

# Knowledge Module

## User Documentation



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# Knowledge Module

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## Knowledge Module Summary

### What is the Knowledge Module?

SB4 **Knowledge Module** is used to create typical sections and pages on a web site. An SB4 web application may contain a number of Knowledge Modules, including:

- About Us
- Contact Us
- Resources

The **Knowledge Module** is the simplest form of '**Content Management**' provided by SB4. Content can be placed in categories and sub-categories, which automatically become the website Navigation.

Each web page is held as a 'record' in the SB4 database. Content management is achieved by editing the database of text, images and HTML via the administration interface.

A content-editing (or WYSIWYG) toolbar is used to simplify the editing process, removing the need for administrators to understand HTML.

The **Knowledge Module** also contains a search function with basic and advanced searches for information within the module.

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## Introduction to the knowledge Module

The “Knowledge Module” allows you to add and edit categories. These categories are made up of records which contain the information that is displayed on your website. The module also contains a search function with basic and advanced searches for information within the module.

Areas in the Knowledge Module:

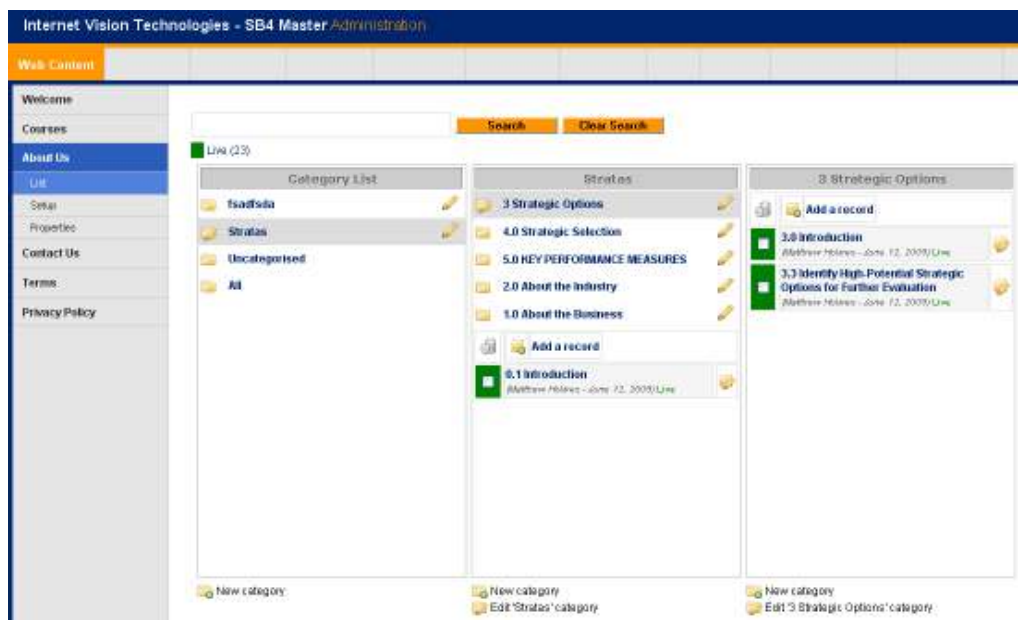
1. **List** – Allows for the adding and editing of categories, subcategories and records.
2. **Setup** – Allows for module functions to be activated.
3. **Properties** – Allows for list properties to be set.

The Knowledge Module is either used for a single page of your website (Contact Us, Privacy Policy) or as a categorised set of pages (About Us with different sections for different information).

The Knowledge Module is able to work in this structure by using Categories and Records.

## Categories and Records

The List area of the Knowledge Module displays all categories, sub-categories and records in a series of lists as shown here:



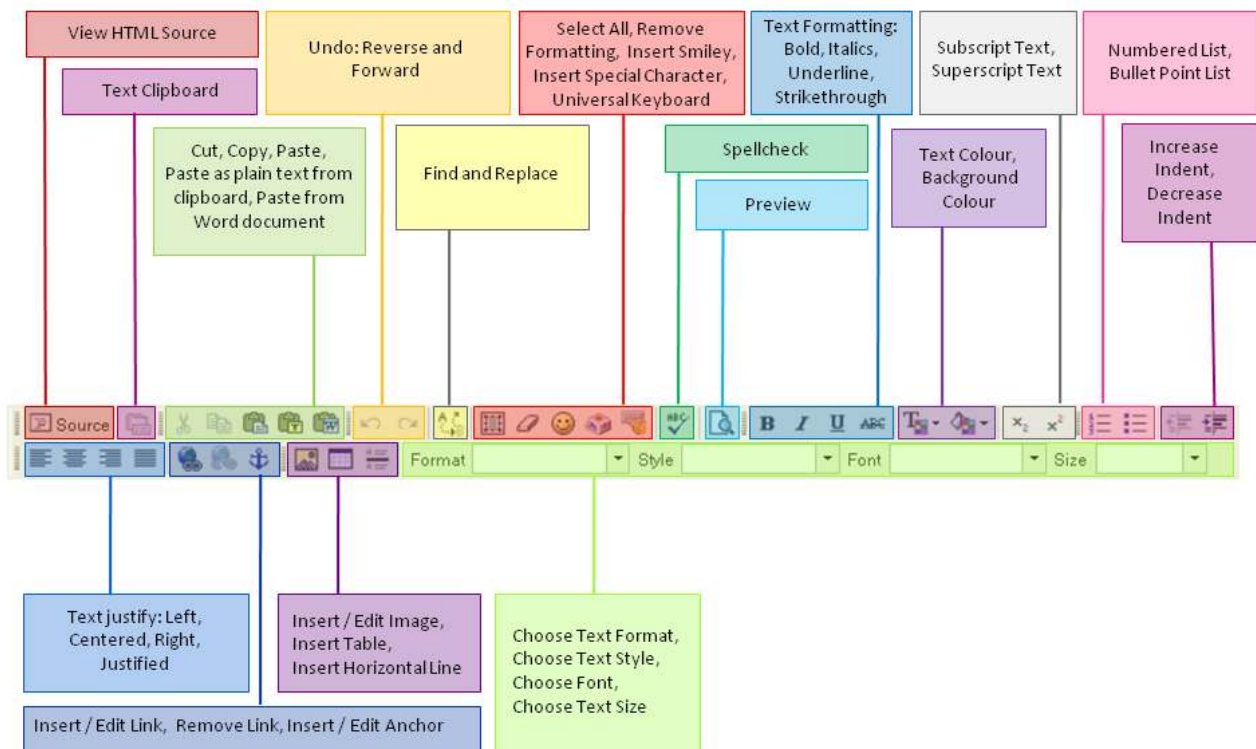
A category may have any number of sub-categories, which may in turn have any number of more sub-categories. Records are single items that exist within these categories and sub categories. A record may contain text and images and is essentially the content that makes up the website.

The categories and sub-categories make up the navigation or menu structure of the site.

## HTML Content Editor Toolbar

The HTML Content Editor Toolbar is used to design and format the text and images for the records that exist on the website.

The Toolbar is made up of the following items:



Many of these formatting functions will be familiar to you if you use a word processor. We will now look at some of the more advanced or web based functions in more detail:

These include:

- Pasting from MS Word
- Creating Tables
- Editing Table Properties
- Editing Cell Properties
- Images
- Adding Hyperlinks
- Adding an Anchor
- Adding an Email Link

## Pasting from MS Word



Microsoft Word uses XML and other related HTML characters as part of its on-screen format, therefore **Word documents CANNOT be pasted directly into the HTML editor.**

If you are using content from Microsoft Word first click on the "Paste from Word" icon. Paste the text into the pop up window using the keyboard (**Ctrl+V**) and click **OK**. This function removes unwanted HTML characters from the text.

## Creating Tables



Tables can be used to help align text, include images, and keep your content arranged in an orderly way. Clicking on the Insert Table icon will bring up the following pop up window:

### Table Size:

Select table size in rows and columns

### Border Size:

Select boarder size. Typical modern table has no boarder (enter value of zero).

### Table Width and Height:

Table width and height can be set in pixels or page percentage

### Cell Spacing:

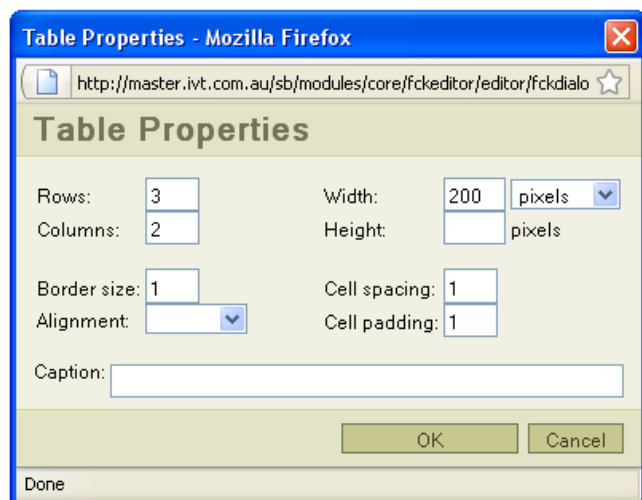
Cell Spacing controls the distance between the cells.

### Cell Padding:

Cell Padding controls the distance between the text in the cell and the edge of the cell.

### Caption:

Any text entered here will be displayed as a Caption under the table.

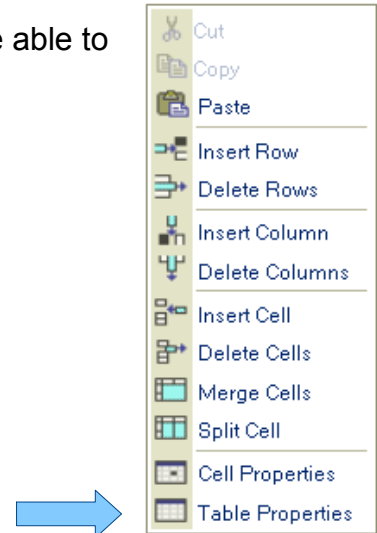
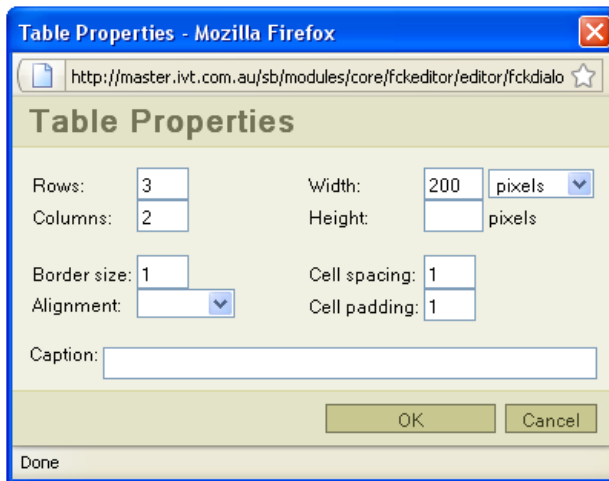


Click OK to insert the table into the content window.

## Editing Table Properties

Once a table has been inserted into the content window you are able to edit its properties. To do this:

1. Right click on the created table to view the editing options.
2. Click Table Properties. A pop up window will be displayed.

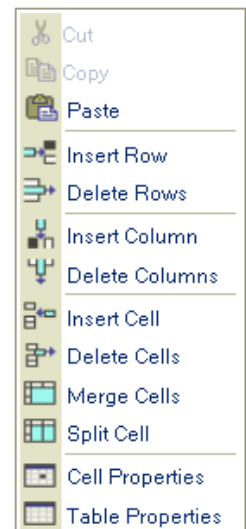


3. Make the necessary changes and click OK

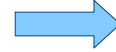
## Editing Cell Properties

You are able to edit the properties of a cell within a table. To do this:

1. Right click on the created table to view the editing options. If you are editing multiple cells hold **Shift** while using the left mouse click.
2. Click Cell Properties. A pop up window will be displayed.







**Cell Width and Height:**

Cell width and height can be set in pixels or page percentage.

**Word Wrap:**

Word wrap within a cell can be set.

**Cell Alignment:**

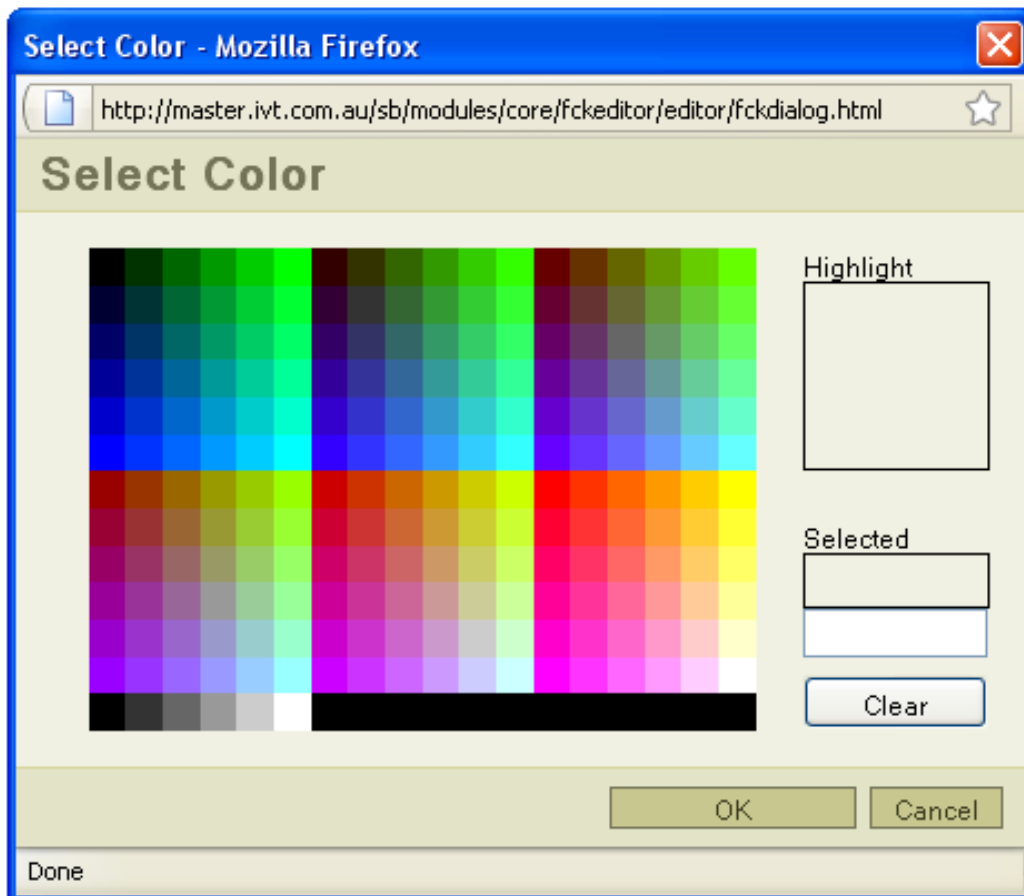
Word alignment within a cell can be set to left, right, top, bottom or center.

**Span:**

Used to join two or more cells together.

**Background and Border Colour:**

To choose the colour of the cell background or border, click on the Select button. The following pop up window will be displayed:



Colours can be set using the palette or by typing the HTML colour code.

## Images

### Image Optimisation

#### Image Specifications

Image dimensions specify the size of an image. A page will download faster if height and a width are specified for all images contained within a page. This is highly recommended as the browser does not have to wait for the page to load before the images can be downloaded.

The dimensions of an image are dependent on the page the image is being created for and the location of the image on the page. To avoid a cluttered display, use of images should be kept to a minimum. Images used throughout the site should be approximately 150 pixels in height and 300 pixels in width at the most but can be less. Images used as

headers at the top of a page should be no more than 750px in width and 300px in height. The style of a site will determine the number of images that are on a page and the size of each image.

An image that is in the JPEG or GIF format and no bigger than 150 pixels by 300 pixels can speed up the time it takes for the site to load. If an image is saved at a value between 50% to 75% of its quality, the details that had been removed from the image will not be noticed by visitors to the site as the impact is minimal.

### Image File Formats

Recognized file formats are JPEG or GIF. This makes the file size smaller and allows the site to load fairly quickly, especially for users with slow Internet connections.

Images and photos should be saved in the JPEG format and the GIF format should be used for logos or graphics that have less than 256 colors (these tend to be created in programs such as Paint). Programs that are able to support this function include Adobe Photoshop, ImageReady, Macromedia Fireworks and Paintshop Pro. There are also plenty of cheap and freeware alternatives available.

#### Paint or other drawing programs

These programs normally save in the bitmap (.BMP) format and therefore a lot of image detail is lost if an image is saved in JPEG or GIF. The .BMP format is not recommended for use on the Internet. These programs can be used to draw the graphic or logo and the image should then be copied and pasted into a photo-editing program to be saved in a JPEG or GIF format.

#### Photoshop/Paintshop Pro

These photo-editing programs are designed to create and save images, photos and graphics. The image quality is far more superior as compared to images created in a Paint program.

When saving in a different format, such as JPEG, the image quality should be set at a value between 50% to 75%, or a value between 8 to 12 pt. Different programs use different values of determining image quality. This reduces the size of the file but retains enough quality of the image to make it presentable. Check that the image is still of a suitable quality before committing to any changes.

If the image is over 20K in size, optimise the image as a progressive jpeg. Refer to the program's user manual for further information on this process (if it is available).

#### NOTE

- A copy of the image in its original format should be kept as a backup before changing the format of the file. Do this by saving a copy of the image file somewhere on the computer.

- When saving as a JPEG or GIF format, check the quality of the image, especially if there is text written on the image. Text can get blurry if the image quality is reduced too much.

### Image Size and Download Speeds

The time a page takes to download depends on what is contained on it. This can include anything from text, images, audio, video, Flash movies etc. Text and images are the quickest to load, whereas audio, video and Flash movies take longer.

In most cases, websites will most likely only use text and images within its pages. To help the page load faster, the size of the images should be specified. If these are specified, then the browser knows exactly where the images are to go or how big they are meant to be.

As a guide, a 20K image can take a 56kbps dial-up connection 3 or 4 seconds to download. A 100kbps image would take the same user about 15 seconds. The same images can take a few seconds for a user with a high-speed connection, regardless of their size. It is important to keep in mind that not everyone will have a high-speed connection. For users with slow connections, large images take more time, long enough for them to consider if it is worth the wait to view the rest of the site.

### Resolution

This term refers to the quality of an image. It can also refer to screen resolution, as well as printer capabilities. Resolution plays an important part in the use of images on the site.

The resolution determines the number of pixels that can be displayed on the screen. This means that a 1024 x 768 screen will be able to display 1024 pixels (or dots) horizontally and 768 pixels (or dots) vertically. Resolution has to be considered when determining the dimensions of the image. A 300 x 150 pixel image will display properly on most resolutions. A 900 x 700 pixel image will fit on a 1024 x 768 screen, but not a 800 x 600 screen. This is because the image is larger than the screen measurements.

Images used throughout the site should be approximately 150 pixels in height and 300 pixels in width at the most, but can be less. Images used as headers at the top of each page should be no more than 750px in width and 300px in height. If these guidelines are adhered to, then the images will display fine in most resolutions.

DPI or dots per inch, in relation to a printer refers to the amount of dots it can print per inch. This is where the DPI of an image is relevant. The higher the DPI, the clearer the image is when printed. For example, if the printer prints at 300 DPI, then the image should be set at 300 DPI. Refer to the program's user manual for further information on how to set DPI for an image. If images are not likely to be printed from the site, then the DPI is irrelevant as it does not affect how an image looks on the screen.

### Progressive JPEGs and Interlaced GIFs

The file format used will depend on the image. It depends on the colours in the photo and the quality the photo is to be saved as. A photo that only has a couple of colours in it, such as a picture of a clear blue sky, might work better saved as a GIF.

A photo with a variety of colours, such as a gradient, works better saved in the JPEG format. If unsure of which to use, the best option is to save the image in both formats and see which looks better. Remember to keep a copy of the image in its original format at all times, so as to be able to return to make changes to a high-quality version of the image, that is if image revisions are needed.

### **Progressive JPEGs**

The JPEG format should be used for saving photos and images that have lots of colours. A progressive JPEG gives the impression that the image downloads fast, when in reality most of the image loads but then continues to download until it is complete. This allows the rest of the page to download faster, without having to wait for the images to appear. Progressive JPEG is recommended for any image over 20K. This option can be selected when saving the image in the JPEG format.

**Note:** If unsure of how to save a photo as a progressive JPEG or an Interlaced GIF, refer to the user manual for the program.

### **Interlaced GIFs**

GIF is best used for images that are made up of a few colours eg. illustrations. Interlaced GIFs create the impression that the image is fast loading. The image starts off blurry and then clears up as the page continues to download. The interlaced GIF option can be selected when saving the image in the GIF file format. Keep in mind that not all programs can save GIFs through the usual 'save as' method. Some programs have a 'save for web' or something similar that is used to save GIFs. Refer to the user manual for the program to determine the method it uses to save GIFs.

**Note:** Interlaced GIFs should only be used if the file is of large size and is already going to take a while to download.

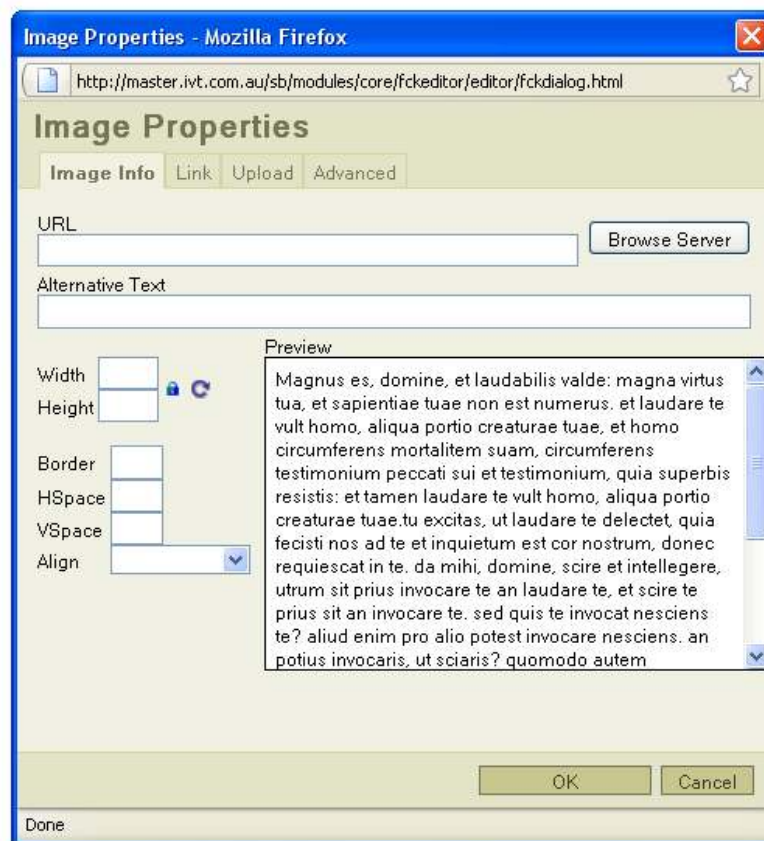
## Adding an Image



The Content Editor toolbar within a module allows images to be added to a page within the website. Depending on the module, this toolbar can appear in different locations but are generally found in modules that allow the addition of categories, subcategories and records.

**Note:** If the Content Editor toolbar cannot be seen in a module that uses it, check that this feature has been enabled for that particular module or check that access privileges have been set correctly.

Click the Insert / Edit Image icon to begin. This will bring up the following window.



There are 4 tabs in the Image Properties window:

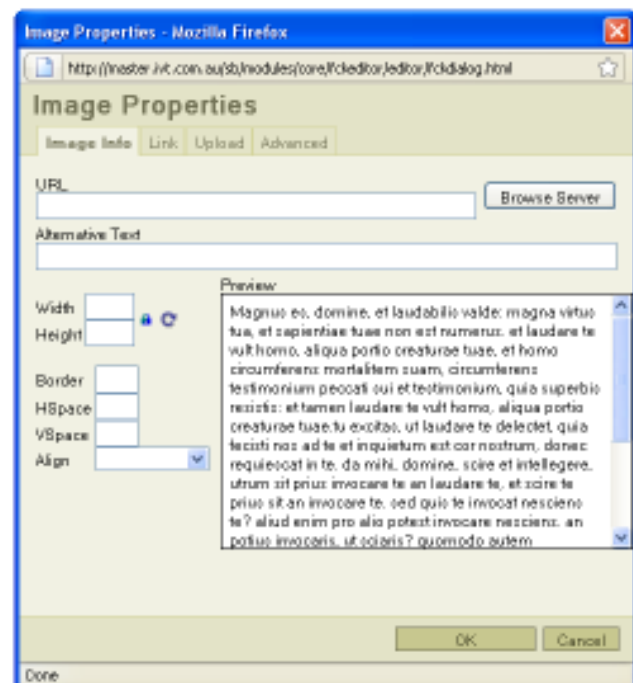
- Image Info
- Link
- Upload
- Advanced

### Image Info:

This tab is used to set the dimensions of the image, border, spacing and alignment. The Preview window shows you how the image will look in the content window. This tab also gives you the option of choosing an image that already exists on the server, rather than having to upload an image.

### Aspect Ratio and Reset Image Size

Aspect Ratio: If the padlock symbol appears as closed then it means that the image will remain in proportion. If the padlock symbol appears as open then the height and width



of the image will not be in proportion to each other. It is recommended to keep an image in proportion.

**Reset Image Size:** This allows the reset of the image size back to what it originally was before changes were made.

### URL

This is the address of the image. This is displayed automatically and does not require changing.

### Alternative Text

Specify the text that will appear in the event the picture does not eg. a brief description of the item in the picture.

### Width

This is the width of the image and is specified automatically when the image is uploaded. To change the size of the image, it is recommended that this be done in the program that was used to create it.

### Height

This is the height of the image and is specified automatically when the image is uploaded. To change the size of the image, it is recommended that this be done in the program that was used to create it.

### Border

Enter a number here (1 or greater) to add a border around the picture.

### HSpace

The distance of the image from the left and right side of the screen (enter a number >0).

### VSpace

The distance of the image from the top and bottom of the screen (enter a number >0).

### Align

Change where the image is located on the page eg. left, centre, top etc.

### Link:

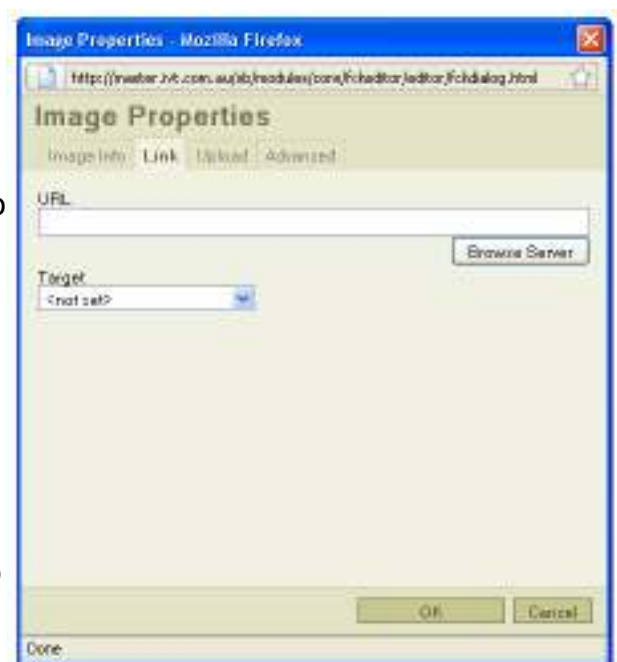
This tab is used to set up the image to be a hyperlink.

Enter the URL to link to in the URL field. This URL can be a link to an external site or a link to a page within the site.

**Note:** When adding an external link, make sure to include **http://www** otherwise the link will not work  
(eg. <http://www.htmlcodetutorial.com>)

### Target

A target can be specified to determine how the link is opened. Click on the drop-down menu to





select an option. The main target options that can be set are as follows:

**<not set>** : This means that no option has been chosen and when the link is clicked, it will open in the same window. (default option)

**new window (\_blank)** : This opens the link in a new window. (recommended option)

**<popup window>** : This opens the link as a pop up.<not set>

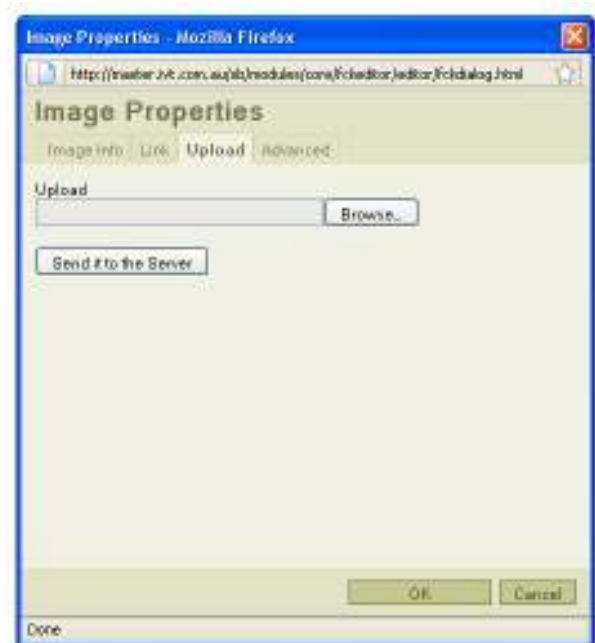
### Upload:

This tab allows you to upload an image to the server.

Click the **Browse** button to locate the image to be added and click **OK**.

Then, click the **Send it to the Server** button to upload the image.

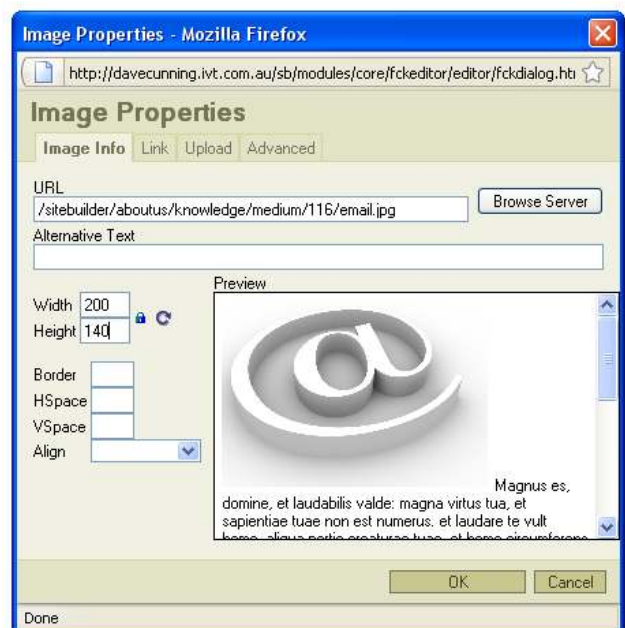
A pop up box will be displayed letting you know that the file was successfully uploaded to the server.



Click **OK** and the following screen appears.

An example of the uploaded image will be displayed in this window, which allows some editing to be carried out on the image. The changes made can be previewed in this window.

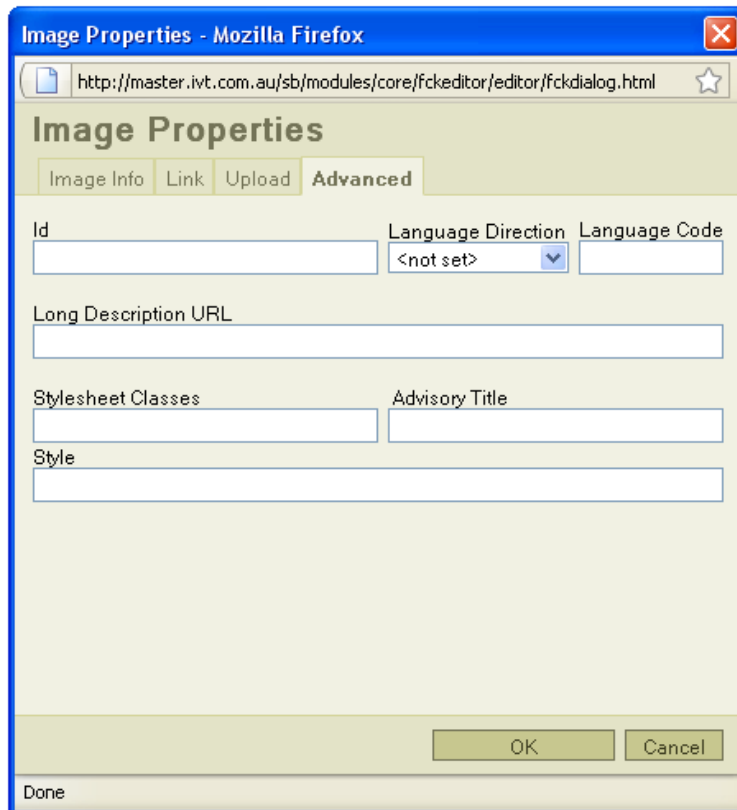
Once finished making changes, click the **OK** button and this will add the image to the page.





## Advanced

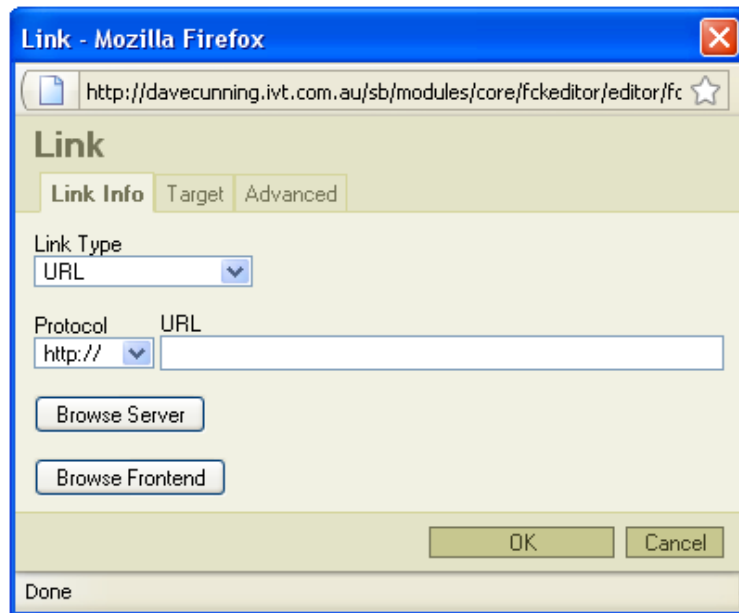
The Advanced tab is not in use.



## Adding Hyperlinks



Text can be made to link to other pages in a website or to a document stored within the document management module. This can be done by highlighting the text to select it and then selecting the "Insert/Edit Link" icon from the Content Editor toolbar. The following screen appears.



### Link Type:

#### URL

This option is applicable to links to pages within the current website, to external websites and if linking to a document stored in the document management module. This option should also be selected when working with anchors.

#### E-Mail

This sets up an email link

### Target tab:

A target can be specified to determine how the link is opened. Click on the drop-down menu to select an option.

The main target options that can be set are as follows:

**<not set>** : This means that no option has been chosen and when the link is clicked, it will open in the same window. (default option)

**new window (\_blank)** : This opens the link in a new window. (recommended option)

**<popup window>** : This opens the link as a pop up.

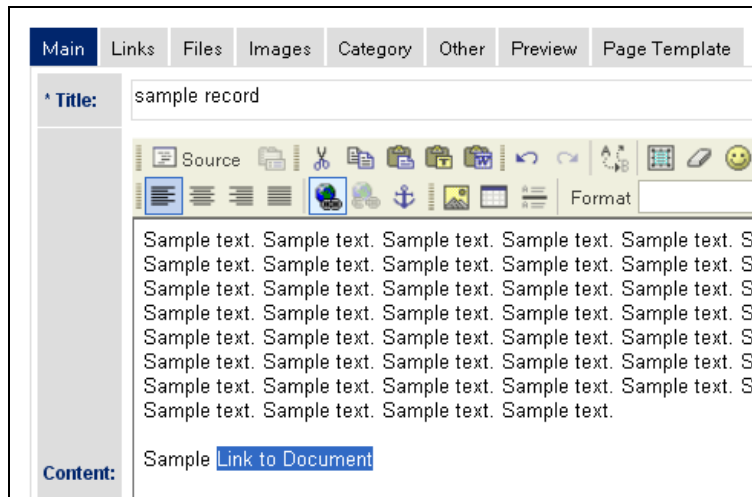
## Linking to a Page in the Website

Click **Browse Frontend** button. Locate the page to link to and click **Select and Close** button found on the top right corner of the screen. This will automatically insert the URL of the document.

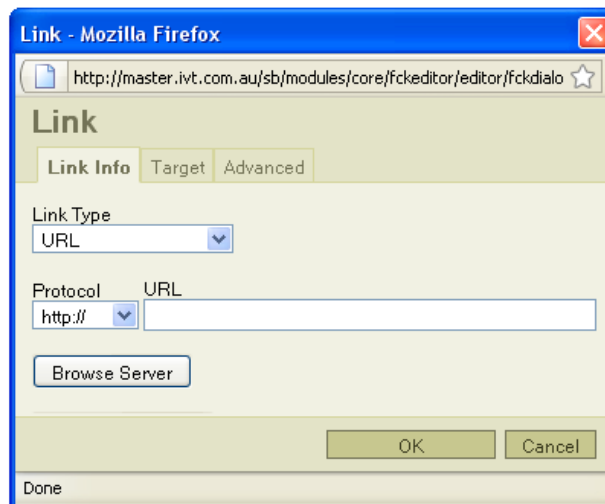
**Note:** As a general rule when adding hyperlinks to pages within a website or documents stored in the document management system, delete the front portion of the web address which is the text highlighted in blue as indicated above. Ensure that the Link Type is 'URL' and the 'Protocol' selected from the dropdown list is 'Other'. Click **OK** when done.

## Linking to a Document in the Document Memory Module

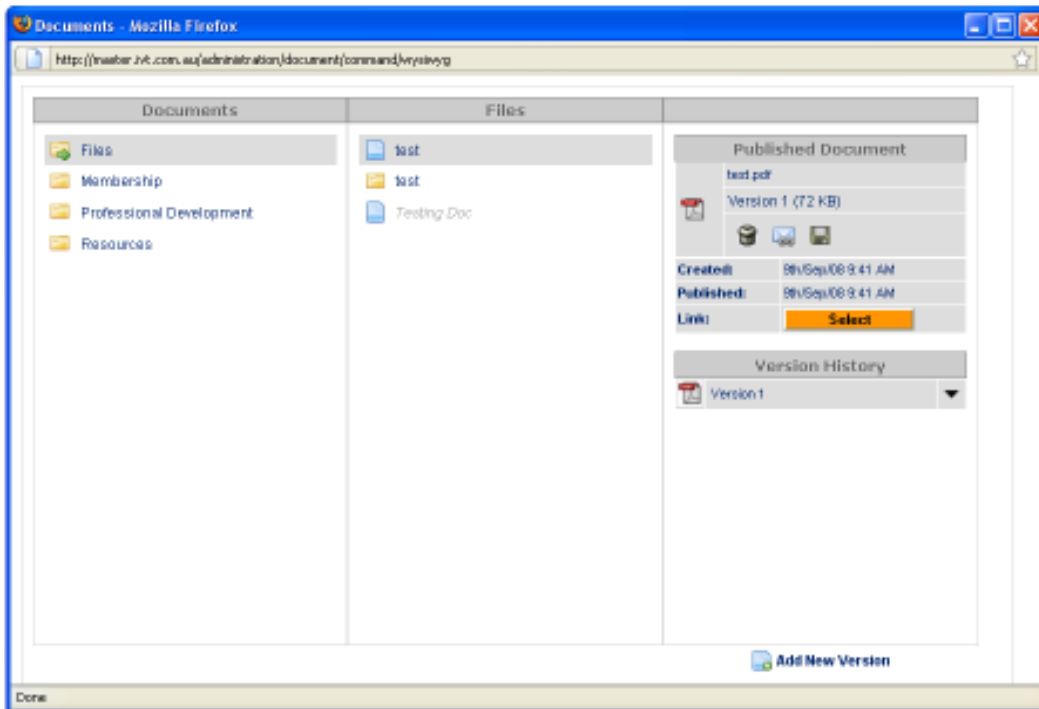
Highlight the text (in the content window) that you want to be the link. Click the Insert/Edit Link button in the Content Editor Toolbar as shown here:



A pop up window will be displayed as shown here:



Click on the **Browse Server** button. Locate the document in the document management system.



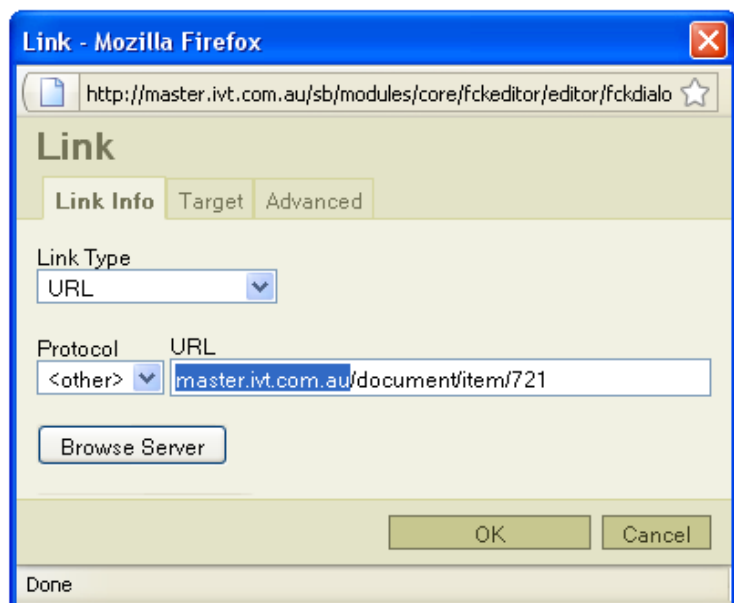
Click **Select** to insert its URL.

*Note: Only sites which have the document management module will be able to browse and select their documents from this data repository.*

As a general rule when adding links to pages within a website or documents stored in the document management system, delete the front portion of the web address which is the text highlighted in blue as indicated below. Make sure the Link Type is 'URL' and the 'Protocol' selected from the drop down menu is 'Other'.

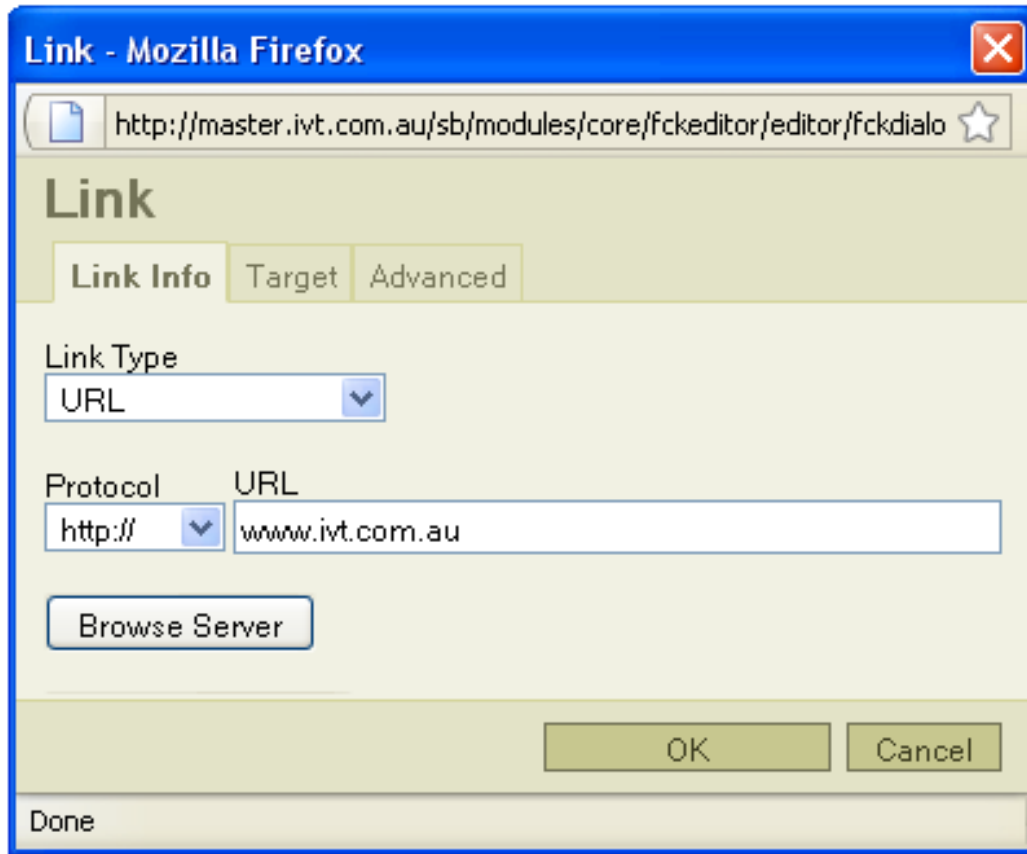
Click **OK** when done.

The text will now be displayed in blue with underline in the content window to demonstrate that it is now a link.



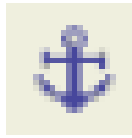
## Linking to External Websites

To insert a link to another website, simply type in the link as per example below. Ensure that the Link Type is 'URL' and the 'Protocol' selected from the dropdown list is 'http://'.



Also ensure to include the 'www' part of the web address as specified in the URL . Click **OK** when done.

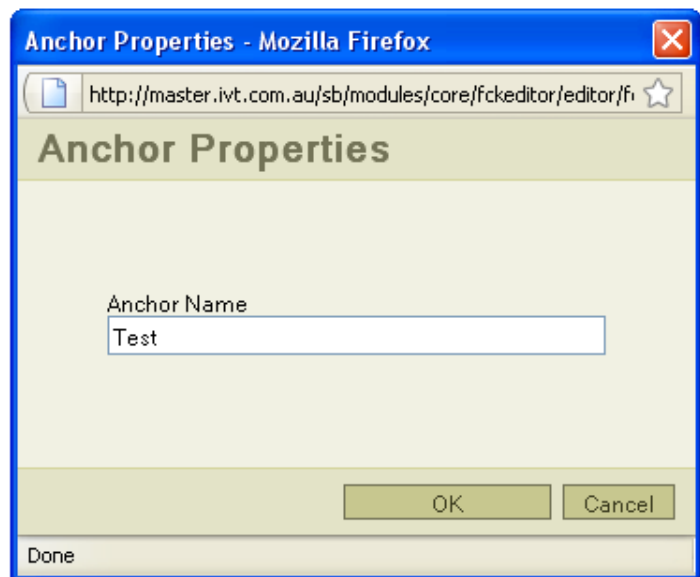
## Adding an Anchor



Anchors are similar to markers in that they are useful in drawing attention quickly to desired areas in a webpage. The use of anchors makes it possible for the user to go directly to a certain area or section without having to look through the entire webpage.

To insert an anchor, position cursor at the desired point in the webpage. Then, click on the **Insert / Edit Anchor** icon to insert an anchor at that location.

In the following example the cursor was positioned just before the words 'Test Anchor'. Clicking on the "Insert/Edit Anchor" icon brought up the 'Anchor Properties' screen as shown. Enter a name for the anchor and click "OK". For the purpose of this example, the Anchor Name to be entered will be 'Test'.



The anchor now appears before the text as shown below.



Select a word from the webpage, which is to point to the section where the anchor is. This word needs to be made a hyperlink. This will enable the user to be directed straight to the section where the anchor had been added when the hyperlink is clicked (see page 17 for more information on setting up hyperlinks).

There might be several anchors in the one document, so it is very important to specify which anchor the hyperlink is supposed to be directed to when clicked.

The convention for entering the specific URL for an anchor is explained here:

**At the end of the URL, simply type in the symbols " / " and " # " followed by the name of the anchor. For this example, " /#Test " was typed in at the end of the URL.**

Ensure that the Link Type is 'URL' and the 'Protocol' selected from the dropdown list is 'Other'. Click **OK** when done.

## Adding an Email Link

Hyperlinks can be directed to specific user email addresses. This can be done by highlighting the text to select it and then selecting the **Insert / Edit Link** icon from the Content Editor toolbar.

The following screen appears. Ensure that the Link Type selected is **E-Mail** and a valid email address is specified. Adding the message subject and body content is optional.

Click **OK** when done.

Link - Mozilla Firefox

http://master.ivt.com.au/sb/modules/core/fckeditor/editor/fckdialo

### Link

Link Info Advanced

Link Type  
E-Mail

E-Mail Address

Message Subject

Message Body

OK Cancel

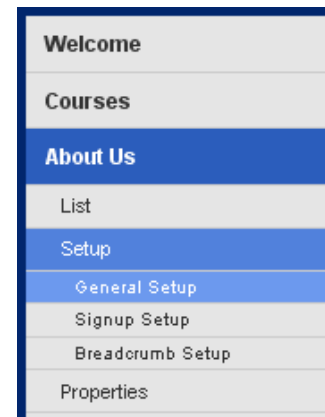
Done

## Set Up the Knowledge Module

Before you start using the Knowledge Module to add content to your website, it is important that you set up the module to suit your needs.

The module setup is made up of:

- General Setup
- Signup Setup
- Breadcrumb Setup



**Note:** General Setup should be completed before progressing to another section in this module. Signup Setup and Breadcrumb Setup are optional and can be completed at any point.

## General Setup

**This section enables the selection of fields to display under each tab. These fields are to be filled out when records are added to the database.**

Each tab enables the configuration of different aspects of the information such as Category, Images etc.

There is a choice to either display specific tabs and fields or to turn them off. This can be achieved by selecting or deselecting the 'ON' checkbox for that particular tab or field.

Fields can be set as mandatory or required by selecting the 'REQD' checkbox.

The order in which the fields display can be altered by moving them up, down, top or bottom of the list.

TAB	ON	ORDER	
Main	<input checked="" type="checkbox"/>	<< left   right >>	
FIELD	ON	REQ'D	ORDER
Title	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	up   down   top   bottom
Content	<input checked="" type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Textareas 3	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Line Break	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Redirect Link	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
No Title	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Priority	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Short Description	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
SporeDescription	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Published Date	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Expire Date	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Sub Title	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Text 1	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Text 2	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Meta Language	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Text 3	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Meta Format	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Text 4	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Meta Creator	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Text 5	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Textareas 1	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Textareas 4	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Textareas 2	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom
Textareas 5	<input type="checkbox"/>	<input type="checkbox"/>	up   down   top   bottom

Cancel
Save

## Signup Form Setup



**When a user completes this Signup Form they are added to the contacts database.**

Signup Setup is where specific fields can be chosen to display, so that these will be visible on the form and hence be filled out when a user is signing up. Any information entered by the user is then stored in the Contacts database.

**Setup Form fields for File-Download Registration**

FIELD	DISPLAY	REQ'D	ORDER
First Name:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Surname:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Organisation:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Postal Address:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Address Line 1:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Suburb:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
State:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Address Line 2:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Address Line 3:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Postcode:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Country:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Phone:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Mobile:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Fax:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Email Address:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom
Receive Email:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="checkbox"/>	up down top bottom

### Yes or No

Selecting 'Yes' for Display will make a field appear when a user is signing up for a download. Selecting 'No' for Display will hide a field when a user is signing up.

### REQ'D

Selecting this for any field will make the field mandatory. The user will have to fill this out before they can finish signing up and start downloading.

### ORDER

This enables the selection of the order in which the fields are to appear on the public site.

**Up:** This moves the field one step up the list

**Down:** This moves the field one step down the list

**Top:** This moves the field to the top of the list

**Bottom:** This moves the field to the bottom of the list

## Breadcrumb Setup

**Breadcrumb links display the path the user has taken to reach the page they are currently on.**

The Breadcrumb is a navigational function that allows you to re-trace your steps through a website, and jump back a number of steps in a single click.

[Home](#) > [Store](#) > [New Products](#) > [Under \\$5](#) > [For Him](#)

The Breadcrumb is most often displayed at the top of the content window, and shows the categories and sub-categories (web pages) that you have navigated through (generally from the home page onwards).

**Note:** Do not remove http:// otherwise the breadcrumb links will not work.

The screenshot shows the 'Internet Vision Technologies - SB4 Master Administration' interface. A sidebar on the left contains a menu with options: Welcome, Courses, About Us, List, Setup, General Setup, Signup Setup, Breadcrumb Setup, and Properties. The 'Breadcrumb Setup' option is selected. The main content area displays a table with the following columns: Title, URL (Do not remove http:), Public, and a trash can icon. The table contains seven rows, each with a text input field for the title and URL, and two checkboxes for the Public status. A 'Save' button is located at the bottom right of the table.

Title	URL (Do not remove http:)	Public	
<input type="text"/>	<input type="text" value="http://"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text" value="http://"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text" value="http://"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text" value="http://"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text" value="http://"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text" value="http://"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Title

Under title, enter the word that will be used to refer to the corresponding URL. It is recommended that this word is the same as the title of the category. Make sure that each row contains the corresponding title and URL.

### URL

This refers to the URL that the breadcrumb will link to. To find out the URLs, visit each category in the public site where the breadcrumb link is to be and then copy and paste that URL into the URL field. Make sure that each row contains the corresponding title and URL.

### Public

Click on the checkbox (under Public) next to each breadcrumb link to make them public. Removing the tick in the checkbox will only render the breadcrumb link invisible on the public site but will not delete them.

### Save

Click on the "Save" button to save the links.

### Delete

Click on the checkbox (under the trash can icon) associated with a particular breadcrumb link to delete it and click on the "Save" button. The breadcrumb link will be deleted.

## Add a Breadcrumb link to a Category

Breadcrumb links can be added to the categories in the Categories List.

Once in a category, the breadcrumb link is added to the field that is marked in the example below. Simply type the title of the breadcrumb link that refers to that category, as entered when the breadcrumb links were set up with their URLs and click "Save". Do this for all categories to add breadcrumb links to.

The image shows two screenshots from a web application. The top screenshot is a 'Category: Form' window. It has several fields: 'Parent Category' (dropdown), 'Title' (text box with 'Management'), 'Public' (checked checkbox), 'Title for URL' (text box with 'management'), 'Groups' (checkboxes for guest, public, admin, admin\_Super, admin\_Member, member), 'New Image Size' (dropdown with 'Actual size'), 'New Image' (text box with 'Browse...' button), 'All New Image Size' (dropdown with 'Actual size'), 'All New Image' (text box with 'Browse...' button), 'All Image List' (dropdown), and 'Link Options' (text box with 'Management'). A blue double-headed arrow points from the 'Management' text in the 'Link Options' field to the 'Management' row in the table below. The bottom screenshot is a 'Categories List' table with columns 'Title', 'URL (Do not remove http://)', and 'Public'. The first row is 'Management' with URL 'http://master.ivt.com.au/aboutus/cid/13/parent/0' and 'Public' checked. Other rows have empty titles and 'http://' URLs. A 'Save' button is at the bottom right.

Title	URL (Do not remove http://)	Public
Management	http://master.ivt.com.au/aboutus/cid/13/parent/0	<input checked="" type="checkbox"/>
	http://	<input type="checkbox"/>
	http://	<input type="checkbox"/>
	http://	<input type="checkbox"/>
	http://	<input type="checkbox"/>
	http://	<input type="checkbox"/>
	http://	<input type="checkbox"/>

When adding breadcrumb links to a category, it is useful to have the breadcrumb setup in one window and the categories in another. This makes it easier to see what the breadcrumb links are and to add them to the categories correctly.

## Add a Breadcrumb link to a Sub-Category

Select the sub-category to add a breadcrumb link to.

In the field titled 'Breadcrumb Link', enter the breadcrumb link information as follows. The convention to do this is specify the category title followed by the ">" symbol and then the subcategory title, as entered when the breadcrumb links were set up with their URLs.

An example is provided below in which the category is 'Management' and the subcategory is 'Departments'.

<b>Link Options:</b>	Breadcrumb Link: <input type="text" value="Management &gt; Departments"/>	This allows the ability to override any breadcrumb link.
----------------------	---	--

Repeat this process for each category and subcategory that you want to add a breadcrumb link for.

Breadcrumb links cannot be specified for a record. Their breadcrumb link will be the title that was given to them.

[View the Knowledge Module List](#)

All categories, sub-categories and records are displayed in the List area. From here you can create new, edit existing or remove categories, sub-categories and records.



Welcome
Courses
<b>About Us</b>
List
Setup
Properties

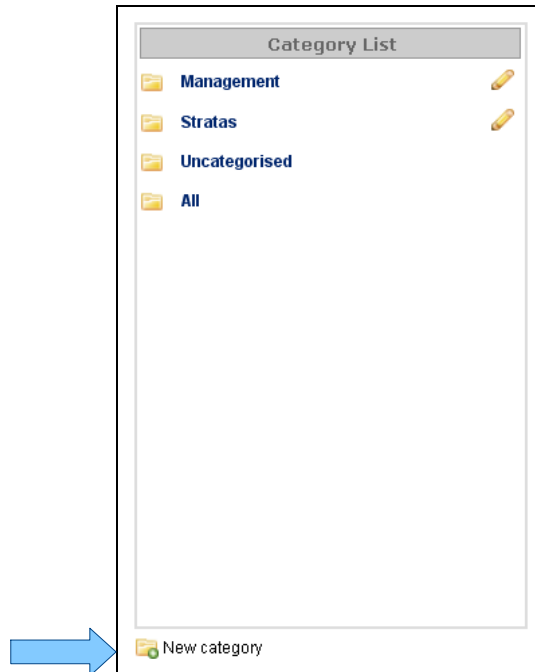
## Add, Edit or Delete a Category

Categories are primary level of navigation and content for your website. Any content that exists on the website must exist within a category. A category may have an unlimited number of sub-categories and records within it.

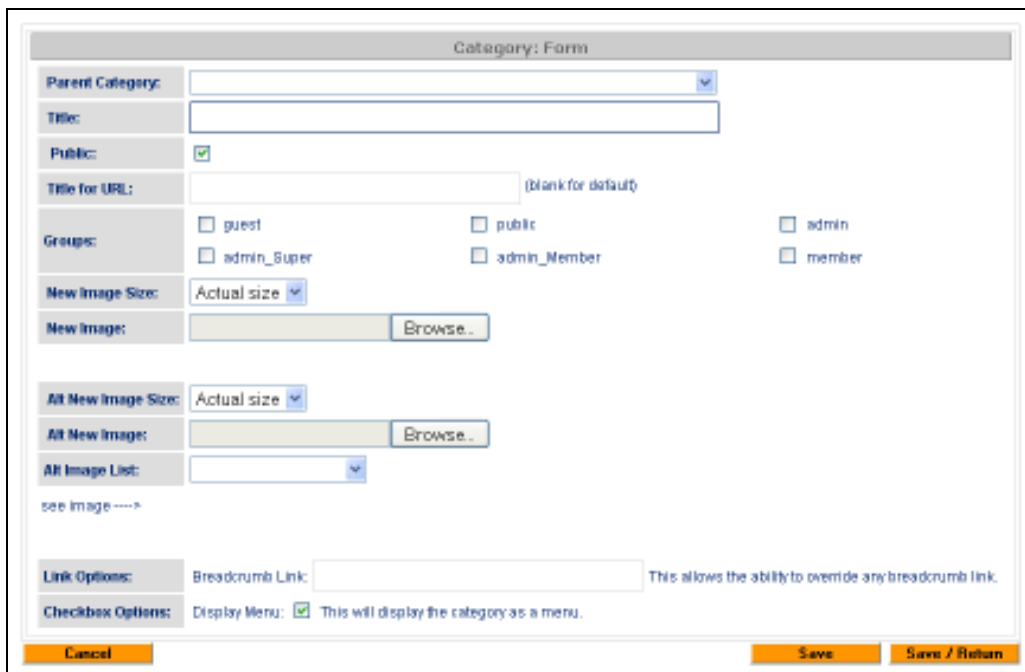
The screenshot shows the 'Internet Vision Technologies - SB4 Master Administration' interface. The 'Web Content' tab is active. On the left, a navigation menu includes 'Welcome', 'Courses', 'About Us', 'List', 'Setup', and 'Properties'. The 'List' item is selected. The main content area features a search bar with 'Search' and 'Clear Search' buttons. Below the search bar, a green square icon indicates 'Live (23)' items. A 'Category List' box displays four categories: 'Management', 'Stratas', 'Uncategorised', and 'All', each with a folder icon and an edit icon. At the bottom of the list, there is a '+ New category' button.

## Adding a Category

Categories can be added by clicking on the folder icon for "New Category" as indicated in the diagram below.



A Category form will be displayed containing various fields. The sample image below does not necessarily represent all fields that are available.

A screenshot of a web application window titled "Category: Form". The form contains several fields and options: "Parent Category:" (dropdown menu), "Title:" (text input), "Public:" (checkbox, checked), "Title for URL:" (text input, with "(Blank for default)" text), "Groups:" (checkboxes for guest, public, admin, admin\_Super, admin\_Member, member), "New Image Size:" (dropdown menu, "Actual size"), "New Image:" (text input, "Browse..." button), "Alt New Image Size:" (dropdown menu, "Actual size"), "Alt New Image:" (text input, "Browse..." button), "Alt Image List:" (dropdown menu), "Link Options:" (Breadcrumb Link: text input, "This allows the ability to override any breadcrumb link."), "Checkbox Options:" (Display Menu: checkbox, checked, "This will display the category as a menu."), "Cancel" button, "Save" button, and "Save / Return" button.

### Parent Category

This allows the specification of a category to place the new subcategory in. This is optional. Left blank, this will create a new category as opposed to a subcategory in an

existing category.

### **Title**

This is the name given to any new category. A title must be specified otherwise the category cannot be created.

### **Short Description (optional)**

This is where a brief description of the category can be inputted. If used, it appears on the public site as a preview of the category. This field is viewable only when categories are displayed in 'List View'

### **Long Description (optional)**

This allows for the inclusion of a more detailed description of the category. This is viewable only when there is more than one record nested in the category.

### **Public**

Checking this box means that the category and its content can be viewed on the public site. The default setting is public.

### **Groups (optional)**

If this is left unchecked it means that the category can be viewed by everyone. Checking the public checkbox means that the category will be visible to the public. Checking the client checkbox means that the category will be visible only to that group of users. Checking both public and clients means that the category is visible to both groups.

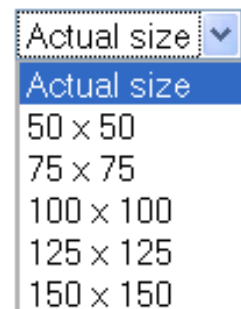
### **Display Menu**

Selecting this checkbox will display the category as a menu.

### **New Image Size**

This allows for the specification of the size of the image when the image is being uploaded. Once the image has been uploaded, it cannot be resized. The image will then have to be deleted, resized and re-uploaded.

To set the size of the image, click on the dropdown list and select the required size dimensions.



### **New Image**

This allows for an image to be associated with a particular category or subcategory. To upload an image click on "Browse", find the image file and then click on "Open". Click on "Save" or "Save/Return" to upload the image. The image size is determined by what was selected in 'New Image Size'.

**Note:** Only one image can be used at a time, so if there is more than one image uploaded, the desired one will need to be selected from the image list.

### **Redirect link (optional)**

A redirect link allows for the specification to another part of the site. Redirect links can be specified for both categories and subcategories.

In the redirect link field, specify the link that the category or subcategory is supposed to redirect to when clicked and remember to "Save".

Upon clicking on a category or subcategory that has a redirect link, the user will be redirected to the specified link. Redirect links are optional.

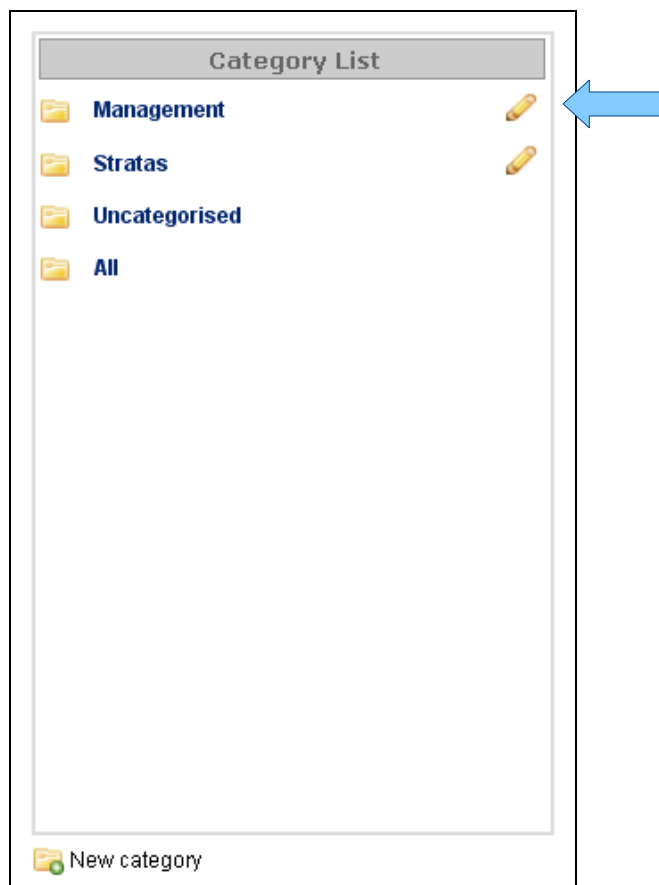
### **Breadcrumb link (optional)**

Breadcrumb links display the path the user has taken to reach the page they are on. As per the example, the user has clicked on Clothing Accessories, which is located in 'Products'. The breadcrumb setup is an optional setup and need not be done if this feature is not desired (see page 25 for more information about breadcrumb links).

Complete the details in the form and click **Save**

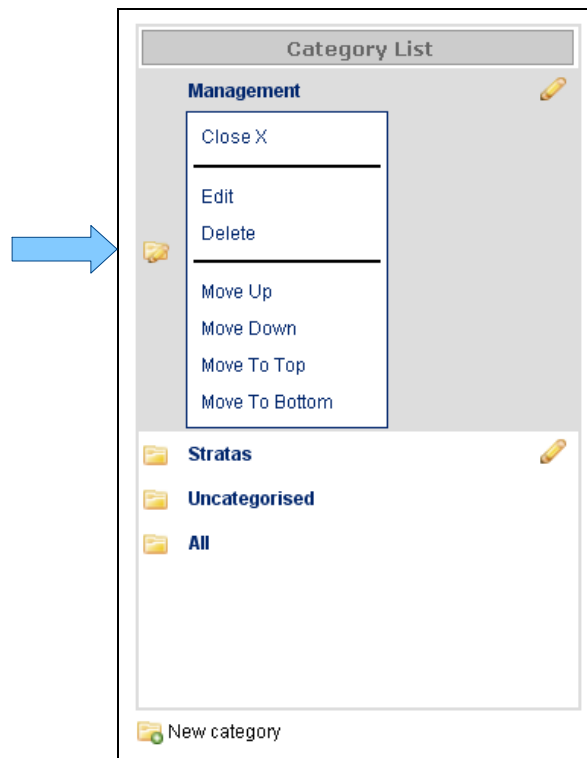
## Editing a Category

You can update the details of a category by clicking the edit icon next to the category name in the category list as shown here:

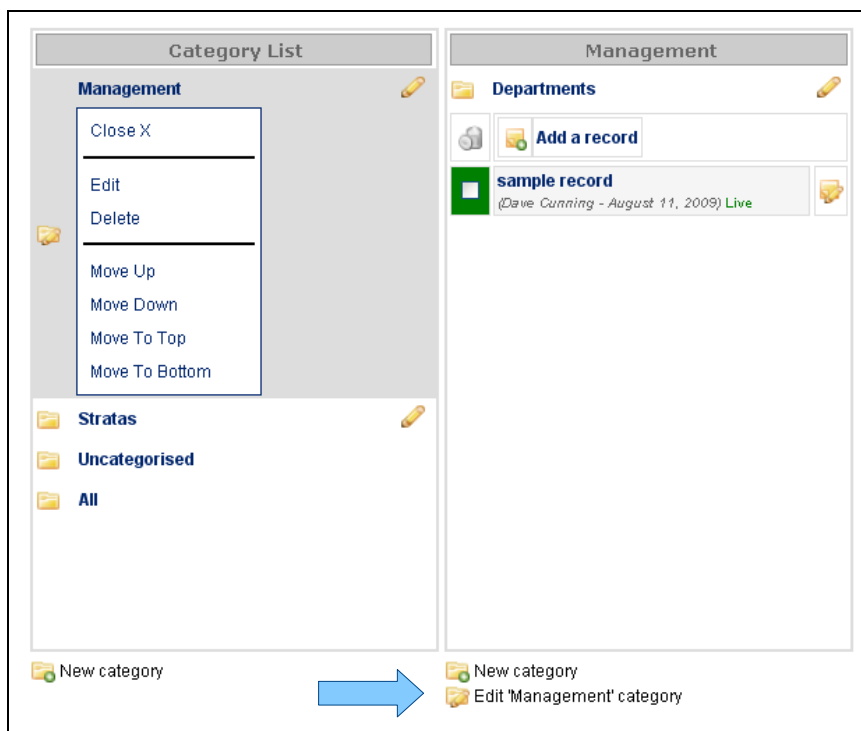


You can also access the category details by clicking the icon to the left of the category name as shown here:

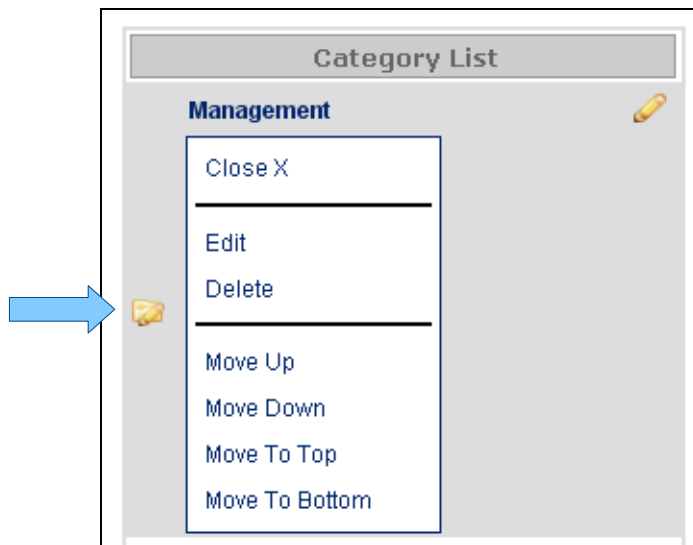




Or under the next column which displays the sub-categories and records for the category as shown here:



Clicking on the icon to the left of the category name will give you the following options:



**Close X** - Clicking this will close the menu. The menu can also be closed by clicking on the folder icon that was clicked on initially to open the menu.

**Edit** - Clicking this will allow the category details to be edited.

**Delete** - Clicking this will delete the category and all subcategories/records within.

**Move Up** - This moves the category name up the list.

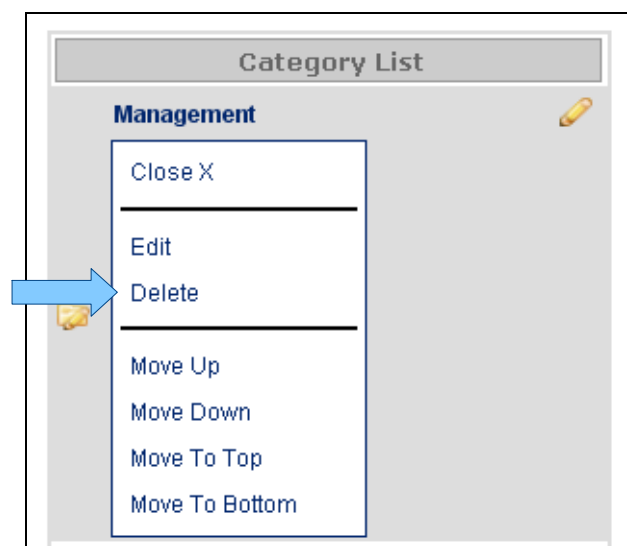
**Move Down** - This moves the category name down the list.

**Move To Top** - This moves the selected category to the top of the list.

**Move To Bottom** - This moves the selected category to the bottom of the list.

## Deleting a Category

To delete a category, it must first be empty. If the category is empty, click the icon to the left of the category name and click Delete.

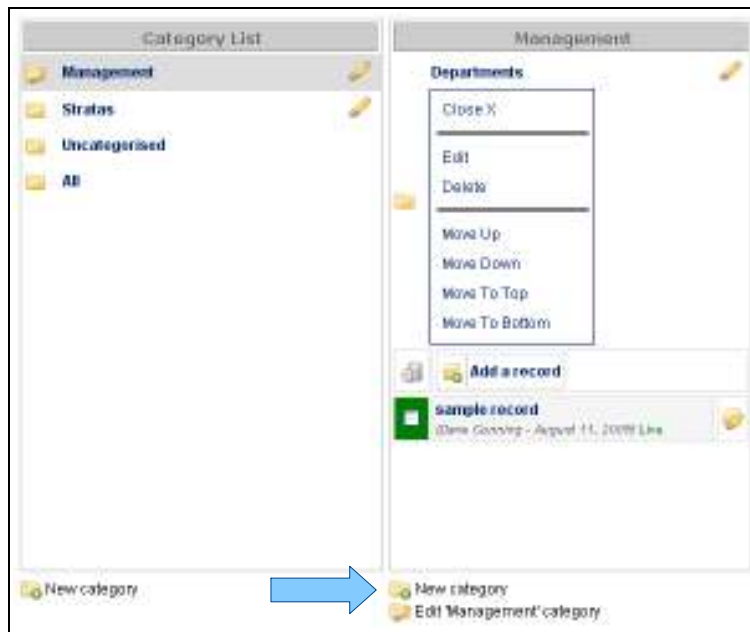


## Add, Edit or Delete a Sub-Category

Sub-Categories are used to divide the records in a Category into similar groups to benefit the navigation of the site. They are useful for dividing the content into related blocks.

## Adding a Sub-Category

To add a subcategory to a category, click on the name of the category from the 'Category List' for which to create the subcategory for. This will open the subcategory section. Then, click on the New Category icon located under the subcategory section as indicated below.



A form will be displayed containing various fields. The sample image below does not necessarily represent all fields that are available.

If the categories to be added are known, it is easier to add them first, followed by the subcategories. However, categories and subcategories can be added at any time. When creating a subcategory, check that the 'Parent Category' name is correct.

### Parent Category

This allows the specification of a category to place the new subcategory in. This is optional. Left blank, this will create a new category as opposed to a subcategory in an existing category.

### Title

This is the name given to any new category. A title must be specified otherwise the category cannot be created.

### Short Description (optional)

This is where a brief description of the category can be inputted. If used, it appears on the public site as a preview of the category. This field is viewable only when categories are displayed in 'List View'

### Long Description (optional)

This allows for the inclusion of a more detailed description of the category. This is viewable only when there is more than one record nested in the category.

### Public

Checking this box means that the category and its content can be viewed on the public site. The default setting is public.

### Groups (optional)

If this is left unchecked it means that the category can be viewed by everyone. Checking the public checkbox means that the category will be visible to the public. Checking the client checkbox means that the category will be visible only to that group of users. Checking both public and clients means that the category is visible to both groups.

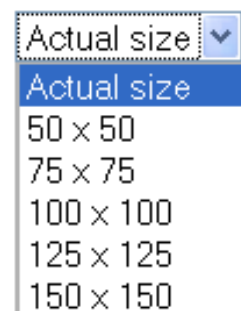
### Display Menu

Selecting this checkbox will display the category as a menu.

### New Image Size

This allows for the specification of the size of the image when the image is being uploaded. Once the image has been uploaded, it cannot be resized. The image will then have to be deleted, resized and re-uploaded.

To set the size of the image, click on the dropdown list and select the required size dimensions.



### New Image

This allows for an image to be associated with a particular category or subcategory.

To upload an image click on "Browse", find the image file and then click on "Open". Click on "Save" or "Save/Return" to upload the image. The image size is determined by what was selected in 'New Image Size'.

**Note:** Only one image can be used at a time, so if there is more than one image uploaded, the desired one will need to be selected from the image list.

### Redirect link (optional)

A redirect link allows for the specification to another part of the site. Redirect links can be specified for both categories and subcategories.

In the redirect link field, specify the link that the category or subcategory is supposed to redirect to when clicked and remember to "Save".

Upon clicking on a category or subcategory that has a redirect link, the user will be redirected to the specified link. Redirect links are optional.

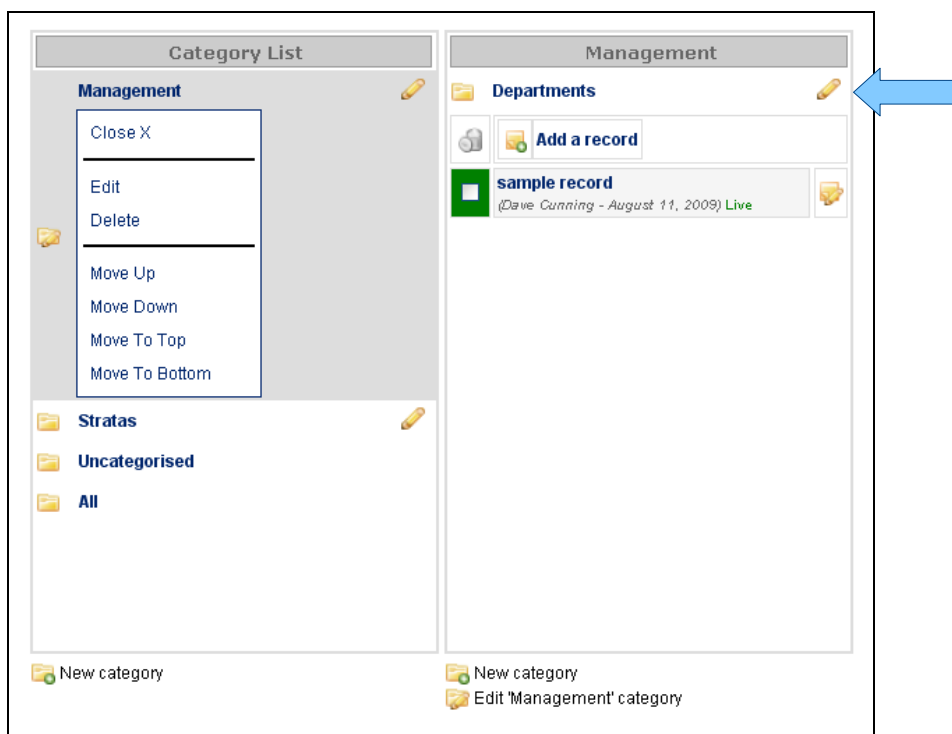
### Breadcrumb link (optional)

Breadcrumb links display the path the user has taken to reach the page they are on. As per the example, the user has clicked on Clothing Accessories, which is located in 'Products'. The breadcrumb setup is an optional setup and need not be done if this feature is not desired (see page 25 for more information about breadcrumb links).

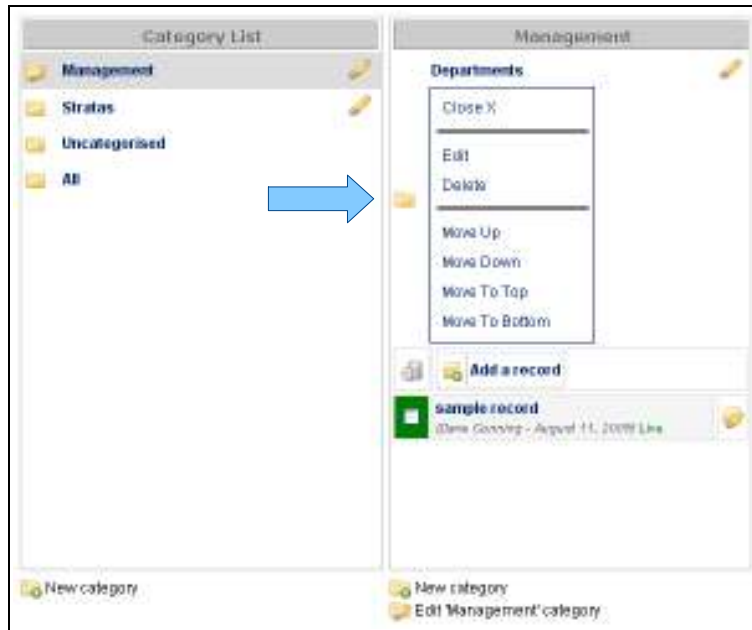
Complete the details in the form and click **Save**

## Editing a Sub-Category

You can update the details of a sub-category by clicking the edit icon next to the sub-category name in the category list as shown here:



Clicking on the icon to the left of the category name will give you the following options:



**Close X** - Clicking this will close the menu. The menu can also be closed by clicking on the folder icon that was clicked on initially to open the menu.

**Edit** - Clicking this will allow the sub-category details to be edited.

**Delete** - Clicking this will delete the sub-category and all subcategories/records within.

**Move Up** - This moves the sub-category name up the list.

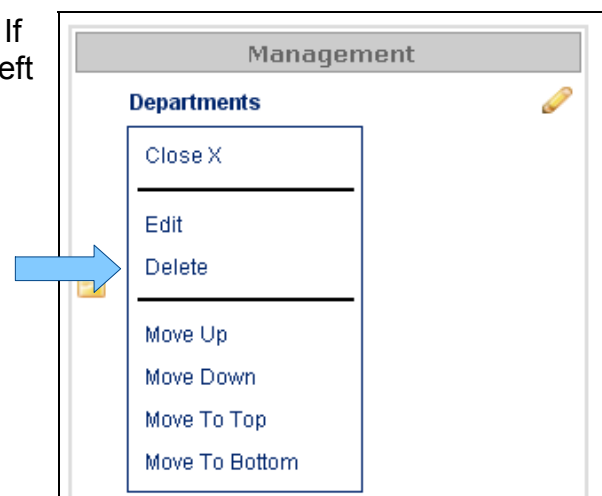
**Move Down** - This moves the sub-category name down the list.

**Move To Top** - This moves the selected sub-category to the top of the list.

**Move To Bottom** - This moves the selected sub-category to the bottom of the list.

## Deleting a Sub-Category

To delete a sub-category, it must first be empty. If the sub-category is empty, click the icon to the left of the sub-category name and click Delete.

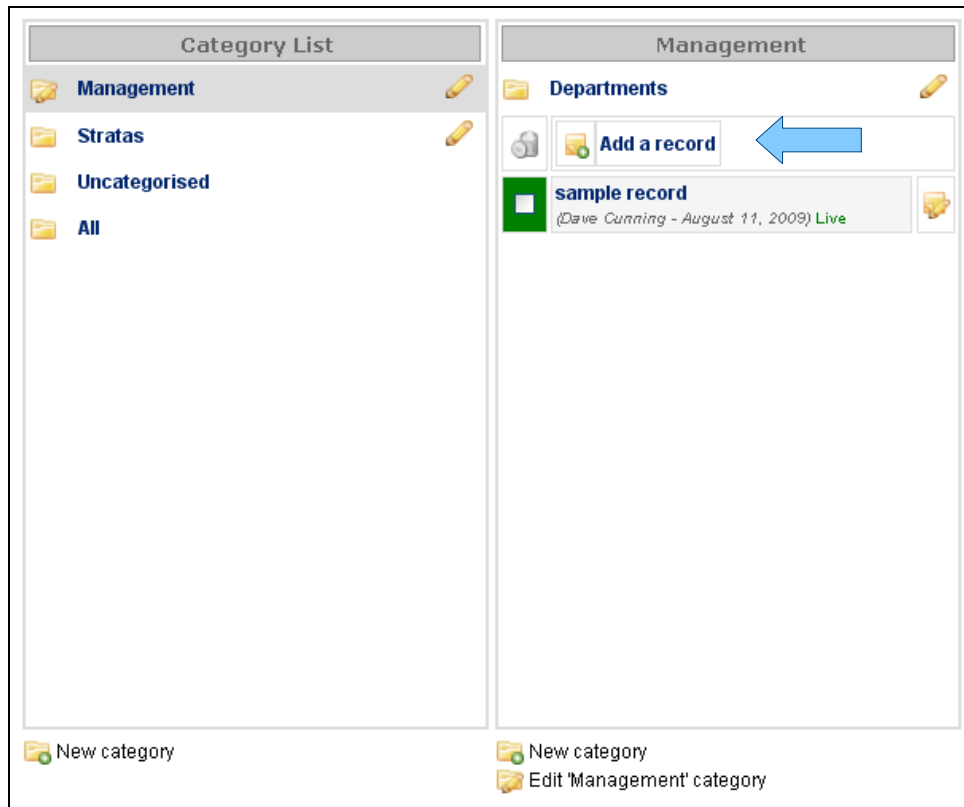


## Add, Edit or Delete a Record

Records are the content (text, images and links) that make up the pages of the site.

## Adding a Record

If categories have already been set up under the Category List, select the category and click 'Add a record' to add records to it.



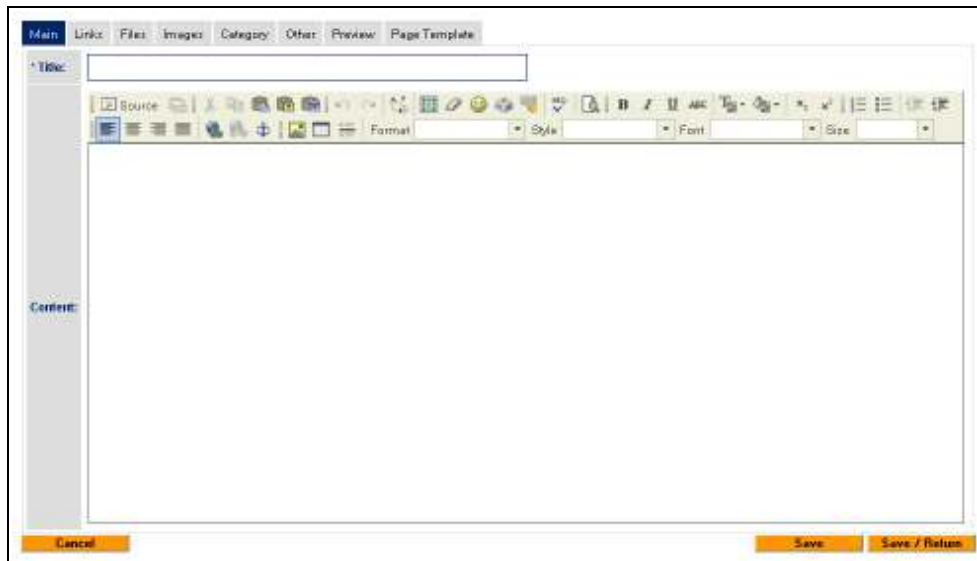
Please note that the tabs that appear are dependent on what was selected during the Setup process. See page 23 for more information on setting up the Knowledge Module.

We will now look at some of the available tabs for Records.

### Main tab

This is where content such as a title, description and other details can be added to the

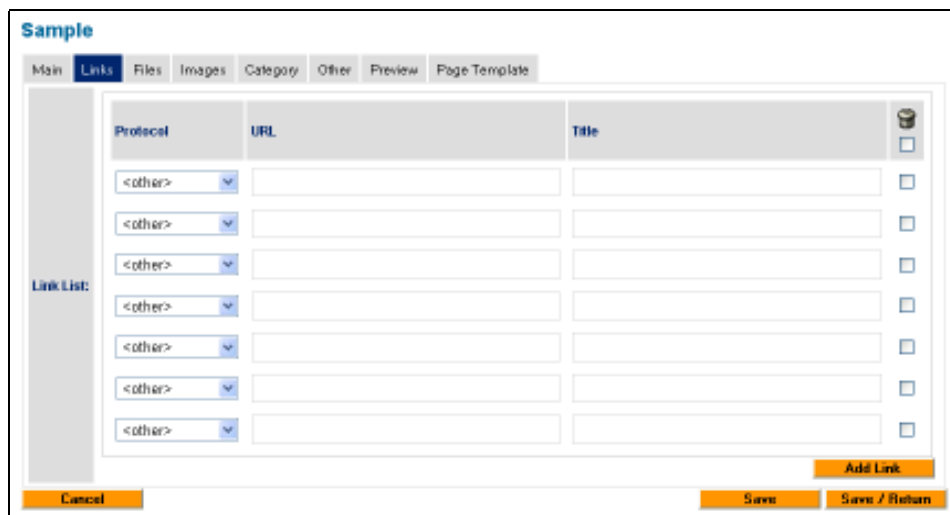
record.



This tab also allows group permissions to be set as to who can view the record details.

### Links tab

This section allows for links to other websites to be specified. If links are specified, then these are displayed on that particular webpage for public view.



### Adding a link

Enter the URL and title of the link. Repeat this process for each link to be added. Clicking on the "Add Link" button will save the URLs.

If there are more than seven links to be added, simply enter the first seven and then click on the "Add Link" button. Extra fields will become available to enter more links.

### Deleting a link

To delete a link, select the checkbox corresponding to the URL that is to be removed (this



refers to the checkbox in the column under the "trash can" icon). Click the "delete" icon (i.e. the "trash can" icon) and click the "Save" button.

**Note:** To delete all the links in one go, simply select the checkbox directly under the "trash can" icon. This will automatically select all the links for deletion. Click the "trash can" icon and then the "Save" button to finalise the deletion.

### New Window

If this checkbox is selected, the corresponding link will open in a new window, otherwise it will open in the same window.

### Link Types

Several different link type options exist and are explained as follows:

**http://** is used when linking to a website

**https://** is used when linking to a secure website

**ftp://** is used when linking to an FTP site

**news://** is used when linking to a news site

**file://** is used when linking to a file

### Files tab

Clicking on this tab allows for the upload of a file that is to be made available for download on that particular page on the website.

The screenshot shows a web application interface with a tabbed menu at the top. The 'Files' tab is selected. Below the menu, there are four main sections: 'File Title' with a text input field; 'File' with a text input field and a 'Browse...' button; 'File List' with an 'Add File' button; and 'Repository File List' with a 'Select From Document System' button. At the bottom of the form, there are three buttons: 'Cancel', 'Save', and 'Save / Return'.

**File Title:** Specify a title for the file

**File:** Click on "Browse" to locate and upload the file

**File List:** All uploaded files are listed here

Click on the "Browse" button to locate the file. Once the file has been located, a File Title may be specified. Then, click on the "Add File" button to upload the file. All uploaded files will be displayed under 'File List'.

**Sample**

Main Links **Files** Images Category Other Preview Page Template

File Title:

File:

File Title	File	Hide	New Window	
<input type="text"/>	birthcert.jpg (87kb)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repository File List:

Selecting the checkbox under 'Hide' will not display the file on the public site. Click on the "Save" button to ensure that all changes are saved.

### Deleting a file

To delete a file, select the checkbox corresponding to the file that is to be removed (this refers to the checkbox in the column under the "trash can" icon). Click the "delete" icon (i.e. the "trash can" icon) and click the "Save" button.

**Note:** To delete all the files in one go, simply select the checkbox directly under the "trash can" icon. This will automatically select all the files for deletion. Click the "trash can" icon and then the "Save" button to finalise the deletion.

### Images tab

Clicking on this tab allows for the upload of images to be displayed in the record. See page 10 for further information on images.

**Sample**

Main Links Files **Images** Category Other Preview Page Template

Thumbnail:

Image:

Large:

Flash Upload:

### Thumbnails

A thumbnail is a representation of a bigger image. The bigger version of the image is displayed when a thumbnail is clicked. These are useful if there are lots of images to include on the page eg. a photo gallery. Use of thumbnails allows for the page to load faster, especially for users who have slower Internet connections. Thumbnails should have dimensions of 100 x 100 pixels at the most, especially on a Photo Gallery page.

Not all modules have the need for thumbnails. A thumbnail is a smaller version of an image. It is only displayed if there is more than one record in a category. When a user clicks on the record's link, the full sized image will be displayed on the page.

To upload a thumbnail, click on Browse to locate the image file and then select "Open". Using the drop-down menu on the left, specify the size of the thumbnail from the available options listed.

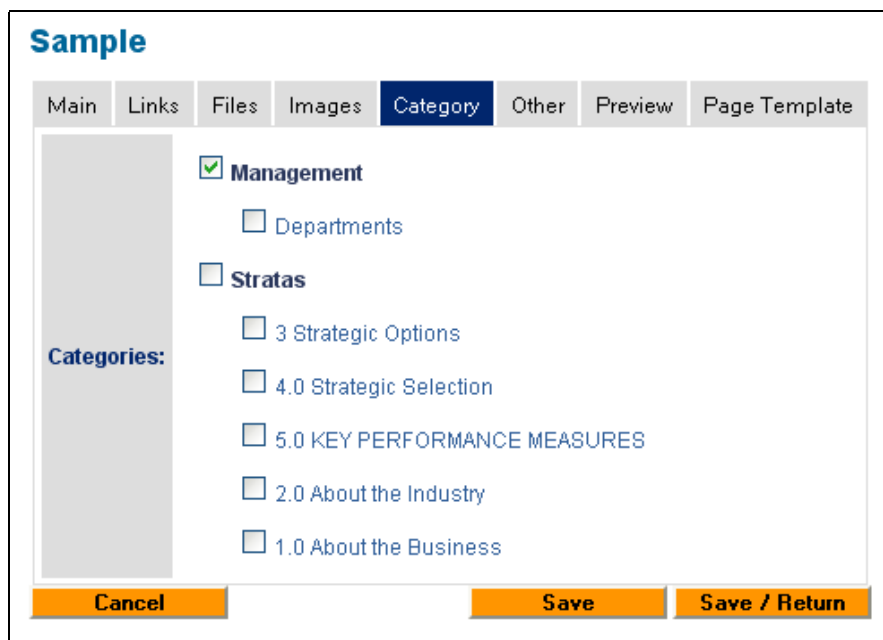
Click on the "Save" button to ensure that all changes made are saved.

**Note**

- The size of the actual image should be bigger than the thumbnail size
- Only one image at a time per thumbnail can be used. Uploading a new thumbnail will result in the old one being replaced.

**Category tab**

This option enables a record to be shared and to display it in multiple categories / sub-categories on the public site. Simply click the checkbox that corresponds to the category or subcategory to list the record in and click the 'Save' button.



To prevent the display of the record on the public site, ensure that none of the checkboxes has been selected. Remember to click the "Save" button. This will then result in the record being moved into the 'Uncategorised' category.

### Preview tab

As the name suggests, this section provides a preview of how the record will be displayed on the public website.

## Record Status

3 options exist for record statuses and these are explained below.



### Pending

This means that the record has been created but is not displayed on the public site as it is still waiting for approval. Set the status to 'Approved' for the record to be displayed on the public site.

### Approved

This means that the record has been created and is displayed on the public site.

### Rejected

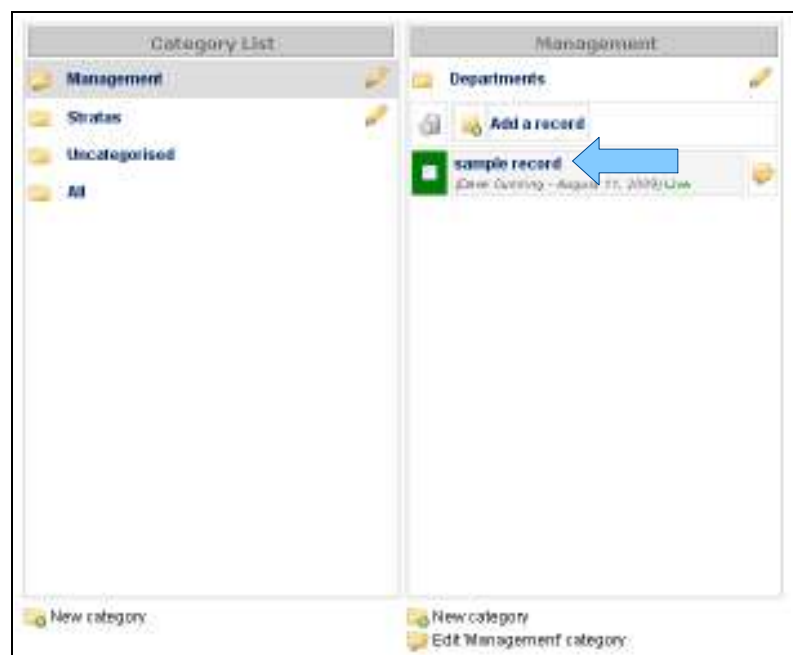
Selecting this means that the record has been deemed not suitable for the public site.

**Note:** The initial status of a record can be set as 'Pending' in Properties. This is useful if records need to be reviewed before being 'Approved' or 'Rejected'.

## Editing a Record

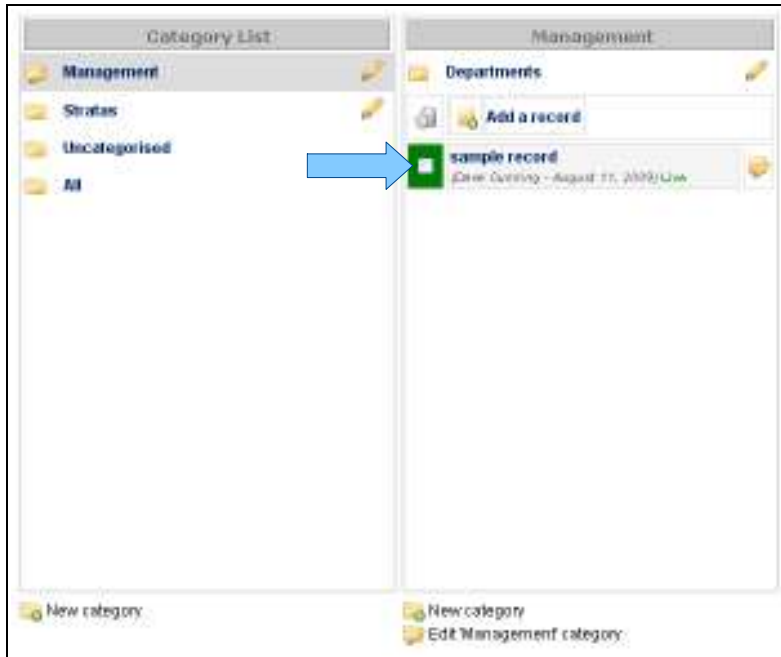
To edit a record, select the appropriate category from the Category List to which the record belongs to. This will bring up all the records that are contained in that category. Click on the name of the record to edit.

Alternatively, click on the "edit" icon beside the record name to edit that record.



## Deleting a Record

Select the checkbox on the left of the records for deletion and click on the trash can icon to delete them.



A message requesting confirmation of the deletion will display. Select "Ok" to delete the record or "Cancel" not to do so.

## Search the Knowledge Module

There is a search functionality in the Knowledge Module. Simply type in a search item and click the "Search" button.

The search will bring up all the areas where the search item could be found in. Click the "Clear Search" button once done or to perform a new search.

