



# NFVPLS User Guide

<b>NFVPLS User Guide</b>	<b>1</b>
<b>Getting Started</b>	<b>2</b>
<b>User Guide</b>	<b>2</b>
<b>Logging In</b>	<b>3</b>
<b>Hierarchy of the Website</b>	<b>4</b>
Pages	4
Posts	5
Archives	6
<b>Create a New Page</b>	<b>7</b>
<b>Duplicate Method</b>	<b>7</b>
Starting from scratch	11
Edit a Page	12
Editing Text	15
Saving Changes	18
Updating Images	19
<b>Uploading New Media</b>	<b>22</b>
<b>Updating the Menu</b>	<b>23</b>
Add a new link	23
Remove a link	25
<b>Search Engine Optimisation (SEO)</b>	<b>26</b>
<b>How to edit/add Members</b>	<b>27</b>
Editing Members	27
Adding Members	29
<b>How to add/edit Our People</b>	<b>31</b>
Editing People	31
Adding People	33
<b>How to add/edit Members/Board Meetings</b>	<b>35</b>
Editing Board Meetings	35
Adding Board Meetings	37
<b>How to add/edit Member Resources</b>	<b>39</b>
Editing Member Resources	39
Adding a Member Resource	41
<b>How to add/edit Governance Documents</b>	<b>43</b>
Editing Governance Documents	43
Adding a Governance Documents	45
<b>How to edit/add Research and Submissions</b>	<b>47</b>
Editing an existing research and submission	47
Adding new Research and Submissions	48
<b>How to invite members</b>	<b>50</b>
<b>Get in touch with NGNY</b>	<b>52</b>
How to Access Client Portal	52
How to submit a support ticket	54

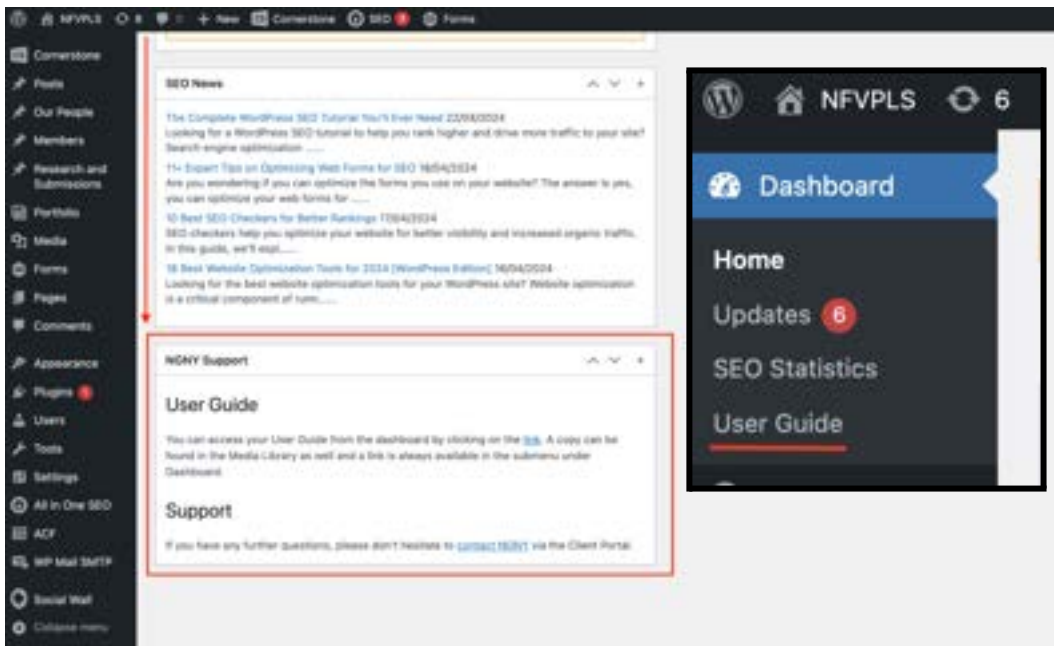
# Getting Started

Congratulations and welcome to your new website! This user guide has been created to aid you in making updates to the site.

The current website is built using Wordpress as a content management system and a theme called the Pro Theme. The documentation for this theme can be found at <https://theme.co/docs> and it is highly recommended to have a look as they have video tutorials that may be of some use.

## 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 found at the top of the main navigation; or from the NGNY support box in the work area.



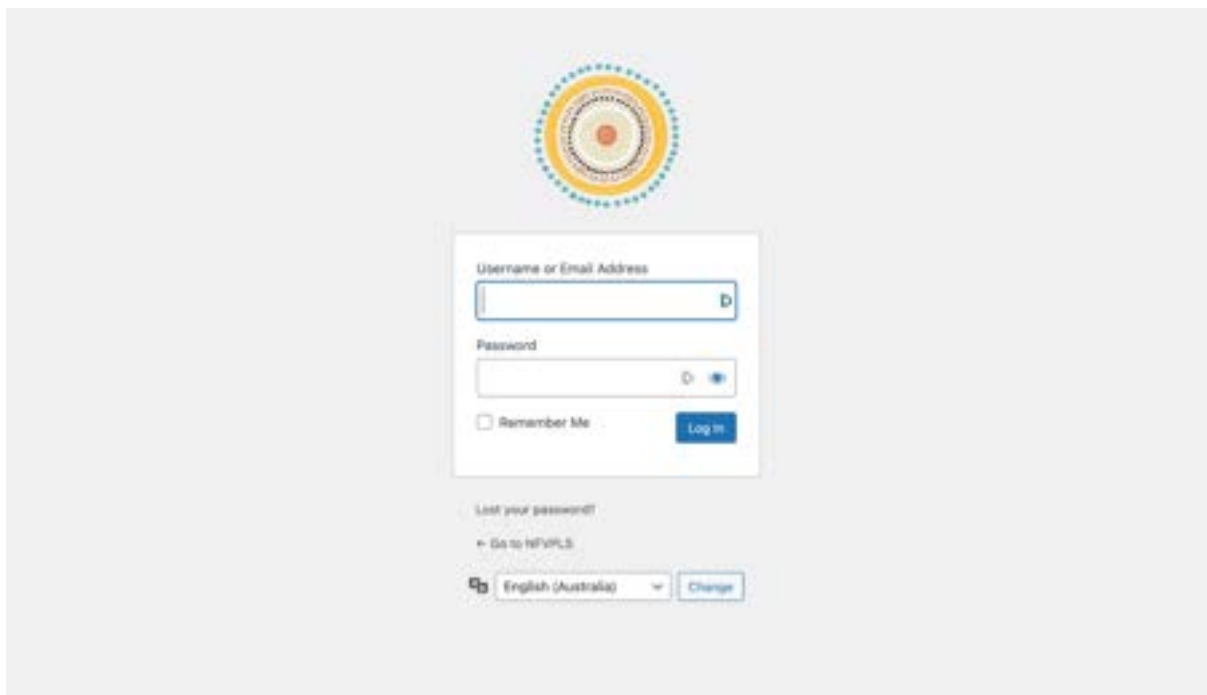
# Logging In

To log into the Wordpress website, go to this url in your browser of choice:

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

You will be presented with this login screen. Enter with your login credentials: both the email you were invited with and a password that can be set via the invitation email, and then you will be taken to the backend dashboard of the site. There is also the option to reset your password, if you have lost it or are unsure if it was configured previously.

If you believe you have not been invited to the website yet, please connect with your organisation's primary contact for the website, or reach out to NGNY.



# Hierarchy of the Website

Understanding the hierarchy will better teach you how to navigate the backend of the website.

The website can be broken down into these different content types:

## Pages

Pages are built using the Cornerstone editor. When viewing a specific page of the website as a logged in user, go to Cornerstone > Edit Page in the admin toolbar at the top to edit the content within that current page. It is our recommendation that when you are logged into the website that the admin toolbar is turned on as it will provide quick-links to actions like creating pages, or editing pages using Cornerstone. If this toolbar is not appearing for you, go to Users > Your Profile and then check the 'Show Toolbar when viewing site' option.

Clicking on the Edit Page link will take you to the backend of the page. You will not be able to edit the page content this way. Only use 'Edit Page' for updating things like the title of the page in browser tabs, changing the status of a page between Published and Draft mode, updating SEO information for the page, or editing the permalink.

### Example

- Home
- Who We Are



The image shows a screenshot of a website's admin interface. At the top, there is a dark navigation bar with a 'SUCCESS' button and a 'DONATE' button. Below this is a white header with the logo for the National Family Violence Prevention and Legal Services Forum. The main content area features a photograph of two hands holding red soil, with a text box to the right that reads: 'The National FVPLS Forum was established in May 2012 and is the national Peak body for Family Violence Prevention Services (FVPLS) around Australia that provide culturally safe and holistic services to First Nations people affected by family violence – predominantly women and their children. The National FVPLS Forum provides expert national policy advice in areas of policy, planning and law reform, and advocates for safety and justice for First Nations people affected by family violence'.

## Posts

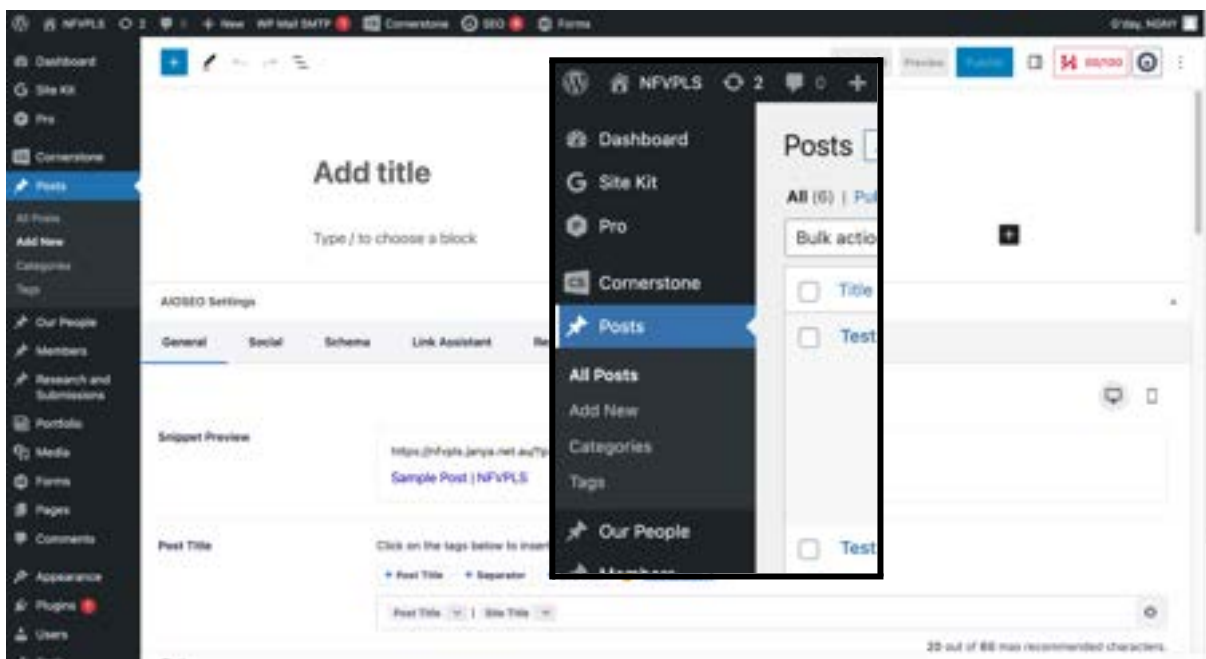
If you have any Wordpress or blogging experience, you will be familiar with this type of content. When you are logged in and currently viewing a post, in the admin bar, go to Edit Posts and you will be able to edit that post's fields.

Posts are created using a simple set of fields that are filled with content that is then placed into a consistent layout for all posts of a shared type. Occasionally, there may be custom fields set up. These fields can include things like WYSIWYG (What You See Is What You Get) text editors, featured images, and tags and categories for grouping related posts.

Posts.

Example:

- Our People
- Members



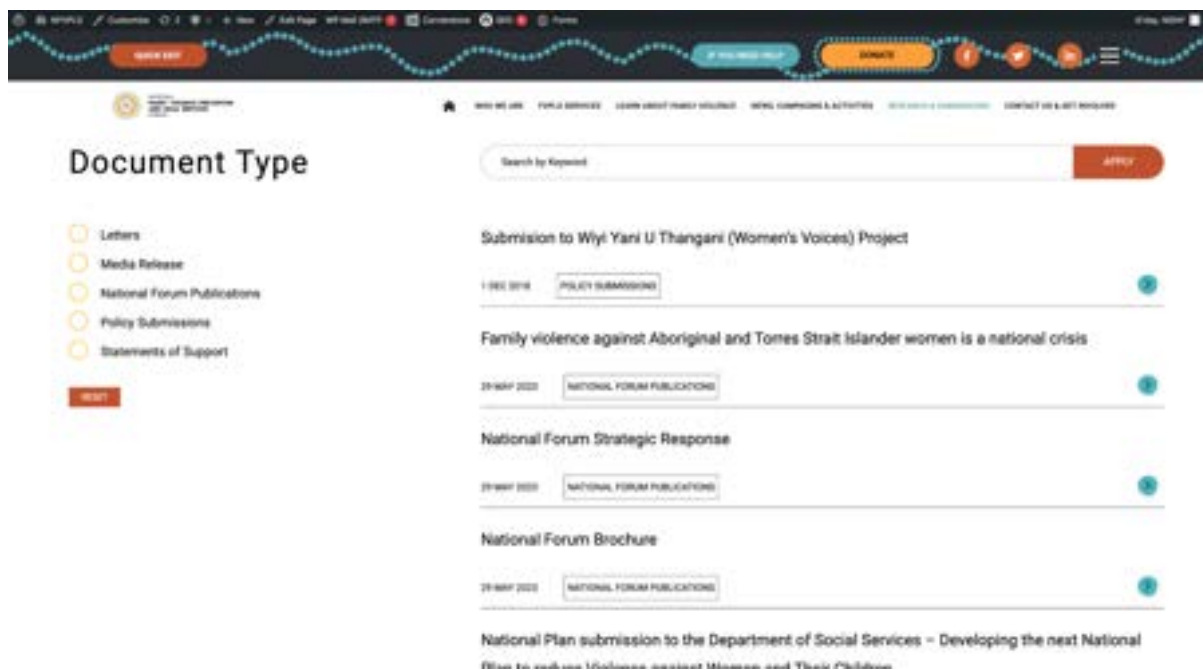
## Archives

Archives are a type of page in the site used to display a list of Posts of a particular type or category.

These are usually custom templates that have been created and are not easily editable without prior knowledge of PHP and HTML, though content can easily be added via the creation of new posts. If you can't find the Cornerstone > Edit Page or Edit Post in the admin bar, then it is likely an archive page.

Example:

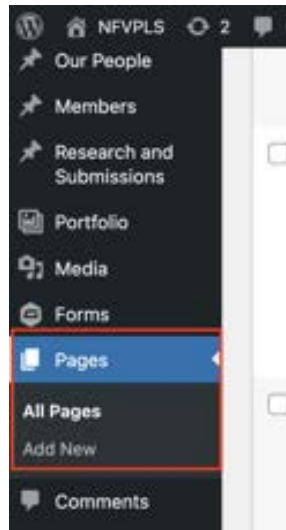
- Research and Submissions



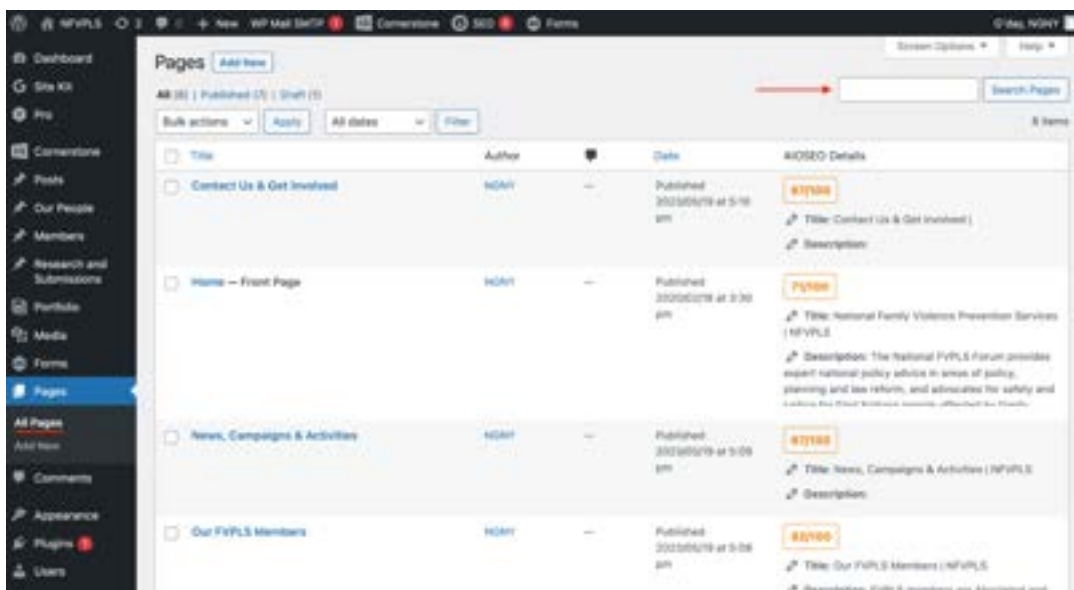
# Create a New Page

## Duplicate Method

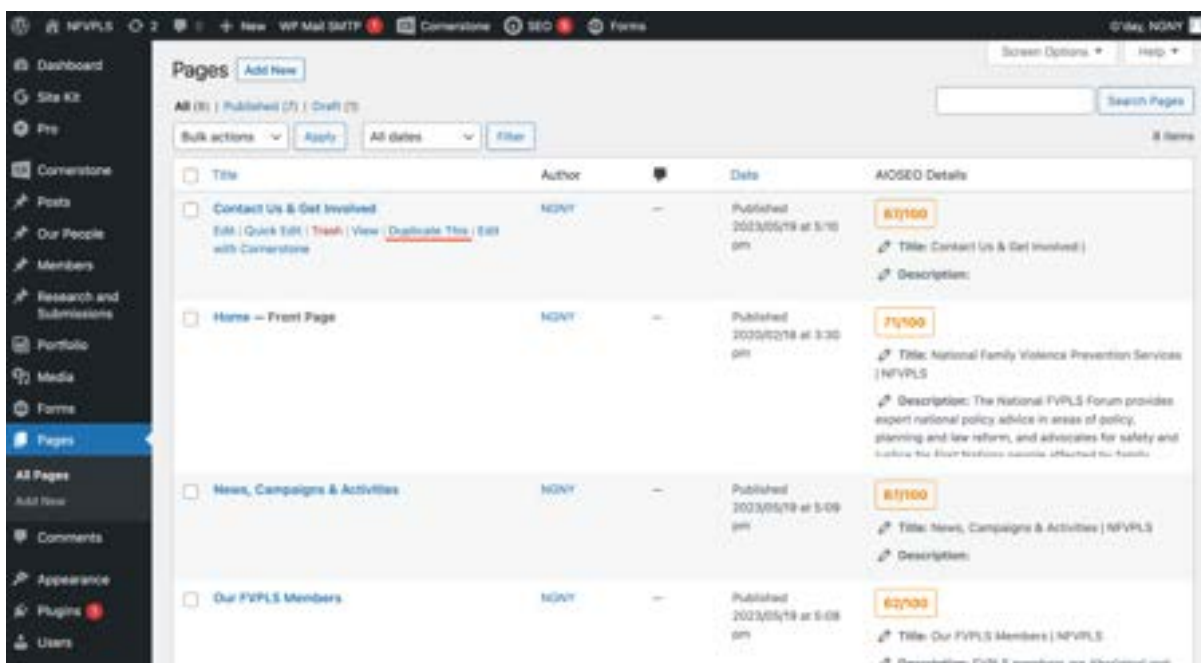
This is the recommended method. When you are first starting out, it will be easiest for you to duplicate a page and make the edits you need using Edit with Pro. First, go to Pages in the Left Sidebar



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.

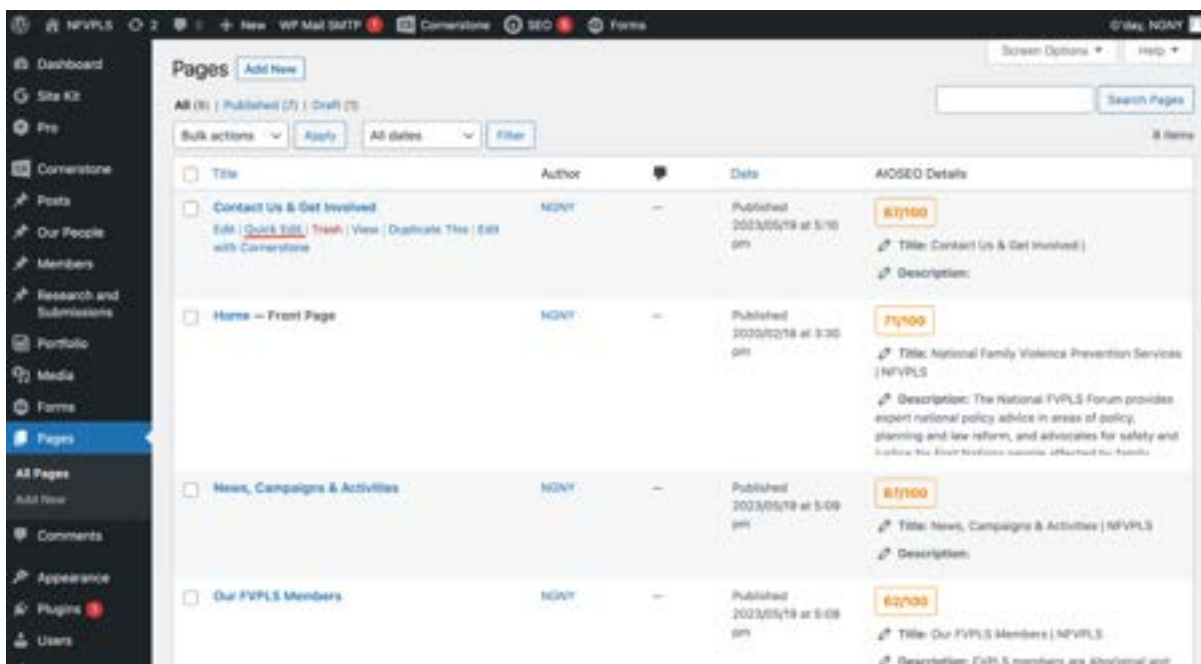


Once you have located the page you wish to duplicate, with your mouse, hover over the row and options will appear underneath the title. Click Duplicate This.

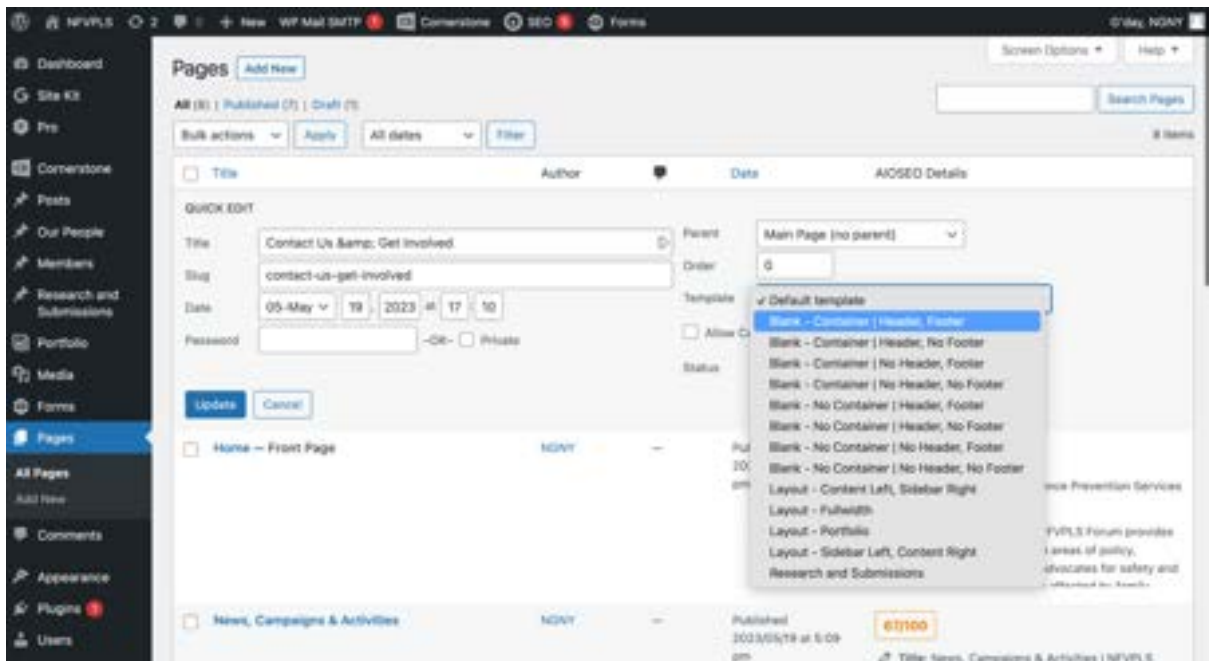


This will generate a copy of the page in draft mode. The copy will appear above the original.

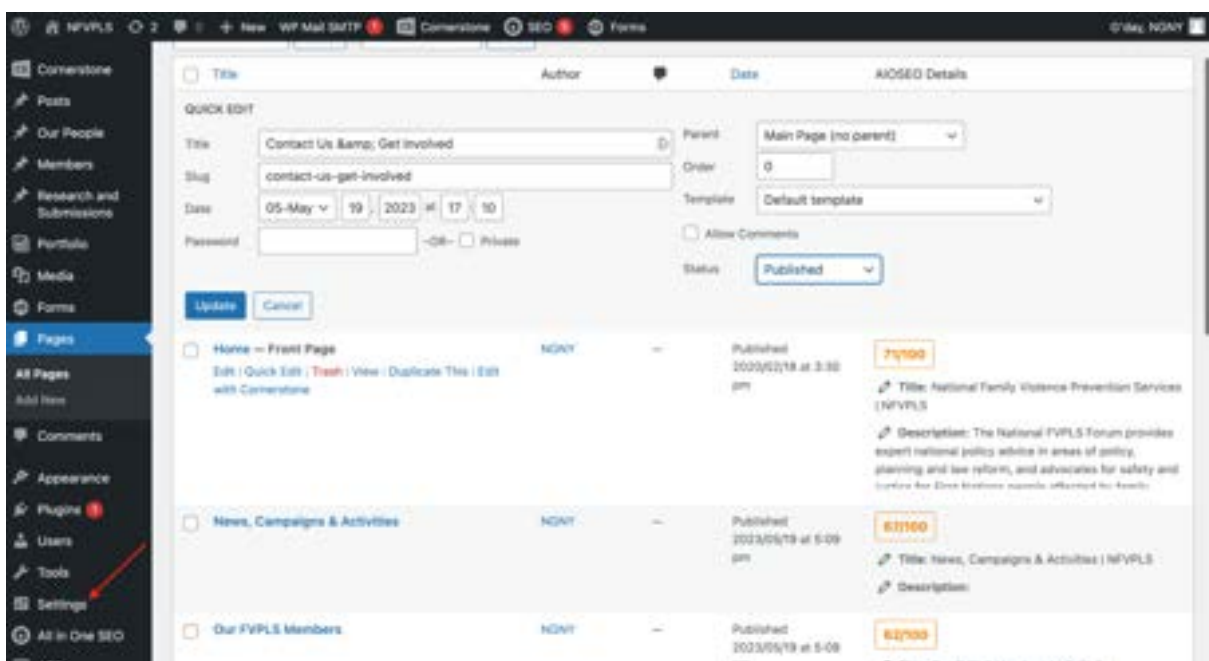
Before we Edit with Pro, you may wish to change the Title of the page. Hover over the Draft and select the Quick Edit option.



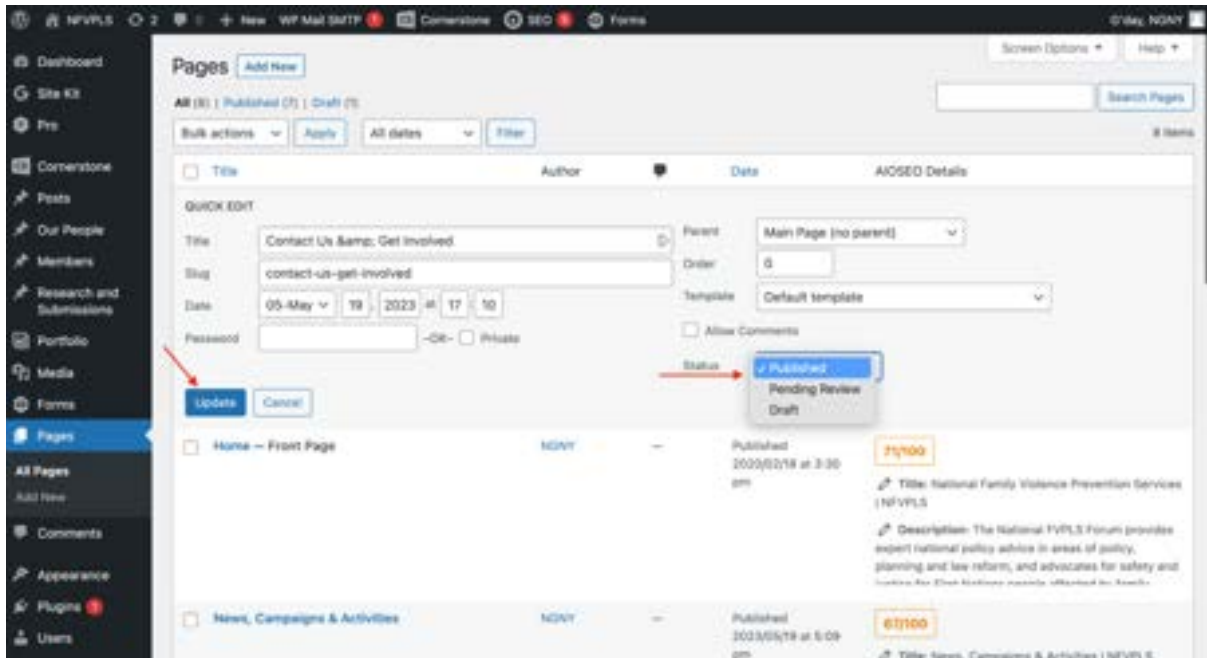
Here you will be able to quickly change the title of the page and the 'slug' ie. an easy to read and unique url (eg:<http://www.nationalfvpls.org/i-am-a-slug>). The slug will automatically generate based off of the title of the page. It will make the title lowercase and replace any spaces with hyphens. 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.

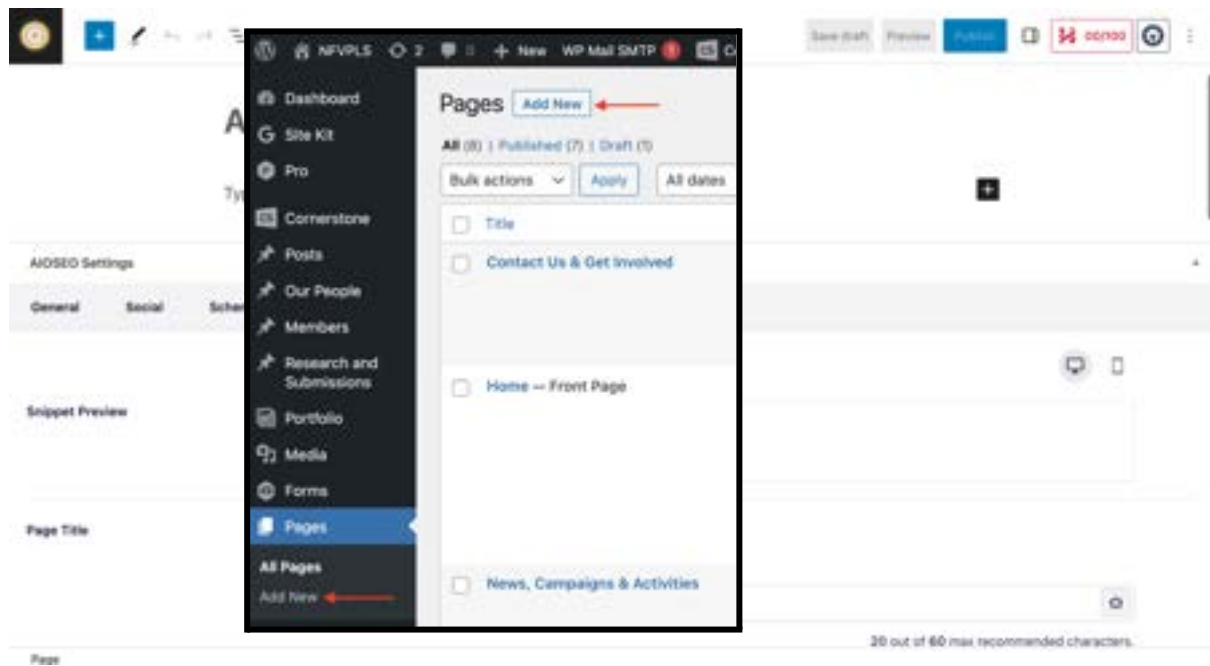


Once you are happy with your changes, click Update. We will cover editing a page in the next section.

## 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.

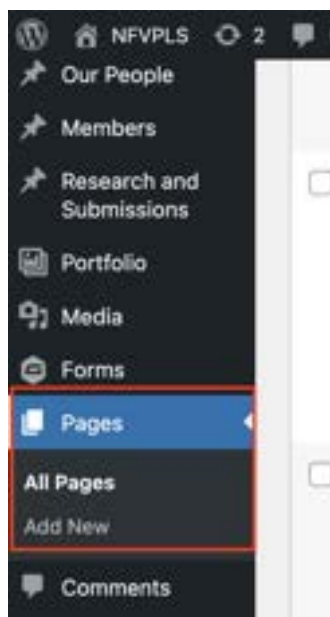


## Edit a Page

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 as dictated by the page template 'Blank - No Container | Header, Footer'.

There are two methods of editing a page:

1. When logged in and navigation from the Dashboard, go to Pages in the left sidebar main navigation.



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)

2. If the page you wish to edit is a pre-existing page that is live on the website frontend, while 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 Cornerstone in Pages.



Once the page builder is loaded, the window will be split into two parts: one side displays the information of the page layout as separated into structural elements with element blocks within them; and the other side displays a live preview of the page, which will be mostly accurate to how users will see it when your changes are applied.






Structural elements are used to organise all the building elements on a page. These are known as sections, rows, and columns, and can be considered like grids on a spreadsheet which organises elements on a page.

Each section is made up of rows and by default a row will stretch across the entirety of its parent container (usually the full width of the page). Each row is then made up of columns which allows elements within the columns to be laid out side by side. Elements are the building blocks of a page and may have general purpose like a text element or image element, or have a dedicated purpose like a countdown or an accordion.

To view what is within a structural element, click on the “-” to the left of the section title and it will expand in the outline pane.

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



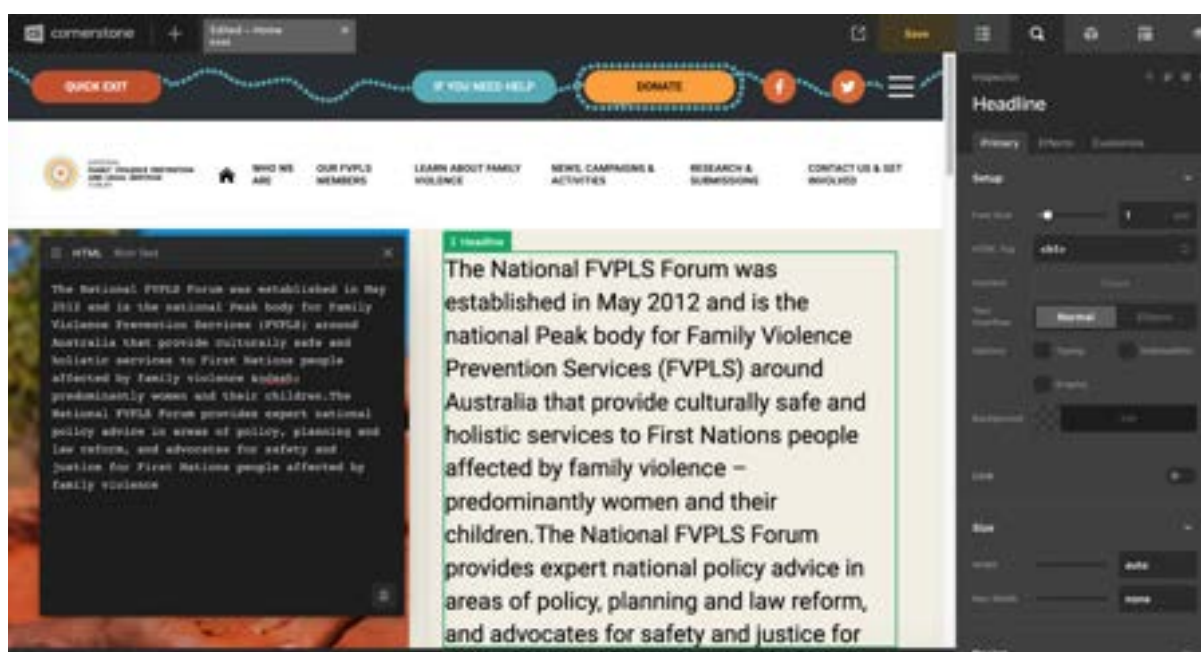
The magnifying glass  will open up the Inspector, which reveals all the different types of settings that can be changed. For sections, rows and columns the + will Add Elements to that container. If it is an element already like the Headline, this option will not be available. The duplicate multiple paper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

## Editing Text

There are two ways of editing text:

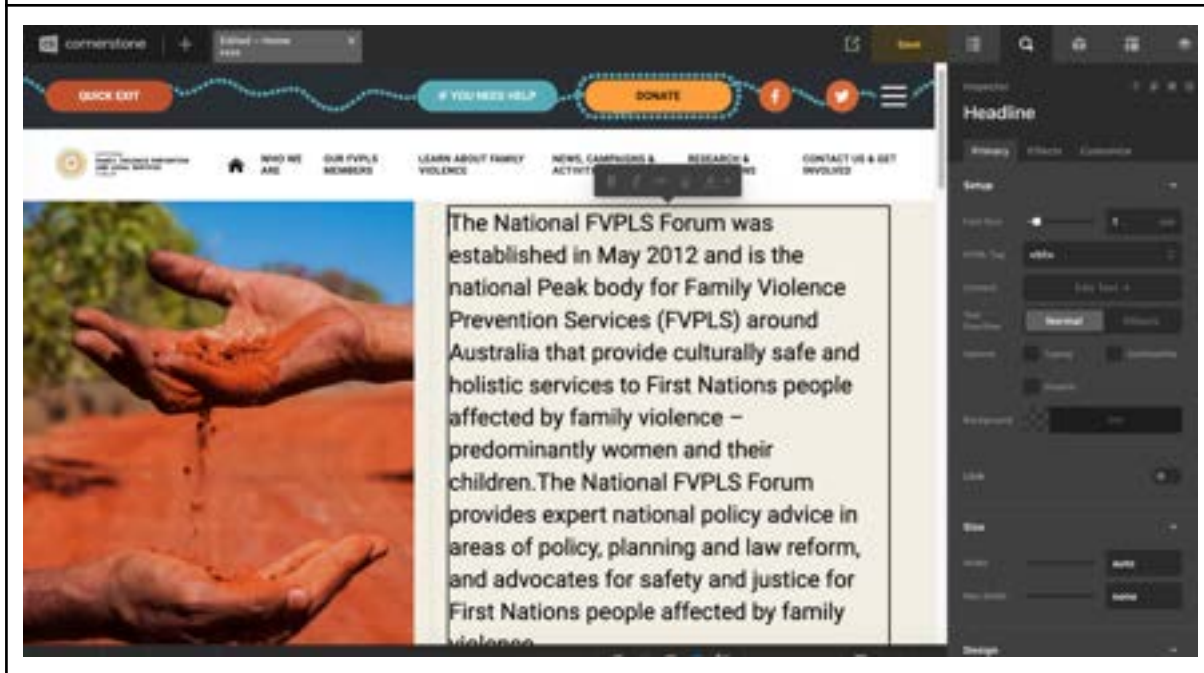
**Method 1:** Upon left-clicking the magnifying glass icon of any text element, the left hand side of the window will change to display all the options for customisation.

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.

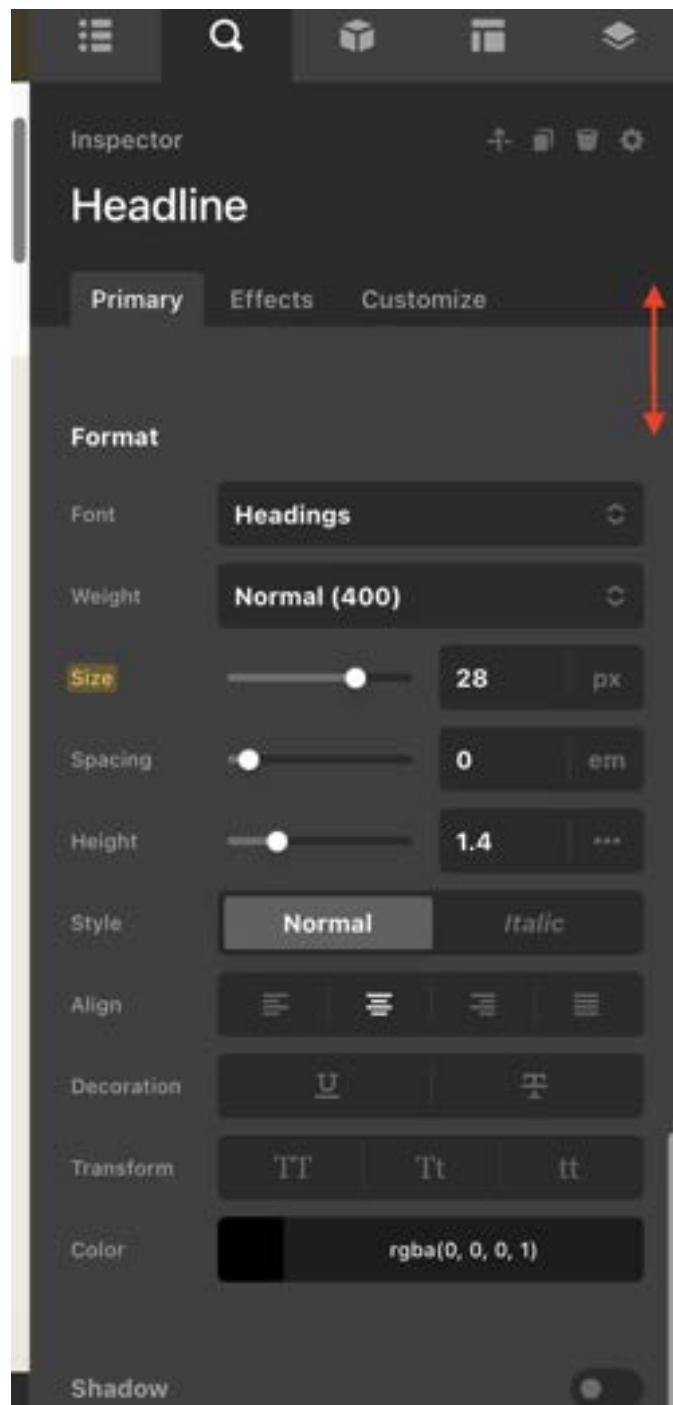


**Method 2:** In the right preview window, when you hover over an element, a green outline will display around it. Double click the text you wish to edit and this will bring up the menu toolbar interface and then you can edit directly onto the page.

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.



## Saving Changes

To save your changes, at the top right of the live preview, click Save. Any unsaved changes will turn this button yellow. You can also hit Ctrl + S / Cmd + S. A progress bar will tick across the top of the window and display a successful notification in the top right when completed. The button will turn green once all your current changes have been saved.



## Updating Images

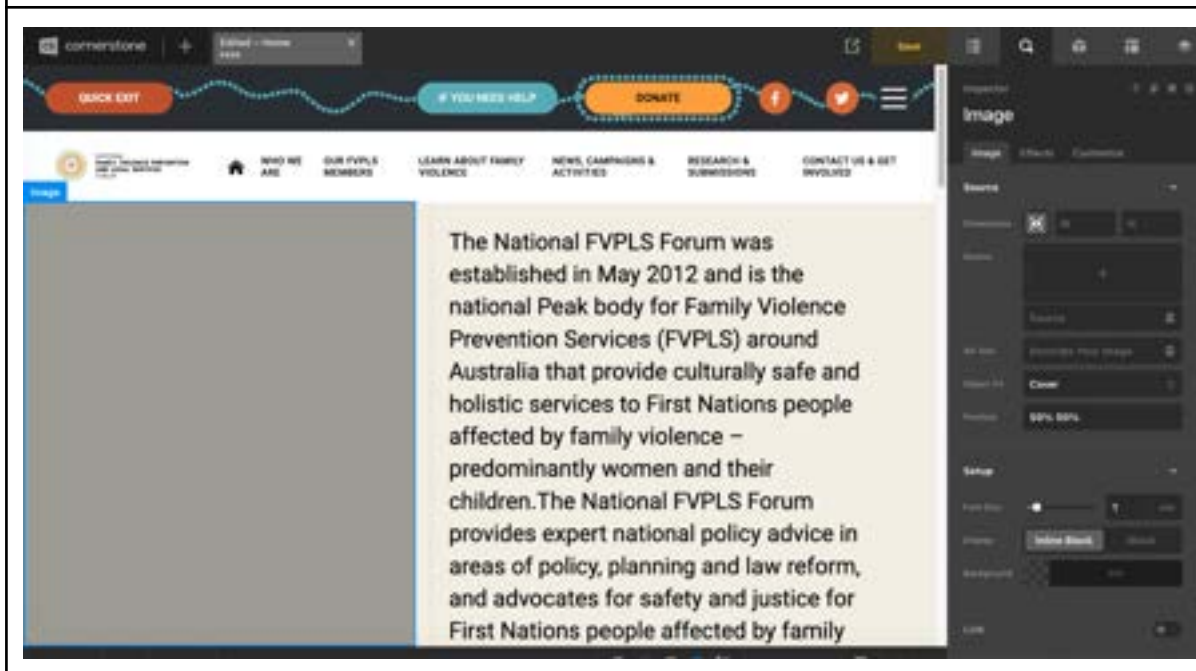
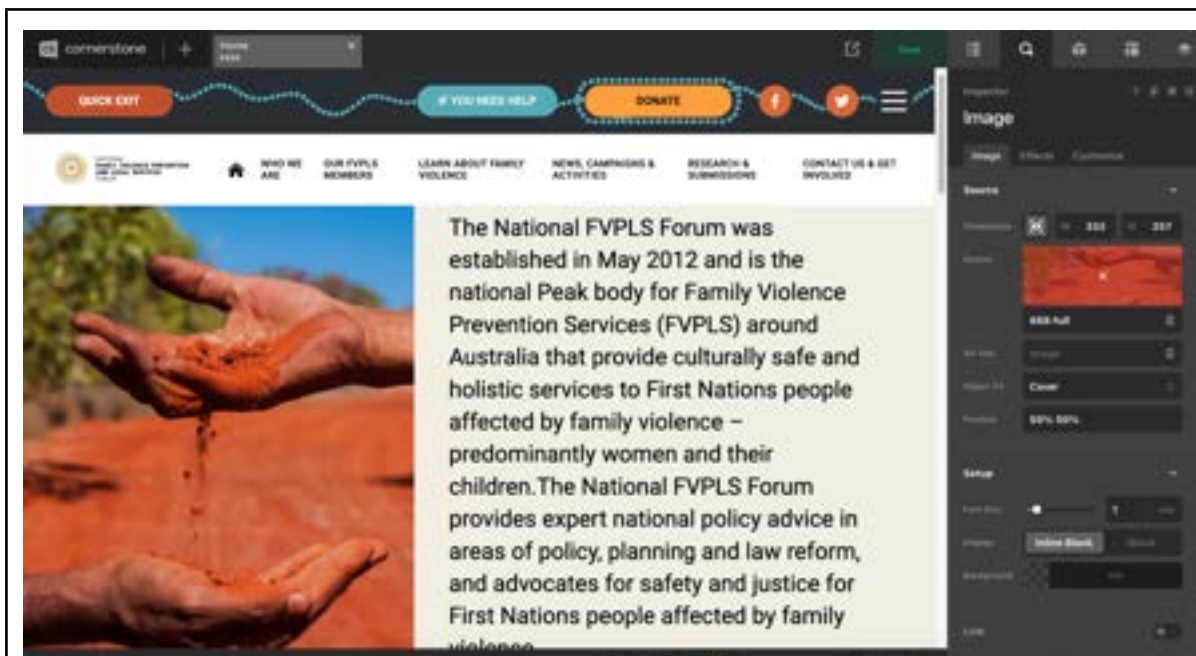
Inspect the image element. It can either be set as a background image or as an image.

### 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.

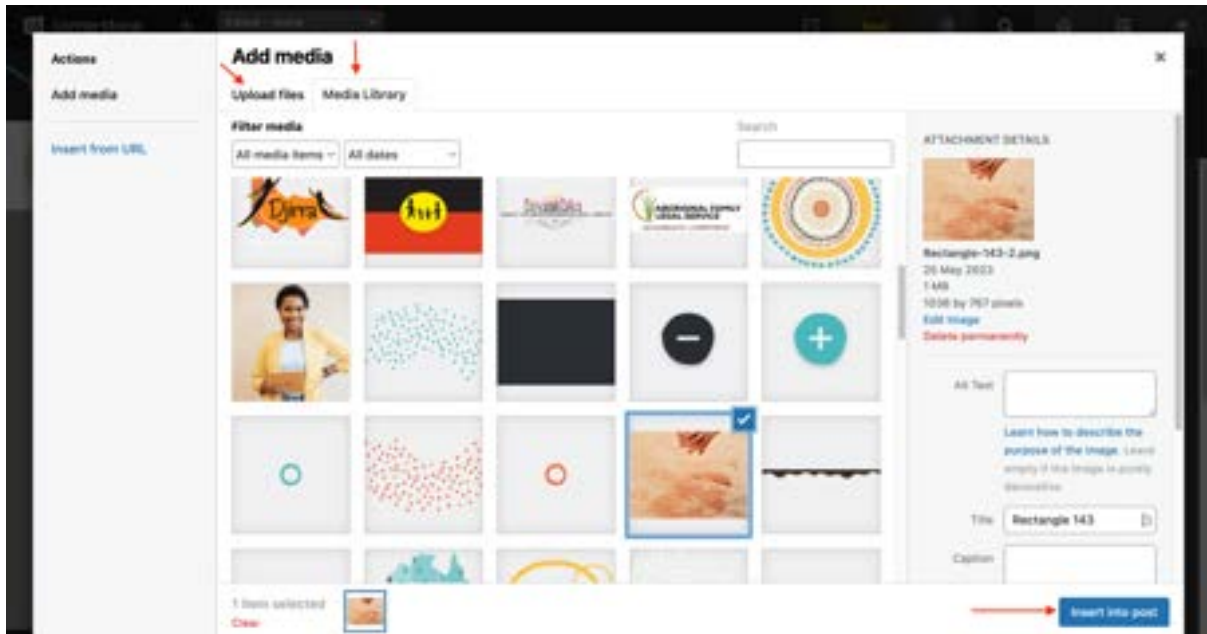


Underneath Image, hover over the source image and clicking on it will remove the current image. Clicking on the + will then open up a modal and allow you to choose from the Media Library or Upload a new image from your computer.



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.

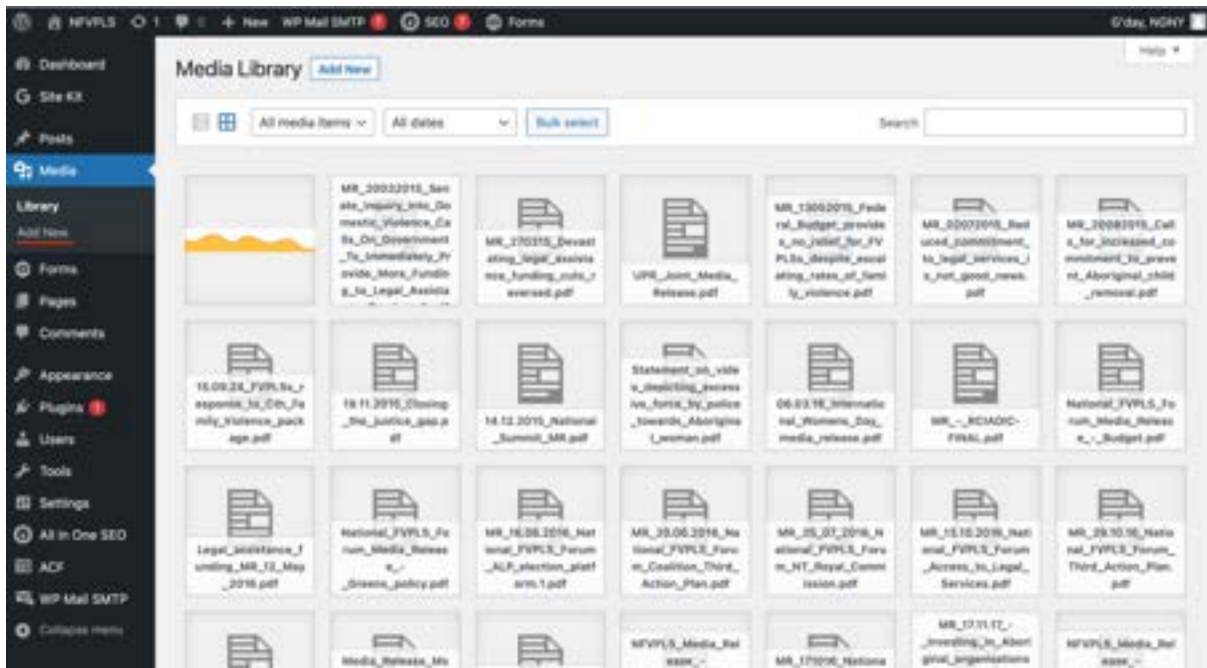
Click Insert into post in the bottom right hand corner afterwards.



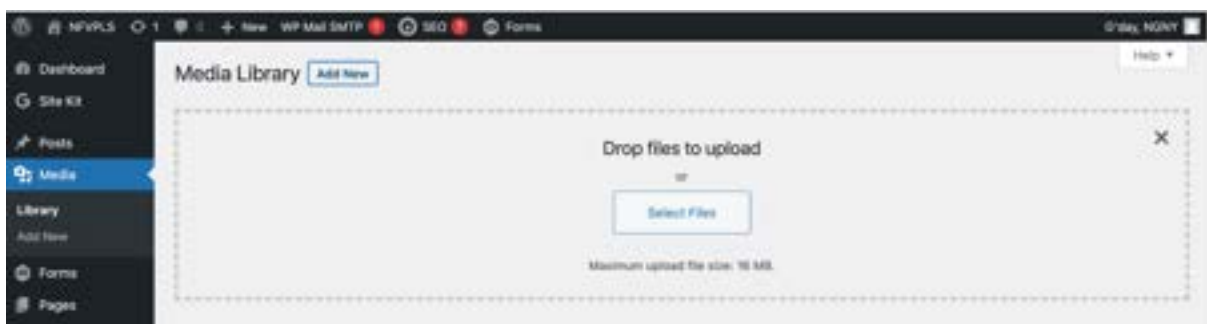
The preview window will update with the new selected image. Remember to save any changes you make.

# Uploading New Media

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



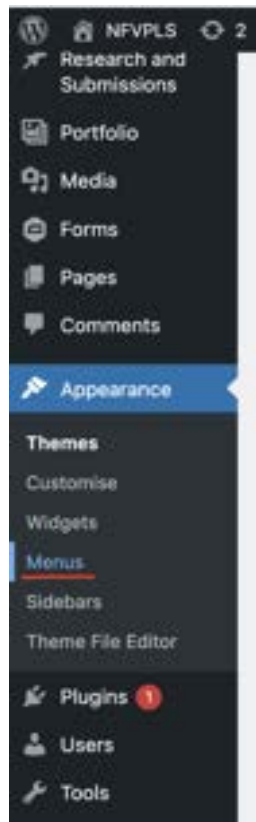
Add New will take you directly to the Upload New Media section where you can choose to drag and drop files, or click to open a prompt to choose the media.



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.

# Updating the Menu

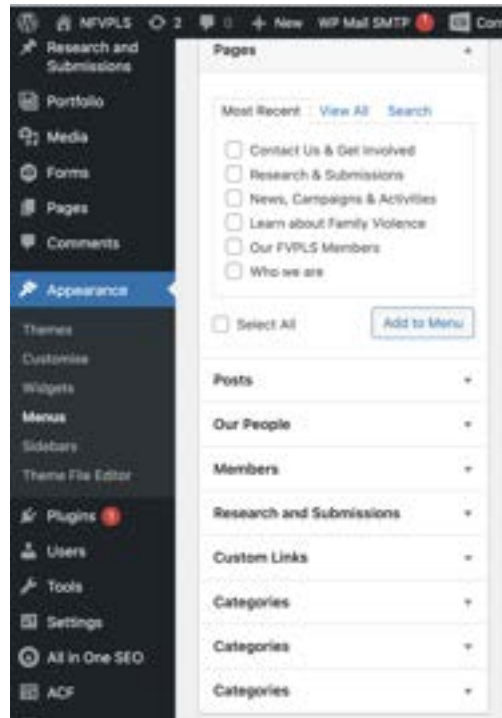
To make any changes, go to Appearance > Menus in the left sidebar.



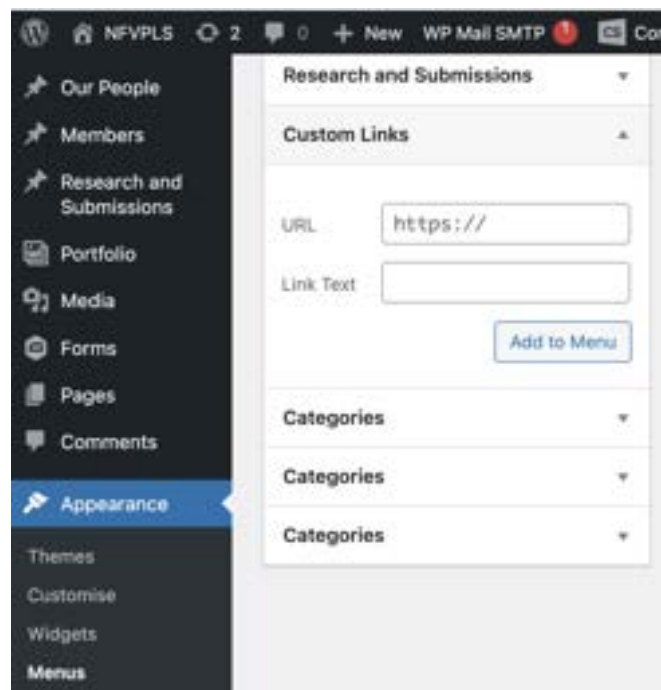
## Add a new link

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.

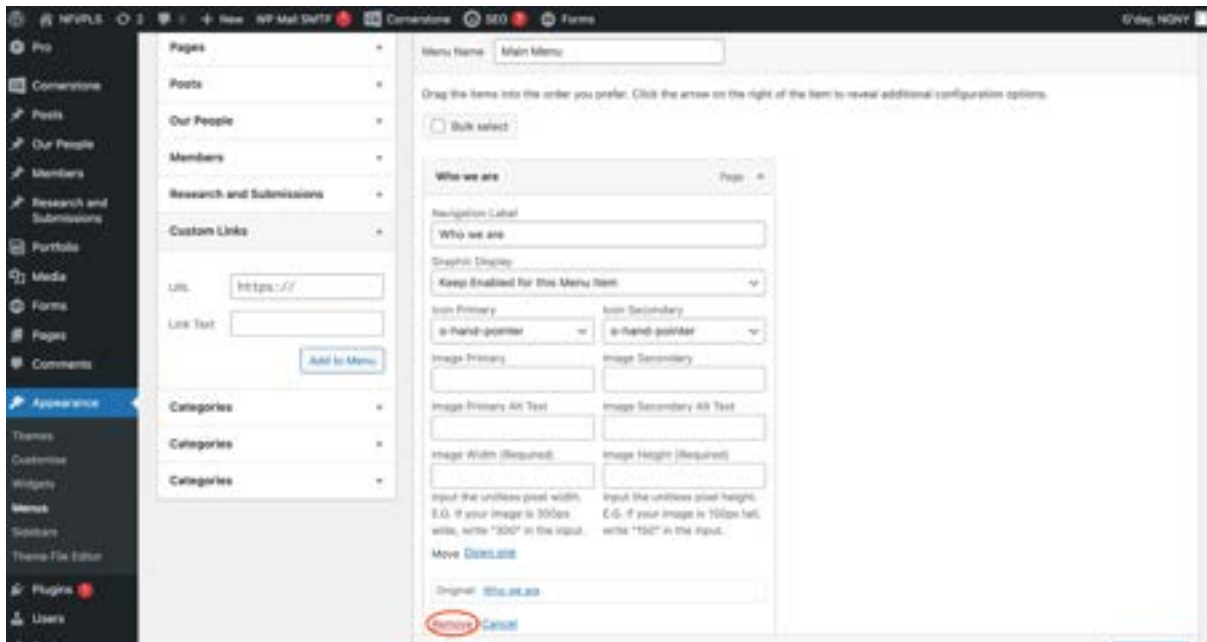


For pages that are external, use the Custom Links.  
Click on Add to Menu once you have filled in the URL and the link text.

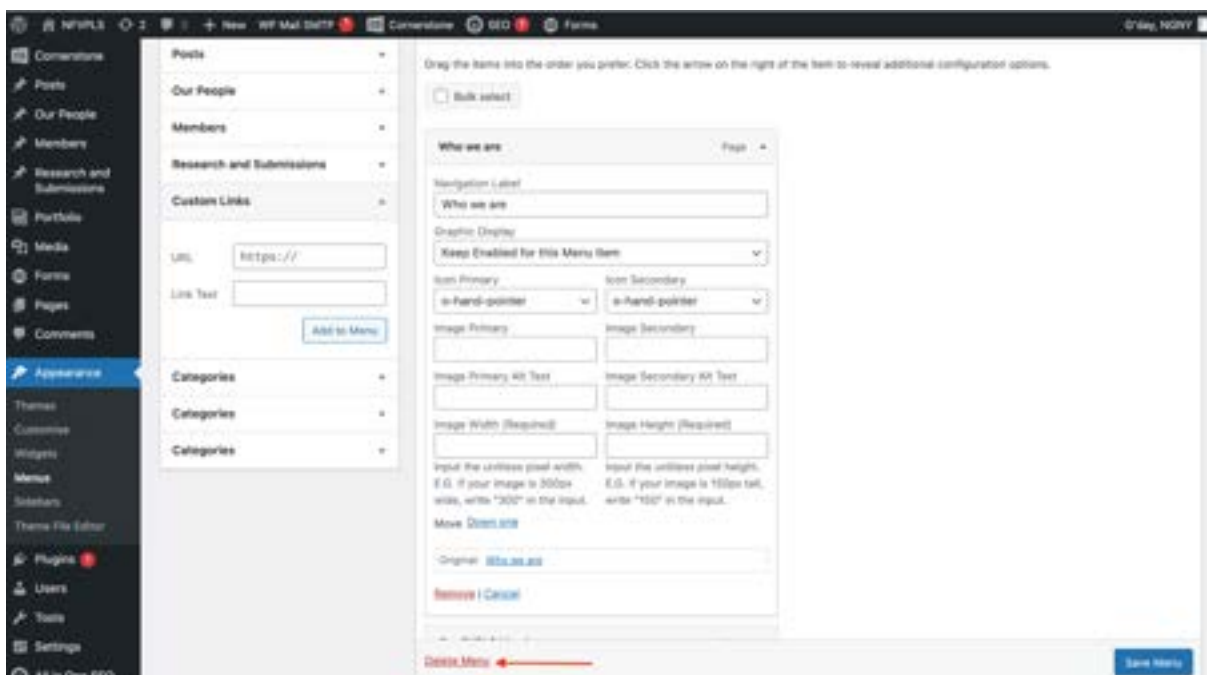


## Remove a link

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!

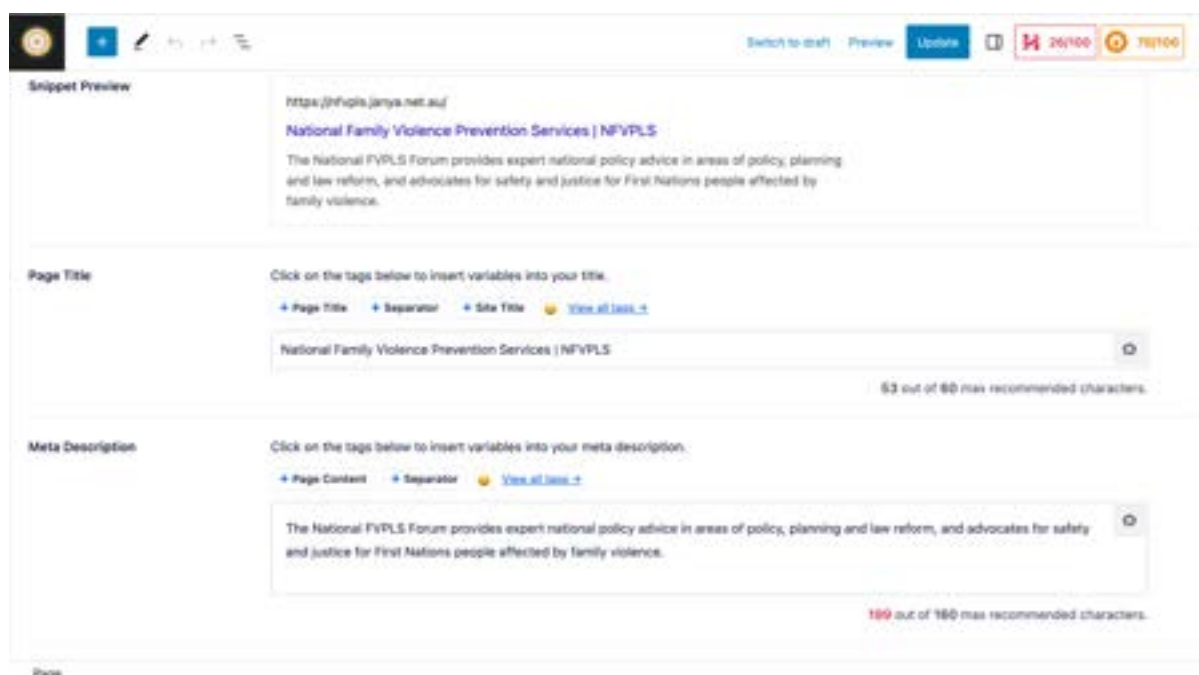


# Search Engine Optimisation (SEO)

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.

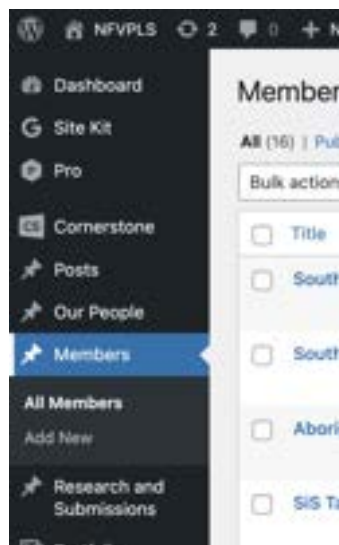


# How to edit/add Members

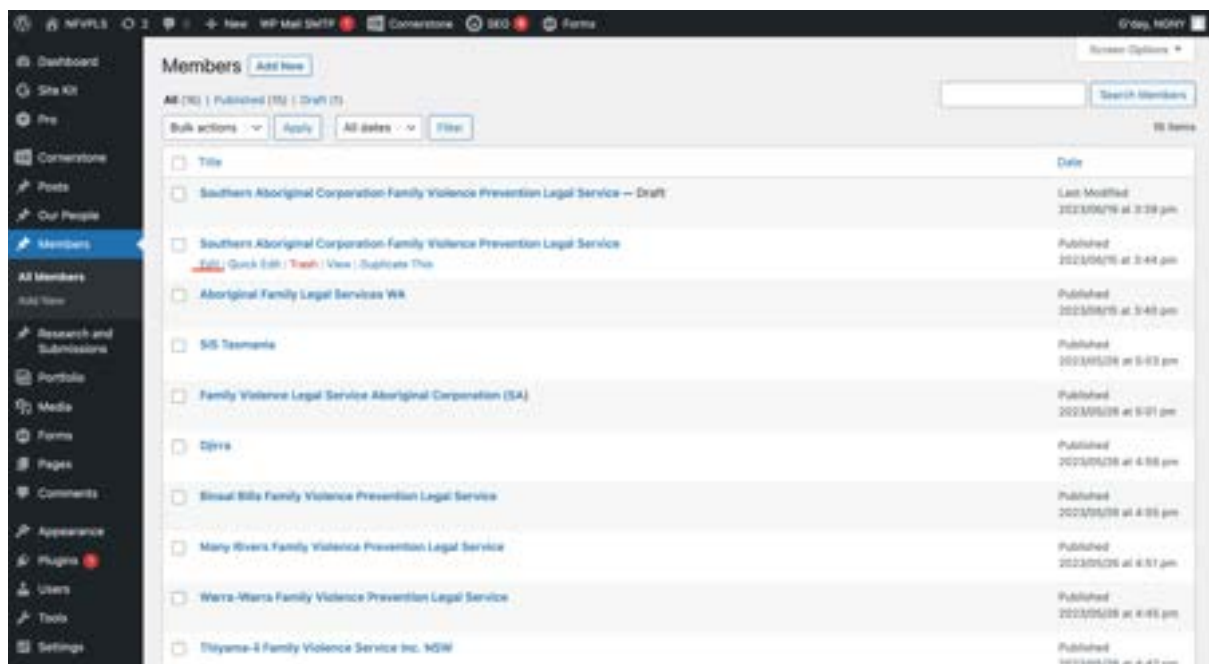
## Editing Members

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

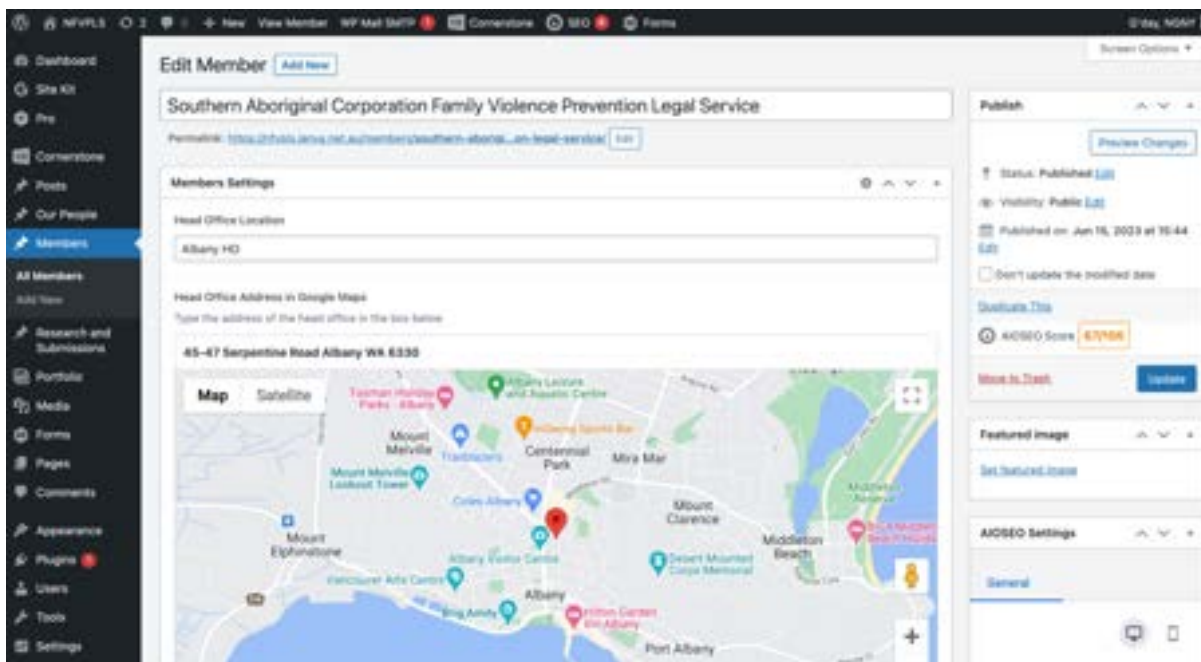
To add a new or edit an existing member, start by navigating to Members found in the main navigation.



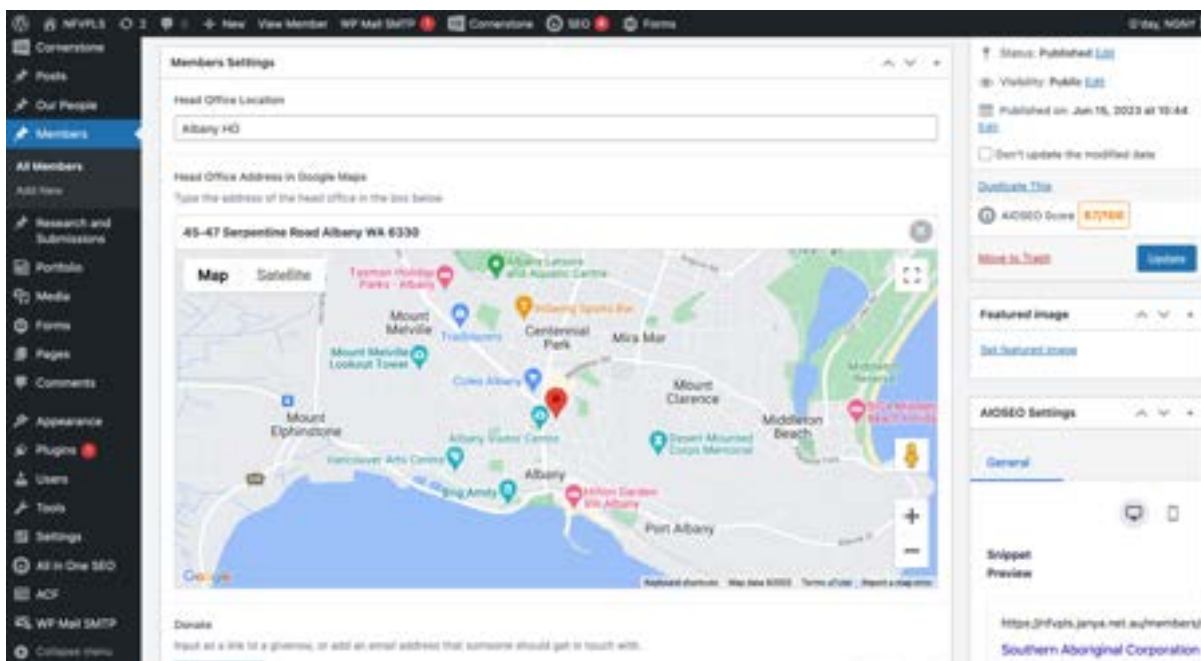
When editing existing members, hover over the “Edit” option of the member you wish to edit.



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



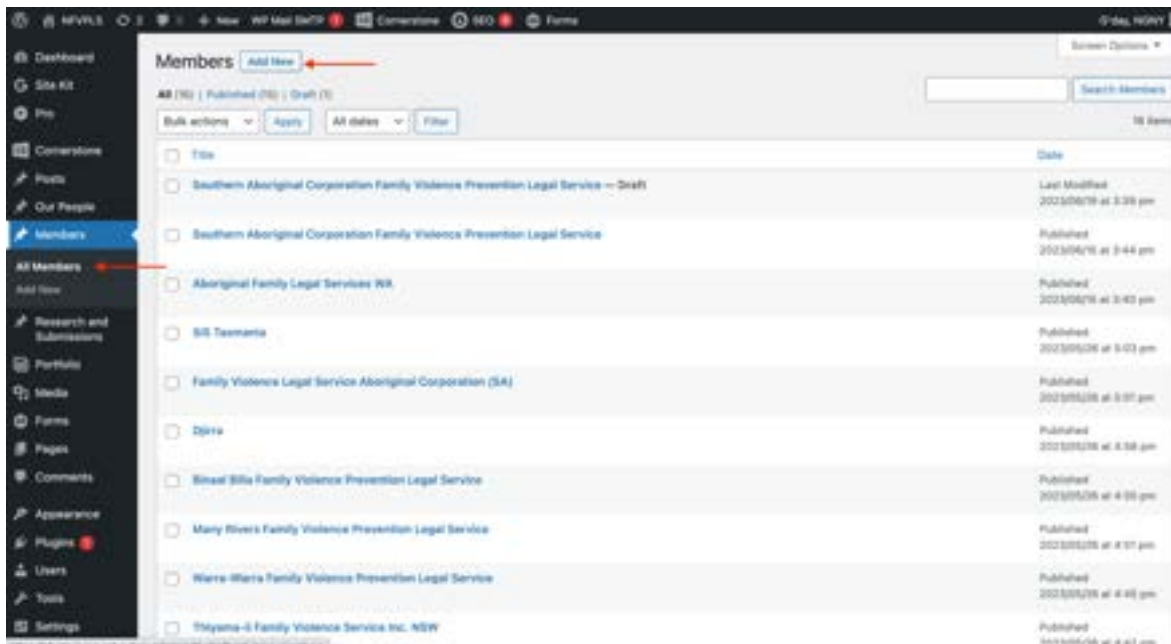
You can also edit or fill in the Members Settings below the Title box which includes the **Head Office Location, Donate section, Website and Social boxes for the links, Head Office Contact Numbers and Email boxes.** Appropriately fill up these boxes with the details to reflect on the frontend site.



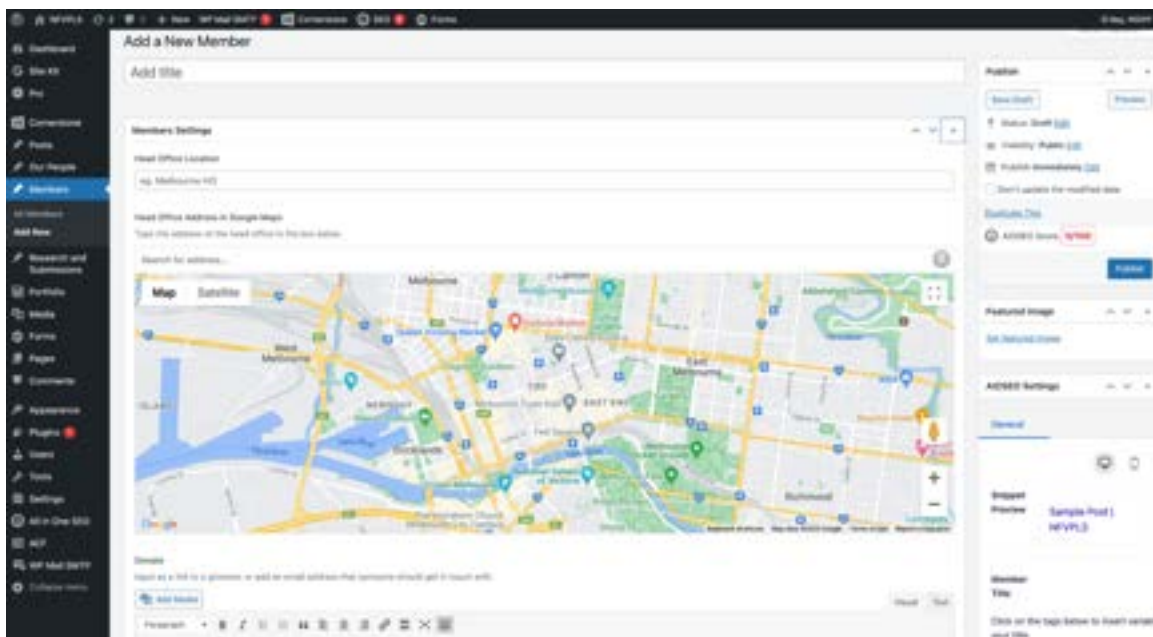
Save all the changes you made by selecting the “Update” button on the upper right side.

## Adding Members

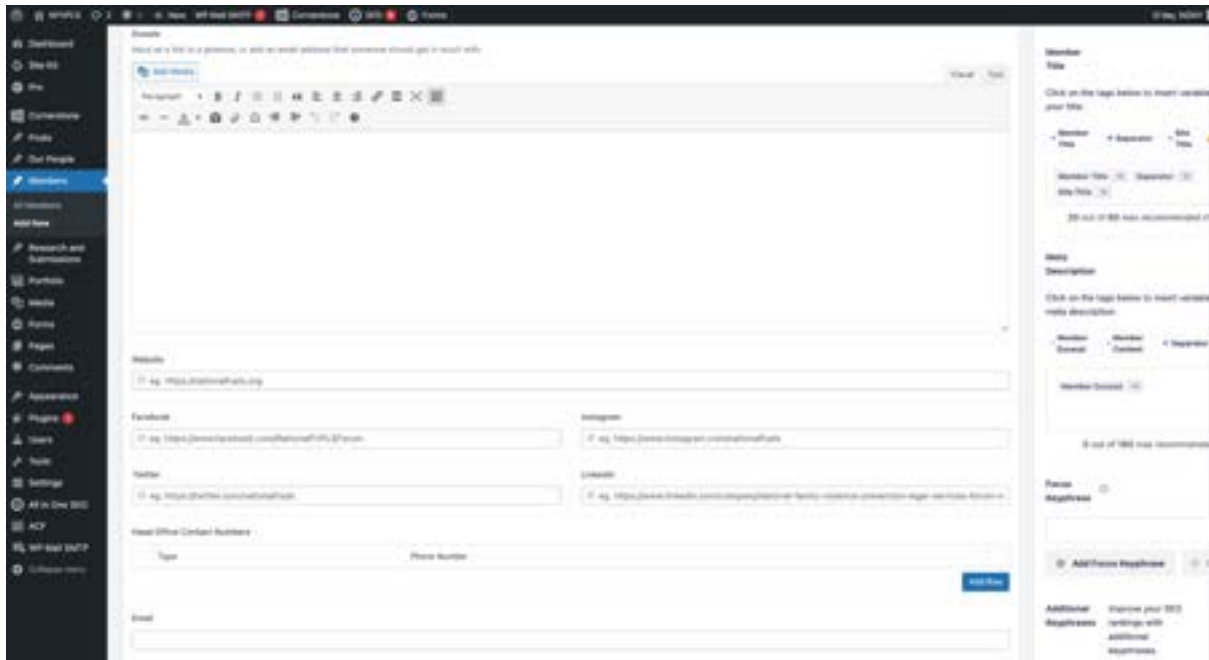
To add a new member, click either the “Add New” option right below “Members” on the navigation dashboard or the “Add New” option at the top of the existing list of members. You can also hover over any existing member post and select “Duplicate This” option then you just have to edit the contents of the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

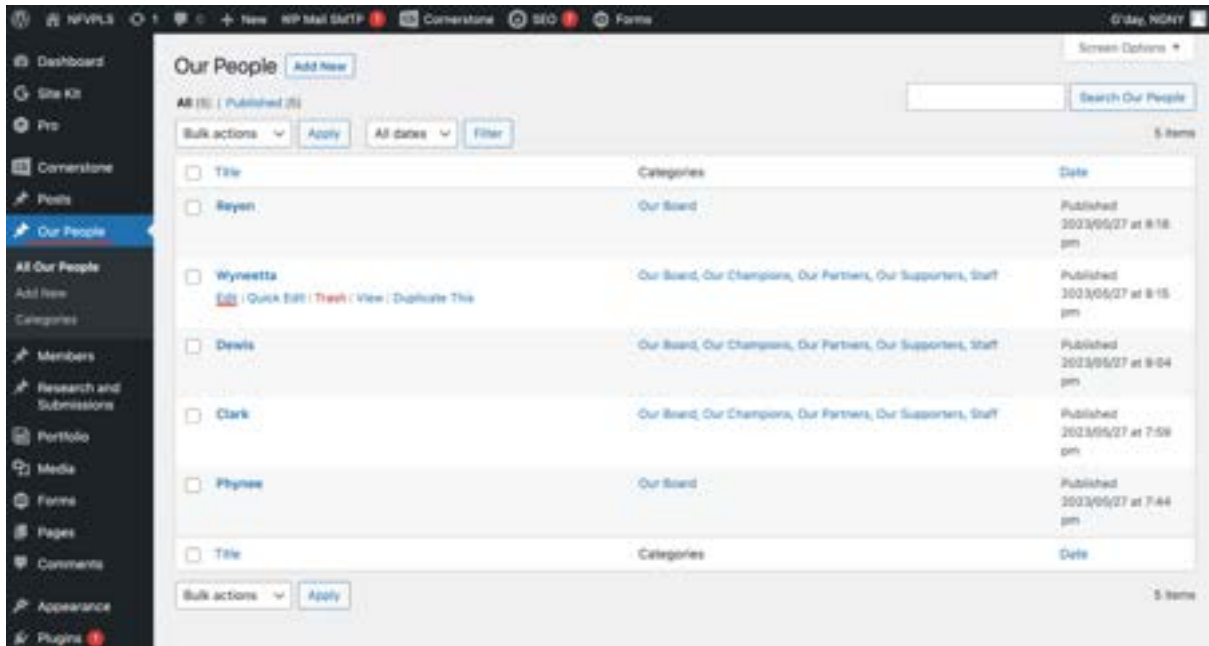


Select the “Publish” button to save and immediately display the newly added member on the frontend of the site. But click “Save Draft” to only have the added member at the backend of the site.

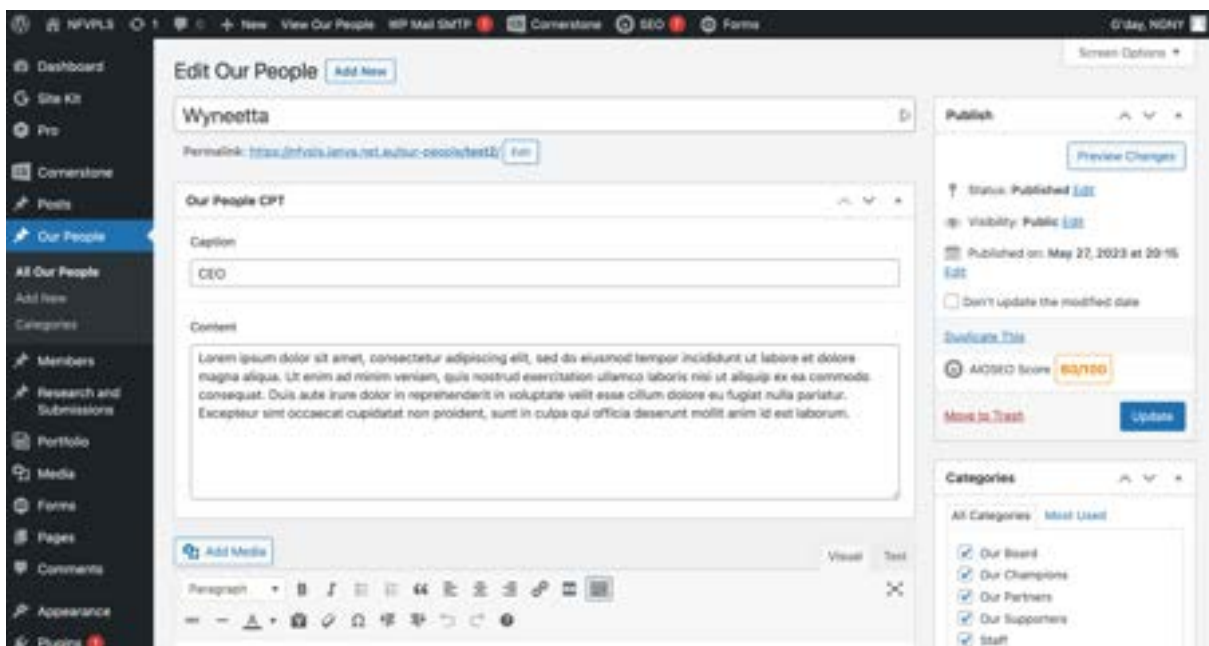
# How to add/edit Our People

## 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.



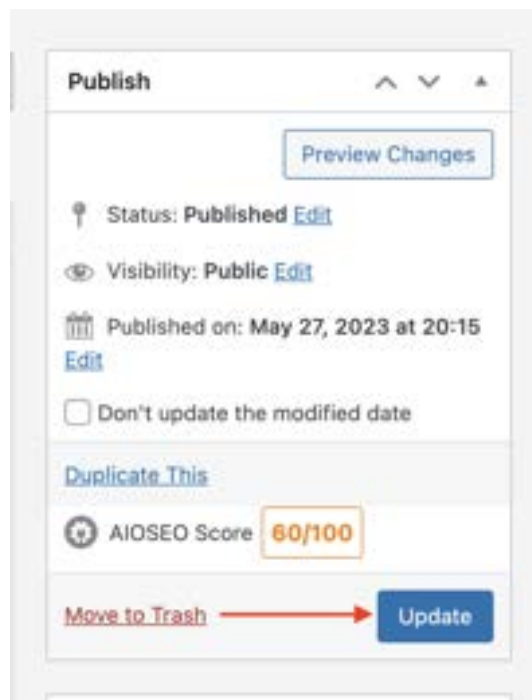
After selecting "Edit", you will be capable of making changes on the **Title/Name, position and contents under the Custom Post Type (CPT) box.**



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

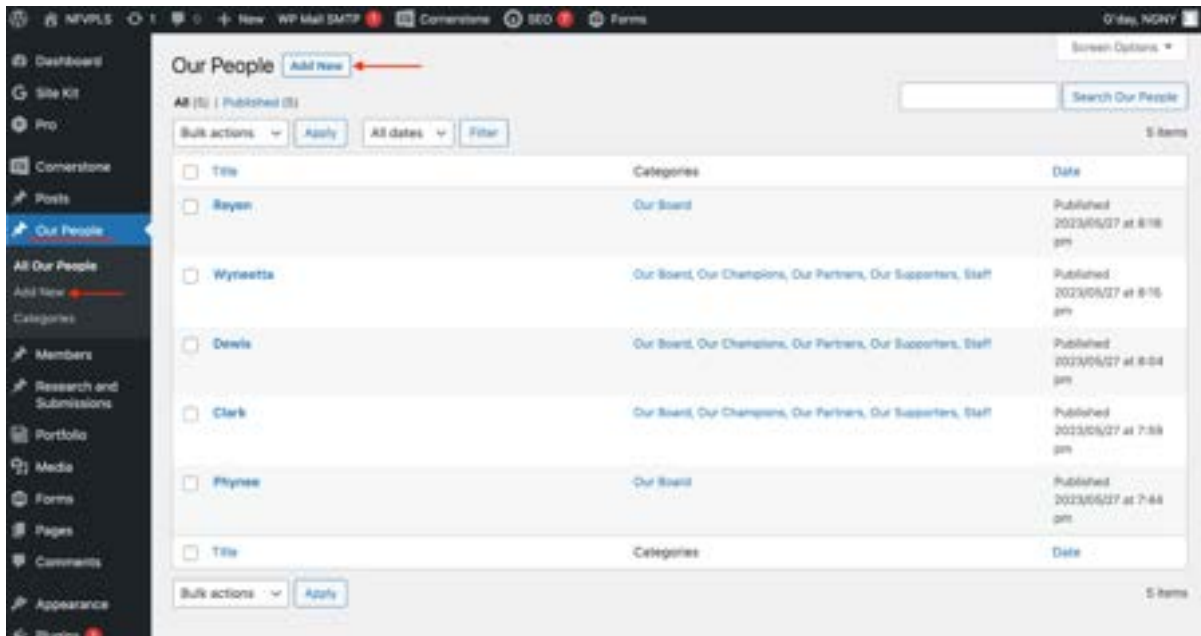


Save all the changes made by clicking the “Update” button at the upper right side.

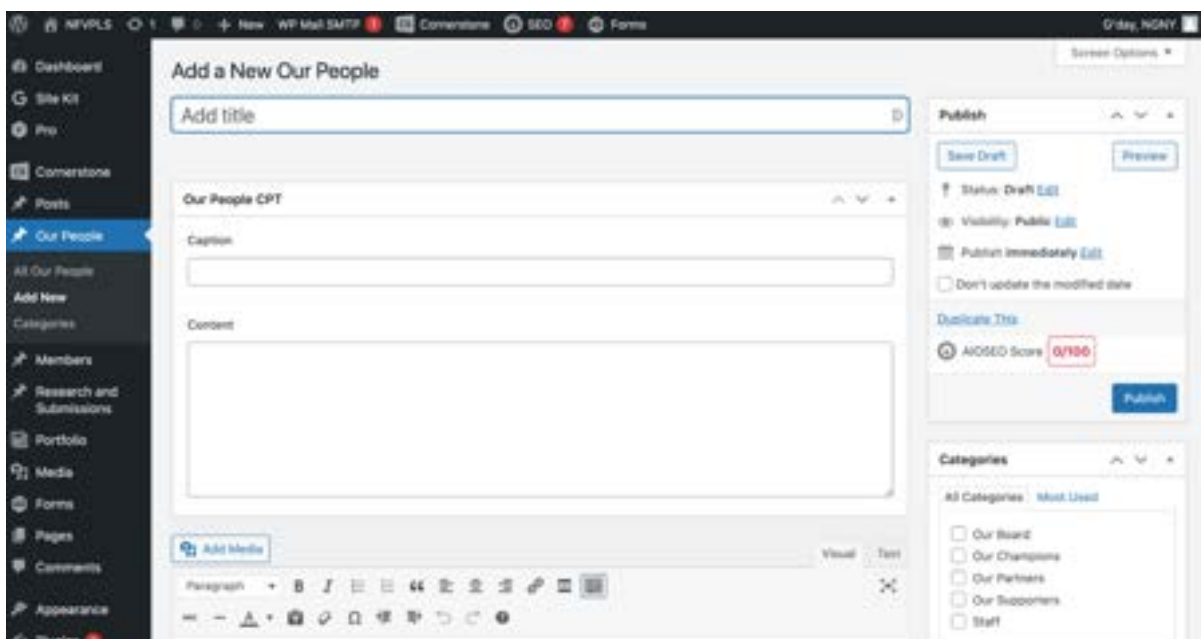


## Adding People

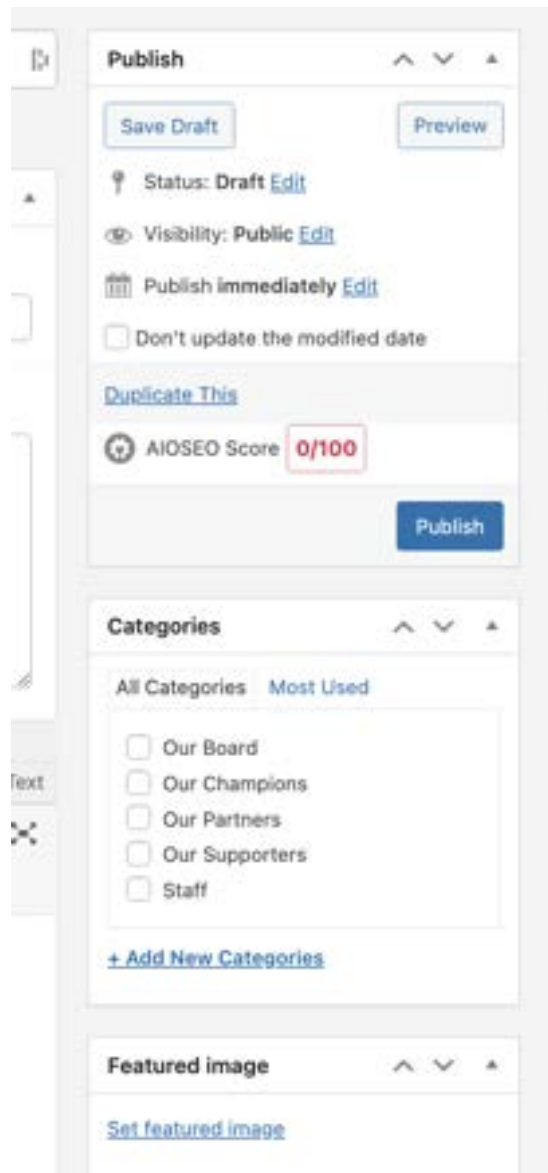
To add new people, click either the “Add New” option right below the “All Our People” on the main dashboard navigation, or the “Add New” at the top left of all the existing people.



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.



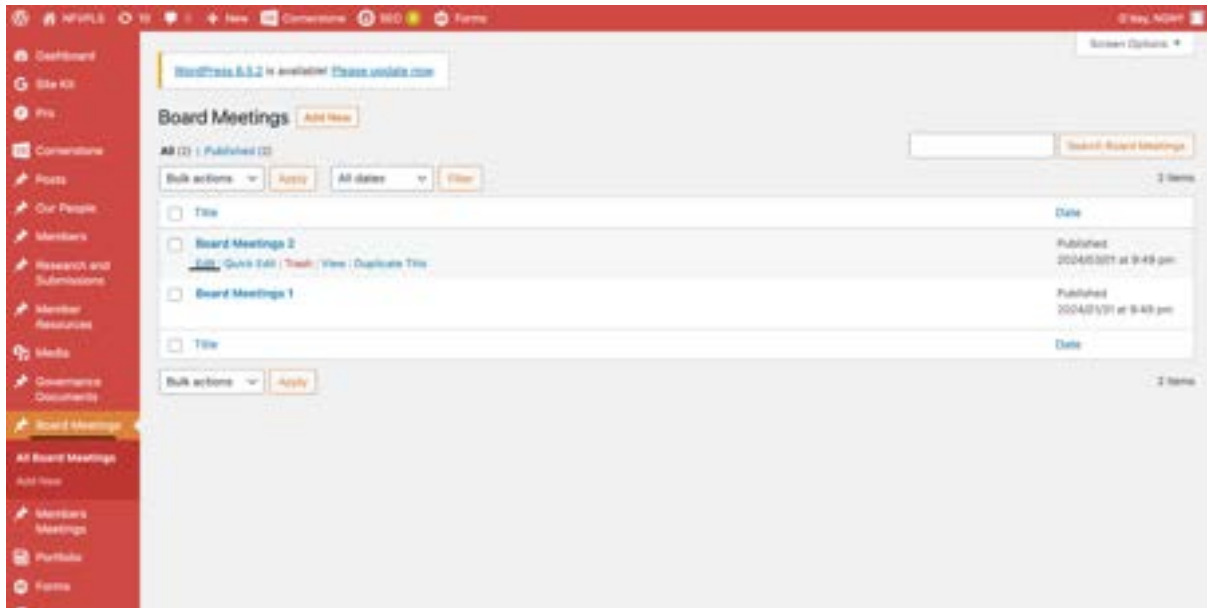
Check the boxes for the appropriate categories and add featured images for the post by clicking the options on the right side. You can select “Publish” to display the added person to “Our People” post on the frontend of the site if all details have been filled in but you can also select “Save Draft”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



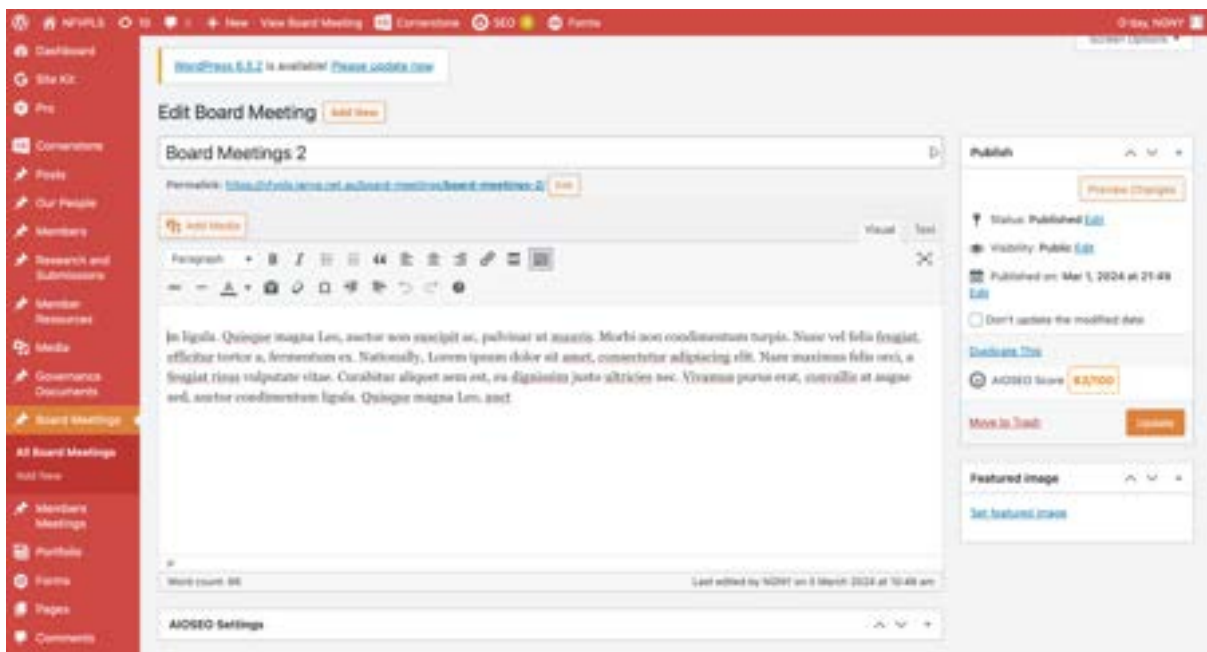
# How to add/edit Members/Board Meetings

## Editing Board Meetings

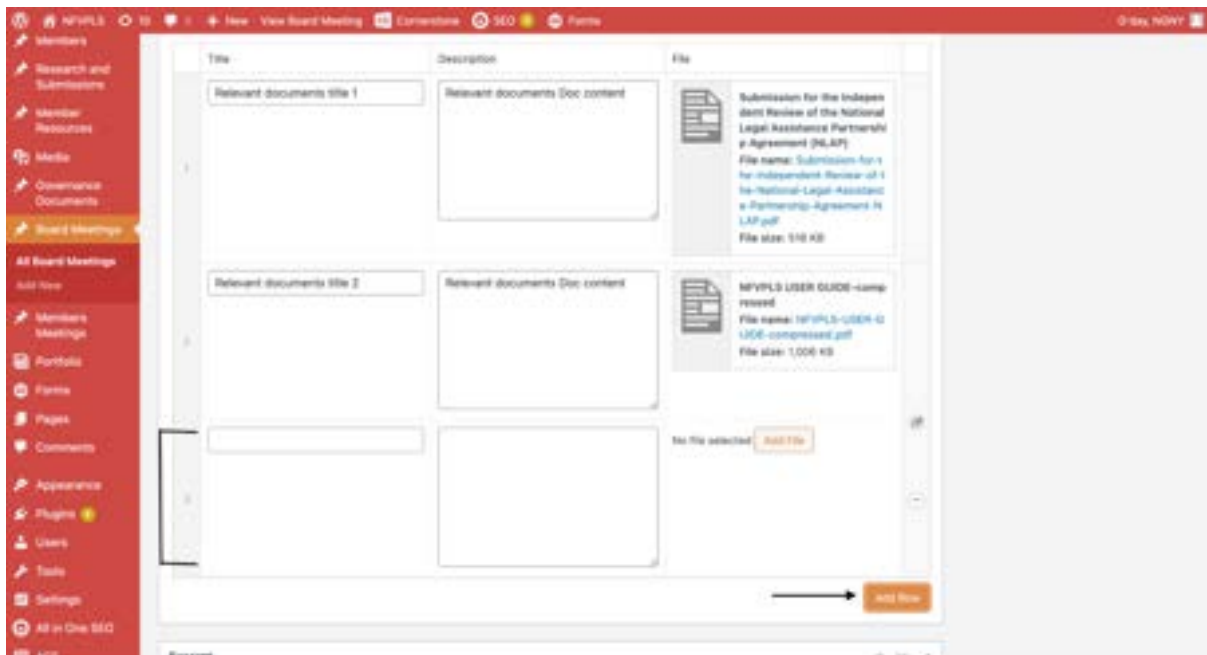
To edit information of existing board meetings, go to Board Meetings on the dashboard's main navigation. You will be shown the existing posts on the site. Hover and click any name you wish to edit and select the "Edit" option.



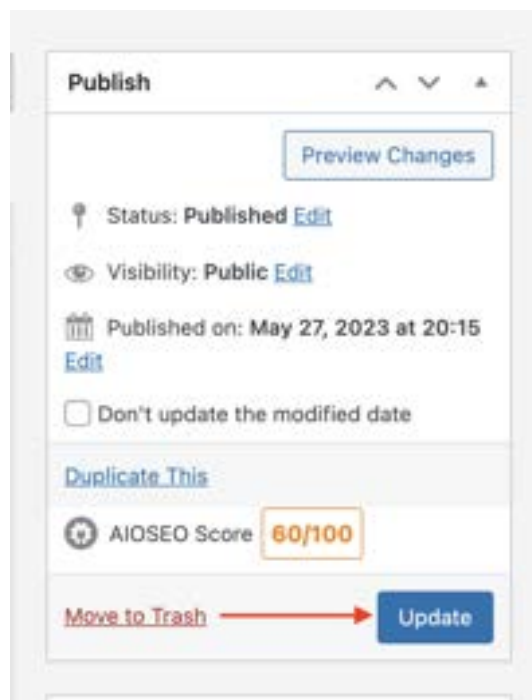
After selecting "Edit", you will be capable of making changes on the **Title/Name**, **contents under the Custom Post Type (CPT) box** and **adding featured images**.



For adding relevant documents, scroll down to the Relevant Documents box and select the “Add Row” button. This will provide new blank spaces which can be filled in for any information and files to be uploaded.

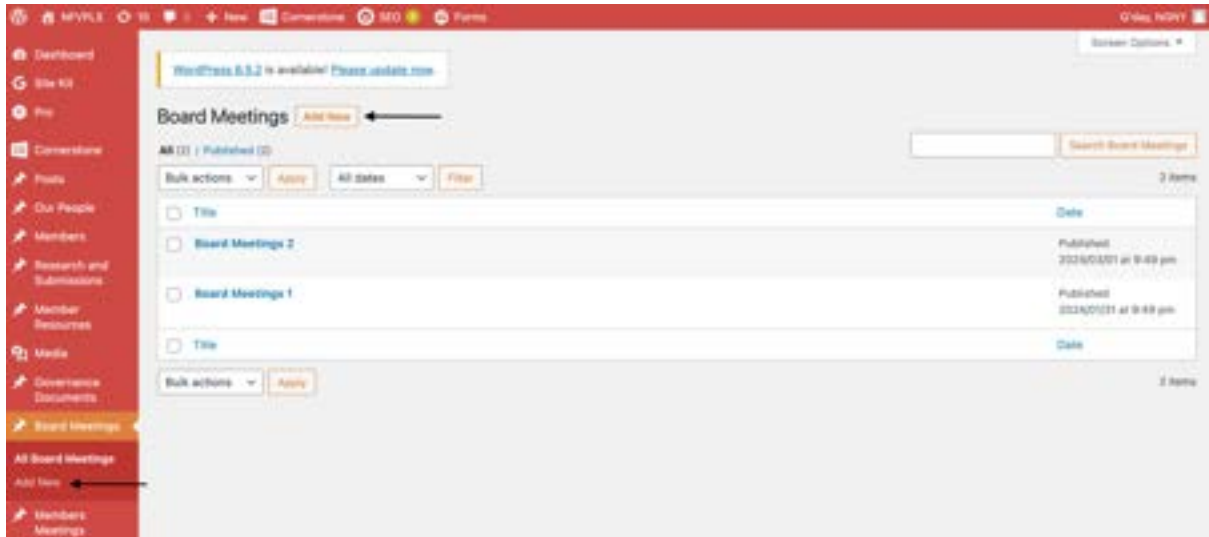


Save all the changes made by clicking the “Update” button at the upper right side.

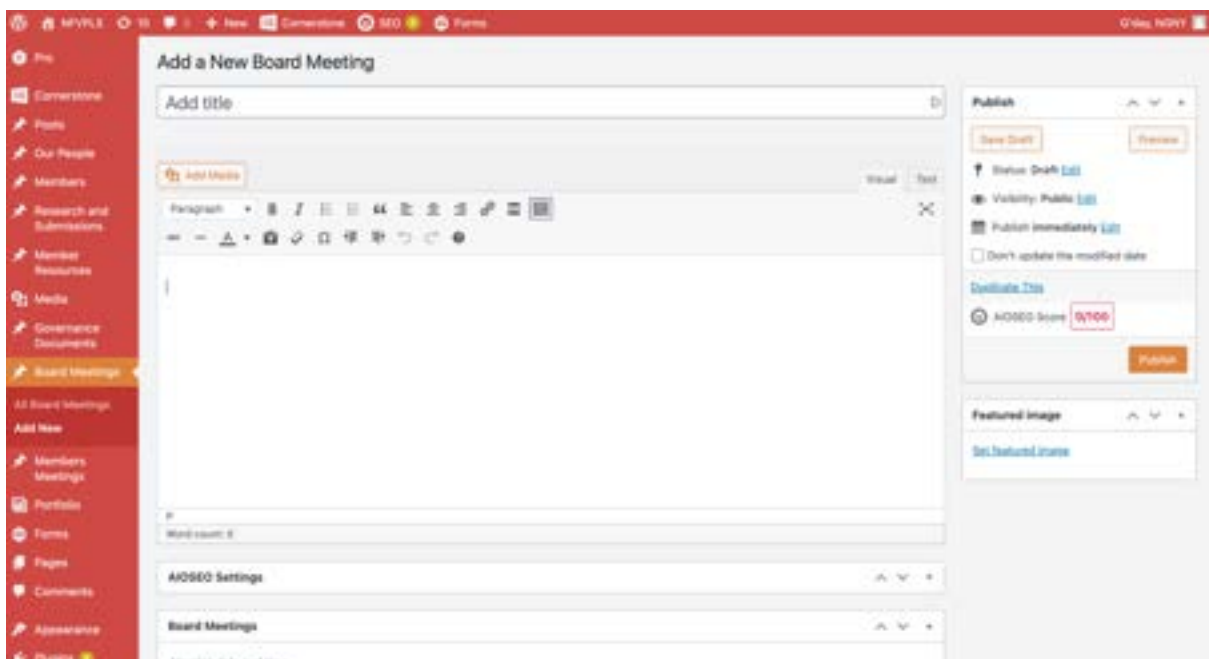


## Adding Board Meetings

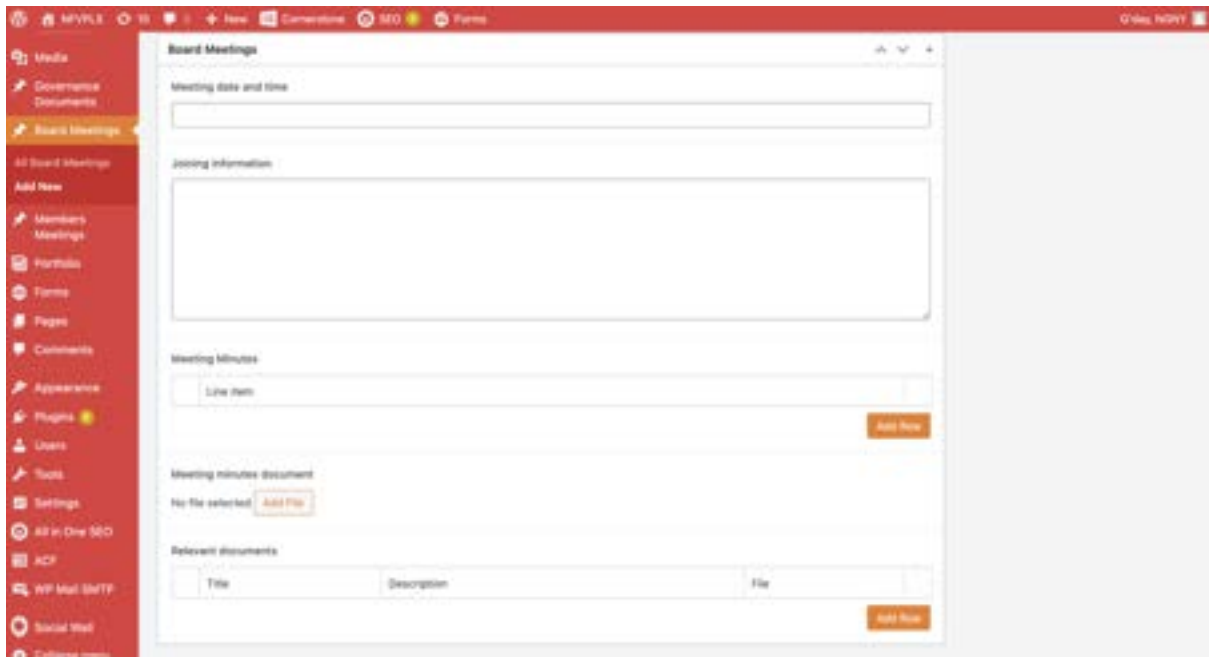
To add new people, click either the “Add New” option right below the “All Board Meetings” on the main dashboard navigation, or the “Add New” at the top left of all the existing people.



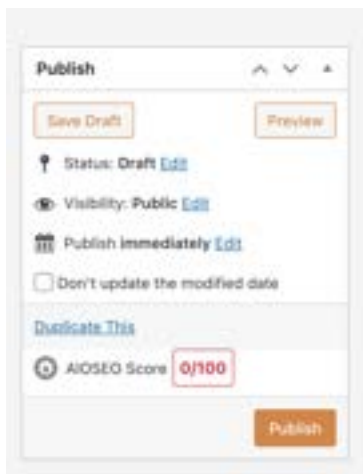
After selecting “Add New” you will be taken to blank boxes for the **Title/name and information/content on the Custom Post Type (CPT)**. You have to fill in the details for these sections.



Fill in the details needed under the CPT boxes after selecting the “Add Row” button which will provide the black sections



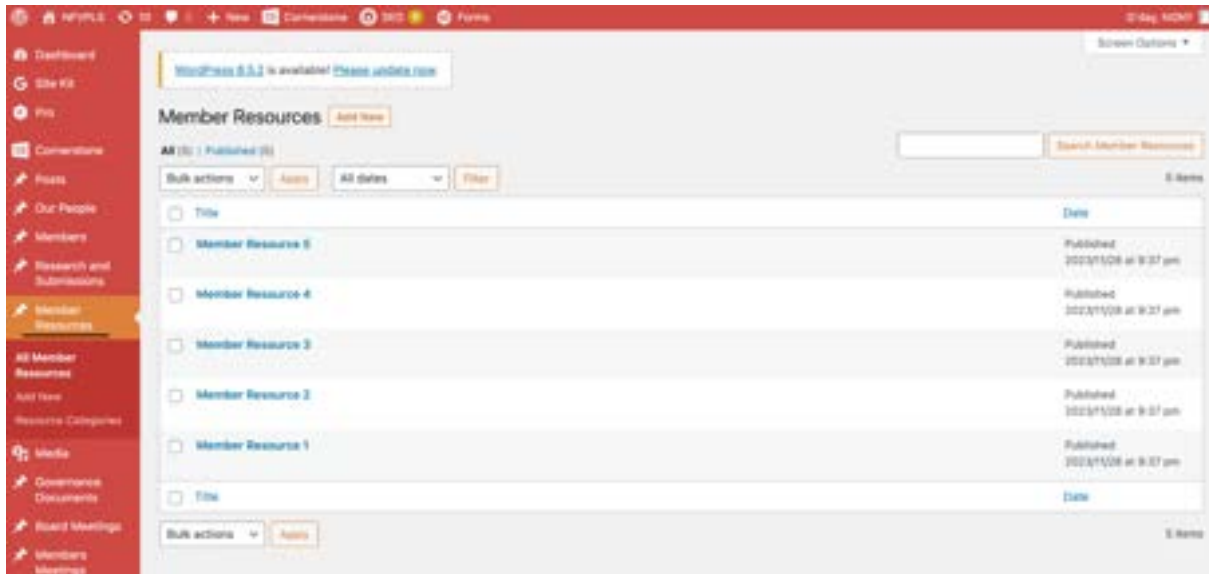
You can select “Publish” to display the added board meeting to “Board Meetings” post on the frontend of the site if all details have been filled in but you can also select “Save Draft” to keep the created post at the backend of the site which you can visit later for additional details before actually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



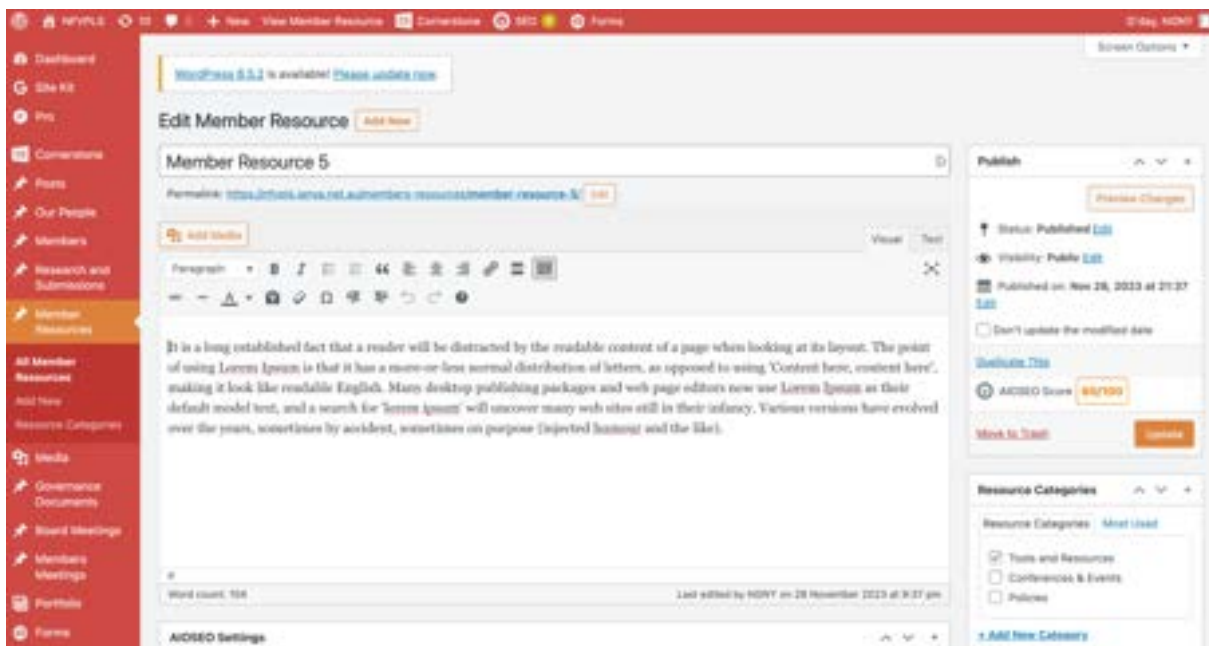
# How to add/edit Member Resources

## Editing Member Resources

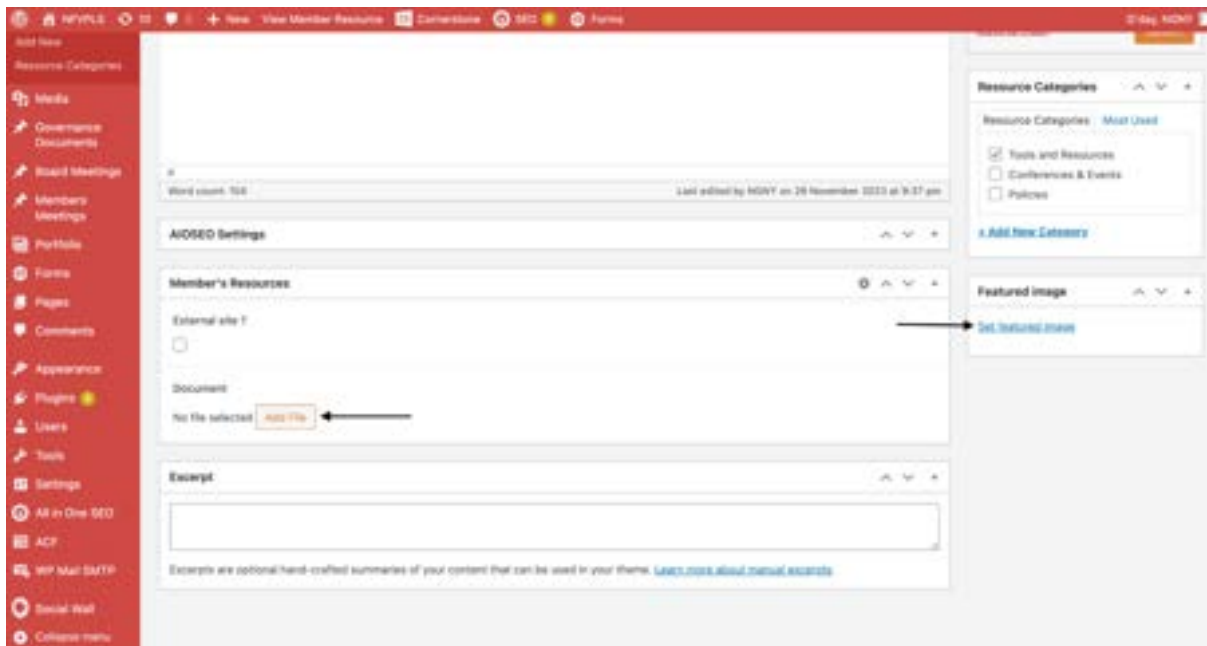
To edit information of existing member resources, go to Member Resources on the dashboard's main navigation. You will be shown the existing member resource post on the site. Hover any post you wish to edit and select the "Edit" option.



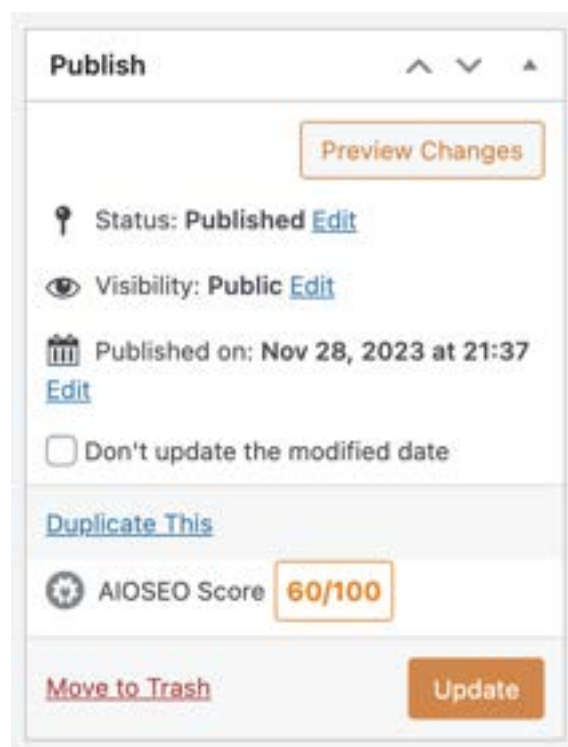
After selecting "Edit", you will be capable of making changes on the **Title**, **texts/content box**, and **select resource categories** underneath the publish box.



You can also upload Member's Resource file and add a featured image.

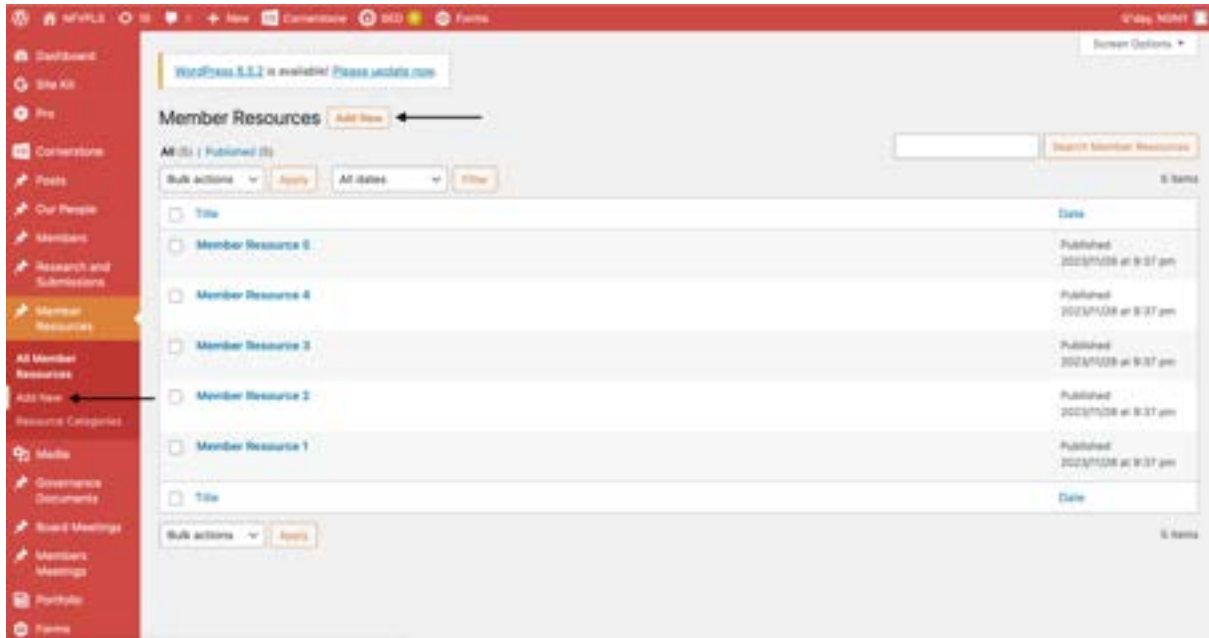


Save all the changes made by clicking the "Update" button at the upper right side.

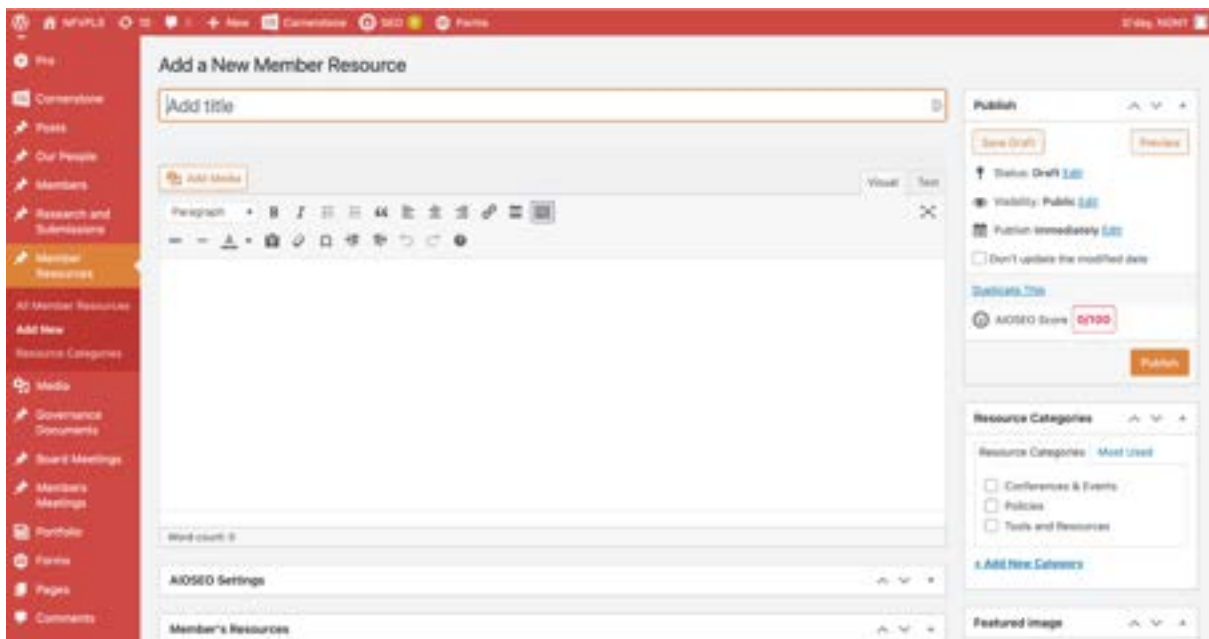


## Adding a Member Resource

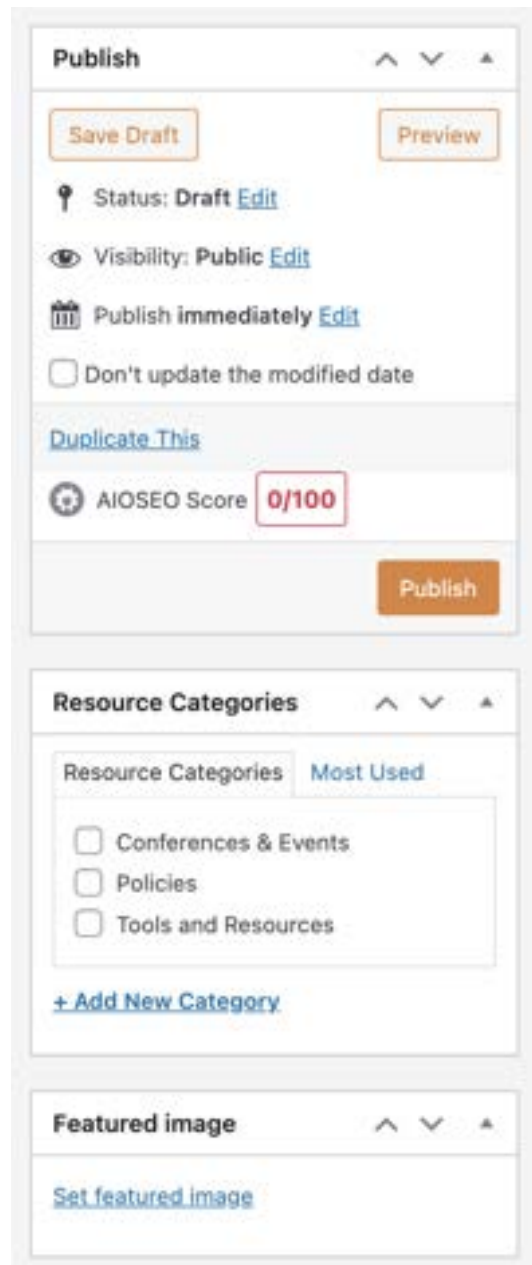
To add a new member resource, click either the “Add New” option right below the “All Member Resource” on the main dashboard navigation, or the “Add New” at the top left of all the existing people.



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.



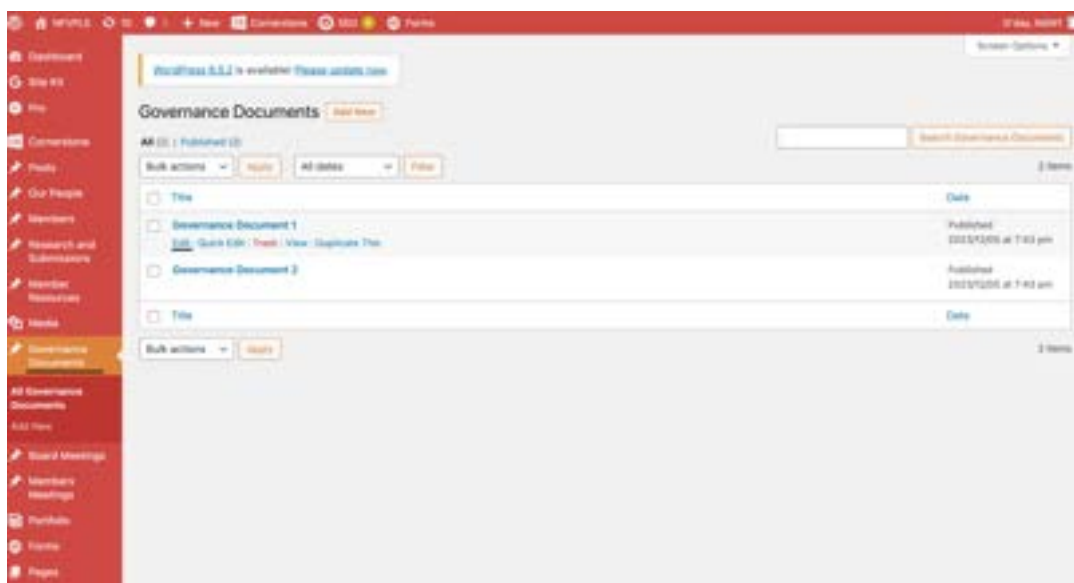
Check the boxes for the appropriate categories and add featured images for the post by clicking the options on the right side. You can select “Publish” to display the added member resource to “Member Resources” post on the frontend of the site if all details have been filled in but you can also select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



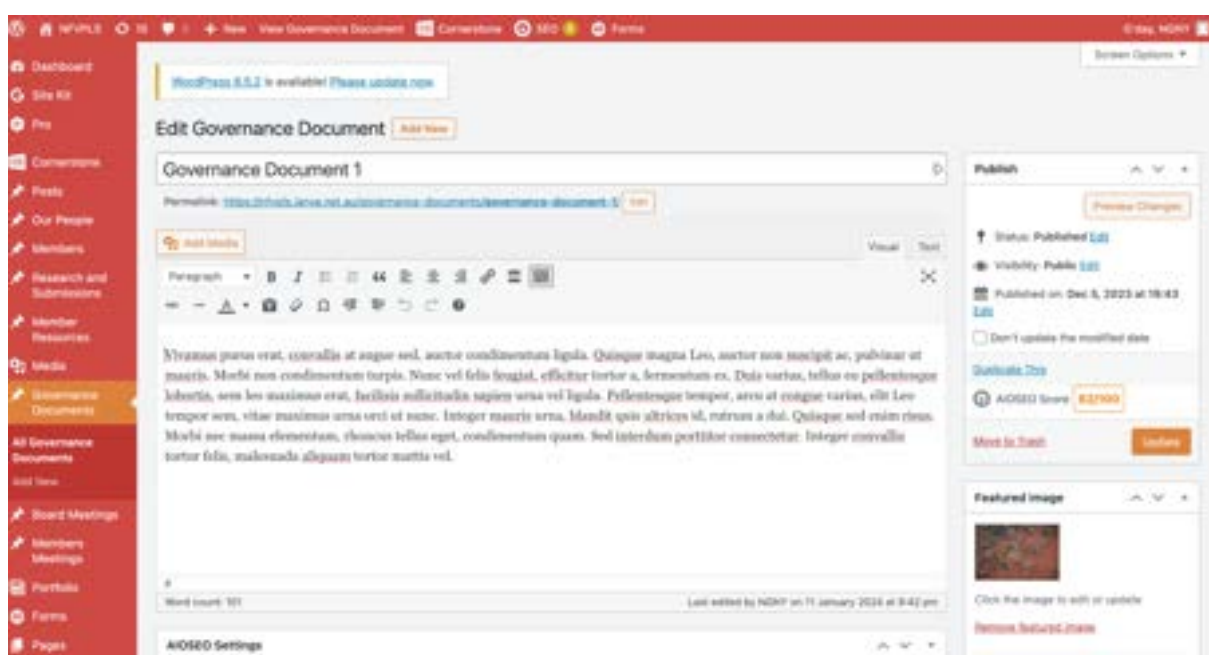
# How to add/edit Governance Documents

## Editing Governance Documents

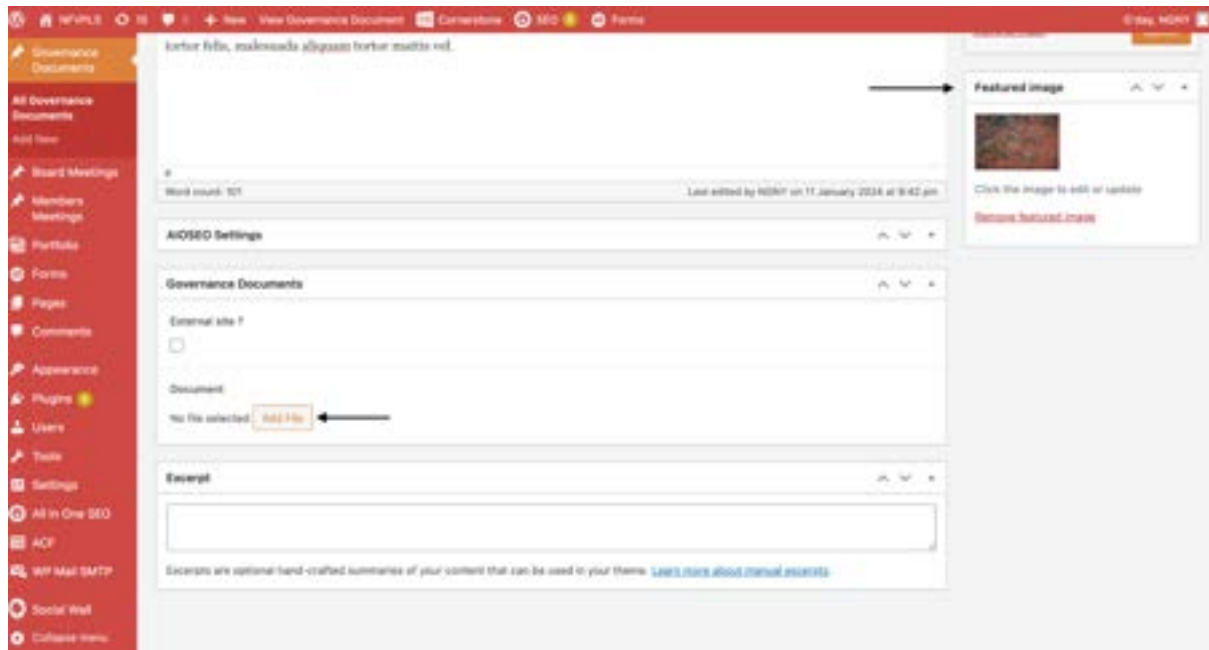
To edit information of existing government documents, go to Government Documents on the dashboard's main navigation. You will be shown the existing government document posts on the site. Hover any post you wish to edit and select the "Edit" option.



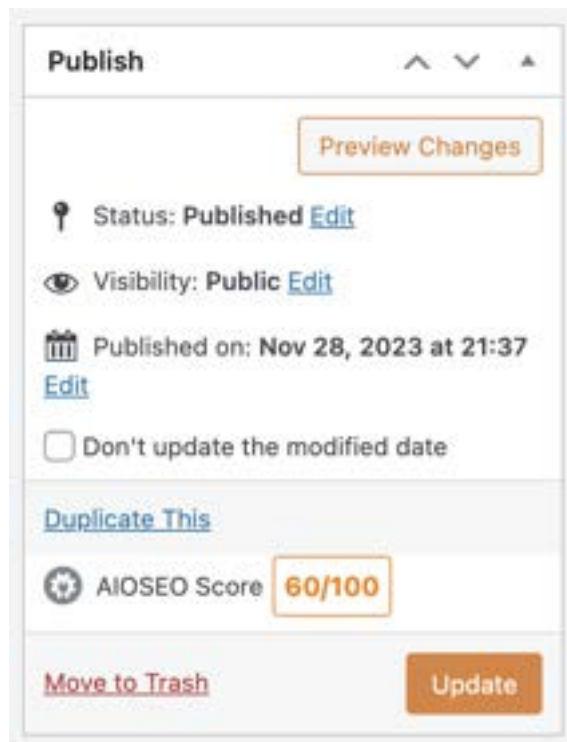
After selecting "Edit", you will be capable of making changes on the **Title**, **texts/content box**.



You can also upload a governance documents file and add or remove a featured image.

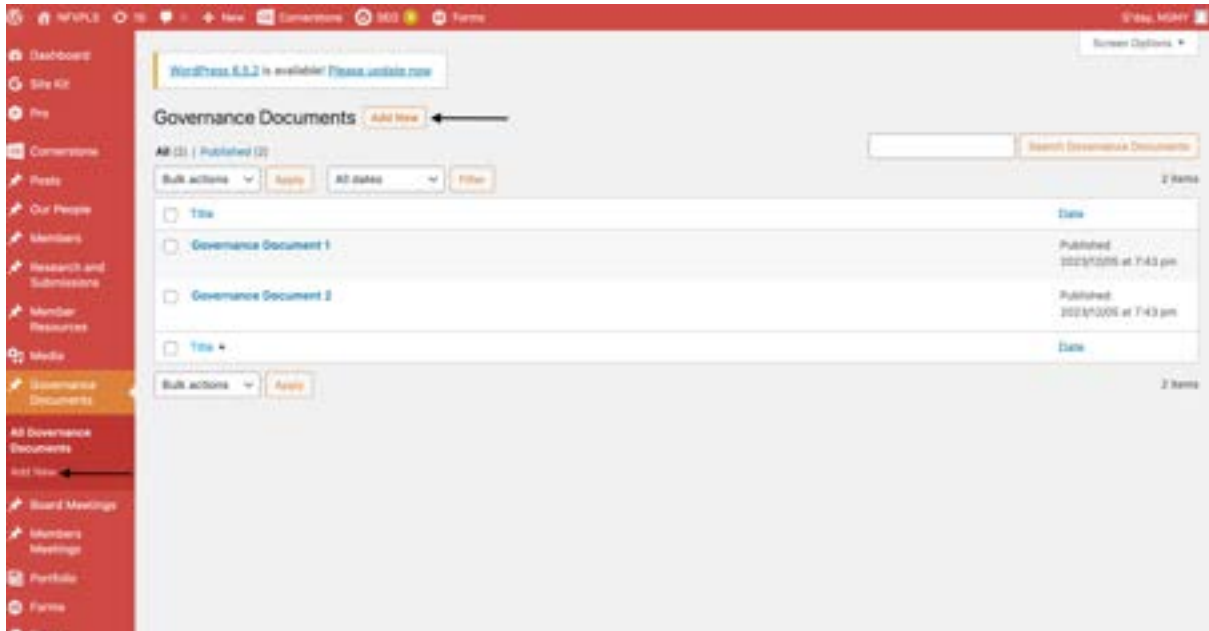


Save all the changes made by clicking the “Update” button at the upper right side.

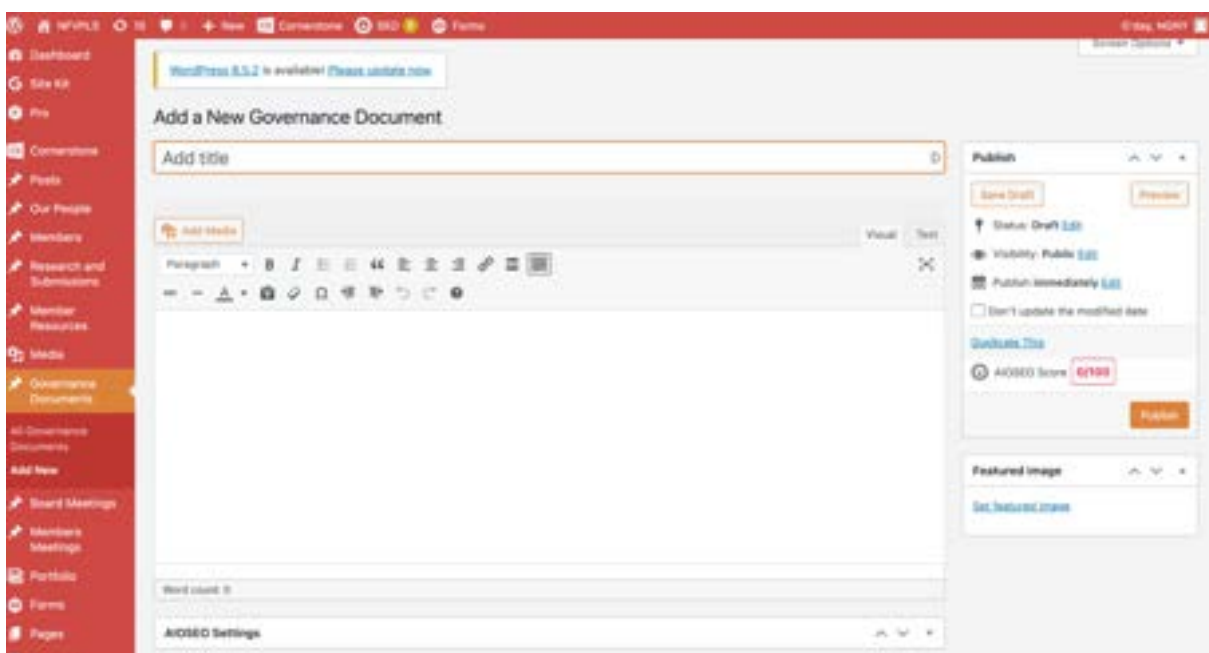


## Adding a Governance Documents

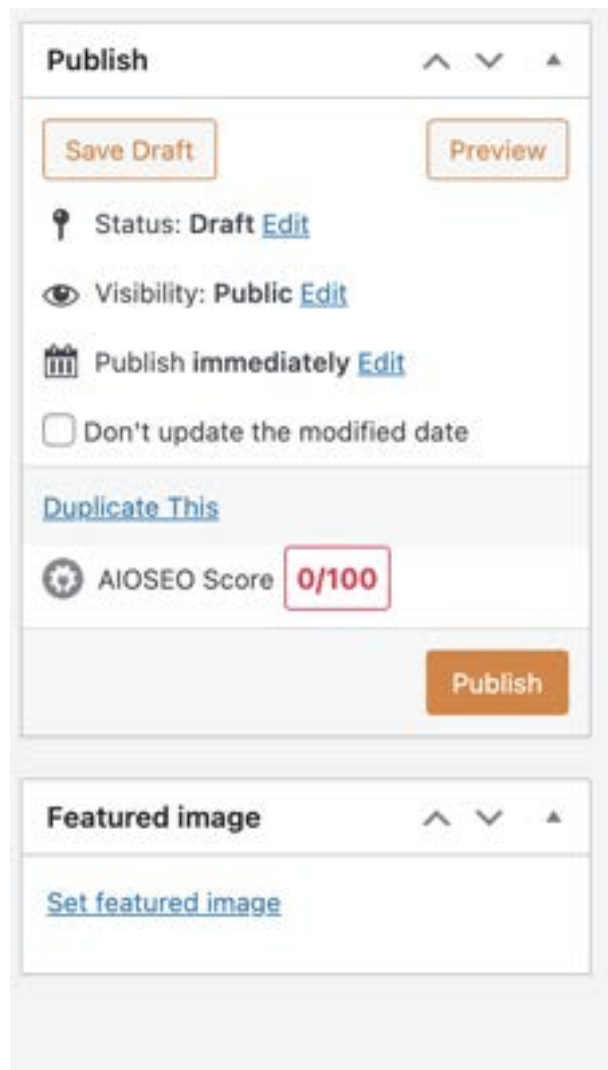
To add a new government document, click either the “Add New” option right below the “All Governance Documents” on the main dashboard navigation, or the “Add New” at the top left of all the existing governance document posts.



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.



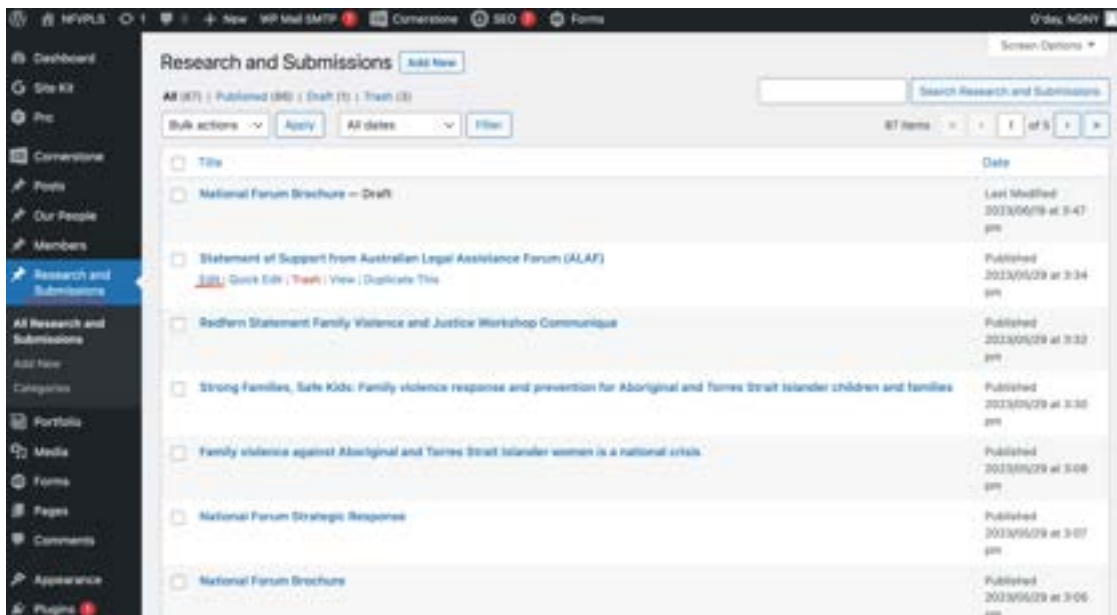
You can select “Publish” to display the added governance documents to “Governance Documents” post on the frontend of the site if all details have been filled in but you can also select “Save Draft” to keep the created post at the backend of the site which you can visit later for additional details before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



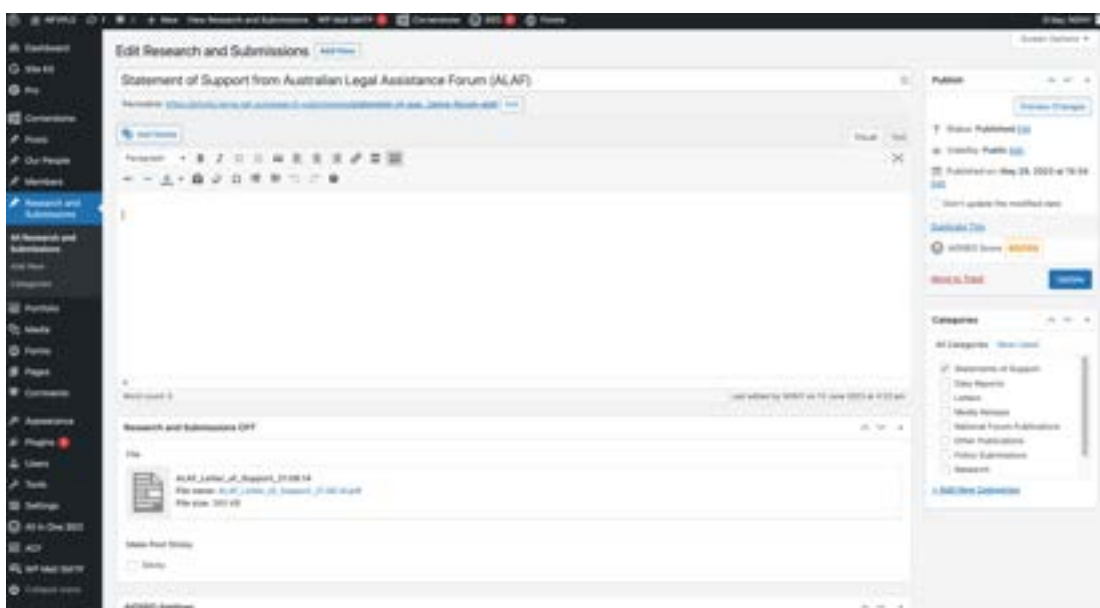
# How to edit/add Research and Submissions

## 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.



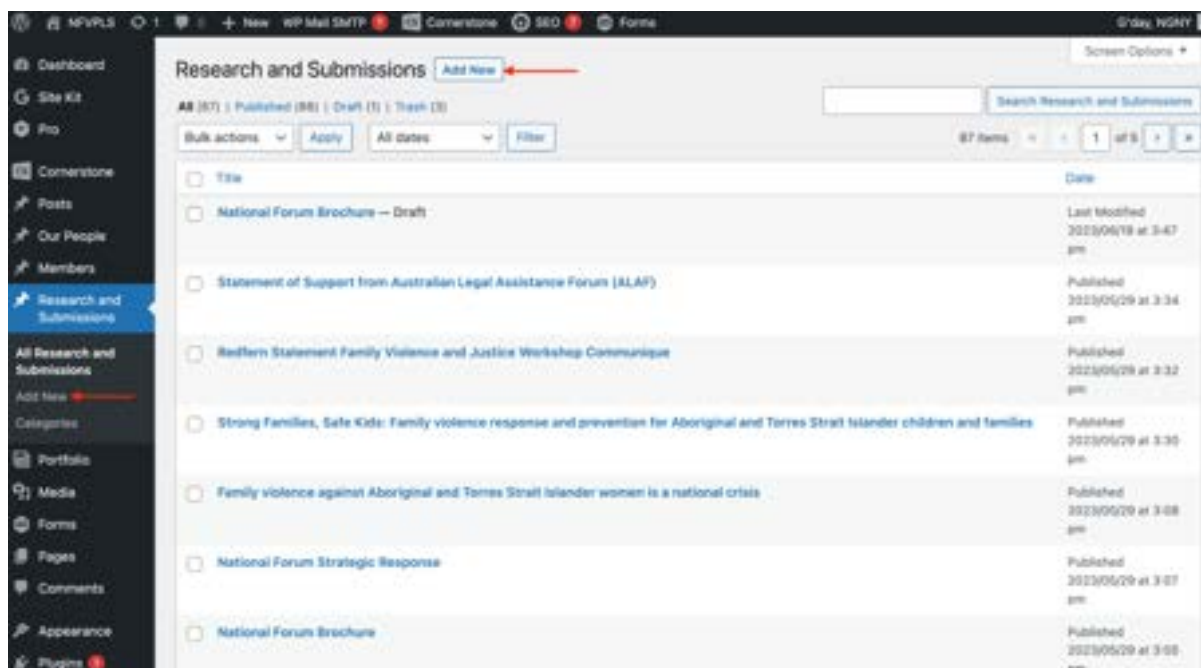
You will now be able to make changes to the **Title, Body (texts under the title), and update or delete the document uploaded under the Custom Post Type (CPT) section.** You may also check or uncheck the appropriate categories.



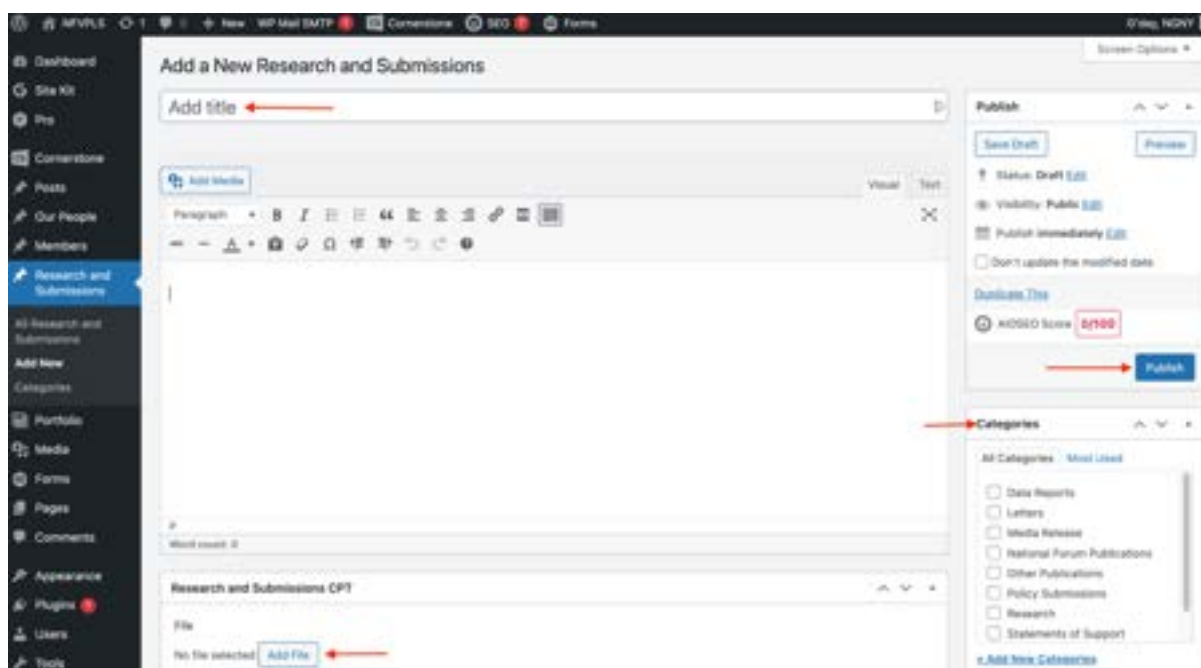
Save all the changes you made by selecting the “Update” button on the right side.

## Adding new Research and Submissions

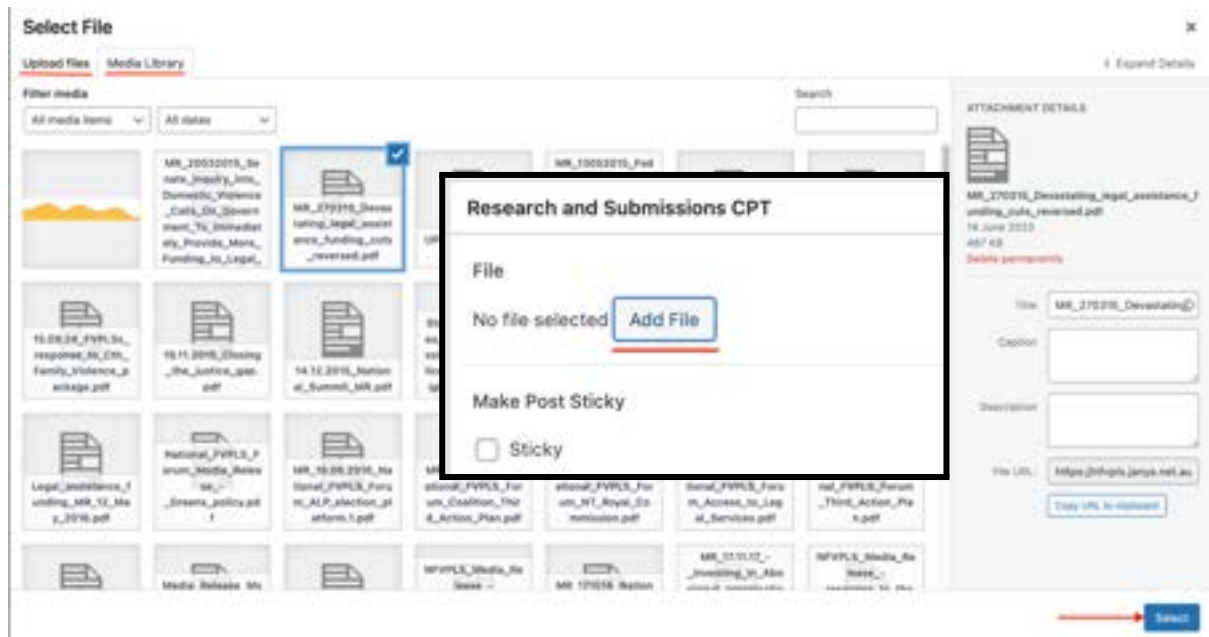
To add new research and submissions, click either the “Add New” option right below “All Research and Submissions” on the navigation or the “Add New” option at the top of the existing list of research and submissions.



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.

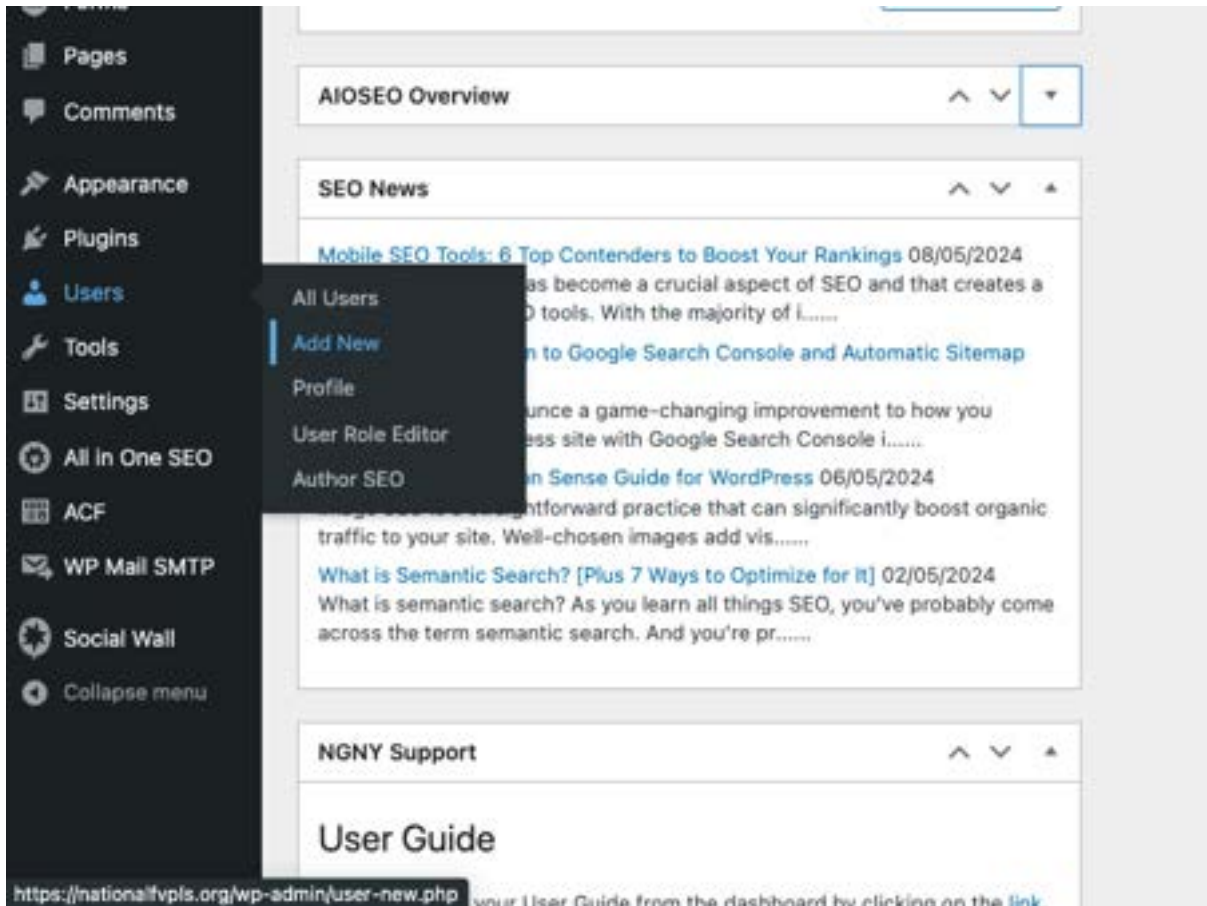


Select “Publish” to display the added post to “Research and Submissions” on the frontend of the site if all details have been filled in but you can also select “Save Draft” to keep the created post at the backend of the site which you can visit later for additional details before actually publishing.



# How to invite members

To invite a new organisation or board member to the dashboard, start by navigating to the admin dashboard. From the left hand sidebar, hover “Users”, and then select “Add New”.



You will be taken to a form where you will need to fill in the key information for the new member.

- **Username:** A username that can be used to log in, as an alternative to their email. Typically this is filled with the first and last name of the member.
- **Email:** The users email. The invitation to set up their password, along with any other website notifications, will be sent here.
- **First name**
- **Last name**
- **Password:** This can be left as the default, as the “Send User Notification” option below it should be ticked, which means they will receive an email

that will allow them to set up their own password. Alternatively, if the user does not have a working email address they're able to use for any reason, you can save this auto-filled password or set a manual one and save that, and provide it to the user to allow them to log in without following the email prompt.

- **Role:** This should be set to either Organisation Member or Board Member according to the permissions the user should have. It is important that you set this correctly, for the member to be able to view the portal.
- **Organisation:** For organisation members, this should be the name of the organisation they are working for.

**Add New User**

Create a brand new user and add them to this site.

**Username**  
(required)

**Email**  
(required)

**First Name**

**Last Name**

**Website**

**Language** Site Default

**Password**

**Send User Notification**  Send the new user an email about their account.

**Role** Organisation Member

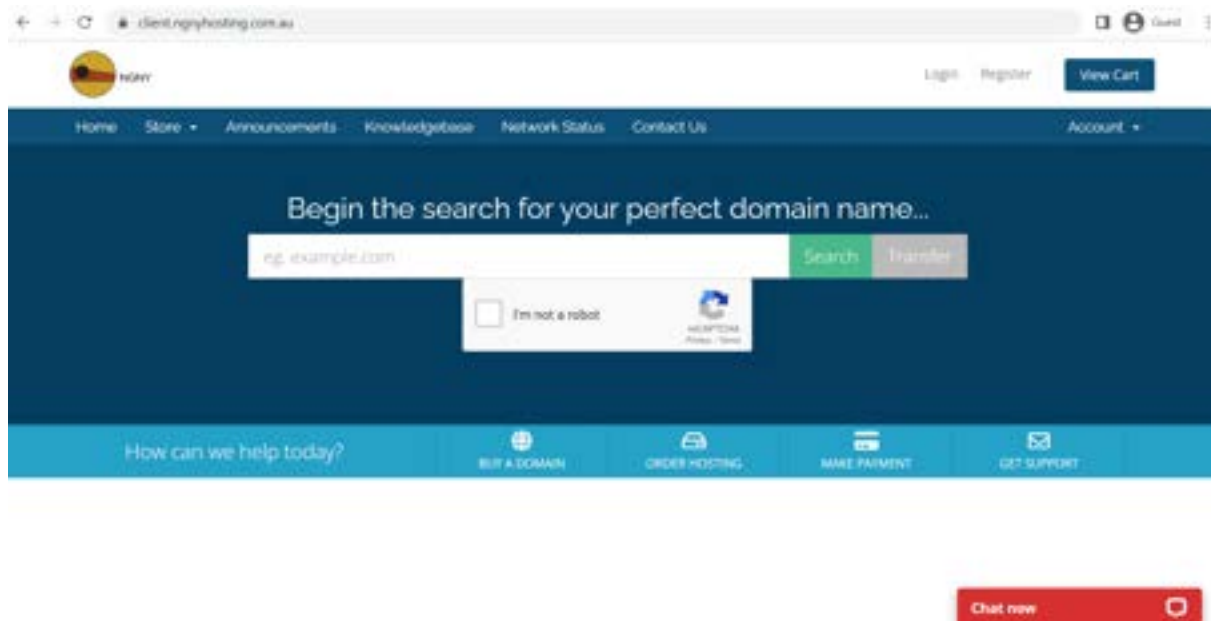
**Other Roles** Select additional roles for this user

# Get in touch with NGNY

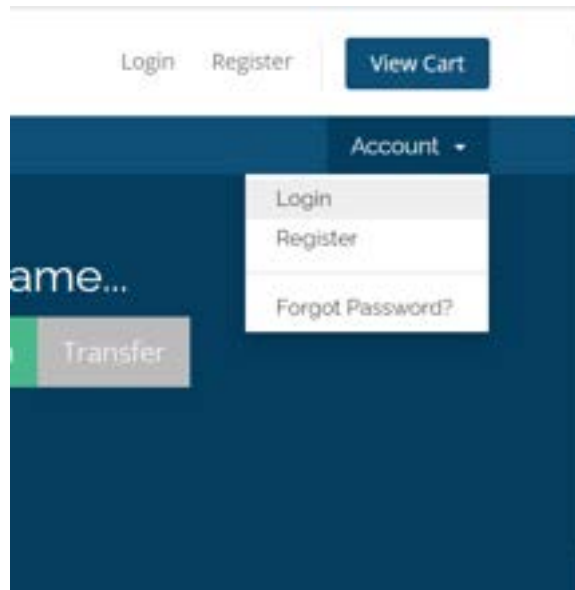
If you have any further questions or would like to request support, please use our client portal.

## How to Access Client Portal

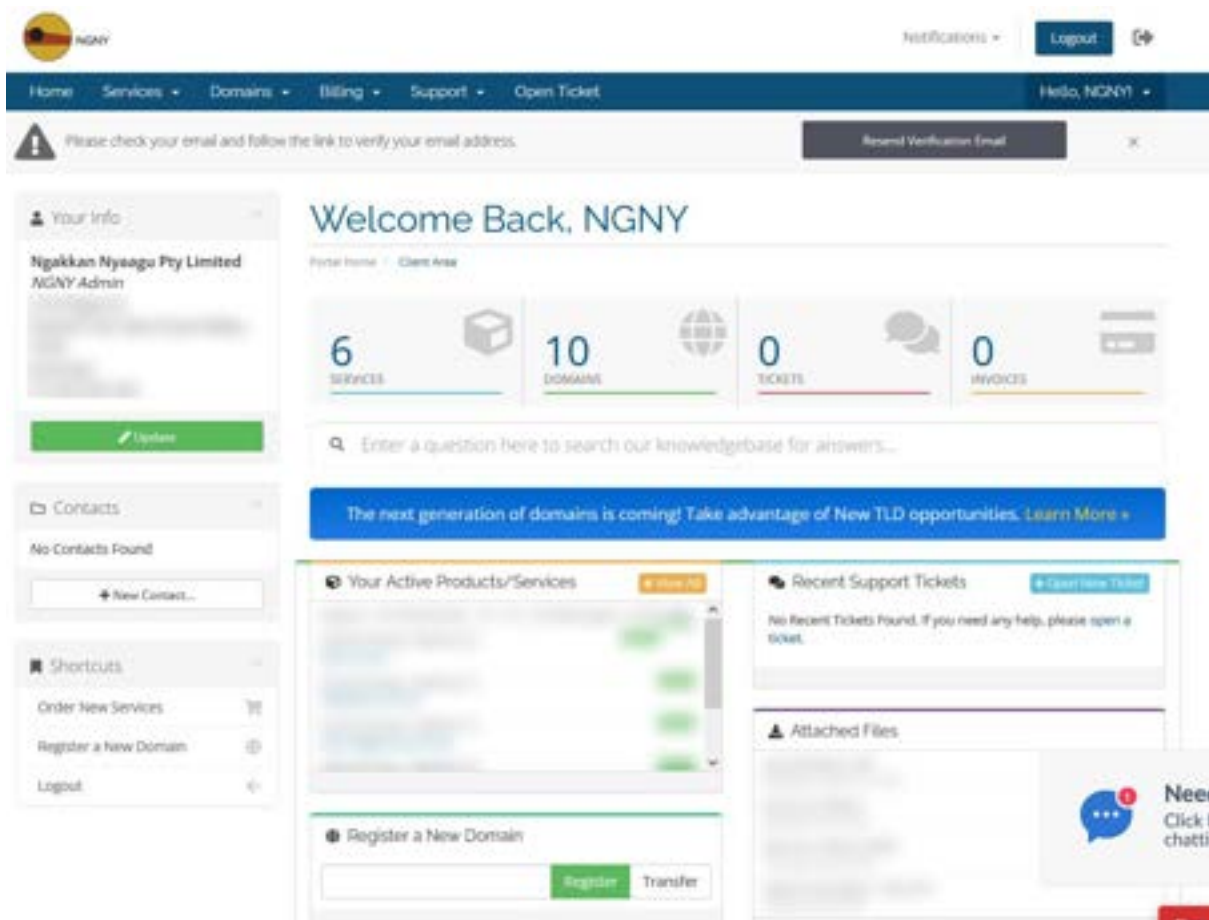
To access the client portal, go to this link: <https://client.ngnyhosting.com.au/>



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

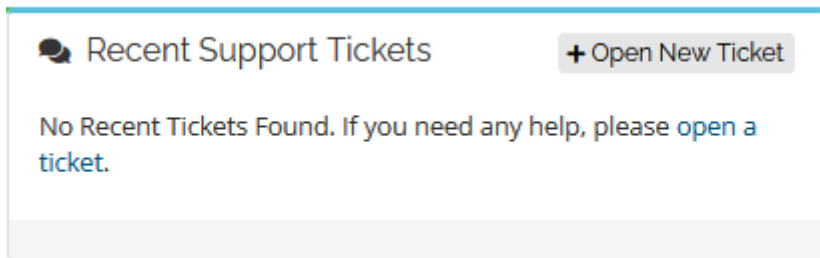


Upon logging in, you will be directed to the client area where all of the information regarding your active subscriptions, update your profile and submit support tickets.

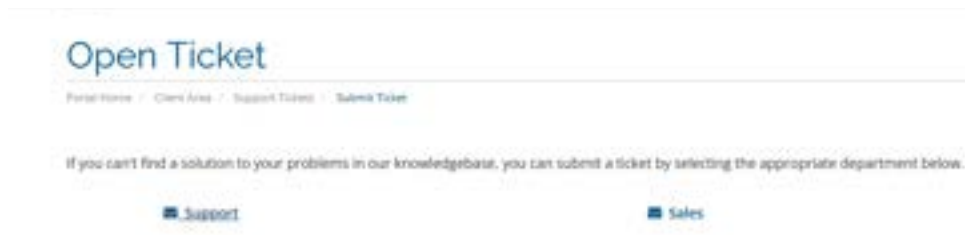


## How to submit a support ticket

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.

The screenshot shows a web form titled "Open Ticket". At the top, there are navigation links: "Home", "Open Ticket", "Support Tickets", and "Submit Ticket". The form fields are as follows:

- Name:** A text input field containing "Admin Admin".
- Email Address:** A text input field containing "admin@ngny.com.au".
- Subject:** An empty text input field.
- Department:** A dropdown menu with "Support" selected.
- Related Service:** A dropdown menu with "None" selected.
- Priority:** A dropdown menu with "Medium" selected.
- Message:** A large text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, image, video, help) and a "Preview" button.
- Attachments:** A section with a "Browse" button, a text input field containing "No file selected", and an "+ Add" button.

At the bottom of the form, there are "Submit" and "Cancel" buttons. A small chat icon is visible in the bottom right corner of the form area.

If you have any further questions, please reach out to [info@ngnyhosting.com.au](mailto:info@ngnyhosting.com.au).