

# SnapCMS Website Administration

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## 1. Introduction

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Welcome to the SnapCMS Help documentation. SnapCMS is a website content management system developed by Go4 Multimedia to enable our customers to easily edit their website without requiring knowledge of HTML. Each website we build is tailored to the individual client, and as such you may not have all the functionality outlined below or conversely, you may have additional features not covered in this documentation.

We hope that you find SnapCMS an easy way to edit, add and remove content in your website.

### 1.1 Logging In

To login to the administration area:

1. Go to <http://yoursite.com.au/login/>
2. Enter the login email and password you have been given.
3. Click Login to proceed.

### 1.2 The Admin Navigation Explained




Having logged your website admin area, you will be presented with an extensive administration menu. The items in this menu allow you to do the following:

- **Admin Home** - The administration area home page
- **View Site** - Takes you to the Home page of your website
- **Content Items** - gives you a list of all the content on the site excluding FAQ's and Products.
- **Users** - allows you to add, edit and delete website administrators.
- **Pages** - lists every page on the the site with hierarchical relationship, allowing you to add, edit and delete pages.
- **Mailer\*** - gives you web email marketing options
- **Web Stats** - Takes you to your web stats area
- **Logout** - Logs you out of the Admin Area

## 2. Basic Content Editing

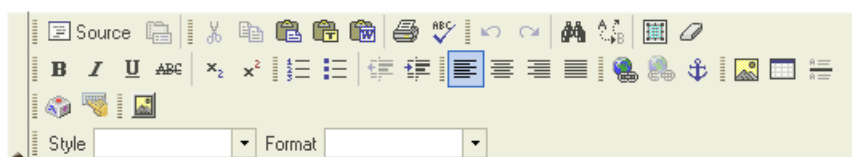
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Once you have logged in to the site as an administrator, and have begun browsing your website, you will notice a number of different button have appeared. The content pages on the site will have one or more of the following basic edit options:

-  **Add** an item to the page or section.
-  **Edit** content.
-  **Delete** content item.

Selecting the Add or Edit buttons will load a Manage Content form giving you various content editing options including Title, Content Text and Image. The Image field is only used for sections which have pre-formatted image sections such as the product section.

You can now edit the various content fields within the Manage Content form. You will notice that the Manage Content form includes an editor which will allow you to edit content in a WYSIWYG (What you see is what you get) style environment.



For details on using this editor, please see the [Editor Help Page](#).

### 2.1 Using the Editor

### 2.1.1 Introduction

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The **FKeditor** is an advanced WYSIWYG editor that gives you a great deal of control over your website content without having to learn the HTML programming language native to the web.

### 2.1.2 Adding Text

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Typing directly into the text area of the editor will add text to your page. It is recommended that once you have entered your text, you should highlight it then Format it using the **Format** dropdown menu.

### 2.1.3 Working with HTML

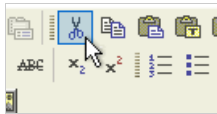
---



If you are adept at programming using HTML, clicking the **Source** button will launch a window allowing you to edit your document using raw HTML.

### 2.1.4 Cutting text

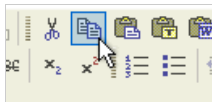
---



Select the text you wish to add to the clip board - at the same time removing it from your page by clicking the **Cut** button.

### 2.1.5 Copying text

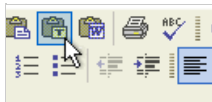
---



Select text then click the **Copy** button to copy the selection to the clipboard.

### 2.1.6 Pasting text

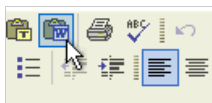
---



Having cut or copied content, place the cursor where you would like to place the content and click the **Paste** button.

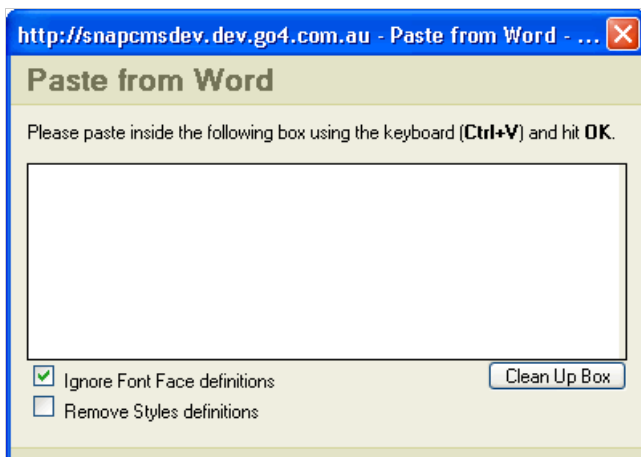
### 2.1.7 Pasting text from Word

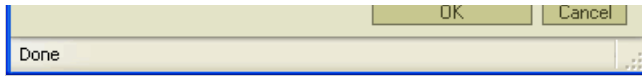
---



If you've copied content from an Microsoft Word document, then this is the best way to paste the content into the editor. Word uses a lot of behind the scenes formatting that needs to be removed so we don't end up with badly formatted content.

Clicking on the **Paste from Word** button will launch a window into which you can paste your Word content to remove any unwanted formatting





### 2.1.8 Printing the Editor Content

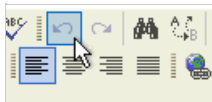
---



Click the **Print** button to print the contents of the Editor.

### 2.1.9 Undo

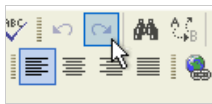
---



If you need to undo a previous action, just click on the **Undo** button. Note: once you have submitted changes to the page by clicking the **Submit** button, you will not be able to undo them.

### 2.1.10 Re-Do

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To repeat an action, click on the **Re-do** button.

### 2.1.11 Find

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Clicking on the **Find** button will launch a Find Window where you can enter the word or phrase you wish to search for.



### 2.1.12 Find and Replace

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Clicking on the **Replace** button will launch a Replace Window where you can enter the word or phrase to search for and what you would like to replace it with.



### 2.1.13 Select All

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Click the **Select all** button to select all the content in the Editor.

### 2.1.14 Remove formatting

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If you've applied formatting to text in your page with the Format dropdown menu, you can remove them by selecting the formatted text then clicking the **Remove Format** button.

### 2.1.15 Bolding text

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To **Bold** text, first select your text then click the **Bold** Button.

### 2.1.16 Italicizing text

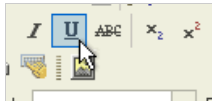
---



To *Italicise* text, first select your text then click the **Italics** Button.

### 2.1.17 Underlining text

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To Underline text, first select your text then click the **Underline** Button.

### 2.1.18 Striking out text

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~~Strike through~~ text by first selecting your text then click the **Strike Through** Button.

### 2.1.19 Subscript

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Subscript <sub>text</sub> can be achieved by selecting your text and clicking the **Subscript** button.

### 2.1.20 Superscript

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Superscript <sup>text</sup> can be achieved by selecting your text and clicking the **Superscript** button.

### 2.1.21 Numbered List

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Click the **Insert/Remove Numbered List** Button to start a numbered list. To finish your list just hit enter twice.

### 2.1.22 Bulleted List

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Click the **Insert/Remove Bulleted List** Button to start a bulleted list. To finish your list just hit enter twice.

### 2.1.23 Decrease Indent

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To decrease indenting of content, first select your text then click the **Decrease Indent** button.

### 2.1.24 Increase Indent

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To increase the indenting of content, first select your text then click the **Increase Indent** button.

### 2.1.25 Left justify text

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Align your text to the left by clicking the **Left Justify** button.

### 2.1.26 Centre justify text

---



Centre text by clicking the **Centre Justify** button.

### 2.1.27 Right justify text

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Align text to the right by clicking the **Right Justify** button.

### 2.1.28 Block justify text

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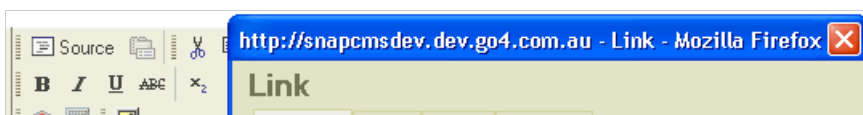
Left and right justify text by clicking the **Block Justify** button.

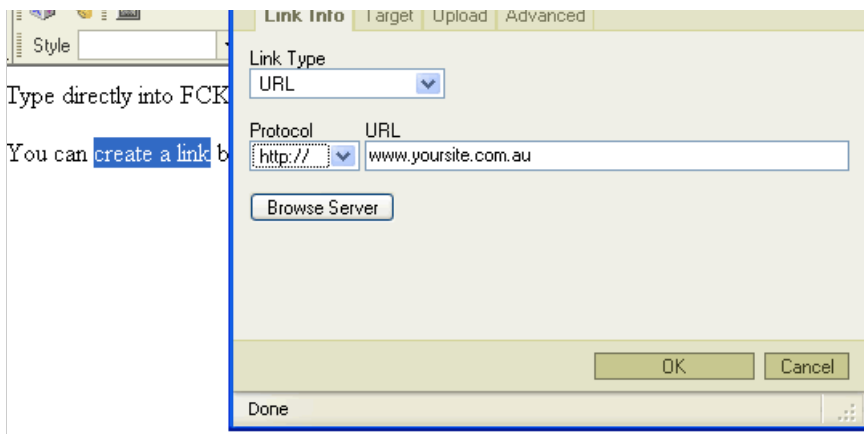
### 2.1.29 Create a link

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Select the text you wish to link, then click the **Link** button. A Link window will appear allowing you to type in the link URL.





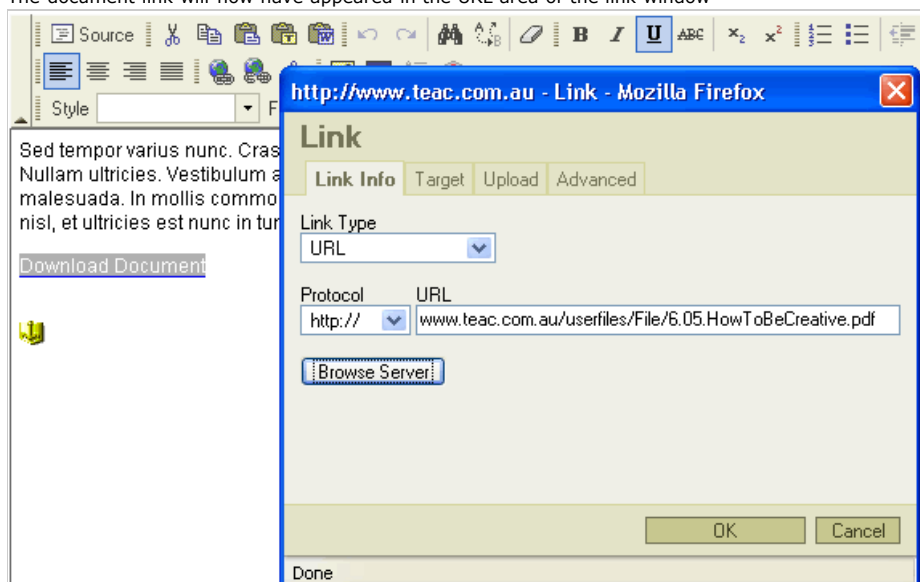
### 2.1.30 Insert A Document



1. Select the text you wish to link, then click the **Link** button. A Link window will appear.
2. Click the **Browse Server** button
3. Select the related page (where the file will be displayed) from the list.
4. To upload a new document, click the **Browse** button towards the bottom of the File Browser window and select the document on your computer you wish to add.



5. Depending on the size of the document, it may take a couple of minutes to upload.
6. Click on the Insert link beside the document.
7. The document link will now have appeared in the URL area of the link window



8. Click **OK**.

### 2.1.31 Removing a link

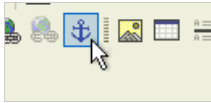


Select any piece of linked text and click the **Remove Link** button to remove the link.

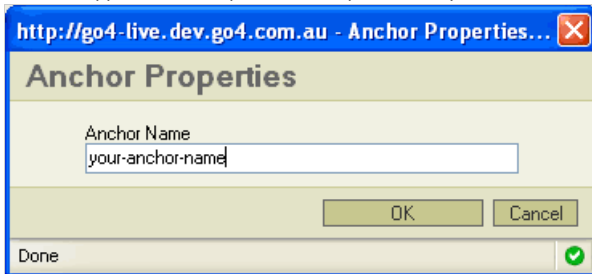
### 2.1.32 Inserting an anchor

Anchors allow you to place bookmarks within a page that can then be linked to, from other areas of the page. This is particularly helpful for pages with large amounts of content.

1. Place the cursor where you'd like your anchor to reside (usually in front of a heading).
2. Click the **Anchor** Button to bring up the Anchor Properties window.



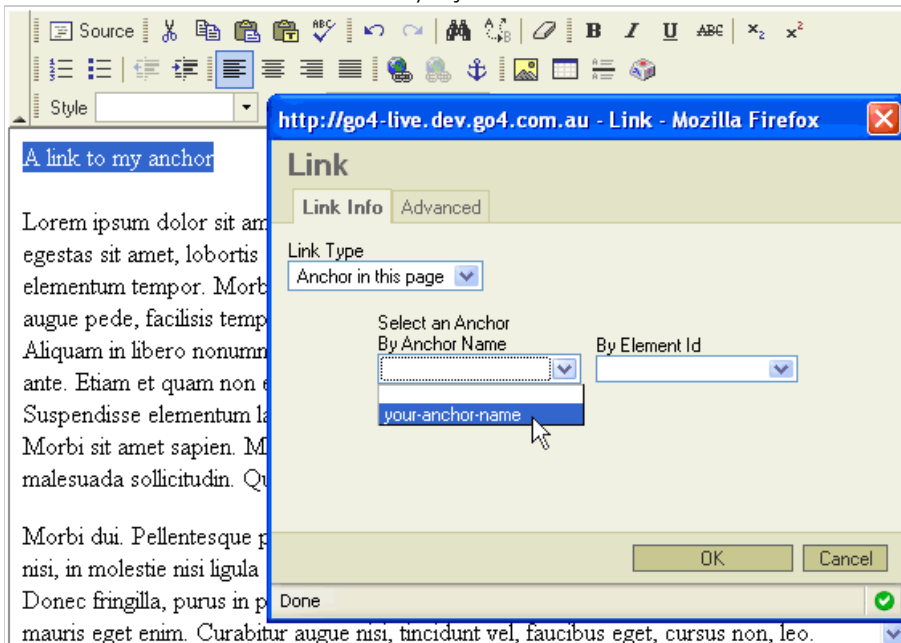
3. Give the anchor a name appropriate to the content it refers to. Once created, a gold anchor icon will appear which represents the position of your anchor.



4. Select the text you wish to link to your anchor, then click the **link** button, to bring up the Link window.



5. In the **Link Type** select box choose **Anchor in this page**, then in the **Select an Anchor By Anchor Name** select box choose the anchor you just created.



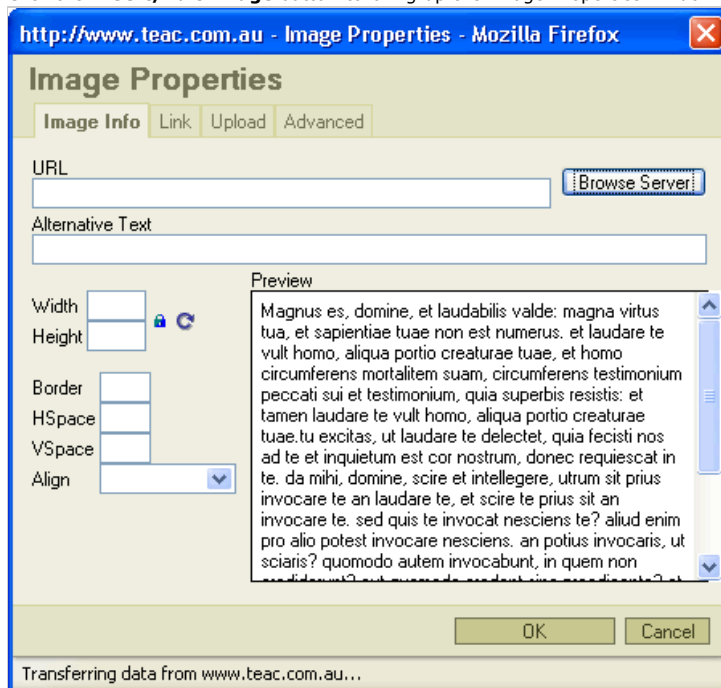
6. Click **OK**.

### 2.1.33 Insert an image

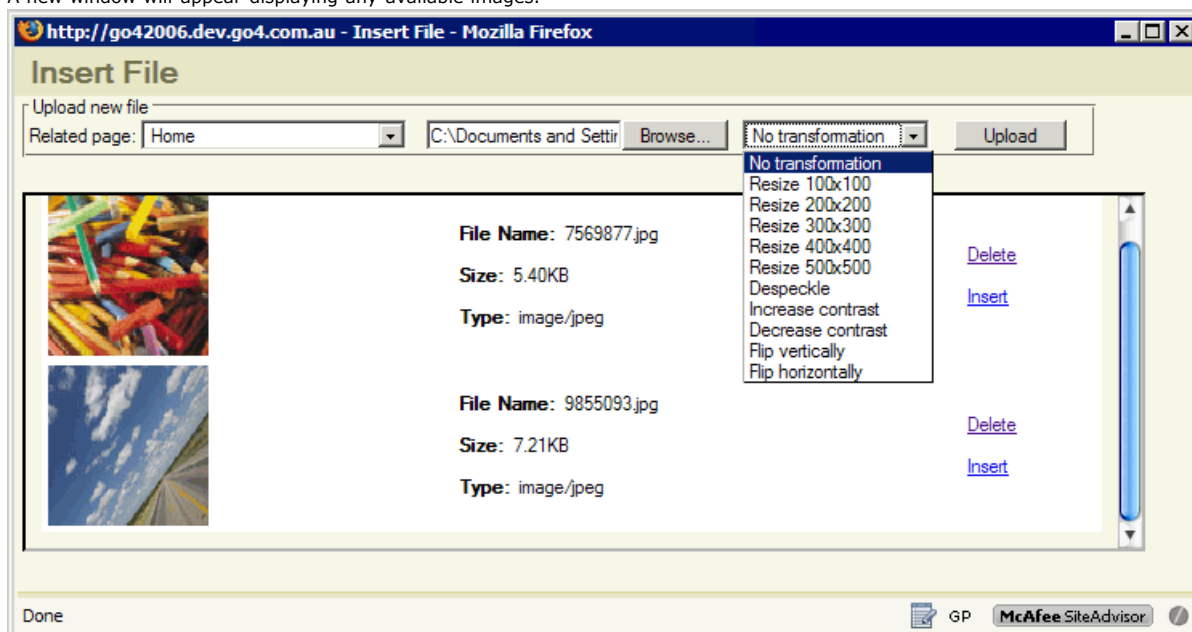


To insert an image into your page:

1. Click the **Insert/Edit Image** button to bring up the Image Properties window.



2. Click the **Browse Server** button in the Image Properties window to locate an image.
3. A new window will appear displaying any available images.

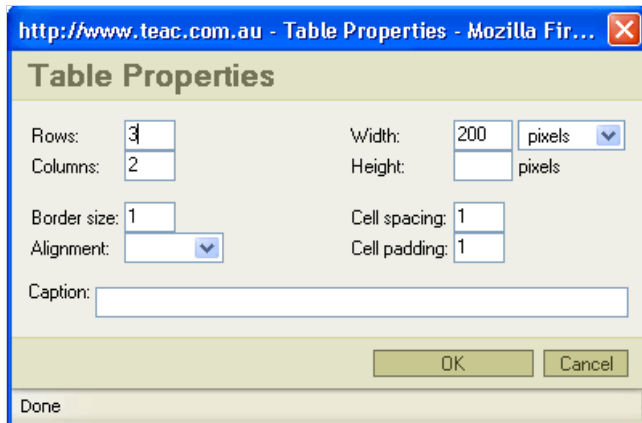


4. Select the related page (where the image will be displayed) from the list.
5. To add new image, click **Browse** at the top of the window to select an image on your local computer.
6. A second drop down list will be displayed/appear giving you additional options (leave No transformation selected if you do not wish to use any of these options).
  - o Resize allows you to resize the image to X pixels by Y pixels.
  - o Despeckle attempts to remove noise from images.
  - o Increase/Decrease contrast adjusts the dark/light contrast in the image.
  - o Flip Vertically/Horizontally creates a mirror image of the image either vertically or horizontally (not to be confused with rotation).
7. Then click the **Upload** button, depending on the file size of the image it may take some time to upload.
8. Select the image you wish to add to your page by clicking the Insert link, you will then be taken back to the image properties window.
9. Alter the alignment, size, border and space around the image by modifying the relevant fields in the Image Properties window.
10. Click **OK** to return to the Editor.
11. Selecting the image in the editor then clicking the **Insert/Edit Image** will allow you to edit the image properties.

### 2.1.34 Insert a table



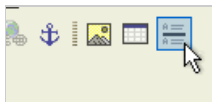
To display tabulated data in your page, click the **Insert/Edit Table** button. This will launch the Table Properties window:



Alter the Table Properties details to the required number of Rows and Columns required. Here you can also change the width of the table as well as border and cell padding / spacing.

### 2.1.35 Insert a Horizontal Rule

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To insert a horizontal line in your page, click the **Insert Horizontal Line** button.

### 2.1.36 Insert a Special Character

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The **Special Characters** Button will allow you to insert characters that are not available on your keyboard, such as: £ ©

### 2.1.37 Styling Content

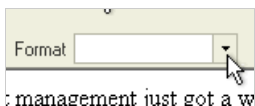
---



The **Style Content** dropdown menu gives you a number of customised style options. These can be customised by your web developer.

### 2.1.38 Formatting Text

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The **Format Text** dropdown menu lists standard formatting elements such as headings and paragraphs (Normal).


## 3. Managing Pages

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### 3.1 Add a New Web Page

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1. In the admin **Pages** area click the **Add** Button  above the Pages table.
2. Enter the Page Title.
3. Ensure that Dynamic is set to Yes.
4. Enter the Meta Keywords for the page. These are short descriptive words which summarise page content but won't be displayed anywhere on the page. They are helpful for search engines.
5. Enter a Meta Description. Once again, this won't appear on the page but is beneficial for

- search engines.
- 6. Select the page template.
- 7. Select which main navigation item you would like the new page to be displayed under.
- 8. Add a short link description. (not required).
- 9. The Static URL field can be used if the page is created manually - in most cases this won't be used.
- 10. Select where you would like the page listing to be displayed in the navigation. You may need to number the other menu items to ensure correct ordering.
- 11. Submit your changes.

## 4. Managing Users [top](#)

It is recommended that you create groups before adding users to the system. This way users can be assigned to groups as the users are created.

### 4.1 Group Management

Group Name	Users	Edit/Delete
group2	1	EDIT  DELETE
group1	0	EDIT  DELETE

#### 4.1.1 Add a new Group

1. Click on the [Users](#) menu item from the Admin Area.
2. Choose the Groups item from the sub-menu.
3. Click the **Add** button .
4. Enter a name for the group.
5. Click **Submit**.

#### 4.1.2 Edit a Group

1. Click on the [Users](#) menu item from the Admin Area.
2. Choose the Groups item from the sub-menu.
3. Click the **Edit** button beside the group you wish to edit.
4. Adjust the name to your liking.
5. Click **Submit**.

#### 4.1.3 Delete a Group

1. Click on the [Users](#) menu item from the Admin Area.
2. Choose the Groups item from the sub-menu.
3. Click the **Delete** button beside the group you wish to delete.
4. The group is now removed.

### 4.2 User Management

Name	Email Address	Last Login	Edit/Delete
Admin Admin	<a href="mailto:simon@go4.com.au">simon@go4.com.au</a>	18 Aug 2006	EDIT  DELETE
Brenton Bull	<a href="mailto:brenton@go4.com.au">brenton@go4.com.au</a>	11 Aug 2006	EDIT  DELETE


#### 4.2.1 Add a new User

1. Click on the [Users](#) menu item from the Admin Area.
2. Click the **Add** button .
3. Enter personal details for the User ensuring to assign them to the appropriate User Group.
4. Selecting **Admin: Yes** will give them full access to all administration areas.
5. Enter a password for the user.

6. Click **Submit**.


#### 4.2.2 Edit a User

---

1. Click on the [Users](#) menu item from the Admin Area.
2. Click the **Edit** button  beside the User you wish to edit.
3. Enter personal details for the User ensuring to assign them to the appropriate User Group.
4. Selecting **Admin: Yes** will give them full access to all administration areas.
5. Enter a password for the user.
6. Click **Submit**.

#### 4.2.3 Delete a User

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1. Click on the [Users](#) menu item from the Admin Area.
2. Click the **Delete** button  beside the User you wish to delete.
3. The user is now removed from the system.

## 5. Managing FAQs


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If you have an FAQ area, here is how you administer it:

-  Add a new FAQ item.
-  Edit an existing item.
-  Delete an item.

To add a new FAQ item:

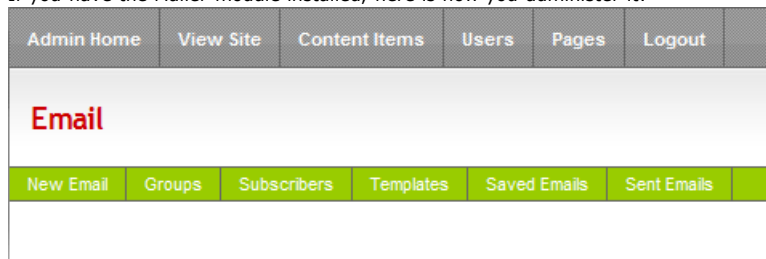
1. Click the **Add** button .
2. Select which category the FAQ belongs to.
3. Enter the Model number.
4. Enter the relevant Question.
5. Enter the Answer in the [editor](#) area.
6. Submit!.

## 6. Mailer

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If you have the Mailer module installed, here is how you administer it:



### 6.1 Create a new Email

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1. Choose **New Email** from the mailer sub-menu
2. Enter your details:
  - o From Name - The name you wish the email to appear to come from. Eg. Go4 Multimedia Pty Ltd.
  - o From Email - The email address your email should originate from. Eg. mailing-list@go4.com.au
  - o Subject - A title for your email. Eg. Thank you for choosing Go4 Multimedia
3. Select a template to use for this email. (see [Templates](#) to create one)
4. Choose a group to email send the email out to. (see [Groups](#) to create one)
5. Enter in the HTML body text of your email. This is where you should place the main message content of your email.

Items that will be substituted:

- o [first\_name] = The recipient's first name
- o [last\_name] = The recipient's last name
- o [email\_address] = The recipient's email address

Place these tokens into the body of the email where you would like the corresponding subscriber information to appear. For example:

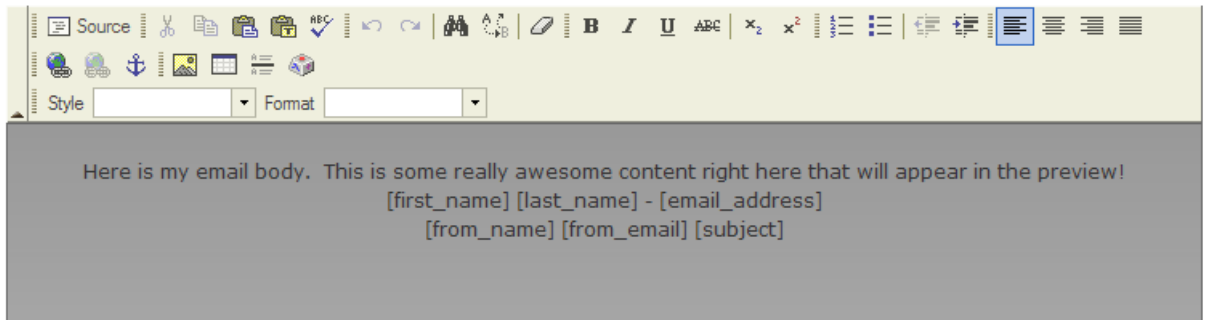
```
Dear [first_name],  
  
We have your name recorded as [first_name] [last_name].  
Your email address is [email_address].
```

Would result in:

Dear Luke,

We have your name recorded as Luke Moulton.  
Your email address is luke@go4.com.au.

HTML Body



send now

save

cancel

6. Once you are happy with the content click **send now**.  
It may take a little while for the emails to arrive, especially if the list of subscribers is large.

## 6.2 Manage Groups

The screenshot shows the 'Subscriber Groups' management interface. At the top, there's a title 'Subscriber Groups' in red. Below it is a navigation bar with tabs: 'New Email', 'Groups', 'Subscribers', 'Templates', 'Saved Emails', and 'Sent Emails'. The 'Groups' tab is active. Below the navigation bar is a link 'Add group'. Below that is a table with columns 'Name', 'Subscribers', and 'Edit'. The table contains one row: 'Test Group', 'Show', and 'Edit'. To the right of the main content is a sidebar titled 'Modules' with links: 'Mailer', 'Poll', 'Shop', and 'Web Stats'.

### 6.2.1 Add a Group

1. Select **Groups** from the Mailer sub-menu.
2. Click the **Add** group link.
3. Enter a name for the Group.
4. Press the **Submit** button.
5. This group is now available when composing a new email (to add Subscribers to the group see [Subscribers](#)).

### 6.2.2 Show a List of Subscribers

Clicking the **Show** link beside a group will give you a list of subscribers assigned to that particular group.

### 6.2.3 Edit a Group

1. Select **Groups** from the Mailer sub-menu.
2. Click the **Edit** link next to the group you wish edit.
3. Adjust the group's name.
4. Press the **Submit** button.
5. This group's new name is now available when composing a new email (to add Subscribers to the group see [Subscribers](#)).

## 6.3 Manage Subscribers

[Add](#) | [Excel Export](#) (displaying 0 to 1 of 1) subscribers  
Find  Show  subscribers within

First Name *	Last Name	Email Address	Edit
Simon	Holywell	<a href="mailto:simon@go4.com.au">simon@go4.com.au</a>	<a href="#">Edit</a>   <a href="#">Delete</a>

### 6.3.1 Add a Subscriber

---

1. Select **Subscribers** from the Mailer sub-menu.
2. Click the **Add** link near top left of the screen.
3. You will be presented with a form where you can enter the details of your subscriber.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address *	<input type="text"/>
Active *	<input type="button" value="Yes"/>
Groups	<input type="checkbox"/> Test
HTML Email *	<input type="button" value="Yes"/>
<input type="button" value="Submit"/>	

4. Set **Active** to **Yes** if you wish them to receive the emails.
5. Select the group(s) you would like them to be a member of. *You must select at least one of the groups.*
6. Press the **Submit** button.
7. The subscriber is now included in the mailout database.

### 6.3.2 Edit a Subscriber

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1. Select **Subscribers** from the Mailer sub-menu.
2. Click the **Edit** link beside the subscriber you wish to edit.
3. You will be presented with a form where you can amend the details of your subscriber.
4. Set **Active** to **Yes** if you wish them to receive the emails and vice versa.
5. Select the group(s) you would like them to be a member of. *You must select at least one of the groups.*
6. Press the **Submit** button.
7. The subscriber has now been amended in the mailout database.

### 6.3.3 Delete a Subscriber

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1. Select **Subscribers** from the Mailer sub-menu.
2. Click the **Delete** link beside the subscriber you wish to delete.
3. The subscriber has now been removed from the mailout database.

## 6.4 Templates

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Templates allow the sender to add styling and layout to an email. So the emails you send out can look like your website for a unified marketing front.

### 6.4.1 Add a Template

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1. Choose **Templates** from the Mailer sub-menu.
2. Click the **Add** link.
3. Give the template a memorable Name.
4. Enter the HTML template into the Template Data field.
5. Place the [body] token into the Template Data where you would like the email content to be displayed.

#### Templates

Template Name *	<input type="text" value="Simon's Demo Templat"/>
Template Data	<pre>&lt;html&gt;   &lt;body&gt;     [body]   &lt;/body&gt; &lt;/html&gt;</pre>
<input type="button" value="Submit"/>	

6. Click **Submit**.

### 6.4.2 Edit a Template

1. Select **Templates** from the Mailer sub-menu.
2. Click the **Edit** link beside the template you wish to edit.
3. You will be presented with a form where you can amend the details of your template. (refer to [Add a Template](#))
4. Press the **Submit** button.
5. The template has now been amended.

### 6.4.3 Delete a Template

1. Select **Templates** from the Mailer sub-menu.
2. Click the **Delete** link beside the template you wish to delete.
3. The template has now been removed.

## 6.5 Saved Emails

All emails that are sent out can be found in the Saved Emails list.

New Email	Groups	Subscribers	Templates	Saved Emails	Sent Emails
Subject	Last sent	Edit	Delete		
News, September 06	10-08-2006	<a href="#">Restore</a>	<a href="#">Delete</a>		
News May 06	09-08-2006	<a href="#">Restore</a>	<a href="#">Delete</a>		
News June 06	09-08-2006	<a href="#">Restore</a>	<a href="#">Delete</a>		
News, August 2006	10-08-2006	<a href="#">Restore</a>	<a href="#">Delete</a>		
News July 06	10-08-2006	<a href="#">Restore</a>	<a href="#">Delete</a>		

### 6.5.1 Restore a Saved Email

Restoring emails allows you to re-use the email content and settings of a previous mailout.





1. Select **Saved Emails** from the Mailer sub-menu.
2. Click the **Restore** link beside the email you wish to restore.
3. You will be presented with the email creation form. All the details from the original email will be filled in, including the email body content. You can edit this as you please before sending the email out. (refer to [Create a new Email](#))
4. Click **Send Now** to send out the email.
5. Your changes will now be saved to the Saved Email list for later re-use.

### 6.5.2 Delete a Saved Email

1. Select **Saved Emails** from the Mailer sub-menu.
2. Click the **Delete** link beside the email you wish to delete.
3. The email will now be removed from the list.

## 6.6 Sent Emails

Sent Emails provides you with a list of emails that have been sent out allowing you to confirm the group it was sent to.

New Email	Groups	Subscribers	Templates	Saved Emails	Sent Emails
Subject	Group	Subscribers	Date sent	Delete	
News, August 2006	Go4 Test	<a href="#">Show</a>	01-08-2006	 DELETE	
News, August 2006	Web Subscribers	<a href="#">Show</a>	01-08-2006	 DELETE	
News, August 2006	Temporary	<a href="#">Show</a>	02-08-2006	 DELETE	
News July 06	Go4 Test	<a href="#">Show</a>	02-08-2006	 DELETE	

### 6.6.1 Show Subscribers

1. Select **Sent Emails** from the Mailer sub-menu.

2. Click the **Show** link beside the email you wish to view.
3. You will be presented with a list of the email addresses that were contacted.
  - o You can check whether the email was successfully sent to a certain address.
  - o The date certain email addresses were contacted.
  - o Whether all the email addresses you expect to be there are present.
4. Use the **Show** drop down list to filter the list by mailout success.

### 6.6.2 Delete a Sent Email

1. Select **Sent Emails** from the Mailer sub-menu.
2. Click the **Delete** button beside the email you wish to delete.
3. The email will now be removed from the list.

## 7. Content Permissions/Moderation

Please begin by adding your users and groups through the SnapCMS [Groups](#) administration. Add your groups *first* so that the users can be assigned to the groups when they are created. Please note that setting users to **Admin** will automatically give them full permission to the entire site regardless of which groups they belong to. It is also probably best to layout the structure of your permissions system on paper first. This will help you to decide which groups can edit which page(s).

### 7.1 Moderation Order

Moderation allows you to give groups permission to edit a page, but anything that they do to the page will require approval by a moderator or user with **Full** access to the page. Setting the moderation order determines the order in which the changes will move from group to group along the moderation trail. For example a group with the moderation order of 1 will be the lowest in the chain and receive changes first after which the changes will move up to the group set at the order of 2 and so on. It is also important to note here that groups who do not have full access to the page (discussed in the [next section](#)) will not be able to publish content until it has been approved by a user in a group with full or top level moderation access to that particular page.

1. Select **Pages** from the main admin menu.
2. Click the **Moderation Settings** button beside the page you wish to change.
3. You will be presented with a table of groups.
4. Enter the order of groups you wish to use. *With one being the first group to receive the changes.*
5. Click **Submit**

If you do not setup the moderation order before assigning groups to pages you will not be able to set groups to **Moderation**. They will all have **Full** access to edit the page.

### 7.2 Assigning Groups to Pages

1. Select **Pages** from the main admin menu.
2. Click the **Edit** button beside the page you wish to assign a group to.
3. You will be presented with a table of groups.

Group	Access Type
<input type="checkbox"/> default	Full
<input type="checkbox"/> Marketing	Full
<input type="checkbox"/> Frankston Hospital	Full
<input type="checkbox"/> Go4 Multimedia	Full Moderated

Please note that you must setup the moderation order of a page prior to assigning groups if you wish to be able to select from **Moderation** or **Full**. If you do not only **Full** permissions will be available.

- o Select the checkboxes beside the groups who you wish to be able to edit this page.
- o Decide if the group should be able to publish items directly or whether they must travel the **Moderation** trail. (If applicable)
4. Once you have finished click **Submit**.

### 7.3 Moderating Content

If you are using a moderated content system then you will need to access the [moderation queue](#) on a regular basis to check for new updates by groups lower down the moderation trail.

1. Login as a moderation or administration user.
2. Click the **Moderation Queue** link in the footer.
3. A list of locked documents will be displayed.
4. Clicking the **Edit** button beside the changes you wish to view.
5. Choose either **Approve** or **Reject**. When approved an article progresses up the moderation trail to the next user group OR depending upon permissions/moderation level it is published.