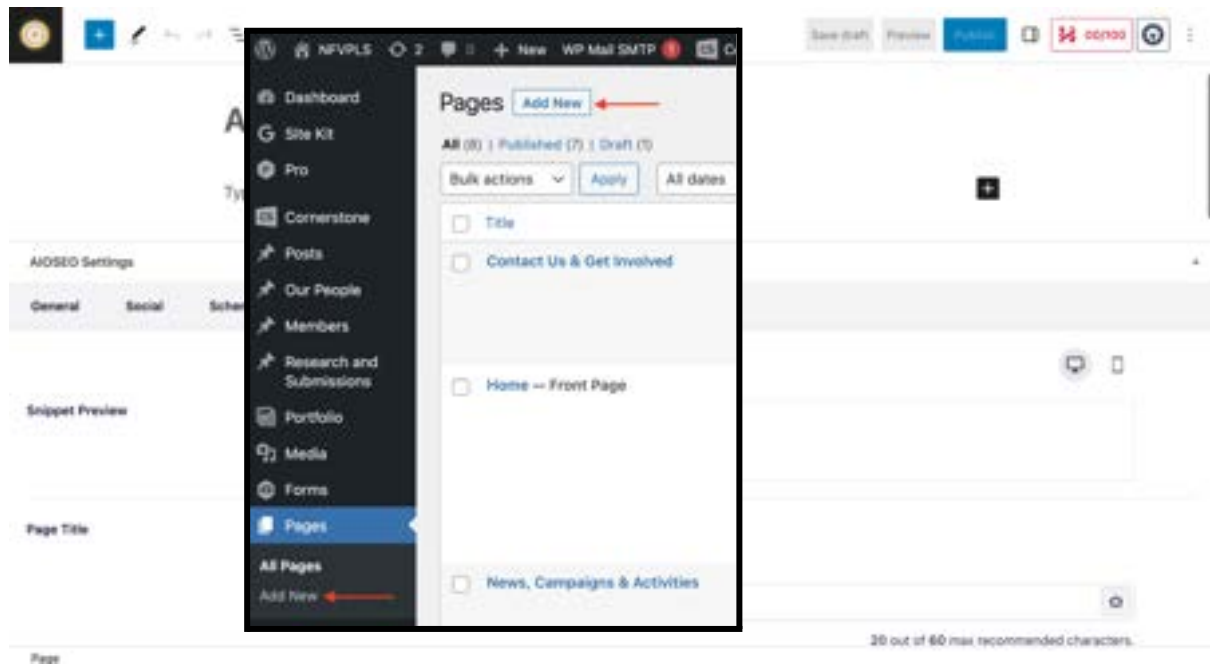
Change the Status dropdown from Draft to Published so that the page is live. This can be done at any point but it is recommended to do so after you have finished editing the page.



Once you are happy with your changes, click Update. We will cover editing a page in the next section.

Starting from scratch

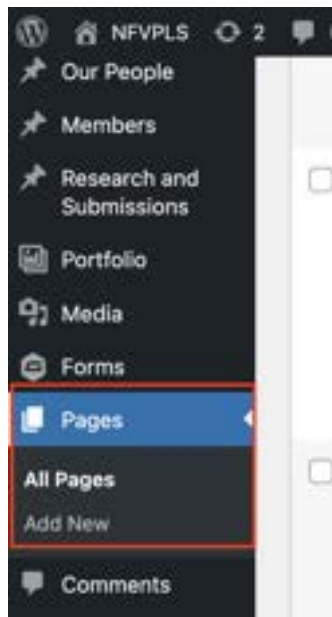
If you hit the Add New button, whether from the menu or at the top of the page, you will also create a new blank page. This is not the recommended route until you become more familiar with the theme and building using the theme's page builder.



Edit a Page

Referring back to the Hierarchy of the Website, some pages may not be editable using this method. A page is usually made up of a global Header, page content and a global footer.

There are two methods of editing a page: From the Dashboard, go to Pages in the left sidebar



With your mouse, hover over the page you wish to edit and then click Edit with Pro. Do not use Edit / Edit Page unless you are making changes to the following:

- Title
- Permalink Slug
- SEO (Search Engine Optimisation)

If this is a pre-existing page on the website when you are logged in, navigate to the page you wish to edit. In the admin bar at the top of the website, hover over Cornerstone > Edit Page or click on Edit with Pro in Pages.



Once the page builder is loaded, the window will be split into two parts: the right side displays the layout as separated into sections; and the left side displays a live preview of the page.



Each section can be opened up by clicking on the ► to the left of the section title. This will reveal the Row, the Column and finally the Elements that make up the page. Elements are the building blocks of a page and may have general purpose like a Text Element or Image Element, or could have a dedicated purpose like adding Navigation Menus or Accordions.

When hovering or selecting any of the sections with the mouse, three or four options will appear.



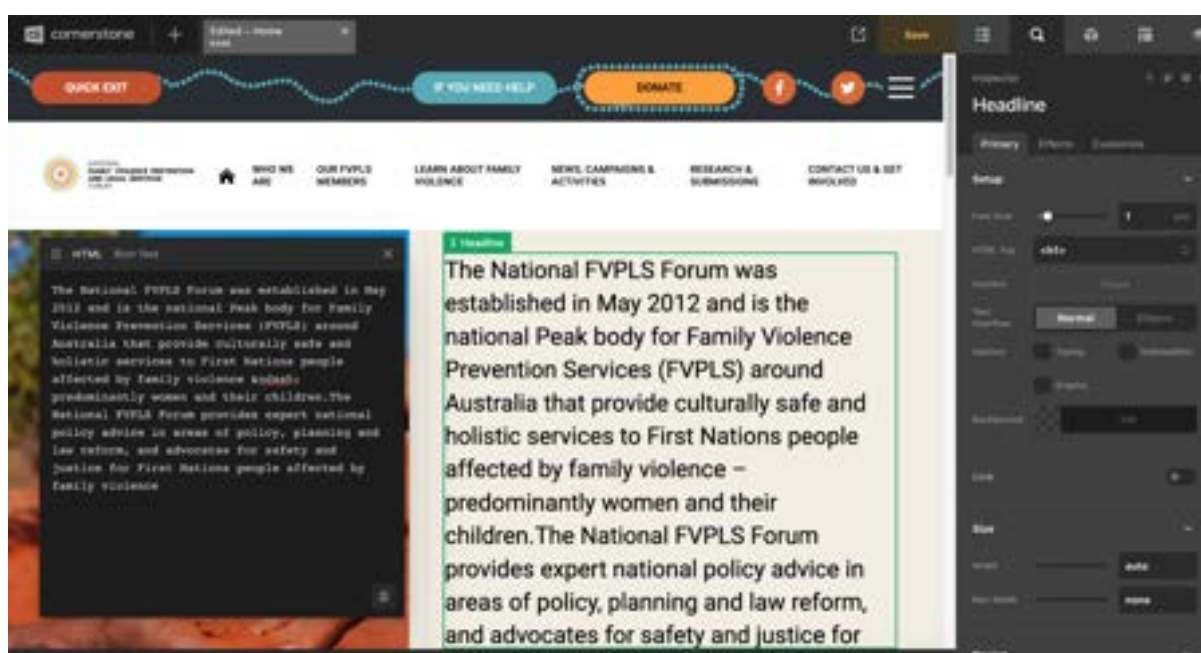
The magnifying glass icon will open up the Inspector, which reveals all the different types of settings that can be changed. For sections, rows and columns the + will Add Elements to that container. If it is an element already like the Headline, this option will not be available. The duplicate multiple paper icon will duplicate that item element. The trash bin icon will delete that item element.

Editing Text

There are two ways of editing text:

Method 1: Upon left-clicking the magnifying glass icon of any text element, the left hand side of the window will change to display all the options for customisation.

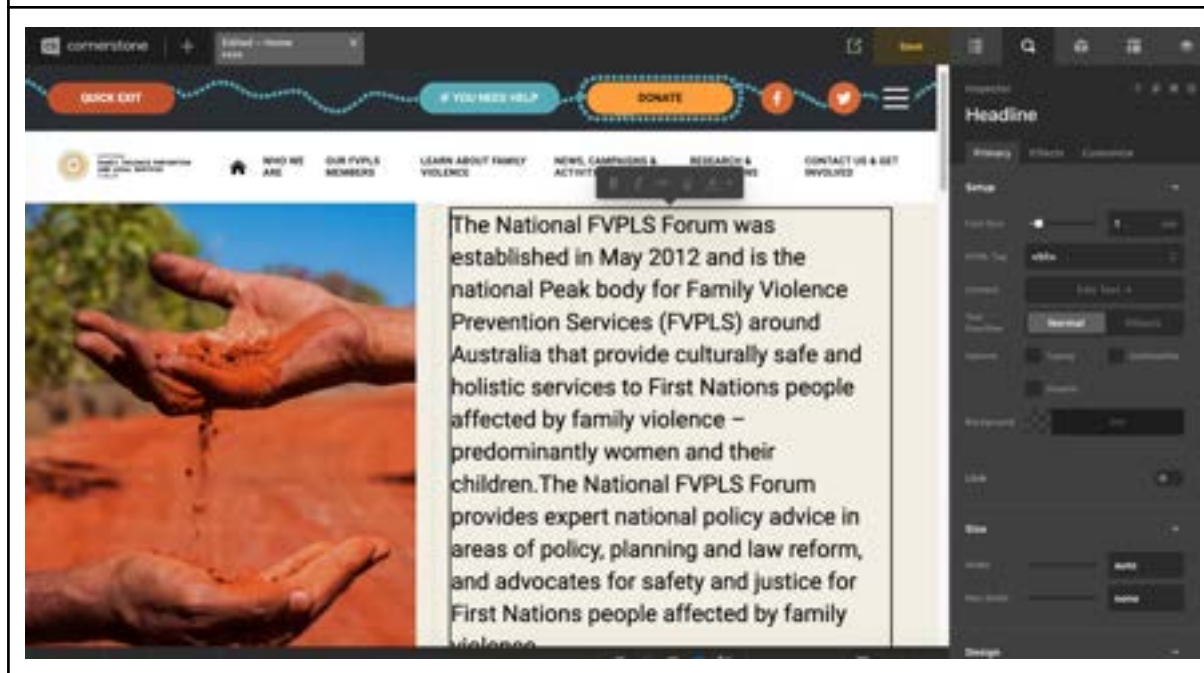
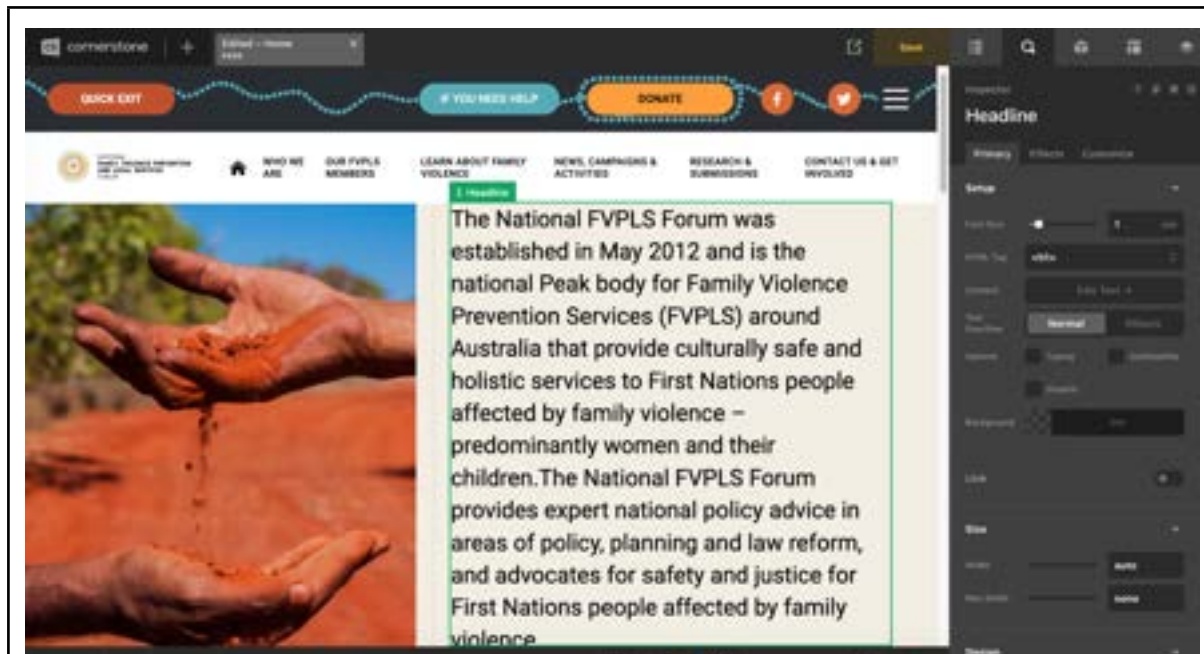
Clicking on Edit Text, underneath Setup (in the right hand side of the window) will bring up a window that displays the content in either HTML or Rich Text (on right below). Use whichever version you are more comfortable with.



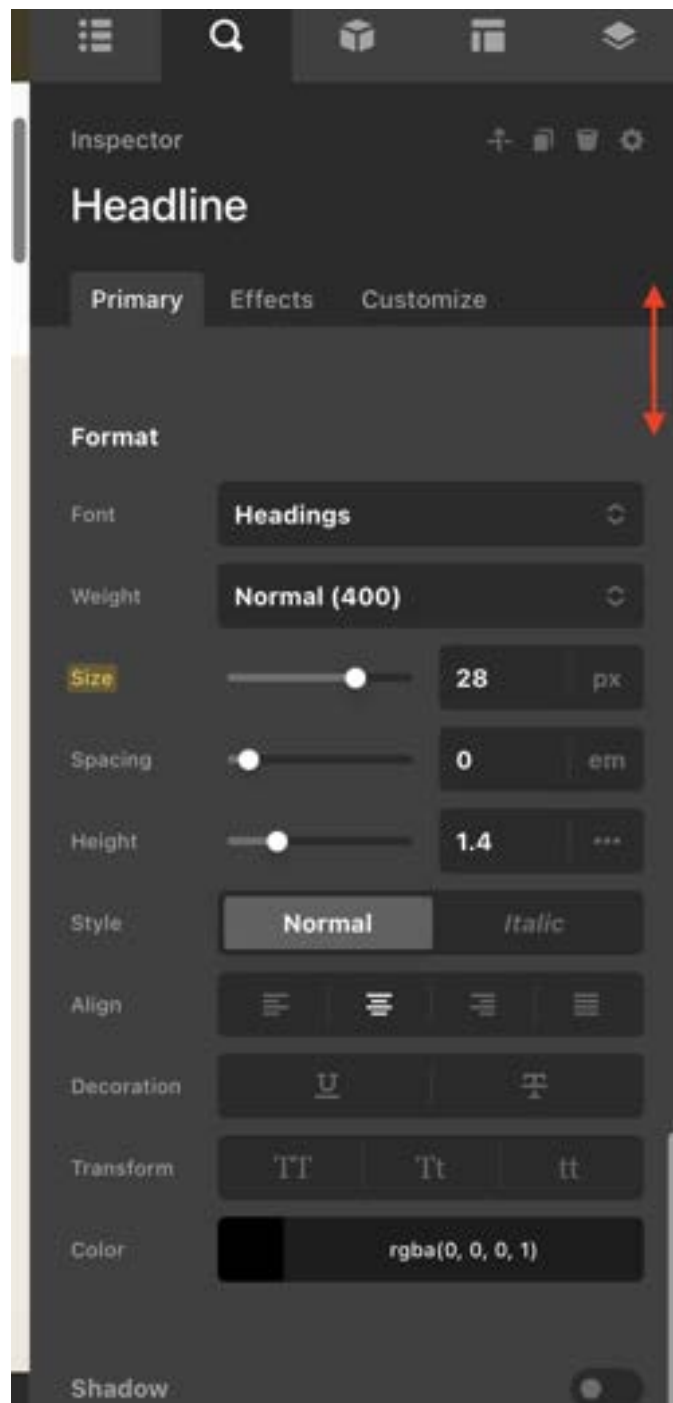
If the window is too small, you can resize it by moving your mouse to any edge and dragging on the blue bar that appears.

Method 2: In the right preview window, when you hover over an element, a green outline will display around it. Double click the text you wish to edit and this will bring up the menu toolbar interface and then you can edit directly onto the page.

Like writing an email and the rich text editor, you can change the text and format here.



There are more options on the left hand side underneath Text Format if you wish to style the text further.



Updating Images

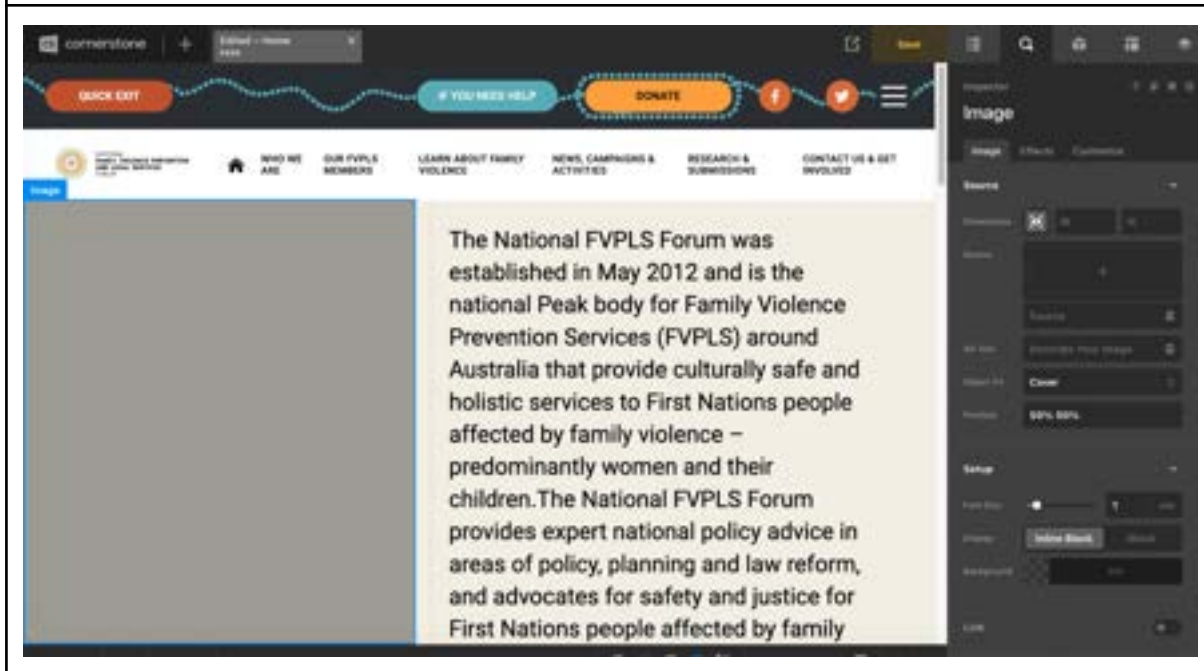
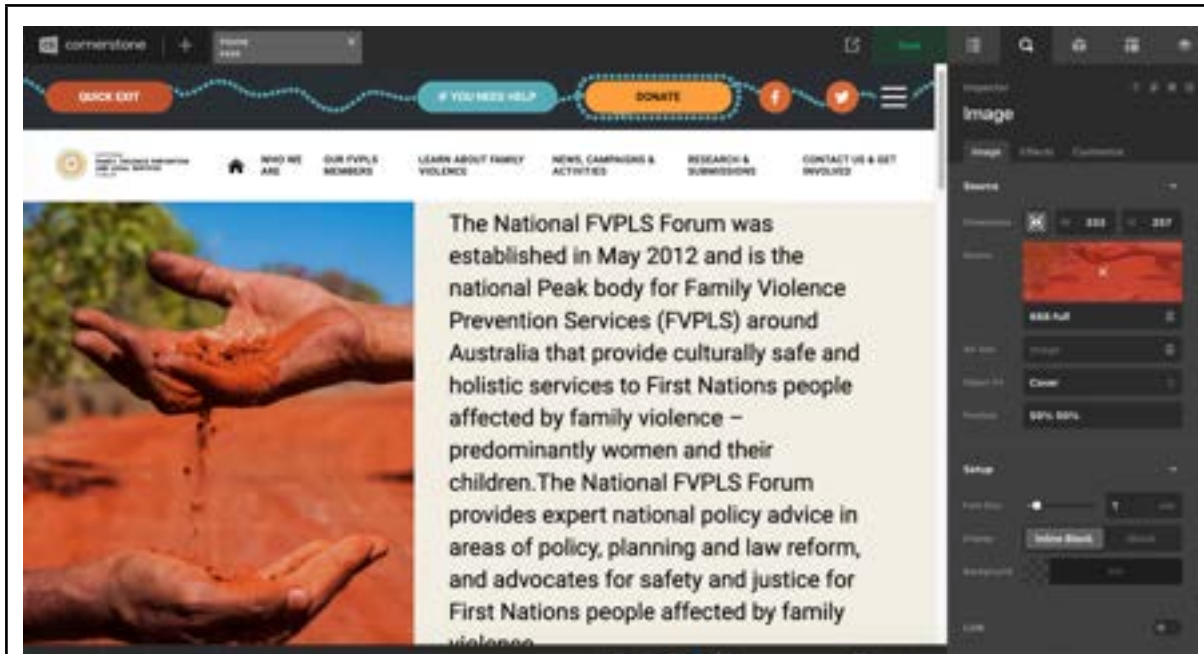
Inspect the image element. It can either be set as a background image or as an image.

Image Element Type

Clicking on any image on the right hand side preview window will update the left hand side. Most images will have pre-existing classes and settings, but for the most part will be set to fill the container.

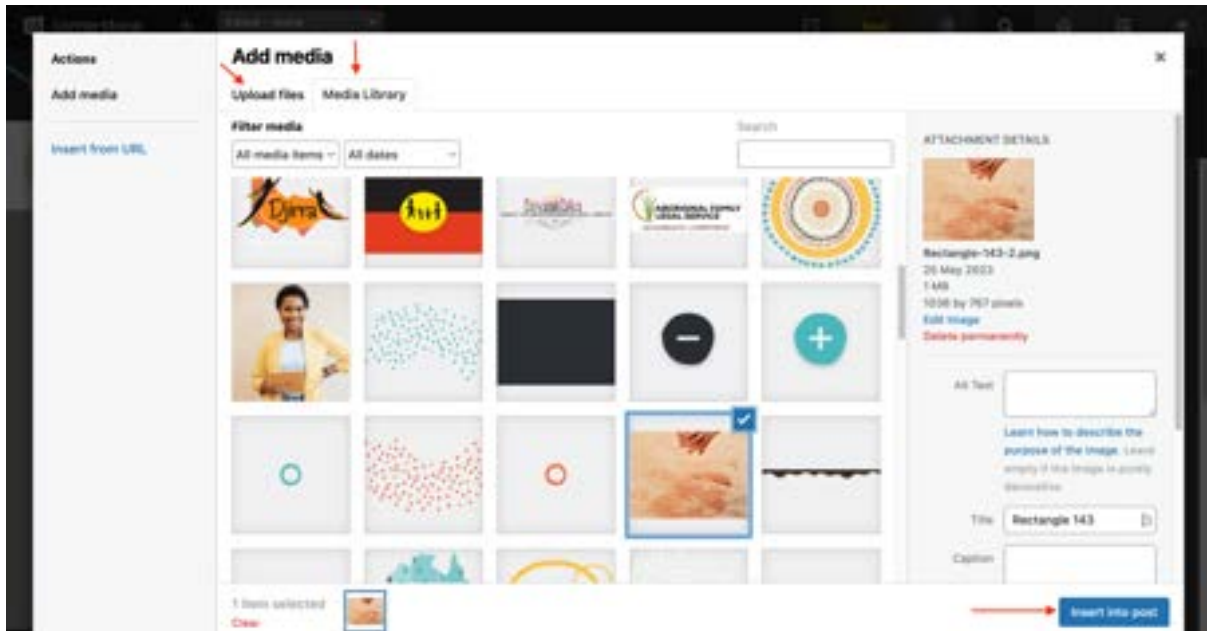


Underneath Image, hover over the source image and clicking on it will remove the current image. Clicking on the + will then open up a modal and allow you to choose from the Media Library or Upload a new image from your computer.



In this modal, allow you to choose from the Media Library or Upload a new image from your computer. To select an image, left click on the thumbnail.

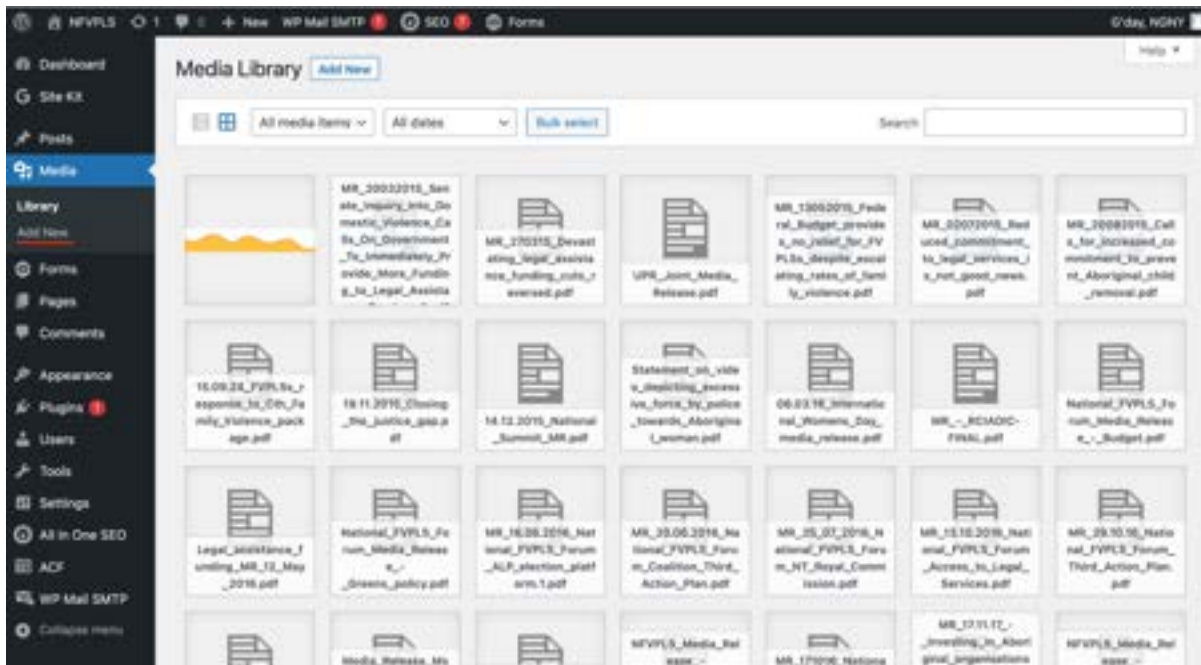
Click Insert into post in the bottom right hand corner afterwards.



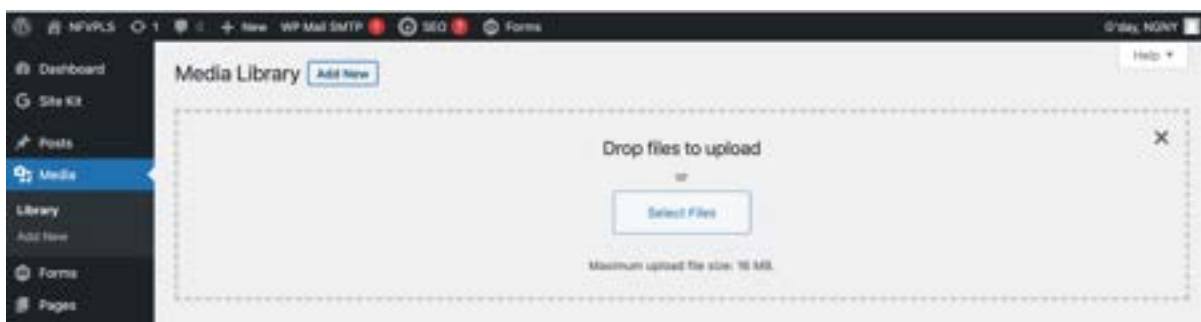
The preview window will update with the new selected image. Remember to save any changes you make.

Uploading New Media

The Media Library can be accessed by going to Media > Library in the sidebar.



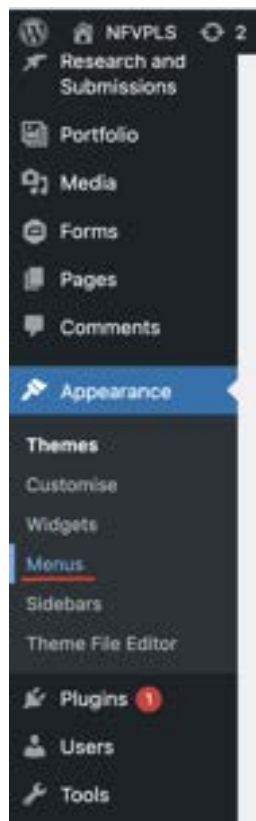
Add New will take you directly to the Upload New Media section where you can choose to drag and drop files, or click to open a prompt to choose the media.



Acceptable files to upload include images, pdfs, docs and videos as long as it is within the upload limit. If the item you wish to upload is bigger than this limit, please get in touch with NGNY if your site is hosted with us.

Updating the Menu

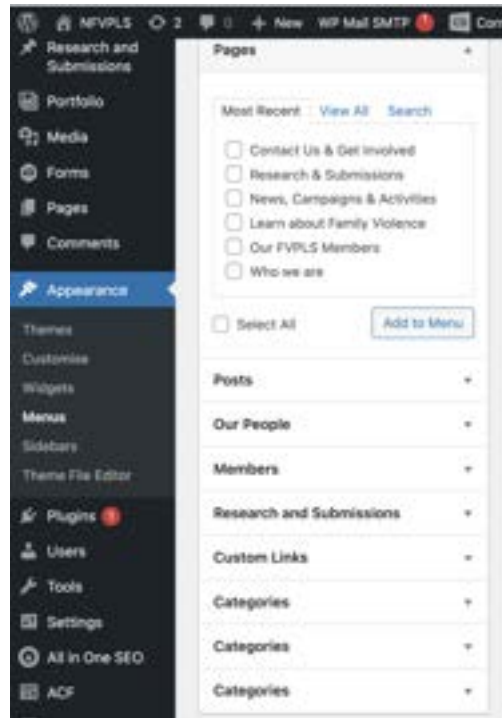
To make any changes, go to Appearance > Menus in the left sidebar.



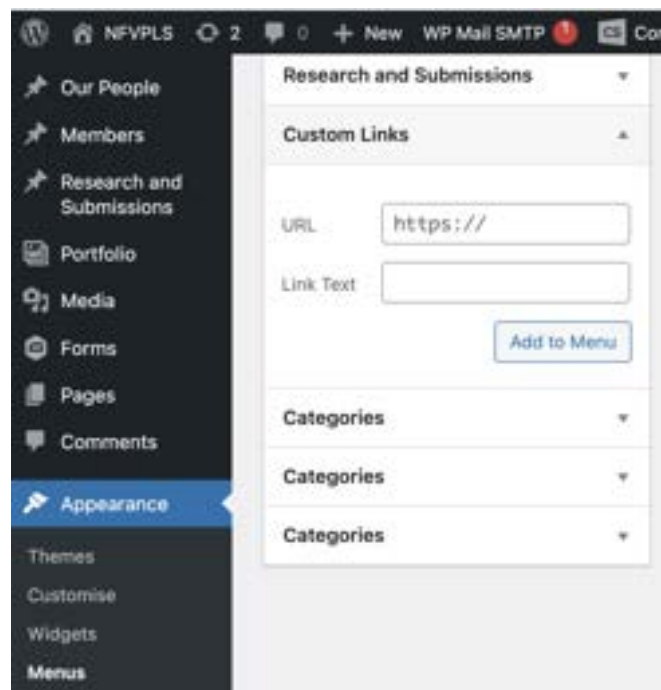
Add a new link

For pages that are within the website:

On the left hand side underneath the Pages accordion, if the page has been published recently, it will appear at the very top. You also have the option of searching up the page if you know the page title, or viewing all the pages. You can select more than one page to add to the menu.

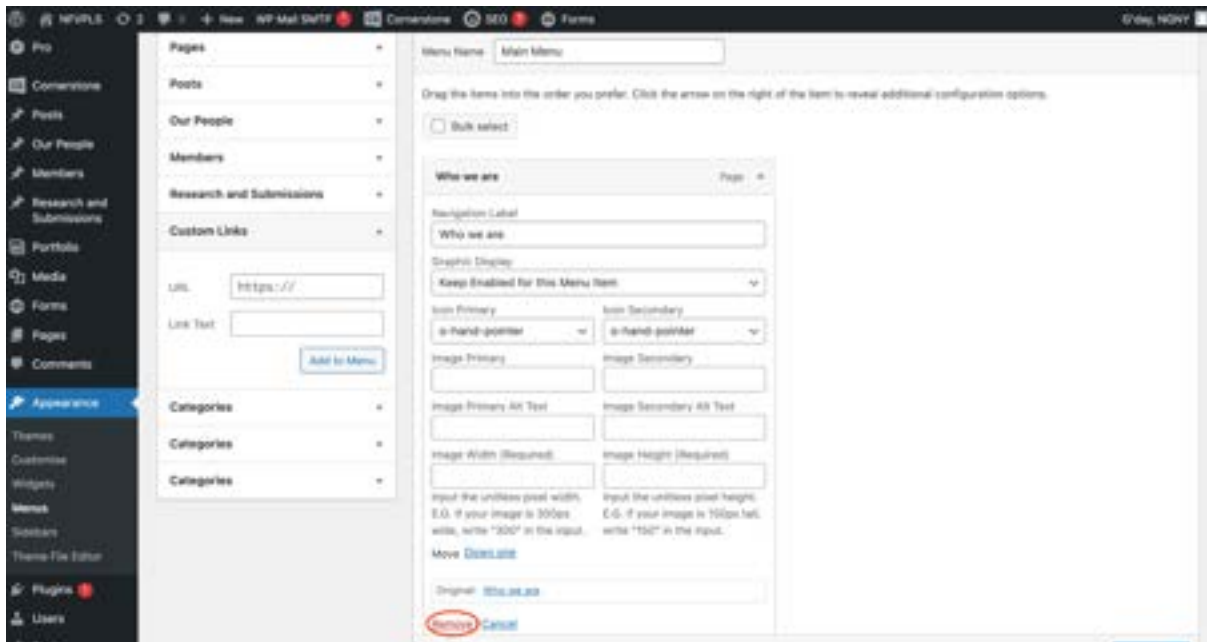


For pages that are external, use the Custom Links.
Click on Add to Menu once you have filled in the URL and the link text.

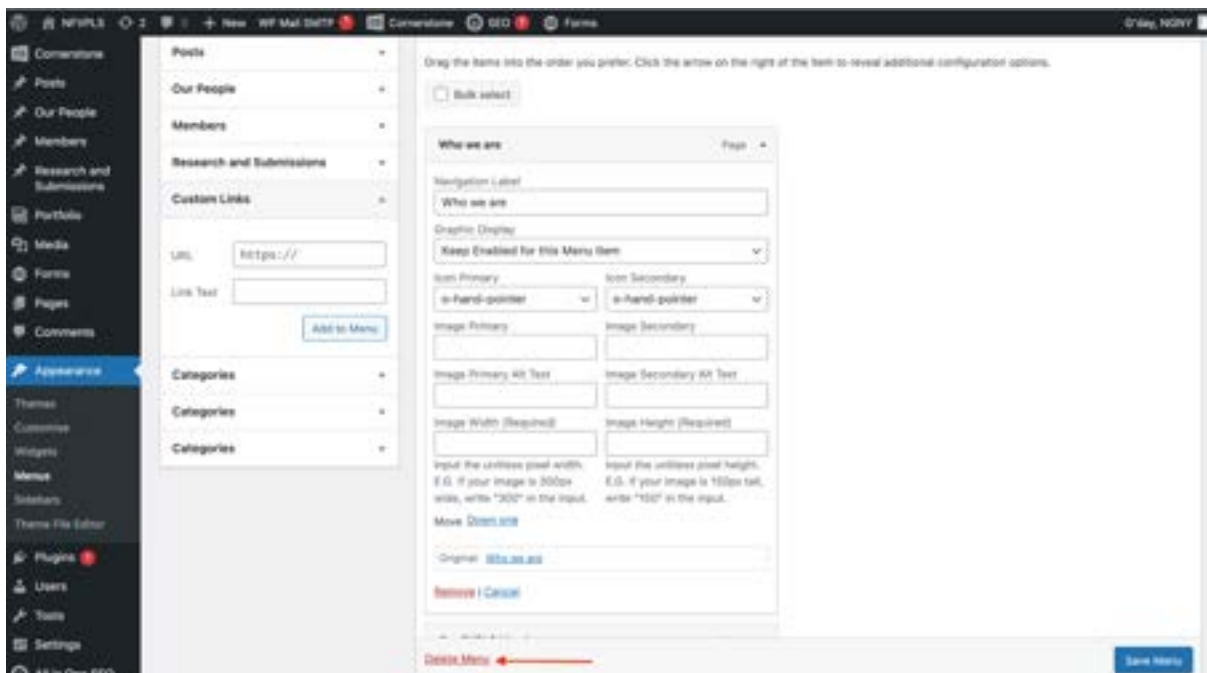


Remove a link

To remove a link, expand the accordion of the link you wish to remove and then hit Remove.



After that, you will also need to click the blue Save Menu button at the top or the bottom of the page. Be careful not to hit the Delete Menu. There will be a warning pop-up to remind you not to delete it!

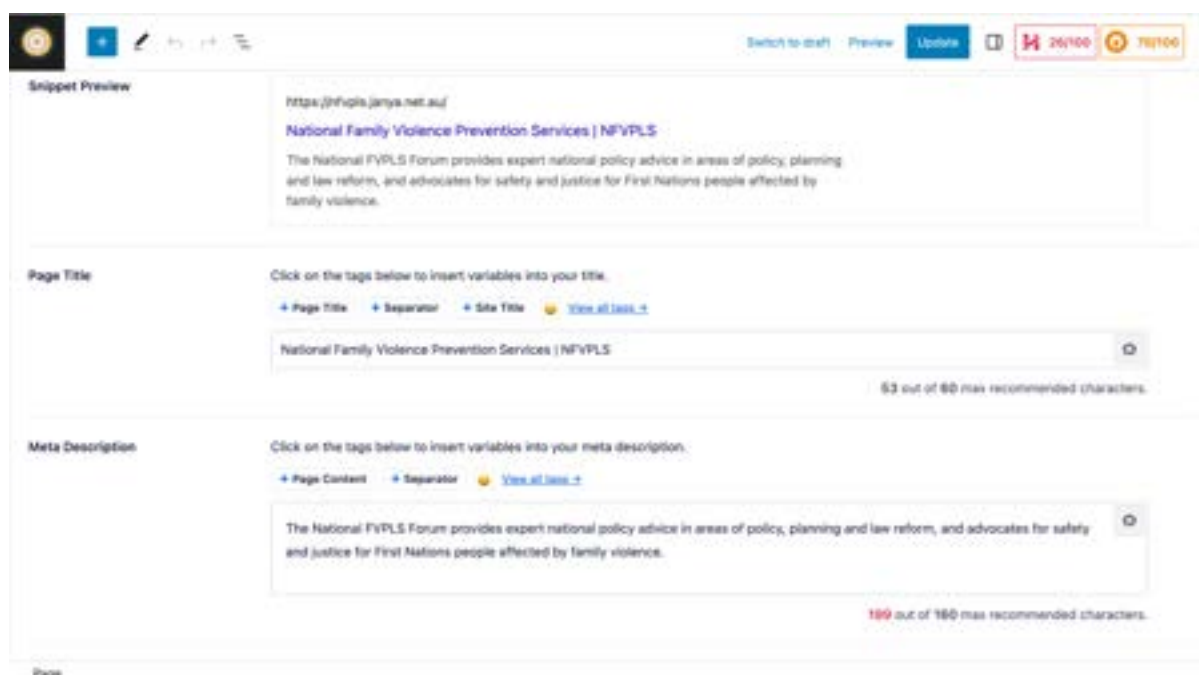


Search Engine Optimisation (SEO)

The plugin we use here is All In One SEO (AIOSEO). In this instance, we wish to Edit the page (not Edit with Cornerstone). In the top right hand corner, there are two buttons that will analyse the SEO rating of any page's headline and the SEO content itself. Any errors that can be addressed to improve a page's SEO.

The automatically generated meta description will take on the page's shortcode, so it is recommended for a better SEO score to update these as you see fit.

Please be aware that with Facebook, they use the Open Graph protocol. If you share across Facebook and it is not pulling in the correct imagery then there are some settings underneath AIOSEO Settings > Social which can be individually tailored per post. The default settings can be changed and accessed from the dashboard menu All in One SEO > Social Networks and then choosing the Facebook tab. Currently it will use the Featured Image on a post as the Post Image Source, but there is also the possibility of choosing a default post Facebook image if for example the post hasn't been assigned one.

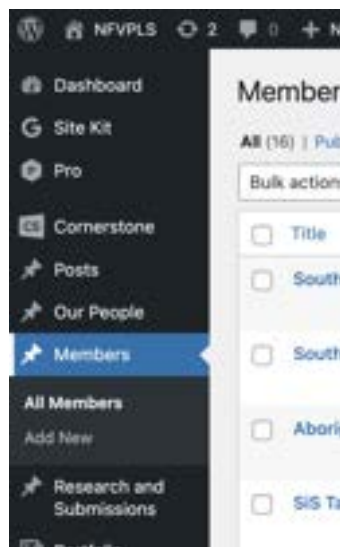


How to edit/add Members

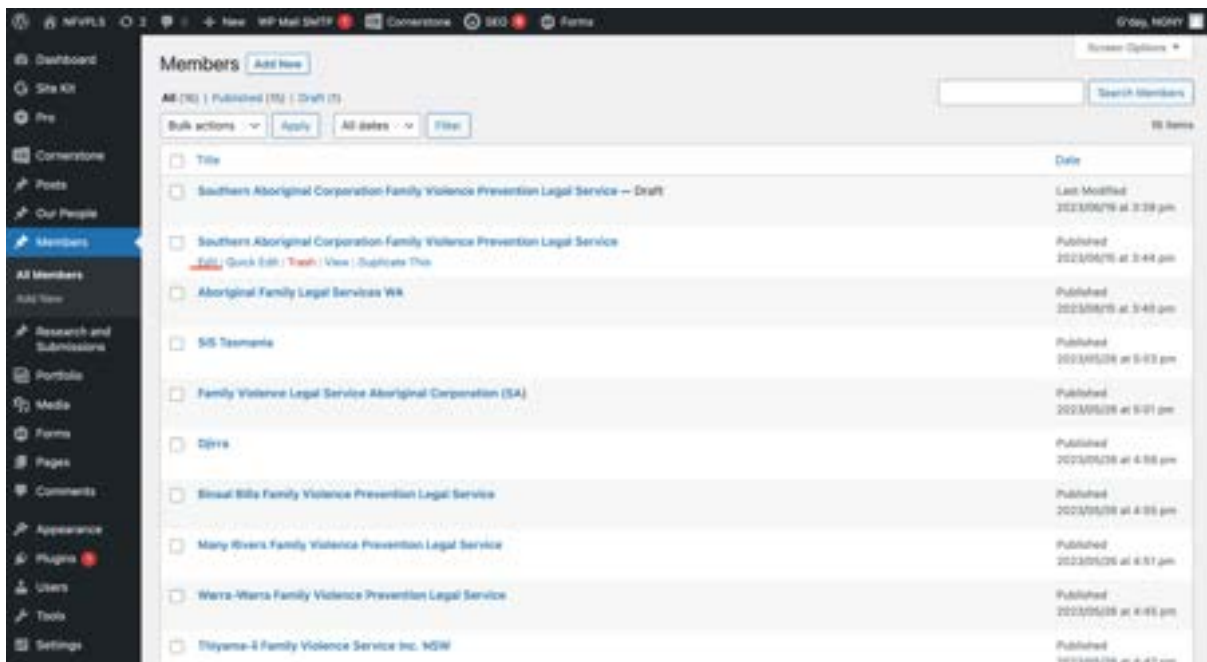
Editing Members

The Members page contains the Head Office and Regional Office locations. Any Regional Office is under the Head Office post.

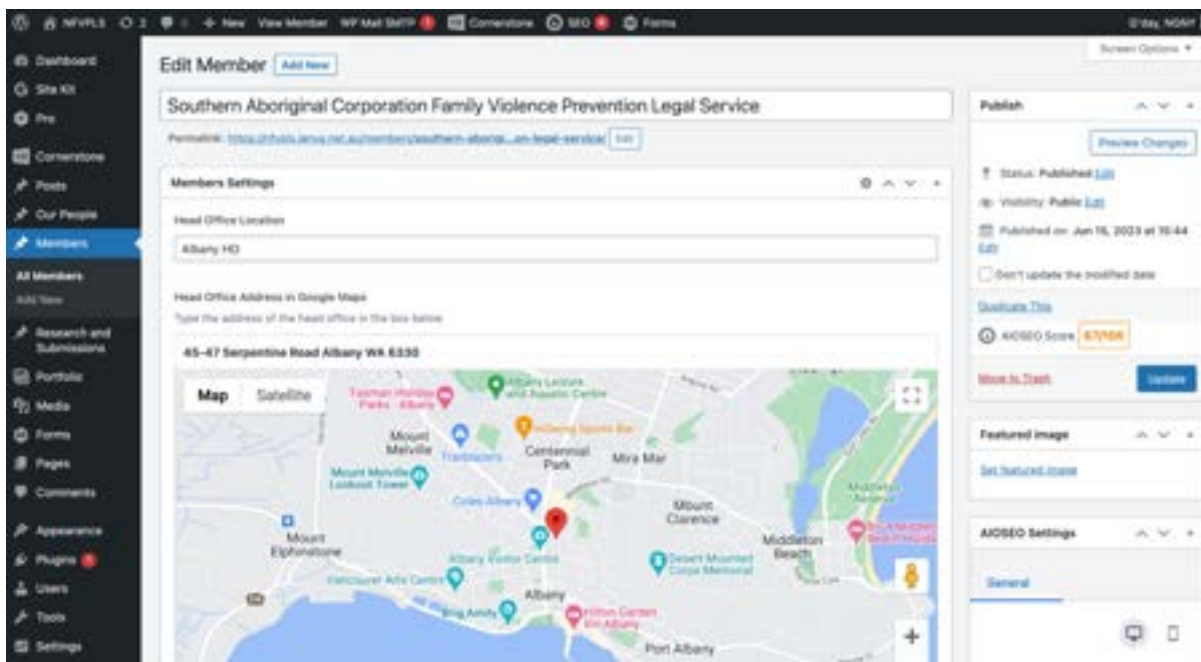
To add a new or edit an existing member, start by navigating to Members found in the main navigation.



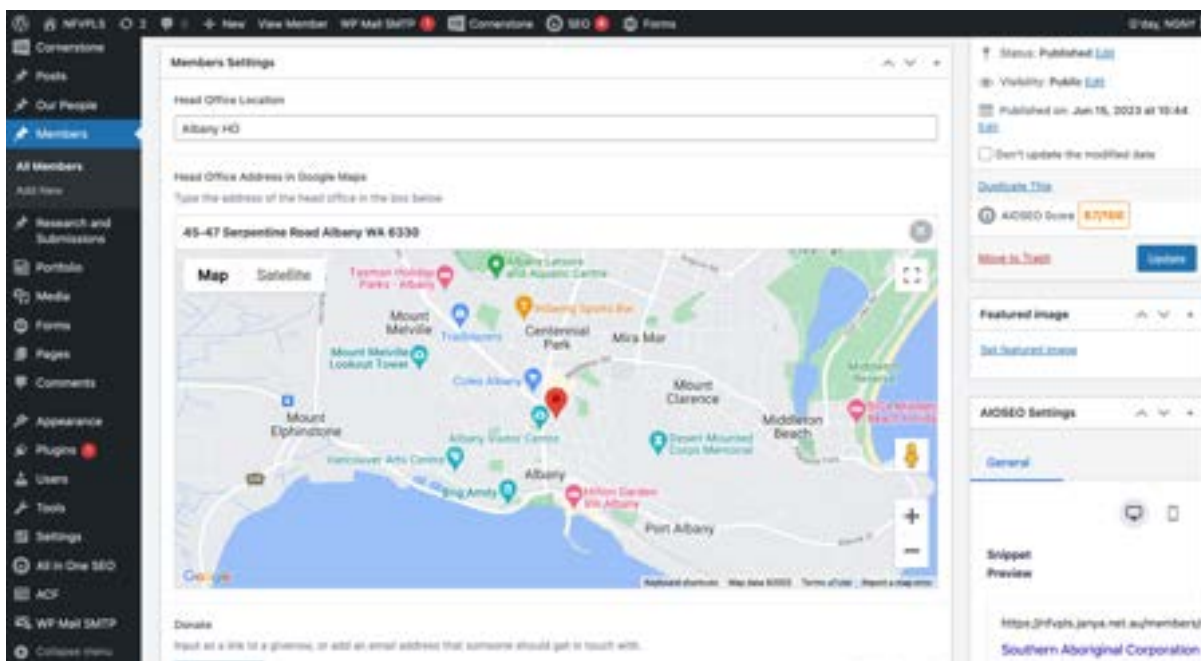
When editing existing members, hover over the “Edit” option of the member you wish to edit.



After clicking “Edit” you will now be able to edit the **Title, Members Settings and update the Featured image.**



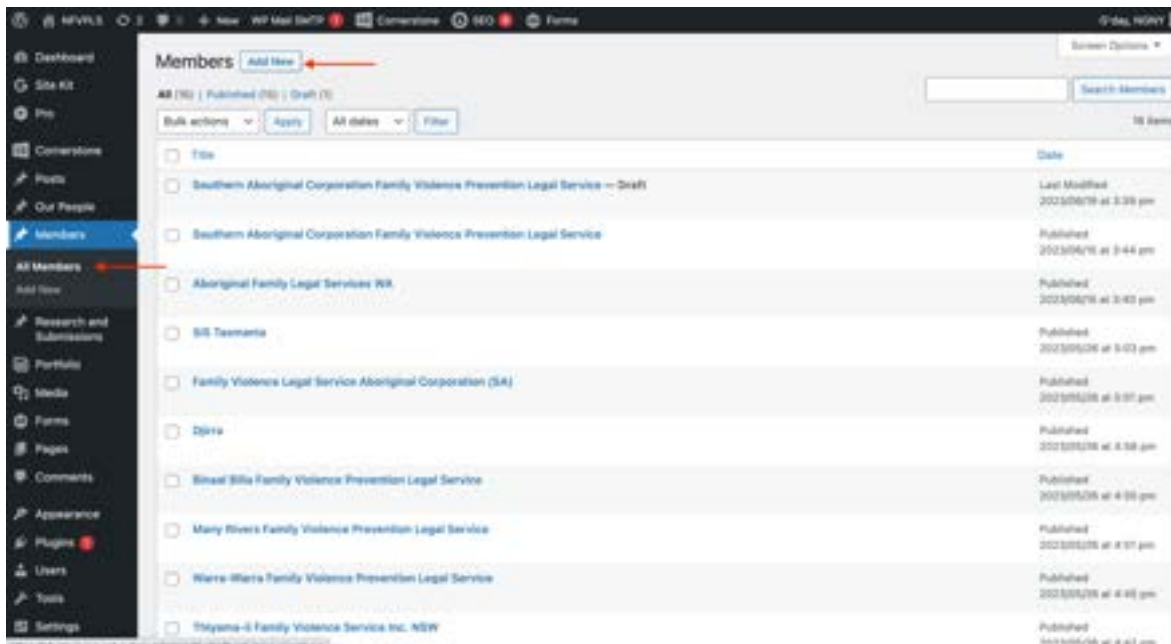
You can also edit or fill in the Members Settings below the Title box which includes the **Head Office Location, Donate section, Website and Social boxes for the links, Head Office Contact Numbers and Email boxes.** Appropriately fill up these boxes with the details to reflect on the frontend site.



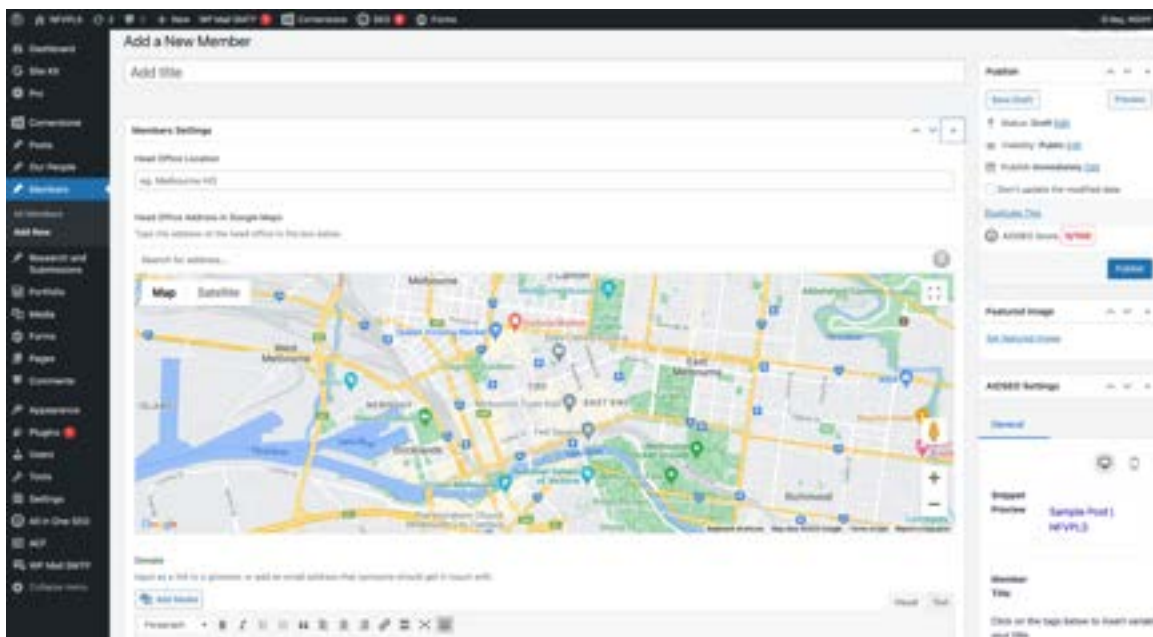
Save all the changes you made by selecting the “Update” button on the upper right side.

Adding Members

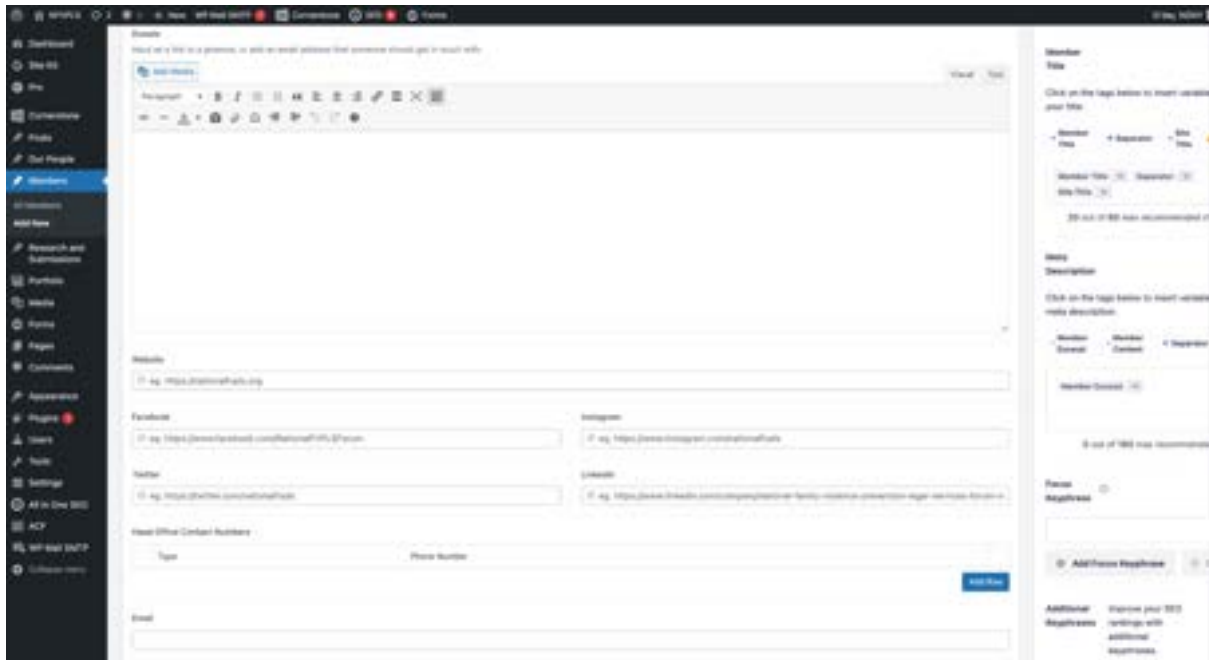
To add a new member, click either the “Add New” option right below “Members” on the navigation dashboard or the “Add New” option at the top of the existing list of members. You can also hover over any existing member post and select “Duplicate This” option then you just have to edit the contents of the duplicated post with the new details.



After clicking “Add New”, you will be able to fill in empty boxes for the **Title**, **Members Settings** and **Featured image**.



The **Head Office Location**, **Donate** section, **Website** and **Social** boxes for the **links**, **Head Office Contact Numbers** and **Email boxes** under the Members Settings will also have to be filled in or edited.

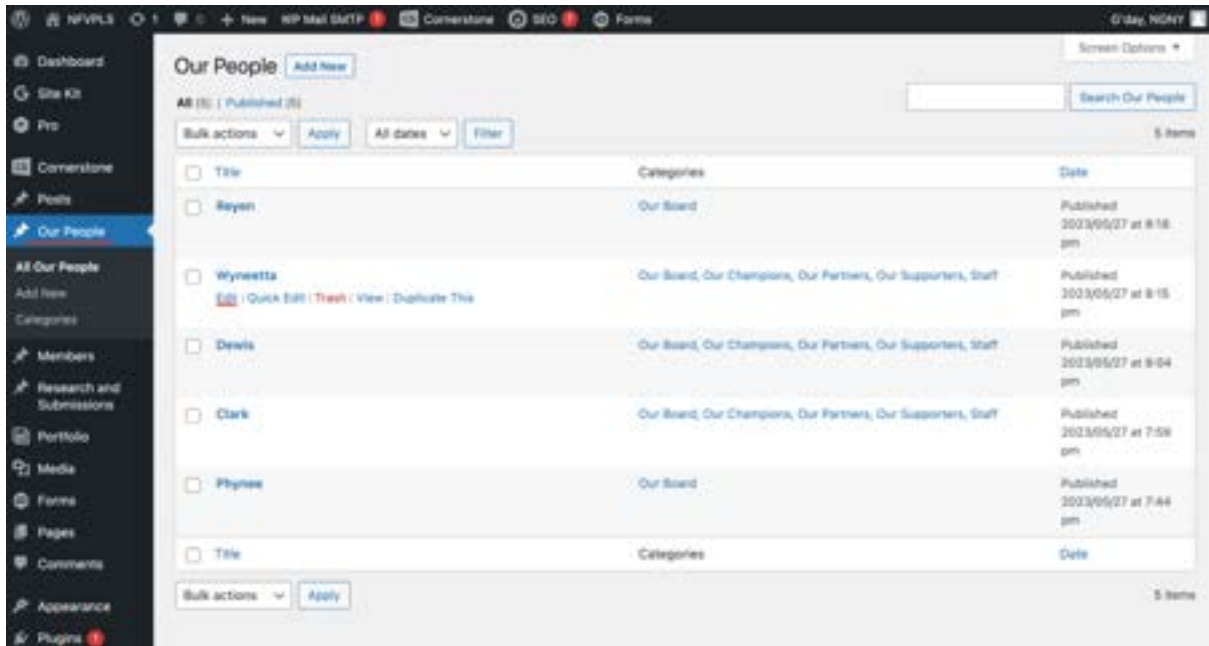


Select the “Publish” button to save and immediately display the newly added member on the frontend of the site. But click “Save Draft” to only have the added member at the backend of the site.

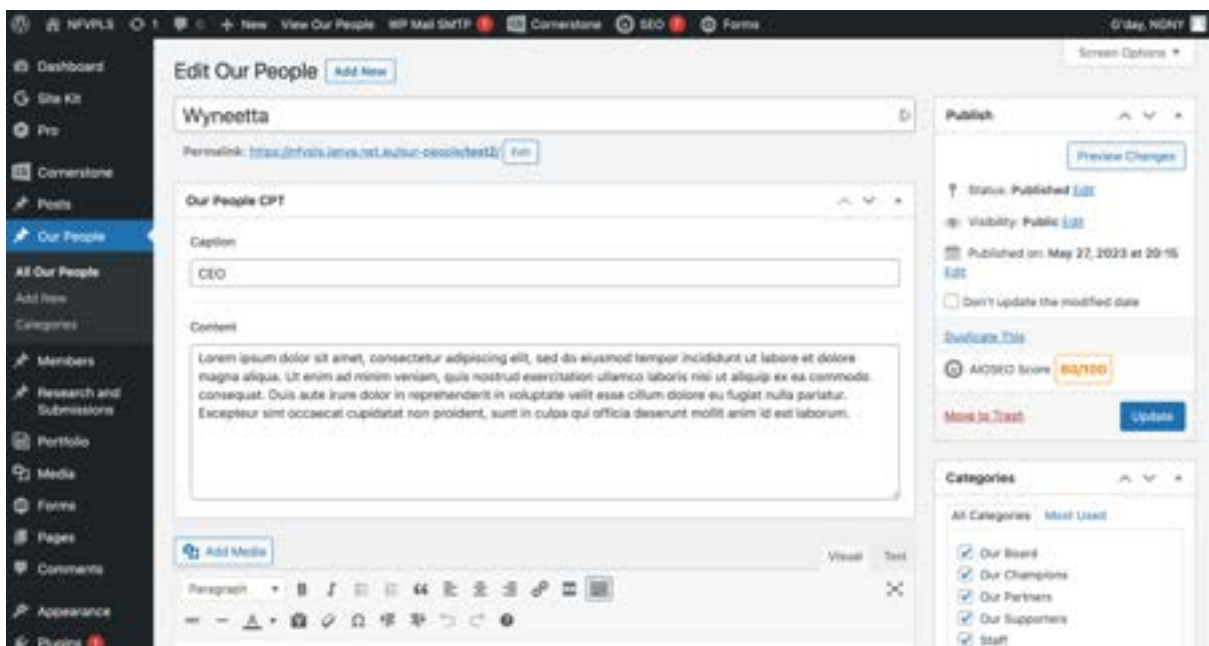
How to add/edit Our People

Editing People

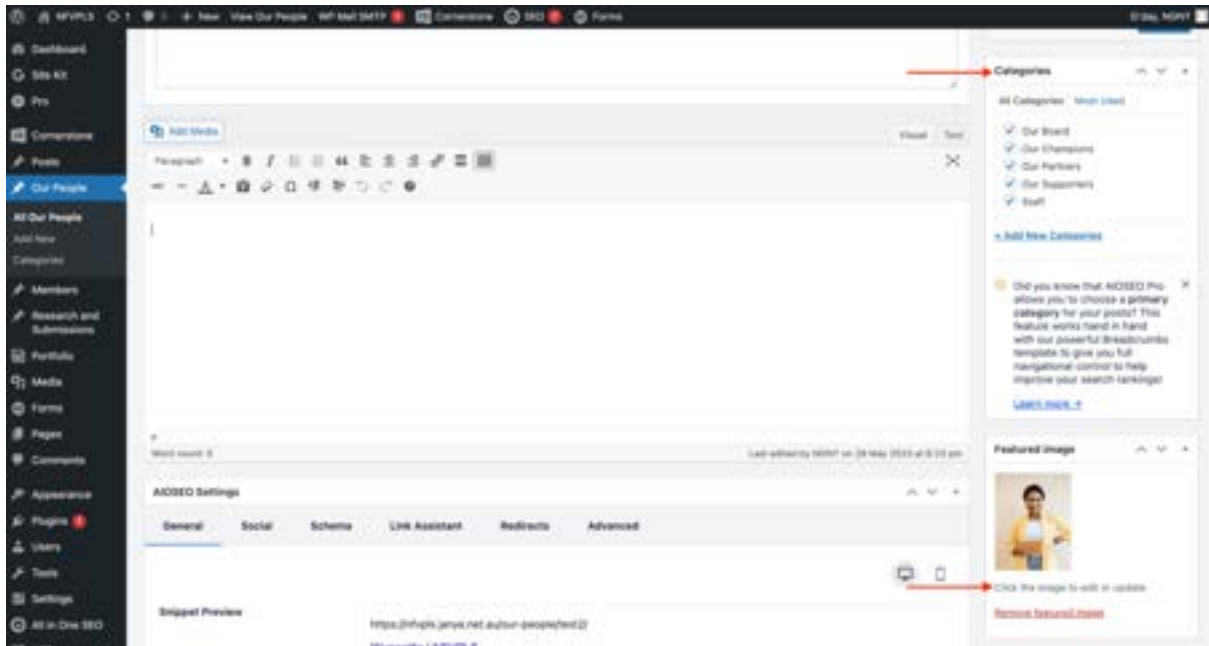
To edit information of existing people, go to Our People on the dashboard's main navigation. You will be shown the existing people on the site. Hover any name you wish to edit and select the "Edit" option.



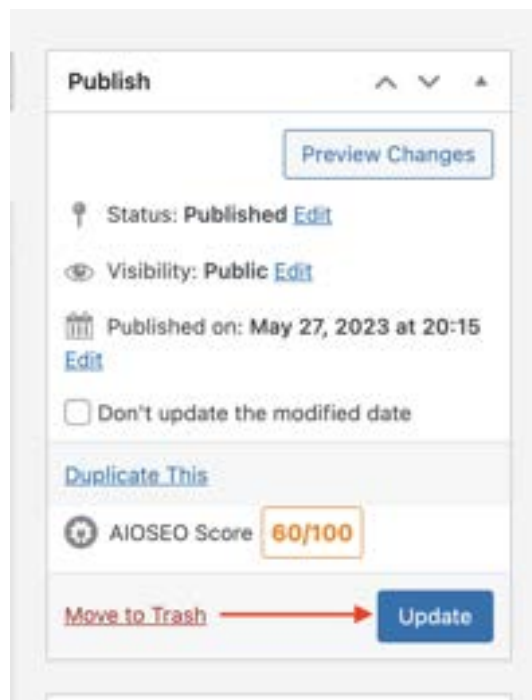
After selecting "Edit", you will be capable of making changes on the **Title/Name, position and contents under the Custom Post Type (CPT) box.**



You can also check or uncheck the categories and change the featured image.

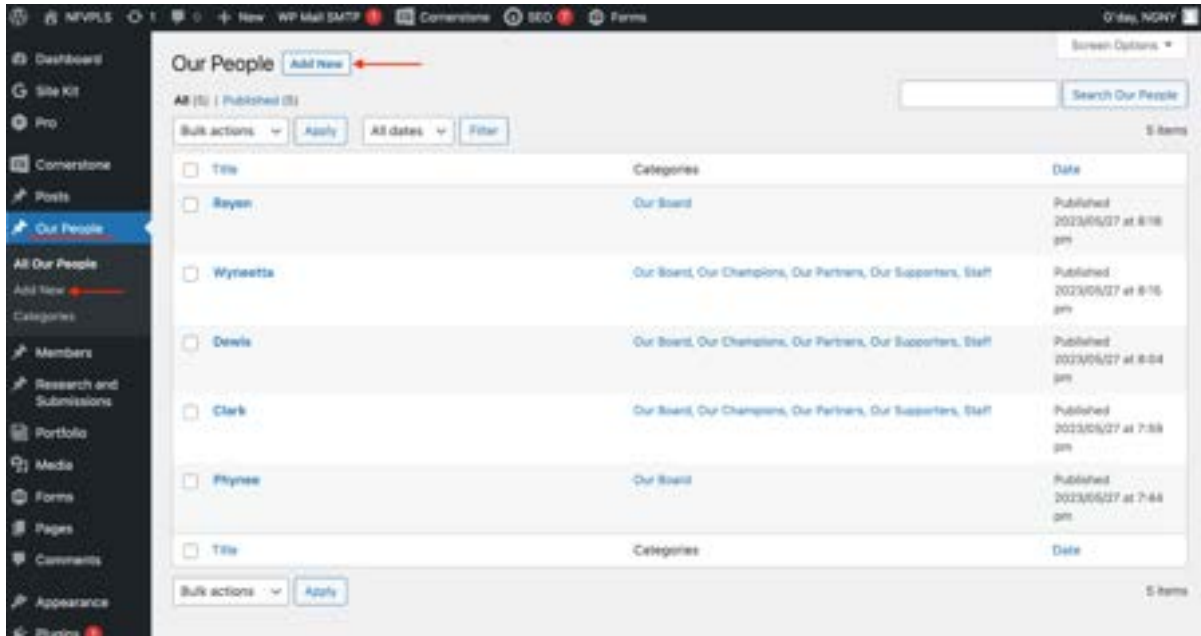


Save all the changes made by clicking the “Update” button at the upper right side.

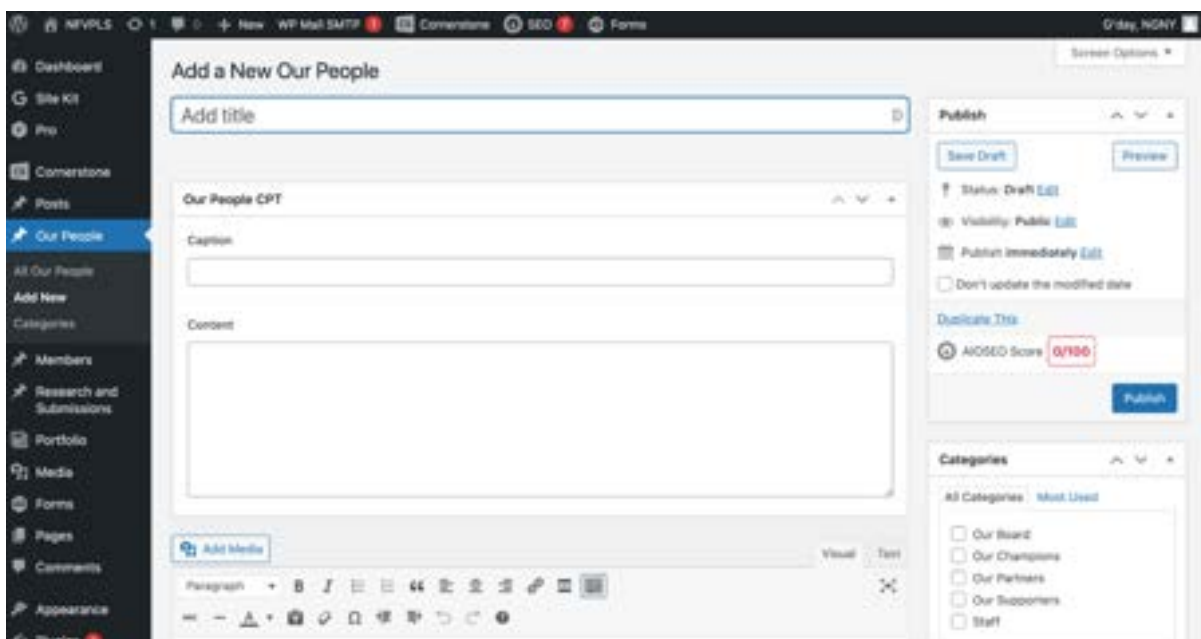


Adding People

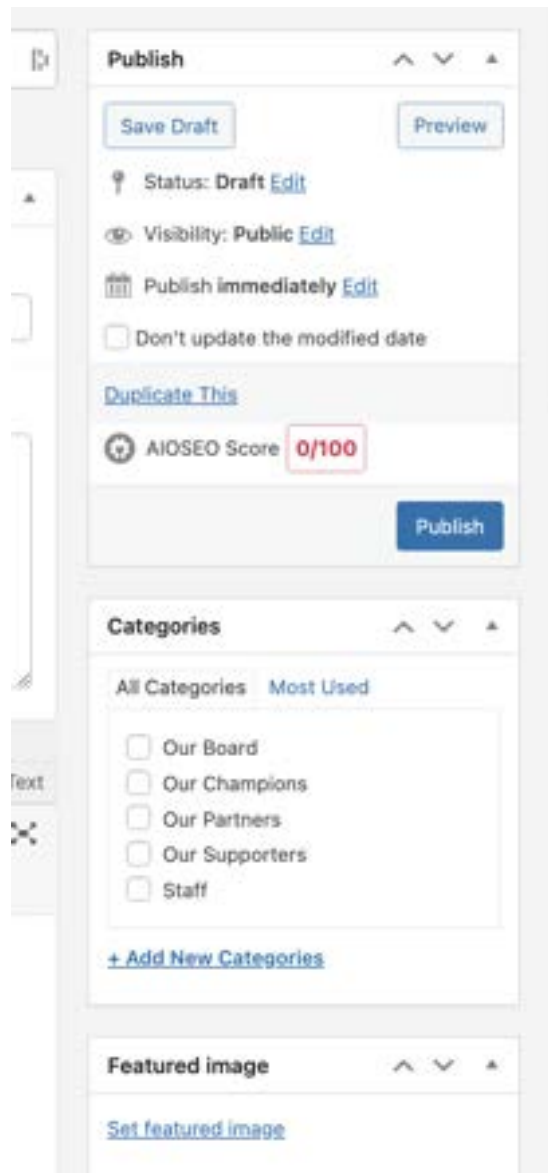
To add new people, click either the “Add New” option right below the “All Our People” on the main dashboard navigation, or the “Add New” at the top left of all the existing people.



After selecting “Add New” you will be taken to blank boxes for the **Title/name and information/content on the Custom Post Type (CPT)**. You have to fill in the details for these sections.



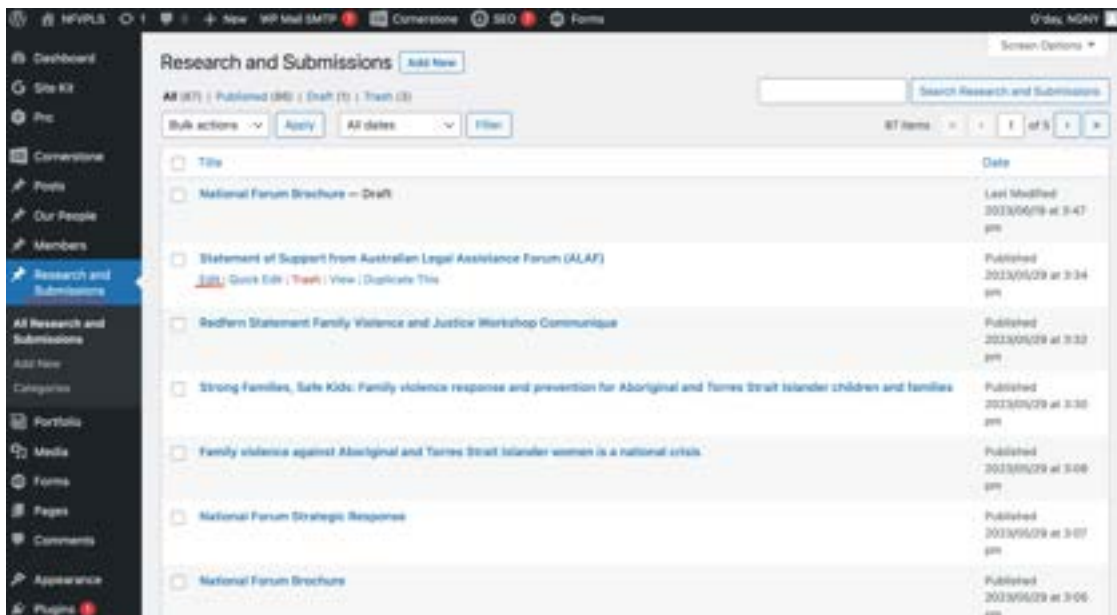
Check the boxes for the appropriate categories and add featured images for the post by clicking the options on the right side. You can select “Publish” to display the added person to “Our People” post on the frontend of the site if all details have been filled in but you can also select “Save Draft” to keep the created post at the backend of the site which you can visit later for additional details before actually publishing.



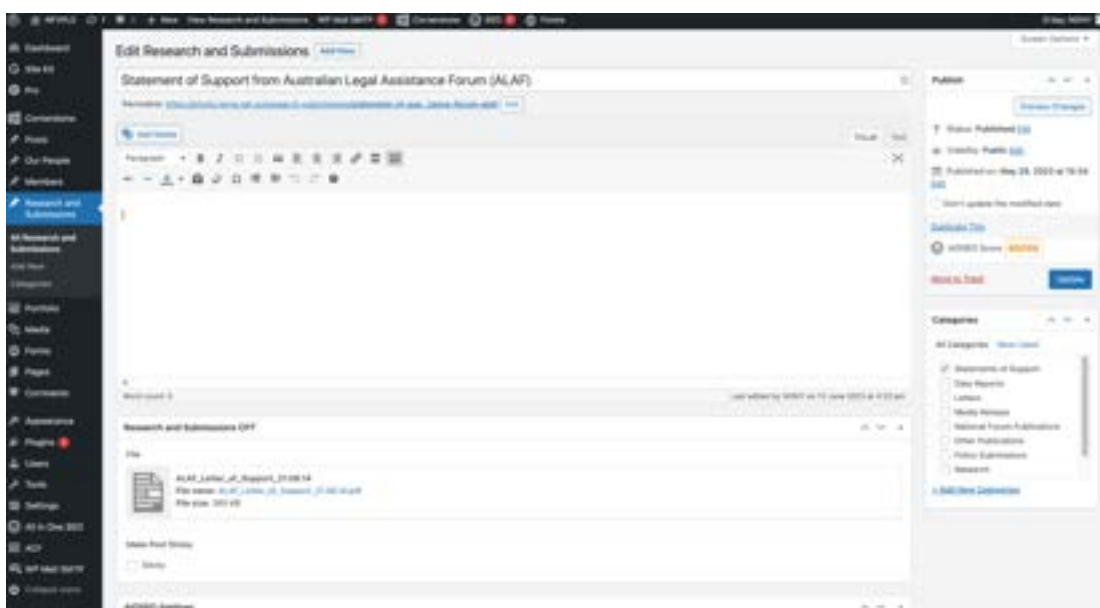
How to edit/add Research and Submissions

Editing an existing research and submission

When editing existing research and submissions posts, start by navigating to the Research and Submissions on the main dashboard navigation and hover over the “Edit” option of the specific research and submissions you wish to edit.



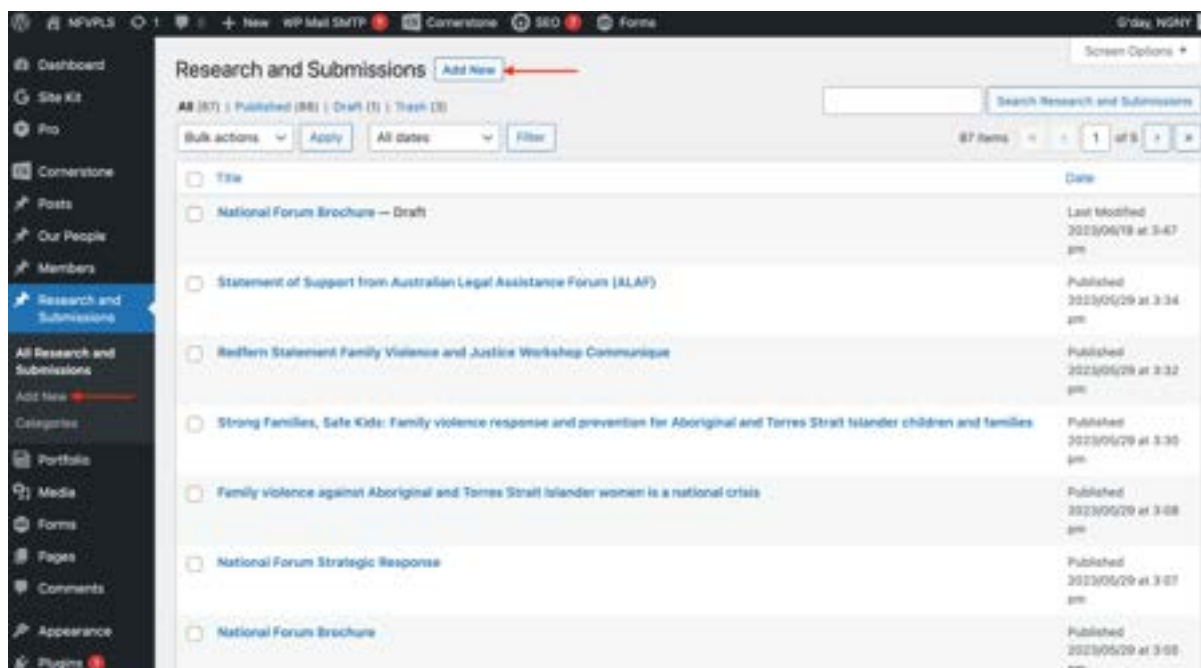
You will now be able to make changes to the **Title, Body (texts under the title), and update or delete the document uploaded under the Custom Post Type (CPT) section.** You may also check or uncheck the appropriate categories.



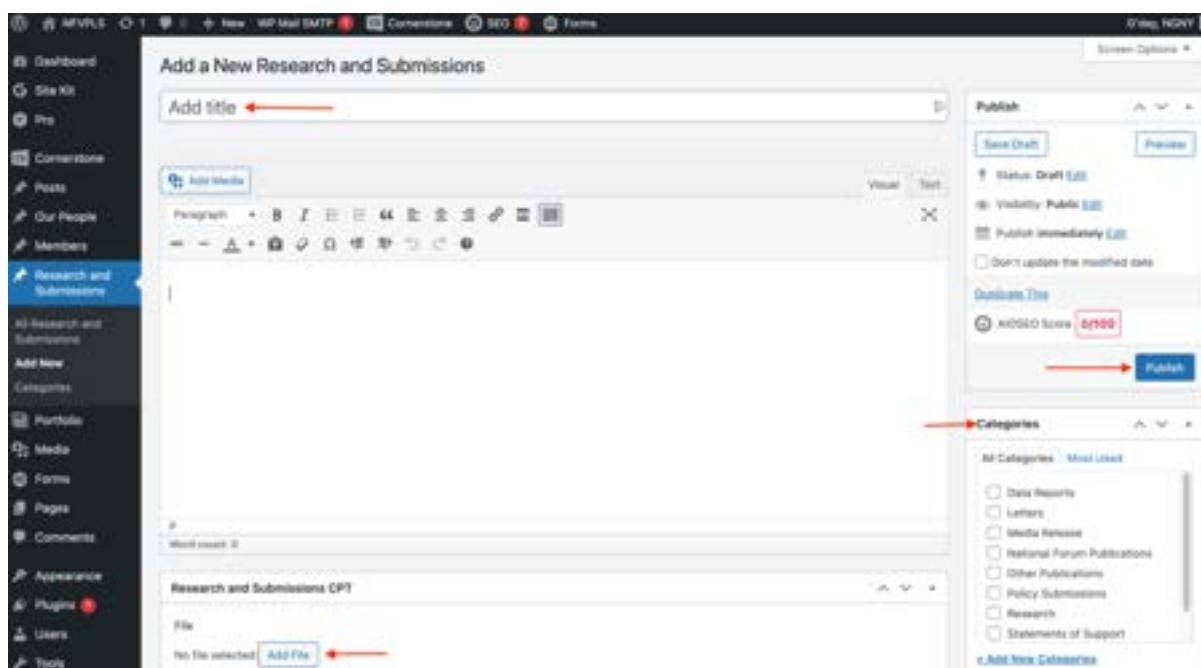
Save all the changes you made by selecting the “Update” button on the right side.

Adding new Research and Submissions

To add new research and submissions, click either the “Add New” option right below “All Research and Submissions” on the navigation or the “Add New” option at the top of the existing list of research and submissions.



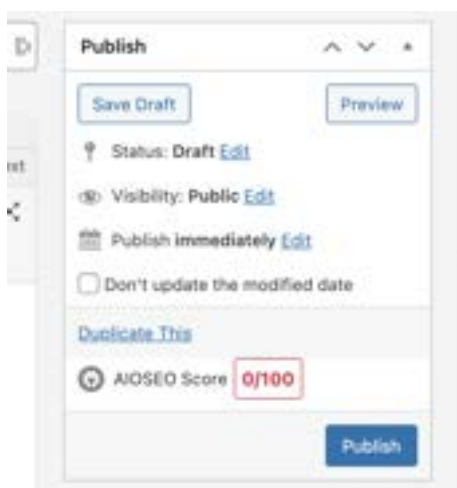
You will be shown empty boxes for the **Title, Body and Custom Post Type (CPT)** sections.



Fill in the necessary information and upload the document on the CPT box by clicking the “Add File” option which allows you to upload files from the media library or desktop.



Select “Publish” to display the added post to “Research and Submissions” on the frontend of the site if all details have been filled in but you can also select “Save Draft” to keep the created post at the backend of the site which you can visit later for additional details before actually publishing.

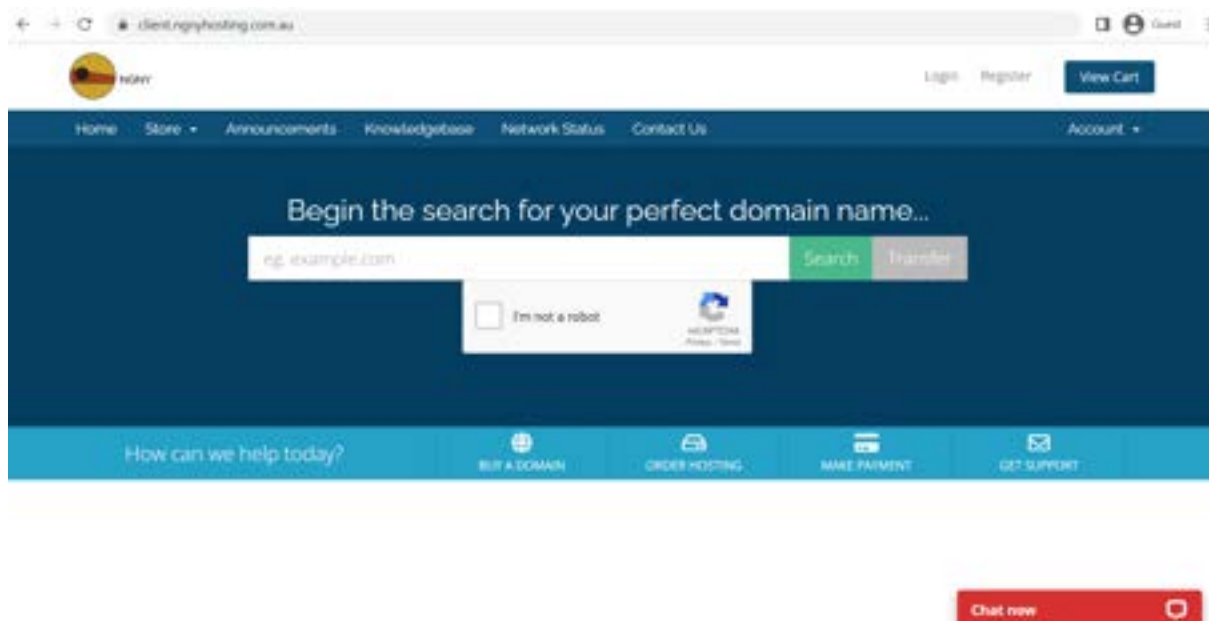


Get in touch with NGNY

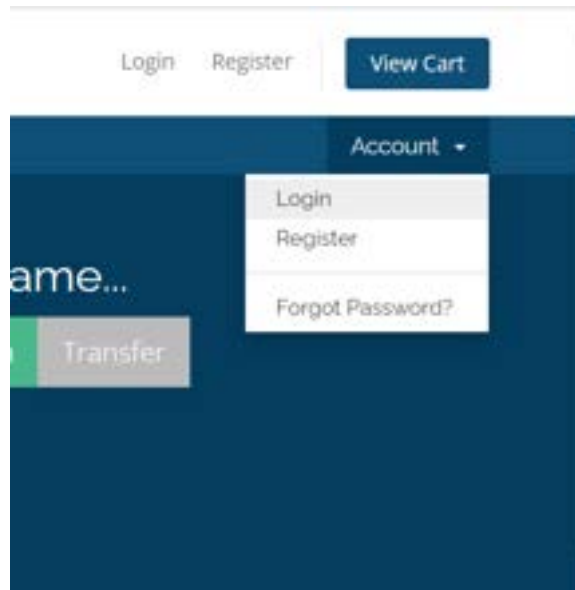
If you have any further questions or would like to request support, please use our client portal.

How to Access Client Portal

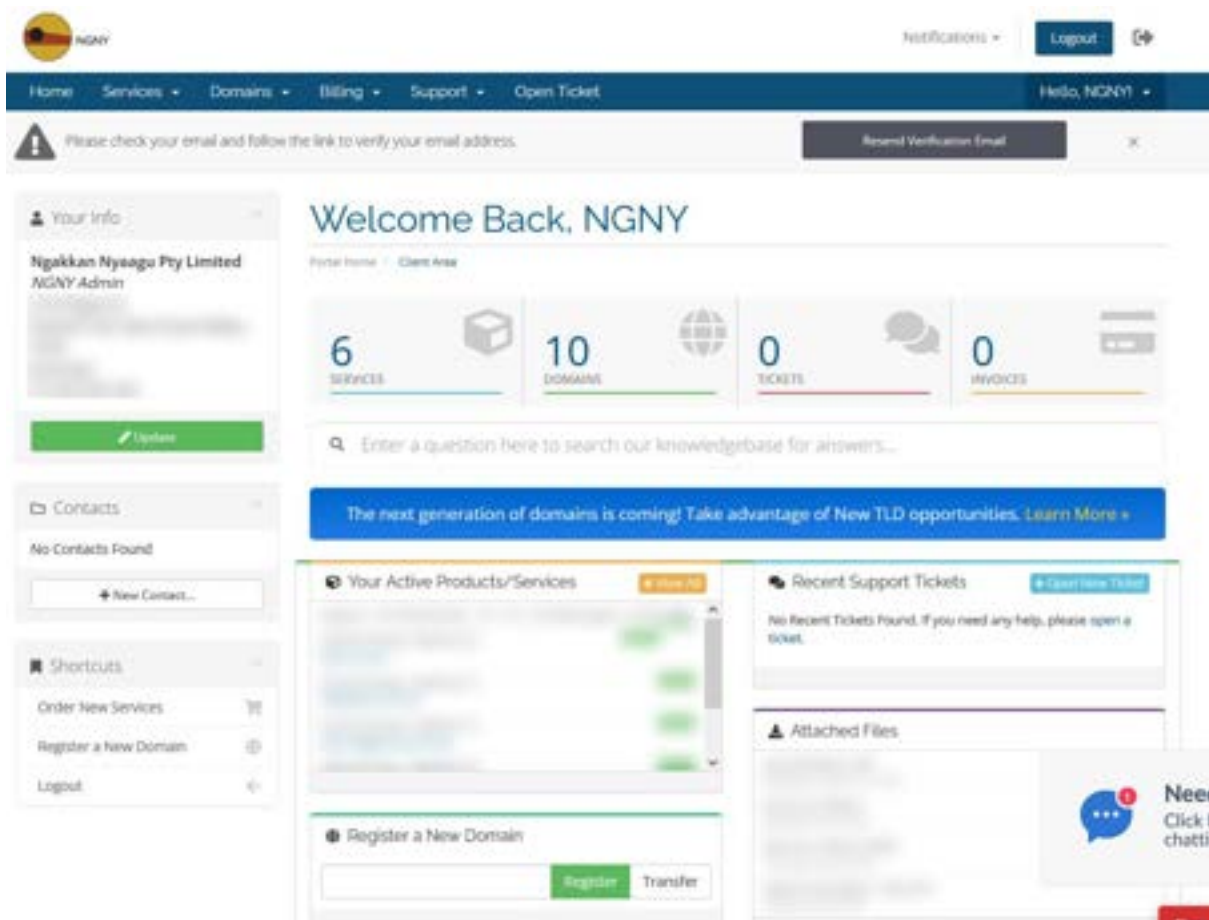
To access the client portal, go to this link: <https://client.ngnyhosting.com.au/>



Login with your username and password. If there are any problems you encountered regarding your account details, reach out to info@ngnyhosting.com.au for assistance.

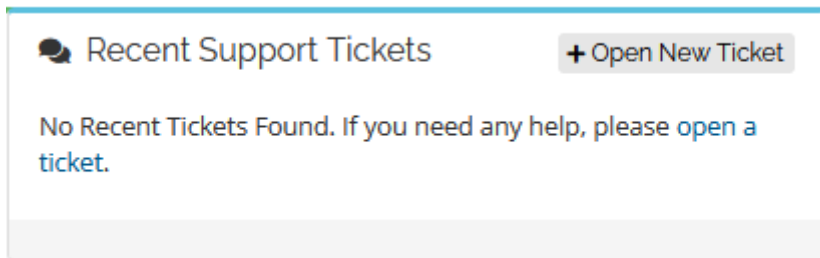


Upon logging in, you will be directed to the client area where all of the information regarding your active subscriptions, update your profile and submit support tickets.



How to submit a support ticket

If you are experiencing a website or hosting related issue, please submit a support ticket. To access this functionality, after logging in click on the “Open New Ticket” option.



You will be redirected to the Knowledgebase where you can find various ways of troubleshooting problems. However, you may submit a ticket to us depending on the type of concern your website is experiencing. In this case, it will ask you for either support or sales. You may click on the appropriate ticket.



After clicking on either of the two options, you will be directed to the Submit Ticket field where you can fill in the details of the issue encountered, type in your message and attach files in the form of screenshots and/ or images provided that it does not exceed the maximum allowable file size of 32 MB.

Below the attachments section, is the submit button. Please don't forget to hit submit once you're satisfied with the details you have placed in the ticket.

Open Ticket

Support Center > Open Ticket > Support Tickets > Submit Ticket

Name: Email Address:

Subject:

Department: Related Service: Priority:

Message:

Rich text editor toolbar: Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Link, Unlink, Undo, Redo, Full Screen, Print, Help.

Attachments:

If you have any further questions, please reach out to info@ngnyhosting.com.au.