



# site wizard

## User Manual

Site Owners – Getting Started

## **Sitewizard User Manual: Site Owners – Getting Started**

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# Introduction

This manual is designed to quickly get you started using the *Sitewizard* management console.

Other manuals cover the editing of your Web site content more specifically. This manual is intended to show you the core features of the console and familiarise you with the following:

- Logging in for the first time and using “my sitewizard”
- The *Sitewizard* interface
- Getting online help
- Changing your *Sitewizard* account details and password
- Upgrading your *Sitewizard* package
- Changing your site name, contact email address and meta keywords
- Changing the design of your Web site including custom colours and uploading your own logo
- Adding and modifying navigation menu options
- Monitoring your Web site’s disk usage

## The *Sitewizard* management console

The *Sitewizard* management console is where you edit the content that appears on your Web site, and the properties of your Web site.

Your Web site is a separate entity from the management console. You will always need to login to the *Sitewizard* management console in order to make changes to your site.

## How to use this manual

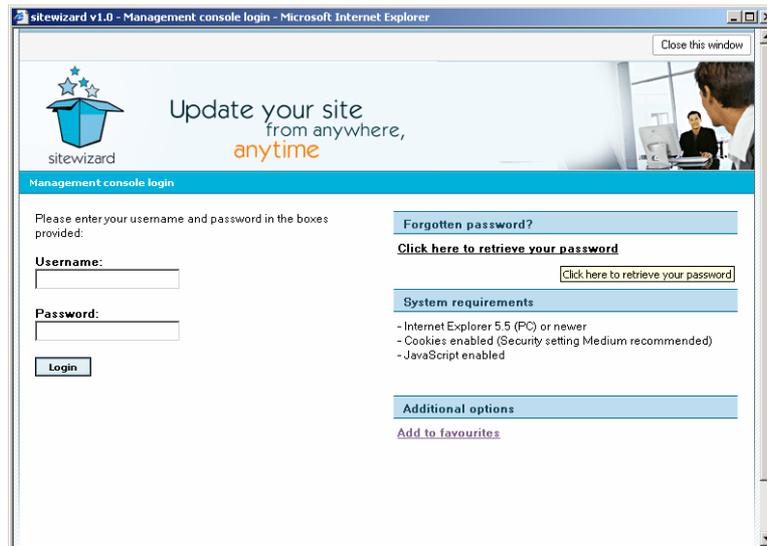
Throughout this manual there are a number of things you should look out for that will help you understand the information being presented.

### Figures

Most step-by-step examples within this manual refer to figures that visually represent what is being discussed.

#### Figure X.X

Description of figure.



### Notes

Notes are shown whenever additional information is available. They should always be consulted as they often contain important information.

#### NOTE

Informative text.

## Commonly used terminology

Throughout this manual you will see a lot of commonly used terminology, which may or may not be unique to *Sitewizard*.

**Table 1.1:** Commonly used terminology

TERM	DESCRIPTION
<b>Module</b>	<p>A module is a collection of features within <i>Sitewizard</i> that perform a particular function. For instance, the ‘change design’ module changes the way your site looks.</p> <p>A module is generally accessible by choosing it from the navigation menu.</p>
<b>Module toolbar</b>	<p>When you load a module within <i>Sitewizard</i>, the toolbar is shown directly underneath the module’s name.</p> <p>The toolbar contains buttons that perform an action when clicked upon.</p>
<b>Navigation menu</b>	<p>This is a tree-based menu system (Figure 2.5). Clicking on a folder will load the options within it.</p> <p>It is shown on the left-hand-side of the screen.</p>
<b>Task Panel</b>	<p>Task panels are designed to give you options related to what you are doing (Figure 2.6)</p>



# Using Sitewizard for the first time

## Setting up your computer

Sitewizard requires no additional software installed other than Microsoft Internet Explorer 5.5 or better. You might need to install Internet Explorer or upgrade it.

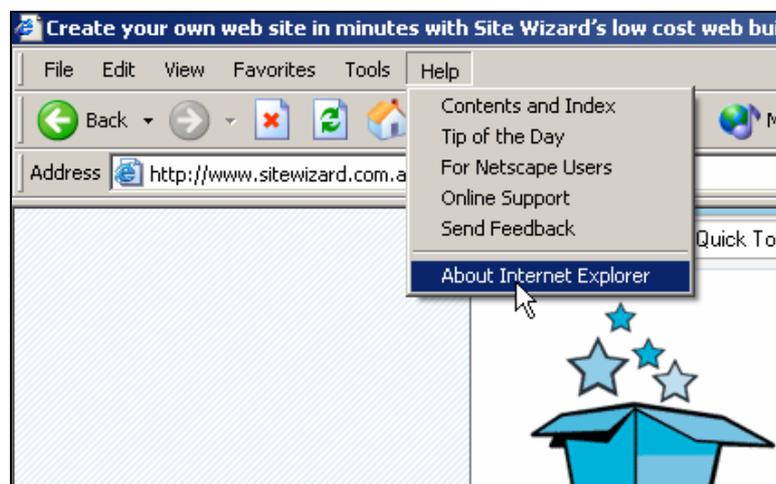
## Checking your version of Internet Explorer

If you are not sure what version of Internet Explorer you have, follow these steps:

1. Run **Internet Explorer**.
2. Once the program has loaded, go to **Help -> About Internet Explorer (Figure 2.1)**.
3. Check the version as stated. If it is not **Version 5.5 or better**, then you will need to upgrade your version of Internet Explorer.

**Figure 2.1**

Checking what version of Internet Explorer you have.



**Figure 2.2**

Checking what version of Internet Explorer you have.



## Upgrading your version of Internet Explorer

If you do not have Internet Explorer 5.5 or better, then you will need to upgrade your version of the software.

There are two ways of accomplishing this:

1. Go to <http://www.microsoft.com/windows/ie/default.asp> and follow the prompts, or
2. Run Windows Update (if your computer is set up to do so)

## Installing Internet Explorer (if you do not have it)

If you do you currently have Internet Explorer, you will need to install it on your computer.

There are two ways of accomplishing this:

1. Go to <http://www.microsoft.com/windows/ie/default.asp> and follow the prompts, or
2. Run Windows Update (if your computer is set up to do so)

## Logging in

You need to login to the *Sitewizard* management console before you can begin editing your Web site.

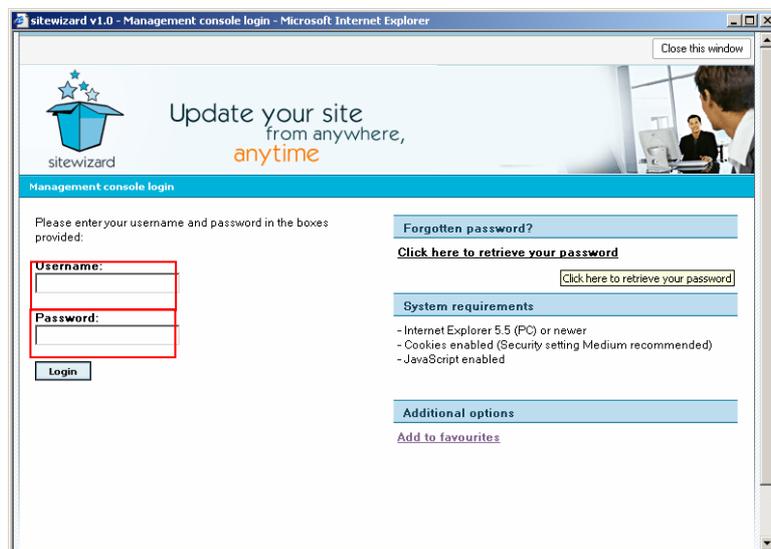
To login to *Sitewizard*, follow these steps:

1. Type <http://www.sitewizard.com.au/> into the address bar of Internet Explorer, and click on the **Login** button.
2. Type your username and password into the fields provided and click on the **Login** button.

Once you have logged in to the console, you will be presented with the “my sitewizard” screen.

**Figure 2.3**

The *Sitewizard* login screen.



## My Sitewizard

“My Sitewizard” is always the first thing you will see when you login to the *Sitewizard* management console.

It is designed as a listing of quick links to areas of the console that you will use most often.

### The “My Sitewizard” panels

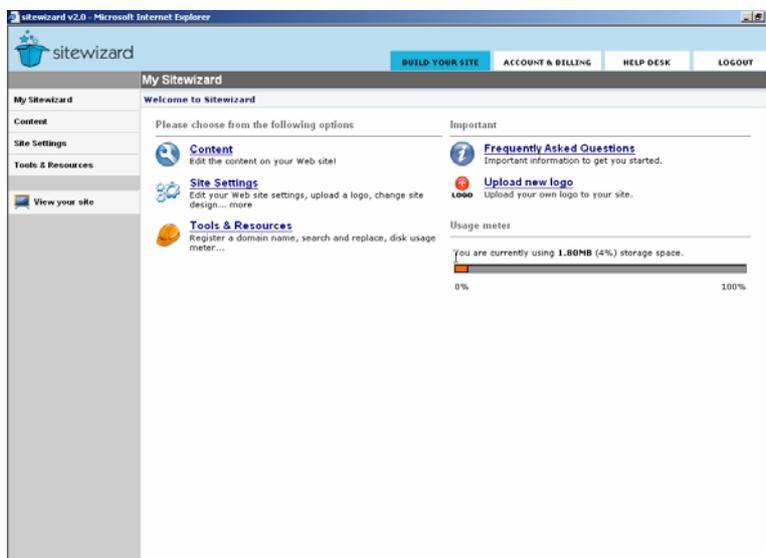
“My Sitewizard” is split into two columns (Figure 2.4). They are described below:

- The first panel contains the following options:
  - **Content:** Click on this option to load a listing of the content features on your Web site.
  - **Site Settings:** Click on this option to modify your Web site’s settings such as its name, description and keywords, design and navigation.
  - **Tools & Resources:** Click on this option to gain access to tools such as disk usage, search engine registration, and domain registration.
- The second panel contains important options such as additional help and site design options.

The disk usage meter lets you know how much space your Web site is occupying.

**Figure 2.4**

The “My Sitewizard” screen gives you quick access to commonly used functions.

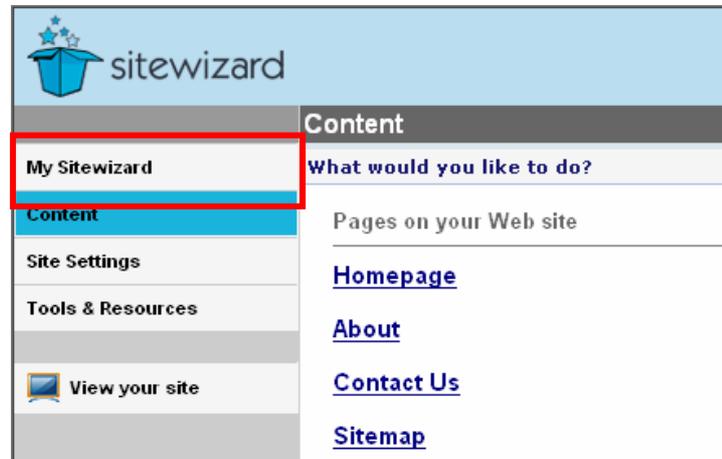


## Getting back to “My Sitewizard”

As Figure 2.5 illustrates, you can get back to the “My Sitewizard” screen at any time by clicking on the “My Sitewizard” option in the navigation menu.

### Figure 2.5

The “My Sitewizard” button is always shown in the navigation menu.



## The Sitewizard interface

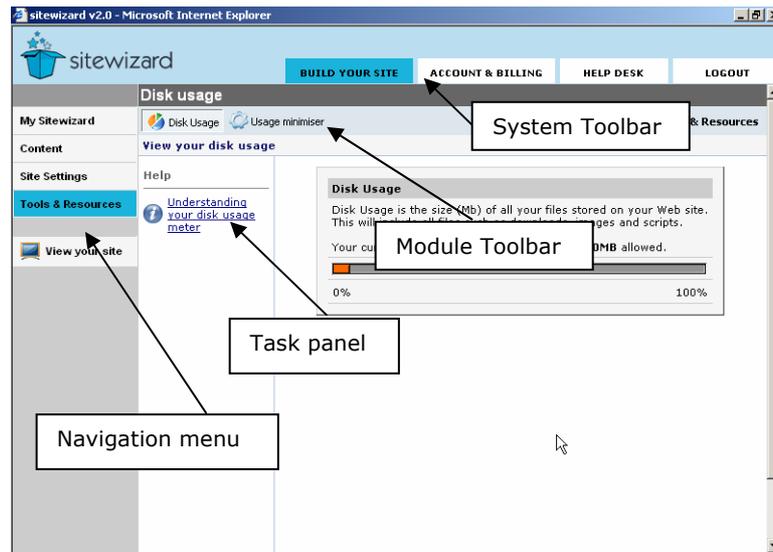
Before you start using the management console, it might be useful for you to become familiar with the interface.

There are a number of interface elements that you will use often (Figure 2.6):

- System toolbar
- Navigation menu
- Module toolbar
- Module task panels
- Icons

This section will outline what each of the interface elements are used for.

**Figure 2.6**  
The *Sitewizard* interface.



## System toolbar

The system toolbar allows you to switch between the main functions of the *Sitewizard* console. Clicking on one of the tabs loads a relevant set of options in the navigation menu.

The system toolbar options are:

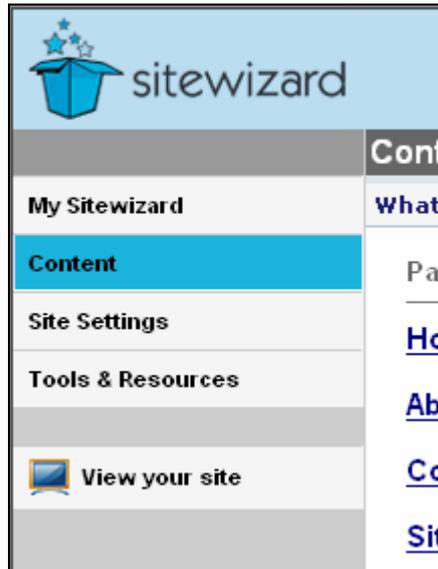
- Build your site
- Account & Billing
- Help Desk
- Logout

## Navigation menu

The navigation menu simply shows you the options associated with currently doing within *Sitewizard*. For instance, if the “Build your site” tab is selected in the System toolbar, you will see the options shown in Figure 2.8.

When you click on a navigation menu option, the module it represents will be loaded in the window to the right of the navigation menu.

**Figure 2.7**  
 Sitewizard navigation menu



**Module Toolbar**

The module toolbar is shown at the top of each module. It gives you additional buttons relating to that module.

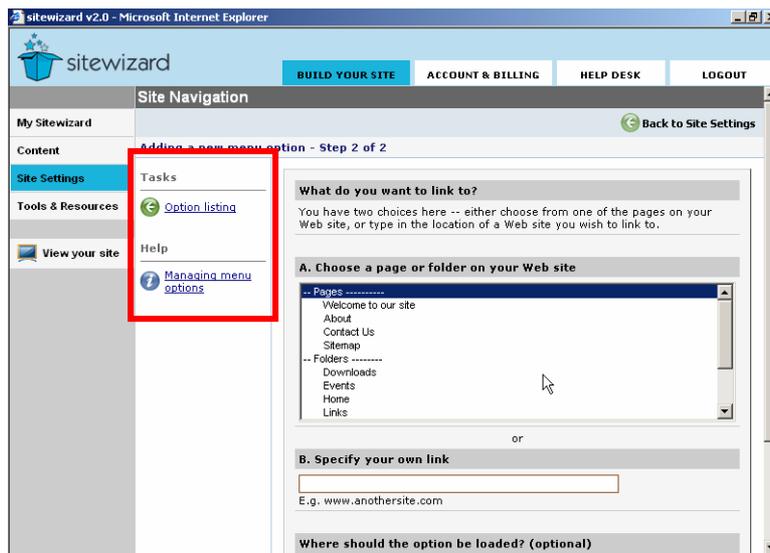
**Task panels**

Task panels are designed to display options related to what you are doing at the time.

For instance, if you were checking your disk usage, the task panel would display a help link about reading your disk usage.

Another example is when you are modifying a page (Figure 2.8). This task panel provides you with different options: View page on Web site, Add a new page, Page listing and additional help.

**Figure 2.8**  
 Task panel options are context-sensitive.



**Icons you will see all of the time**

Throughout *Sitewizard*, you will notice that there is heavy use of icons. Each icon denotes a particular function that will be performed when it is clicked.

**Table 2.1:** *Sitewizard* icons

ICON	DESCRIPTION
	Add
	Modify
	Delete
	Preview
	Help is available. Clicking on this will load the online help system.
	Back to previous
	Next
	Move up
	Move down

**Table 2.2:** *Sitewizard* form field icons

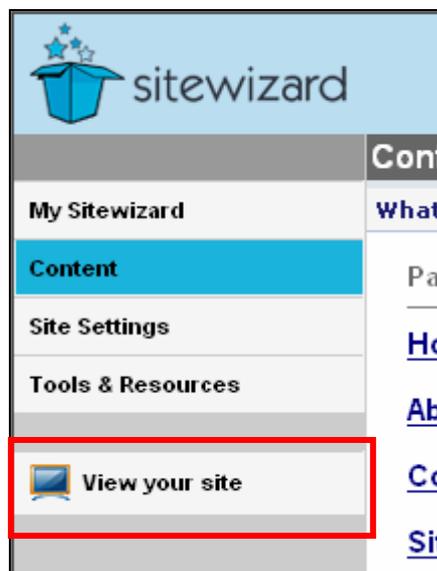
ICON	DESCRIPTION
	Required field
	Optional field

## The “View your site” option

Whenever you wish to view your Web site, simply click on the **View your site** option in the navigation menu (as shown in Figure 2.9).

**Figure 2.9**

The “View your site” option.



## Getting help

Whenever you see a **Help** icon , help about what you are currently doing is available.

If the online help cannot answer any questions you have, the *Sitewizard* helpdesk is the next option.

### MORE INFORMATION

Please refer to *Getting Help*, pg. 41, for more information about using the helpdesk and online help system.

# Managing your content

Once you have familiarised yourself with the *Sitewizard* interface and had a quick look around, you may want to start editing the content on your Web site.

This section is intended to introduce you to the common functionality of the modules and the types of content your Web site may contain.

More detailed information is available within specific content management manuals and the context-sensitive help available within the console.

## Common Functionality

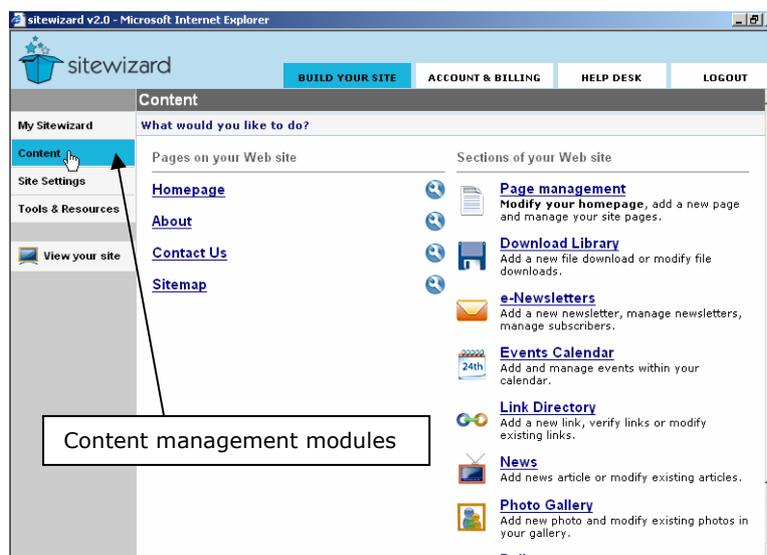
Using the content management modules to add to and edit your Web site's content is an intuitive process. All modules use the same style of interface to display items, add new content and edit content.

### Getting to the content management modules

As soon as you login to the management console, you will be presented with the "My Sitewizard" quick links screen. Click on the **Content** option on the "My Sitewizard" screen or the navigation menu (Figure 3.1) to show a list of content management modules available to you.

**Figure 3.1**

Clicking on the Content option within the navigation menu shows a list of content management modules.



### Step-by-step addition wizards

All content management modules step you through adding new content, such as new pages, new news articles, etc.

### Rich Text editing

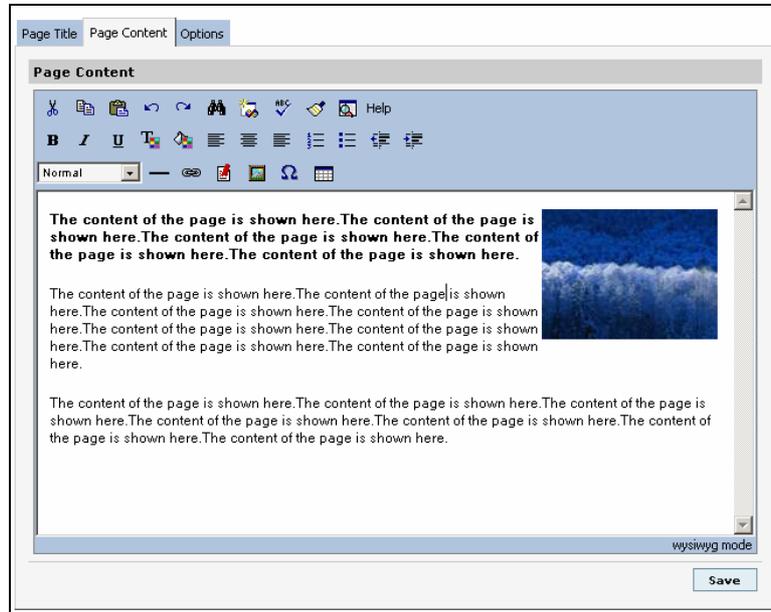
Most types of content on your Web site allow you to enter rich text as the body. *Sitewizard* has its own rich text editor built-in (Figure 3.2), which allows you to do the following:

- Enter text and apply formatting such as bold, italics and colours
- Upload your own images to use within your text

- Link to other pages and content on your Web site
- Insert tabulated information
- Check spelling
- and much more

**Figure 3.2**

Many content modules allow you to enter rich text as the body.



## MORE INFORMATION

Please refer to *the Site Owners – Rich Text Editing manual*, for more information about using the rich text editor.

## Types of content

Your Web site does not just contain pages. If you chose a package that has features such as a news board or a link directory, then you will have other types of content on your site that are not classed as being “pages”.

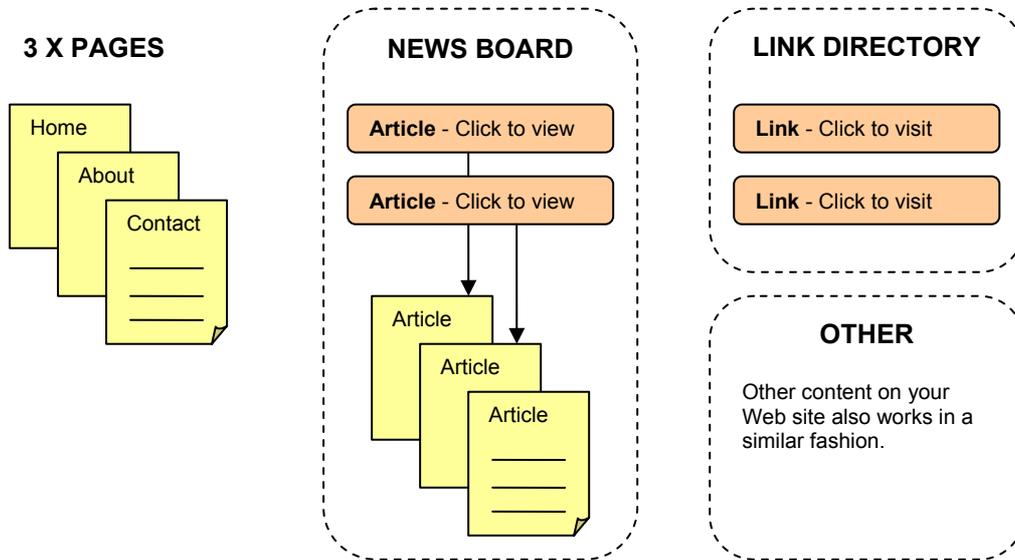
As Figure 3.3 illustrates, you may have three normal pages on your Web site, one news board page and one link directory page. The news board page simply lists articles that have been added to it. Similarly, a link directory page lists links that have been added to it.

Figure 3.4 shows the “About” page on a Web site. The page title and text beneath it are editable using the “Page Management” module within the *Sitewizard* management console.

Figure 3.5 shows the news article listing on the same Web site. Clicking on each article title will load the full news article. Articles within the news board are editable using the “News” module within the *Sitewizard* management console.

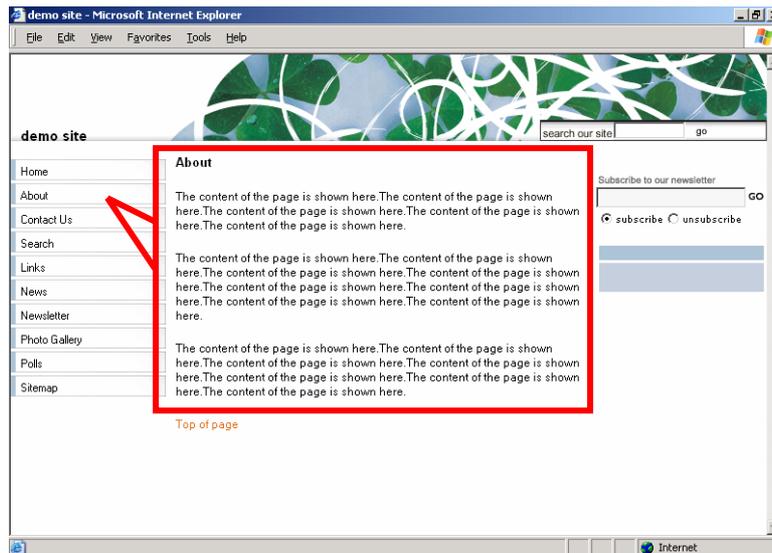
**Figure 3.3**

Your Web site may have three content pages, a news board and a link directory. The news board page lists the news articles contained within it. In this case, clicking on an article title will load the article.



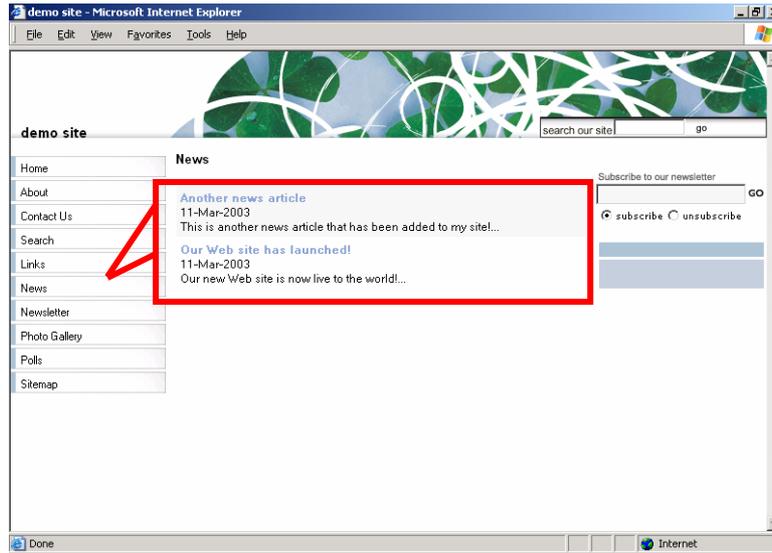
**Figure 3.4**

A page on your Web site might look like this initially.



### Figure 3.5

The news board lists the news articles you have added.



# Your Sitewizard account

Your Sitewizard account stores important information about you. It contains contact information, your password and what features are available on your Web site.

## Account contact and address details

Your *Sitewizard* account is used for all billing correspondence. It is extremely important that you keep it **up to date** with your current address and contact details.

### Changing your account details

To change the details of your account, please follow these steps:

1. Click on the **Account & Billing** tab in the system toolbar, and then on the **Account details** option.
2. Change your details and click on the **Save** button.

## Your account password

When your account is first created, your account is assigned a system-generated password. This password is random (and therefore impossible to guess), and you are able to change this at your discretion.

### Protect your password

It is recommended that you change your password on a regular basis. Do not tell anyone your account password and if you do write it down, keep it in a safe place.

### Changing your password

To change your account password, follow these steps:

1. Click on the **Account & Billing** tab in the system toolbar, and then on the **Change password** option.
2. Enter your current password and your new password, and click on the **Save** button.

#### NOTE

---

Next time you login to the *Sitewizard* management console, use your new password.

## Web site package

When your Web site was created, a Web site package was assigned to your *Sitewizard* account. This package defined what features would be installed on your Web site, and how many pages you are allowed to have.

### Upgrading your package

You are able to upgrade or downgrade your Web site package at any time. This allows you to change what features are on your Web site.

A package with more features usually comes at a higher price. You therefore have the opportunity to upgrade/downgrade to any package in accordance with your business needs.

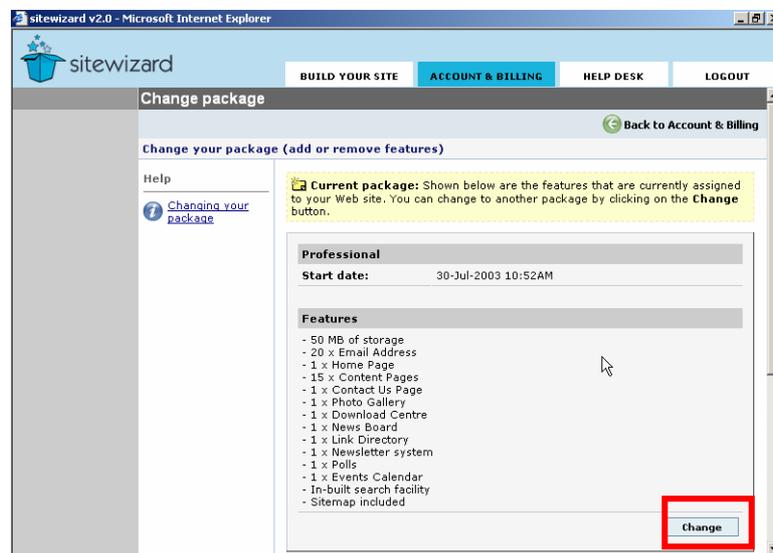
### Changing your Web site package

To change the package that your Web site uses, follow these steps:

1. Click on the **Account & Billing** tab in the system toolbar, and then on the **Change your package** option.
2. Your current Web site package is will be displayed (Figure 4.1). Click on the **Change** button.
3. A listing of packages will be displayed. Keep in mind that some of these packages may have less features than your current package.
4. Select the package you require click on the **Change** button to accept the changes.

**Figure 4.1**

View of currently assigned package.



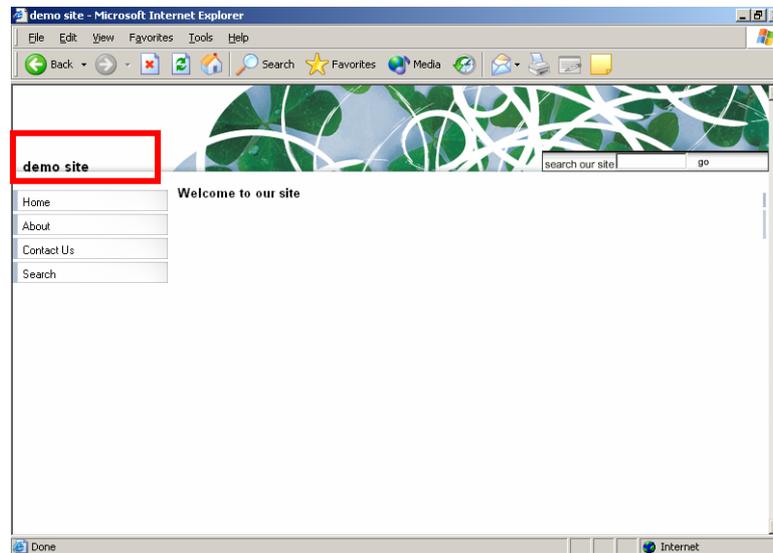
# Web site details

## Web site name and details

The Web site's name is used in the title of your homepage. It is also used within your site design if you have not uploaded a logo yet (Figure 5.1).

**Figure 5.1**

The site name is displayed within the site design if you have not uploaded a logo.



## Changing your site's name

To change your Web site's details, follow these steps:

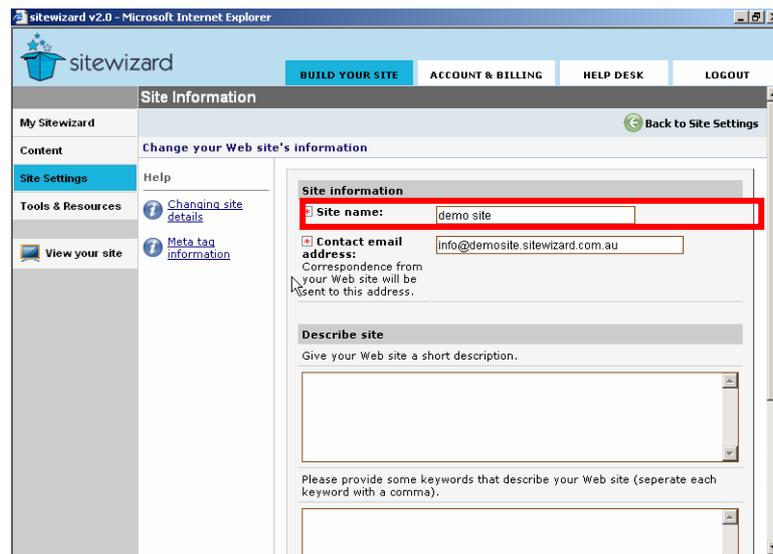
1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Information** option.
2. A modification form will be loaded (Figure 5.2). Change your Web site's name (or other details) in the field/s provided.
3. Click on the **Save** button at the bottom of the form.

### NOTE

The address of your Web site will not change to reflect the name of your Web site.

**Figure 5.2**

Changing a site's details.



## Web site contact email address

### Why do I have a Web site contact email address?

When your Web site was created, your FREE *Sitewizard* email address was automatically set as your Web site contact email address.

Using your FREE *Sitewizard* email address (e.g. [info@sitename.sitewizard.com.au](mailto:info@sitename.sitewizard.com.au)) gives you a professional marketing tool.

It allows you to use a generic email address on your site, rather than your personal address.

This email address in turn will forward all emails sent to it to your current email address (whatever is specified against your account details).

### Where it is used

If you have a “Contact Us” page on your Web site, then the results of this form being submitted by a visitor will be sent to this address.

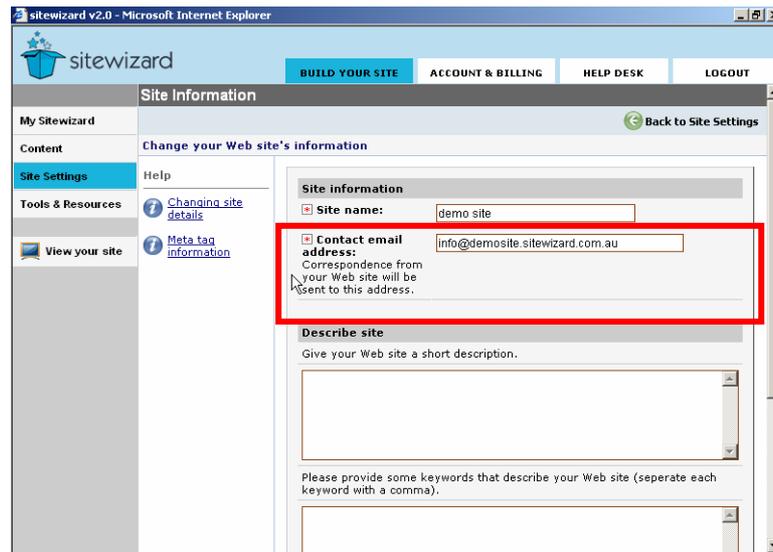
### Changing your Web site's contact email address

In the event that you wish to change your Web site's contact email address, this is a simple procedure. Follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Information** option.
2. A modification form will be loaded (Figure 5.3). Enter a valid email address into the **Contact email address** field.
3. Click on the **Save** button at the bottom of the form.

**Figure 5.3**

Changing your Web site contact email address.



## Meta keywords and description

### What is Metadata and why should I use it?

Many of the world's major search engines use Metadata as a means of finding out what your Web site is about. Having a concise description and relevant list of keywords can help your chances of being shown in search engine listings.

### Changing your keywords and description

To change your Web site's keywords and description, follow these steps:

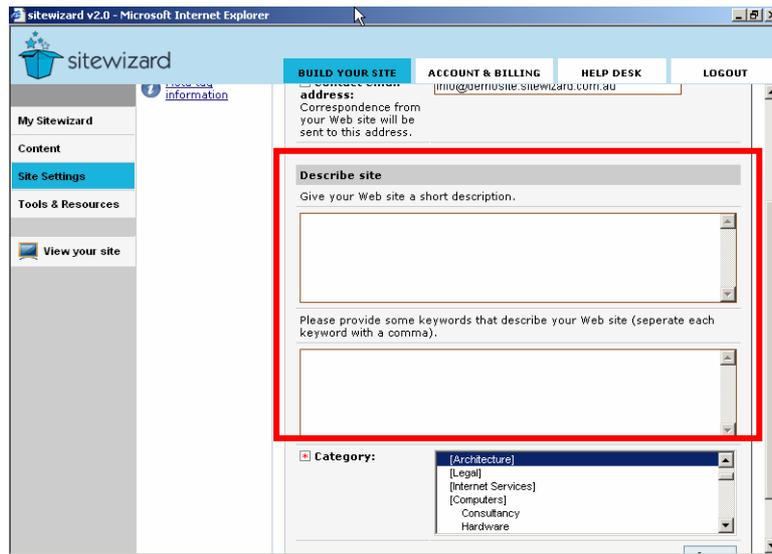
1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Information** option.
2. A modification form will be loaded (Figure 5.4). In the keywords field, enter a comma-separated list of keywords that best describe your Web site.

In the description field, enter a passage of text that best describes your Web site.

3. Click on the **Save** button at the bottom of the form.

**Figure 5.4**

Changing your Web site keywords and description.



# Web site look and feel settings

## Main design of your site

The design of your Web site is simply what your site looks like.

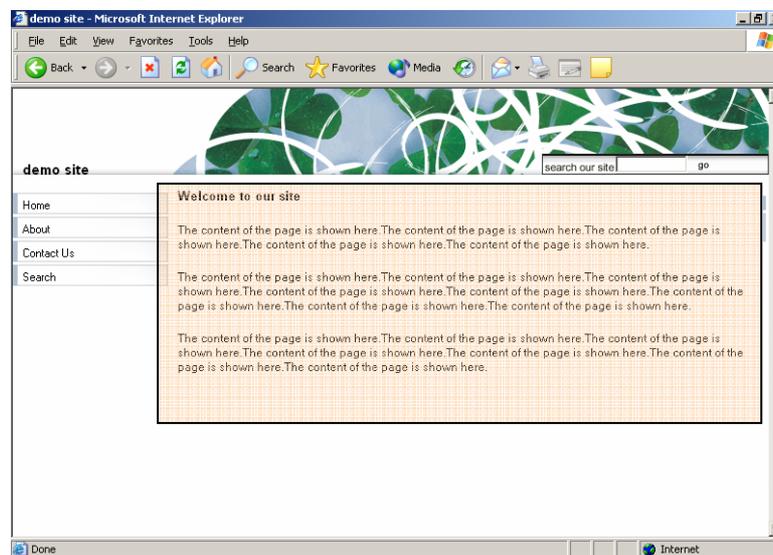
Figure 6.1 shows a site design. It encompasses everything outside the box. The top images, the navigation option styles, the heading colours, etc...

When you edit the content of your Web site, you are only editing what is inside the box.

Such separation allows you to change the design of your Web site at any time without affecting your content.

**Figure 6.1**

Your Web site design.



## Changing your Web site's design

To change the design of your Web site, follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Design** option.
2. Click on the **Site Design** button in the module toolbar.
3. You will be presented with a screen showing the current design of your site.

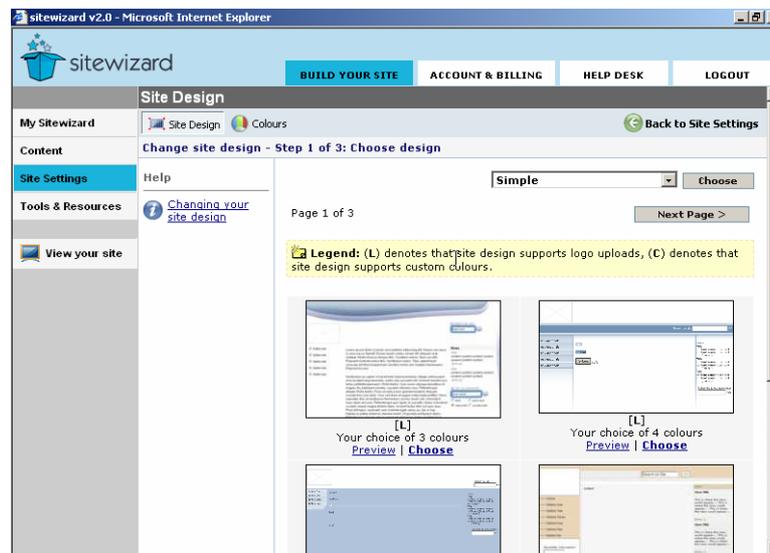
Click on the **Change** button.

4. A listing of design categories will be displayed. Click on a category name.
5. A design list will now be displayed (Figure 6.2). You can select another category by using the category selector above the design listing.

You can also click on the **Preview** link below the design thumbnail to view a larger representation of the design.

6. Select a design from the listing by clicking on the design's thumbnail or by clicking on the **Choose** option.
7. A confirmation screen will be shown. Click on the **Save** button to accept the changes.  
After a short wait, the current design screen will be displayed.
8. Click on the **View your site** option in the navigation menu to inspect your Web site.

**Figure 6.2**  
Site design choices.



## Using custom colours on your Web site

Some site designs support custom colour choices. This allows you as a site owner to change elements of your site design to meet your aesthetic taste or your business' corporate colours.

When choosing a site design, look for the icon denoting that custom colour choices are available.

### NOTE

The custom colour choices that are available will vary from design to design.

### Changing custom colours

To change the custom colours on your Web site, follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Design** option.
2. Click on the **Colours** button in the module toolbar.
3. You will be presented with a screen showing a descriptive listing of the colours on your Web site (Figure 6.3).

(If your current site design does not allow custom colour choices, a message will tell you this.)

4. Choose the colour you wish to change, and click on the **Colour Selector** icon next to the colour block.
5. A colour selection window will be loaded. Choose the colour you wish to use by clicking on it.
6. The colour will be changed in the colour block.

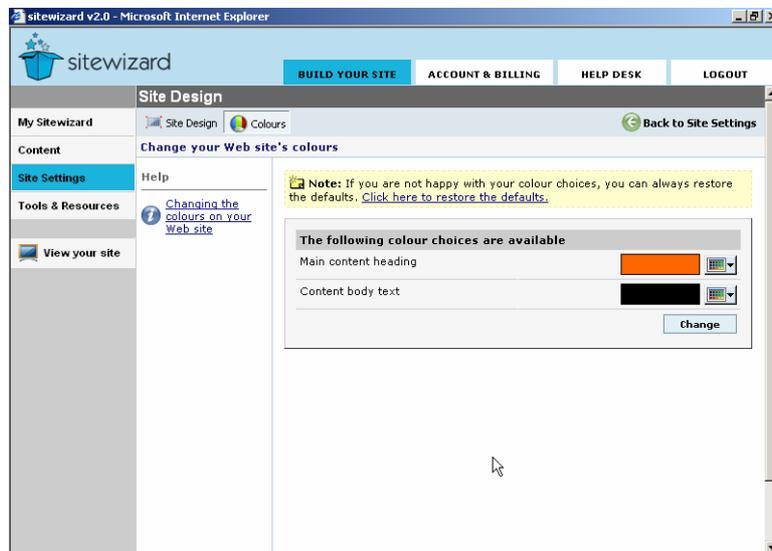
Repeat this process for the other colours you wish to change.

7. Click on the **Save** button to accept the changes.
8. Click on the **View your site** option in the navigation menu to inspect your Web site.

**NOTE**

You can revert back to the default colours of a site design by clicking on the **Restore the defaults** link above the colour listing.

**Figure 6.3**  
The custom colour listing.



## Placing logos on your Web site

*Sitewizard* allows you to upload an image to use as the logo on your Web site.

You are able to place JPEGs or GIFs as your Web site logo. Other file formats are not accepted by the system.

### MORE INFORMATION

---

For more information about the JPEG image format, please go to this link:

<http://netforbeginners.about.com/library/glossary/bldef-jpg.htm>.

For more information about the GIF image format, please go to this link:

<http://netforbeginners.about.com/library/glossary/bldef-gif.htm>.

### Logo dimensions

Your site design can only support logos of a certain size. Your logo image will be automatically resized by *Sitewizard* if it exceeds these dimensions.

### Uploading a new logo

To upload a new logo to your Web site, please follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Upload your logo** option.
2. You will be presented with a screen that shows you your currently uploaded logo (if one exists) and a field that allows you to upload a new logo (Figure 6.4).
3. Click on the **Browse** button next to the logo field to select an image from your computer's hard drive.
4. An 'Open file' dialogue window will now load. This will usually have a listing of files from the 'My Documents' or 'My Pictures' folder on your computer's hard drive.
5. Select the image you wish to upload from the listing and then click on the **Open** button. (This does not actually 'open' the image.)

You will now notice that the path of the image as it is stored on your computer is shown in the field - leave this.

6. Click on the **Save** button to accept the changes.

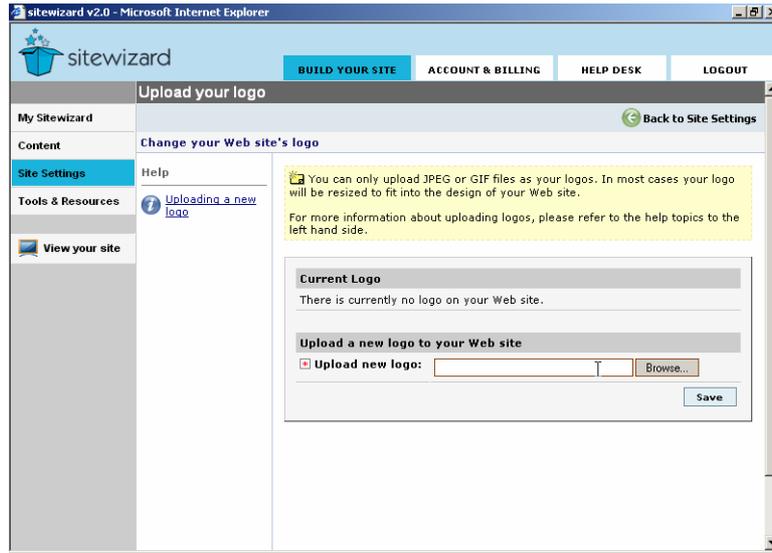
Saving times will vary depending upon the size of the image you are uploading and your Internet connection speed.

Once the logo has been uploaded, the screen will be reloaded. The logo will be displayed in the preview area.

7. Click on the **VIEW YOUR SITE** option in the system toolbar to inspect your Web site.

**Figure 6.4**

Uploading a logo to your Web site.



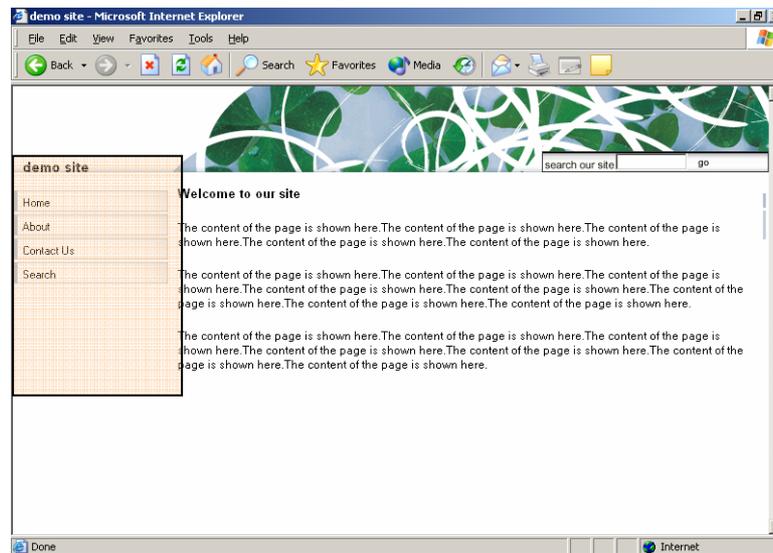


# Site navigation menu

A navigation menu is an interface element displayed in a consistent place on your Web site – usually on the left-hand-side (Figure 7.1). Menus allow Web site visitors to navigate to the main areas of your site.

*Sitewizard* allows you to add new menu options to your site, modify existing options, change the display order and delete them if required.

**Figure 7.1**  
Web site navigation menu.



## Adding navigation options

When your Web site is initially created, a number of menu options are created automatically for you. You can also add menu options if you want to link to external sources or additional content you have created.

### NOTE

When you add a new page to your Web site, a menu option is automatically created for you.

## Adding a new option that links to an existing page

To add a new menu option, follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Navigation** option.
2. Now click on the **Add new menu option** option. Adding a new menu option is a two step process.
3. **Step 1: Option label**

On the form shown, enter the label that you wish the menu option to use. This is what is displayed on your Web site's interface, so try to keep it as short as possible.

Click on the **Next** button.

#### 4. Step 2: Option linking

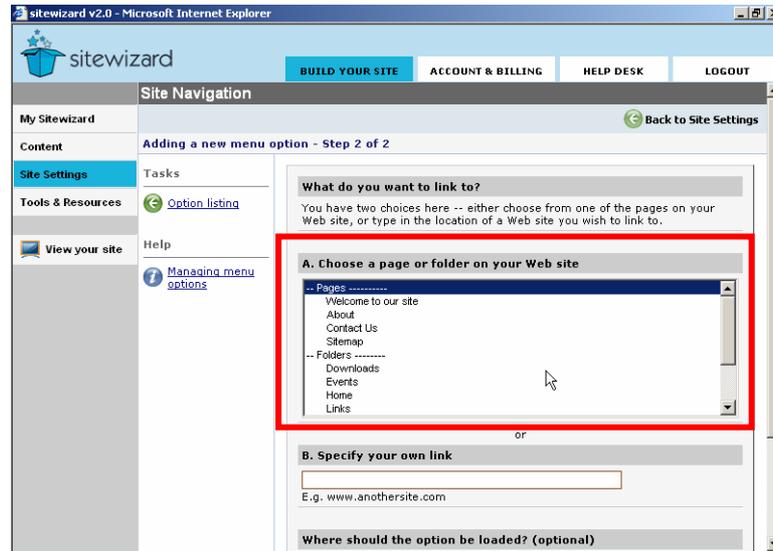
This form allows you to specify where the option will link to (Figure 7.2). This can be an existing page or folder (e.g. News, Events).

Simply select the page or folder from the list (under section A).

5. Click on the **Save** button to add the new option.

**Figure 7.2**

Adding a new menu option to a Web site.



### Adding a new option that links to another Web site

To add a new menu option, follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Navigation** option.
2. Now click on the **Add new menu option** option. Adding a new menu option is a two step process.
3. **Step 1: Option label**

On the form shown, enter the label that you wish the menu option to use. This is what is displayed on your Web site's interface, so try to keep it as short as possible.

Click on the **Next** button.

4. **Step 2: Option linking**

This form allows you to specify where the option will link to (Figure 7.3).

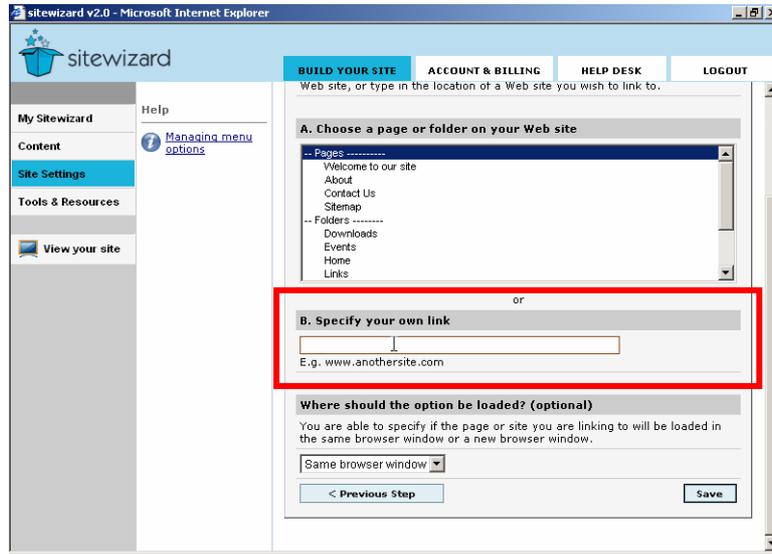
Simply enter the address into the field provided (under section B). Do not include the `http://`. For example, `www.anotherwebsite.com`.

5. Click on the **Save** button to add the new option.

**NOTE**

You should get someone’s permission before linking to their Web site.

**Figure 7.3**  
 Adding a new menu option that links to another Web site.



**Adding a new option that pops up in a new window**

Any type of menu option can be forced to load the target page or Web site in a new browser window.

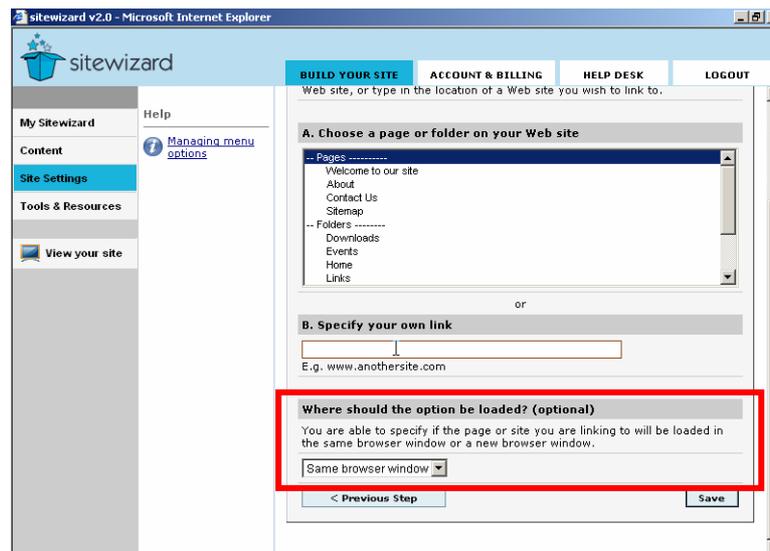
This is especially useful when linking to external Web sites and you do not want the person to leave your site.

To add the option, follow these steps:

1. Repeat the steps for *Adding a new option* (either page or external Web site).
2. On step 2 (Figure 7.4), choose the target for the option. The possible choices are:
  - Same browser window (default)
  - New browser window
3. Choose “New browser window” and click on the **Save** button.

**Figure 7.4**

Adding a new menu option that loads in a new browser window.



## Existing navigation options

*Sitewizard* allows you to change a menu option's label or link after you have created it.

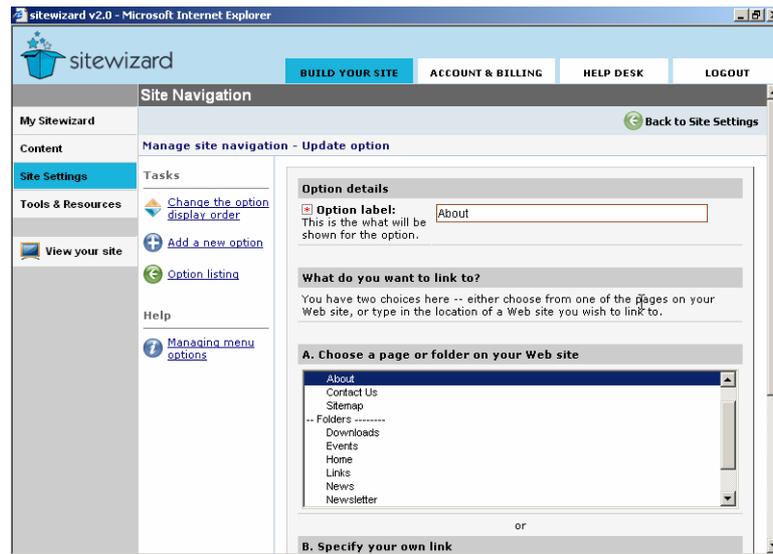
### Updating a navigation menu option

To update a navigation menu option, follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Navigation** option.
2. Click on the **Modify or delete menu options** option.
3. You will be presented with a screen showing a listing of menu options. Click on the **Modify** icon  or the menu option's title.
4. A modification form will be loaded (Figure 7.5). You can change the option's label and option label's link.
  - **Label:** This is what is displayed on your Web site's interface, so try to keep it as short as possible.
  - **Changing option link:** This section allows you to specify the option label's link. This can either be an existing page or folder (e.g. News, Events) or an external link.
    - If you want to link to an **existing page or folder**, simply pick it from the listing (under section A).
    - If you want to link to an **external or custom link**, simply enter the address into the field provided (under section B). Do not include the http://. For example, www.anotherwebsite.com.
5. Click on the **Save** button to accept the changes.

**Figure 7.5**

Updating a navigation menu option.



## Changing the navigation menu display order

By default the navigation options within your Web site's menu are displayed in the order that they were added.

To change the display order, follow these steps:

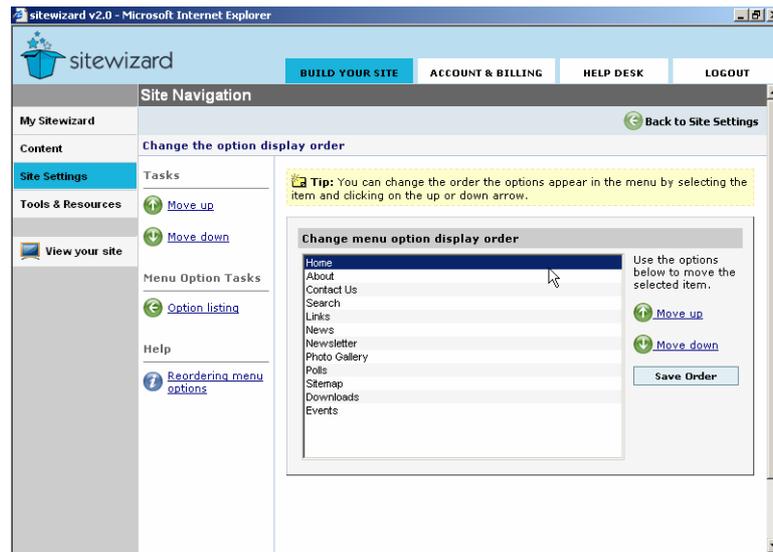
1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Navigation** option.
2. Click on the **Modify or delete menu options** option.
3. Click on the **Change option display order** option in the task panel.
4. An option list will be loaded (Figure 7.6). Choose the menu option that you wish to move up or down the display order.
5. Click on the **Move Up**  or **Move Down**  options next to the list or the in the task panel.

Repeat this process for any other options you wish to move up or down the order.

6. Click on the **Save Order** button to accept the changes.

**Figure 7.6**

Changing the navigation menu display order.



## Deleting a navigation option

To delete an option from the navigation menu, follow these steps:

1. Click on the **Site Settings** option in the navigation menu, and then on the **Site Navigation** option.
2. Click on the **Modify or delete menu options** option.
3. To delete an option, simply click on the **Delete** icon  for the option in the actions column.

# Web site tools

## Disk usage

Your Web site occupies an amount of space on the Sitewizard server. Whenever you upload an image, add a new page or add a file, the size of your Web site will increase.

### Checking your Web site's size

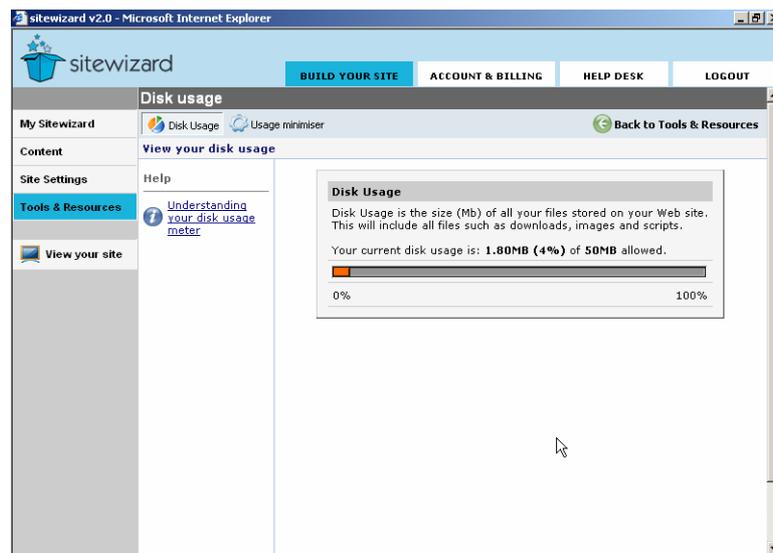
The disk usage meter allows you to see how much space your site occupies within its allowed limit.

To view your disk usage, follow these steps:

1. Click on the **Tools & Resources** option in the navigation menu, and then on the **Disk usage** option.
2. The usage meter shows how much space your Web site is using (Figure 8.1) on the server.

**Figure 8.1**

The disk usage meter.



## Reducing the size of your Web site

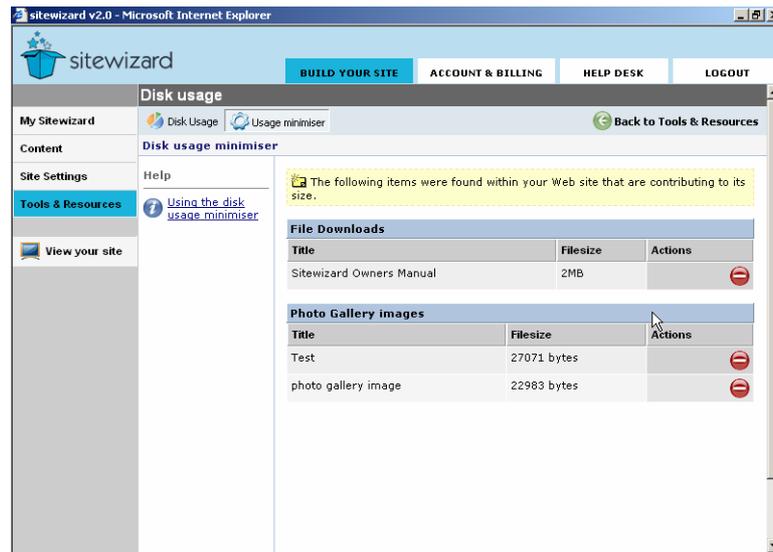
*Sitewizard* has a system called the disk usage minimiser. This system shows you which files are contributing most to the size of your site. You have the option of deleting any or all of the files listed.

To view the disk usage minimiser, follow these steps:

1. Click on the **Tools & Resources** option in the navigation menu, and then on the **Disk usage** option.
2. Click on the **Usage minimiser** button in the module toolbar.
3. You will be presented a list of image and file objects from your Web site.
4. Click on the **Delete** icon  in the actions column to delete any file or image.

**Figure 8.2**

The disk usage minimiser system.



## Replacing text within your Web site

*Sitewizard* provides you with a tool to replace multiple instances of text on your site.

To replace text on your Web site, follow these steps:

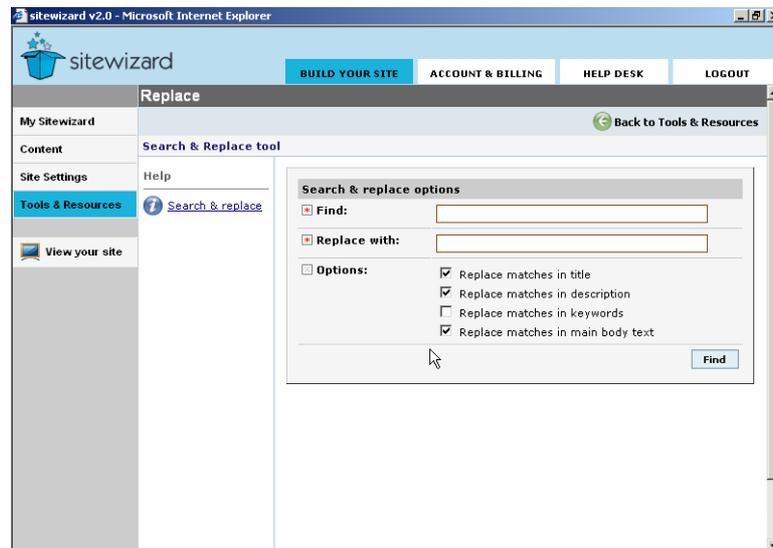
1. Click on the **Tools & Resources** option in the navigation menu, and then on the **Replace** option.
2. Enter the text that you wish to search for, and then the text that you wish to replace it with. You can also tick the checkboxes to replace the text string in the title, keywords, description and main body.

You should note that the search for text is case-sensitive.

3. Click on the **Replace** button to start the replace operation.
4. You will be presented with a screen displaying the content affected by the change.

**Figure 8.3**

The text replacement tool.



# Getting help

## Sitewizard Helpdesk

The *Sitewizard* Helpdesk allows you to lodge a support request. Your support request can be about anything related to the *Sitewizard* service.

Once you have lodged a support request, you are able to track its progress from within the *Sitewizard* management console.

Support requests can also be emailed to [help@sitewizard.com.au](mailto:help@sitewizard.com.au). All messages relating to the support request are also emailed to your account email address.

### Lodging a new support request

To lodge a new support request, follow these steps:

1. Click on the **Help Desk** tab in the system toolbar, and then on the **Support Requests** option.
2. Click on the **Lodge new support request** option.
3. Enter your contact email address and phone number in the fields provided. These should be pre-populated for you.

Click on the **Next** button at the bottom of the form.

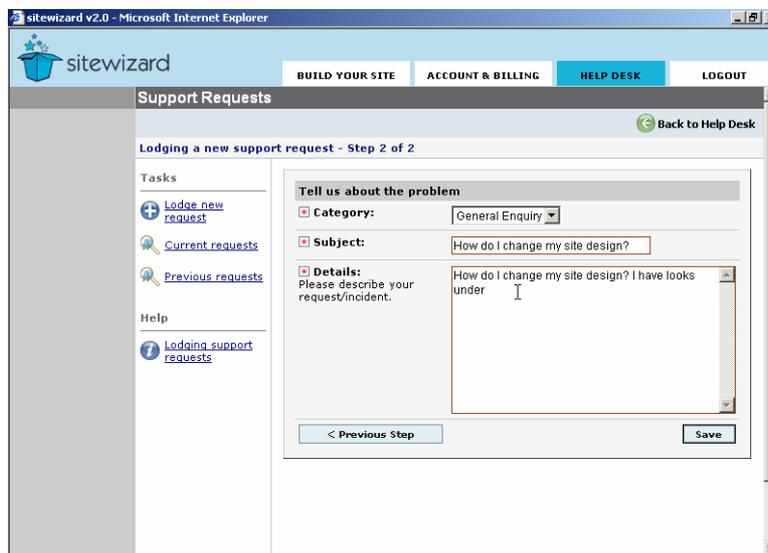
4. The screen shown allows you to enter your request or information about the problem you are having (Figure 9.1). It is important that you try to be specific as possible.

Click on the **Save** button once you are satisfied with the information entered.

5. A success screen will be shown. Click on the **Current requests** option in the task panel to list any of your current support requests. The request you just lodged will be shown with a **Pending** status.

**Figure 9.1**

Lodging a new support request.



The screenshot shows a web browser window titled 'sitewizard v2.0 - Microsoft Internet Explorer'. The page header includes the Sitewizard logo and navigation tabs: 'BUILD YOUR SITE', 'ACCOUNT & BILLING', 'HELP DESK', and 'LOGOUT'. The main content area is titled 'Support Requests' and shows a 'Lodge a new support request - Step 2 of 2' form. On the left, there is a 'Tasks' sidebar with links for 'Lodge new request', 'Current requests', 'Previous requests', and 'Lodging support requests'. The main form area is titled 'Tell us about the problem' and contains the following fields:

- Category:** A dropdown menu set to 'General Enquiry'.
- Subject:** A text input field containing 'How do I change my site design?'.
- Details:** A text area with the prompt 'Please describe your request/incident.' and the text 'How do I change my site design? I have looks under'.

At the bottom of the form, there are two buttons: '< Previous Step' and 'Save'.

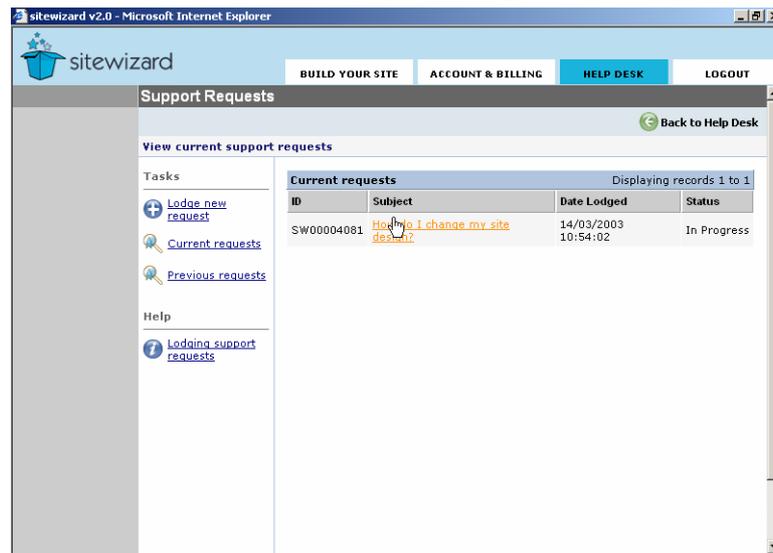
## Tracking the progress of your support request

Once you have lodged a support request, you can track its progress at any time. Simply follow these steps:

1. Click on the **Help Desk** tab in the system toolbar, and then on the **Support Requests** option.
2. Click on the **View current requests** option to list any current support requests (Figure 9.2).

**Figure 9.2**

Tracking the progress of a request.



## Sending messages

When you first create a support request, either by email or via the management console, a message is also attached to it.

This message can be thought of as your original question. The person answering the support request will send another message to you in reply, and you can in turn send one back (and so on).

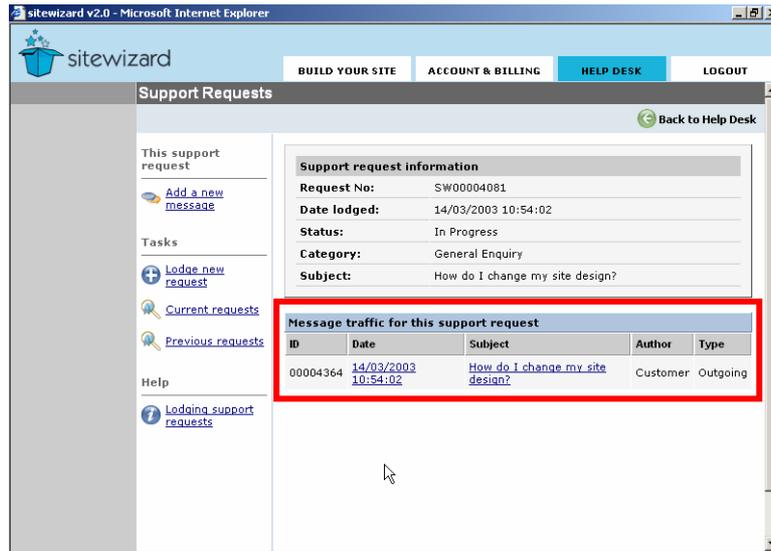
If a message has been sent to you, you will receive it by email. You can reply to this message from within your email client or you can login to the management console and reply to it there.

To add a new message to a support request, either in addition to your original request or in reply to a message, please follow these steps:

1. Click on the **Help Desk** tab in the system toolbar, and then on the **Support Requests** option.
2. Click on the **View current requests** option to list any current support requests.
3. Click on the support request's subject to load it.
4. The support request information screen will be loaded. Beneath the information, the message traffic for the request is shown (Figure 9.3).

5. You can either click on a message title to load a specific message (and reply to that) or add a completely new message – either way the message addition form will be the same.
6. Click on the **Reply/Add new message** option in the task panel.
7. A message addition form will be loaded (Figure 9.4). Type subject and message in the fields provided and click on the **Save** button.
8. Once the message has been added to the request, it will now notice it at the bottom of the message traffic listing for the request.

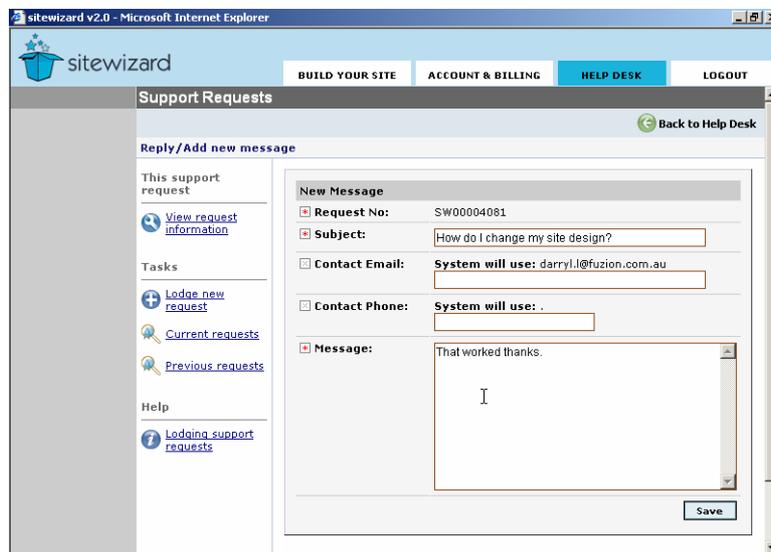
**Figure 9.3**  
Support Request  
message traffic.



The screenshot shows the 'Support Requests' page in the Sitewizard v2.0 interface. The page is titled 'Support Requests' and includes a navigation bar with 'BUILD YOUR SITE', 'ACCOUNT & BILLING', 'HELP DESK', and 'LOGOUT'. The main content area is divided into two columns. The left column contains a sidebar with links for 'Add a new message', 'Lodge new request', 'Current requests', 'Previous requests', and 'Lodaina support requests'. The right column displays 'Support request information' for request SW00004081, with details such as 'Date lodged: 14/03/2003 10:54:02', 'Status: In Progress', 'Category: General Enquiry', and 'Subject: How do I change my site design?'. Below this information is a table titled 'Message traffic for this support request' with the following data:

ID	Date	Subject	Author	Type
00004364	14/03/2003 10:54:02	<a href="#">How do I change my site design?</a>	Customer	Outgoing

**Figure 9.4**  
Adding a message to a  
support request.



The screenshot shows the 'Reply/Add new message' form in the Sitewizard v2.0 interface. The page is titled 'Reply/Add new message' and includes a navigation bar with 'BUILD YOUR SITE', 'ACCOUNT & BILLING', 'HELP DESK', and 'LOGOUT'. The main content area is divided into two columns. The left column contains a sidebar with links for 'View request information', 'Lodge new request', 'Current requests', 'Previous requests', and 'Lodaina support requests'. The right column displays the 'New Message' form with the following fields:

- Request No.:** SW00004081
- Subject:** How do I change my site design?
- Contact Email:** System will use: darryl.l@fuzion.com.au
- Contact Phone:** System will use: .
- Message:** That worked thanks.

A 'Save' button is located at the bottom right of the form.

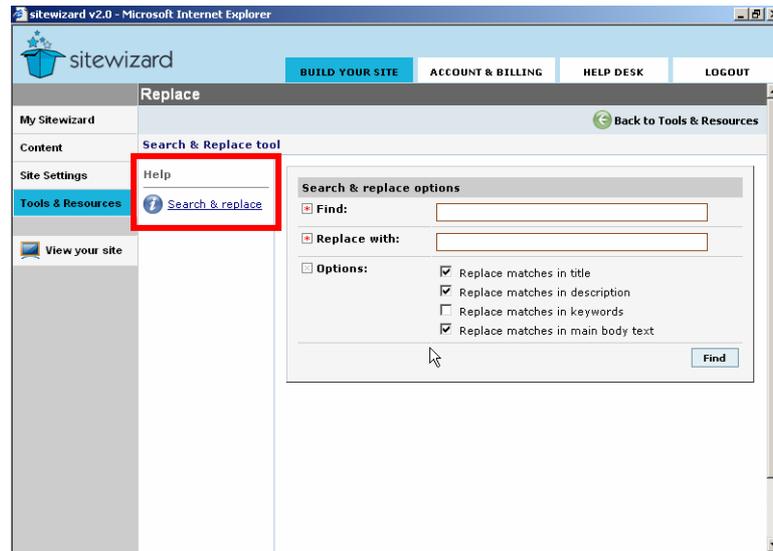
## Online Help

*Sitewizard* has a comprehensive help system that is built into the management console. The help provided is sensitive to what action you are performing at any time.

A **help** icon  is shown in the task panel whenever help is available. Simply click on the icon to load the online help system.

**Figure 9.5**

Context-sensitive help is available within *Sitewizard*.



## Loading the online help system

To load the help system, simply follow these steps:

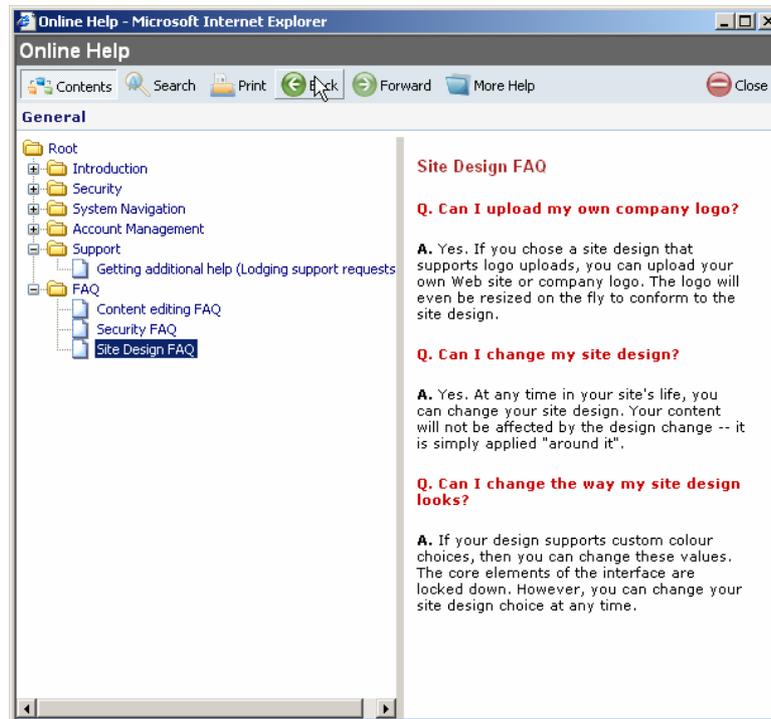
1. Click on **Help** icon  for the help topic that you wish to load.
2. The help system will be loaded in a new window aligned to the right of the screen (Figure 9.6).

This window is split into two panels. On the left-hand-side the table of contents are shown for the “topic” the help page you are loading belongs to.

The right-hand-side of the window contains the help page.

**Figure 9.6**

The online help system loads in a new browser window.



## Loading other help pages

To load another help page, follow these steps:

1. Load the online help system (as discussed in *Loading the online help system*, pg. 39).
2. Click on the help page title in the **Table of Contents** tree.

## Loading other topics (more help)

Whenever you load the online help system, you are loading what is called a “Help Topic”. The help page and Table of Contents tree belong to this topic.

Additional topics contain more information about particular functions within *Sitewizard*.

To load another topic, follow these steps:

1. Load the online help system (as discussed in *Loading the online help system*, pg. 39).
2. Click on the **More Help** button in the toolbar (Figure 9.7).
3. Choose the topic you wish to use (Figure 9.8).
4. The help system will then be refreshed to reflect the new topic choice (Figure 9.9).

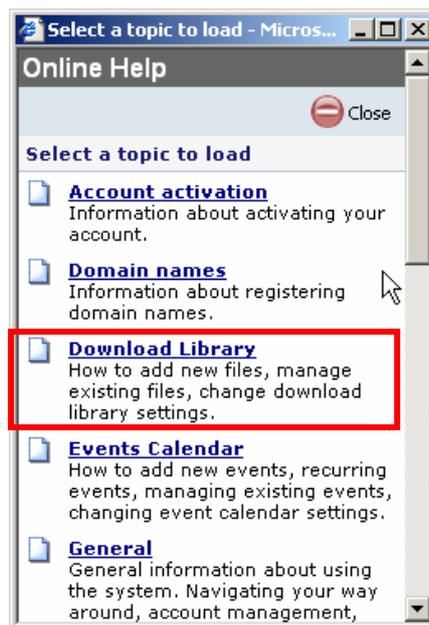
**Figure 9.7**

Click on the More Help button in the toolbar to load the topic listing.



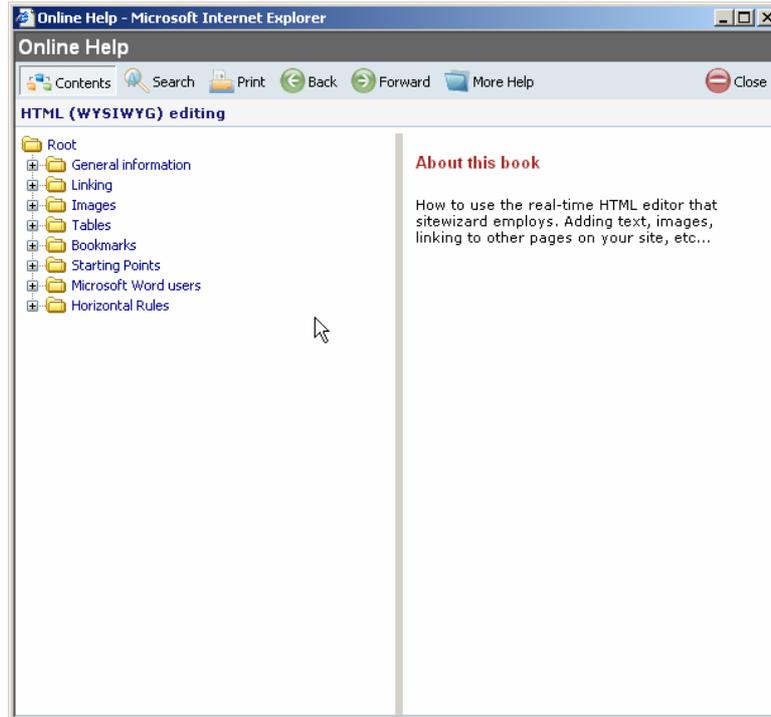
**Figure 9.8**

Choose a topic from the listing.



**Figure 9.9**

The online help system will be refreshed to reflect the topic choice.



**Searching for help**

You are not limited to browsing for the help you want. The online help system allows you to search within the current topic.

To search for help within the current topic, follow these steps:

1. Load the online help system (as discussed in *Loading the online help system*, pg. 39).
2. Click on the **Search** button in the toolbar (Figure 9.10).
3. Enter the keyword you wish to search for and then click on the **Find** button.
4. The results of your search will be shown in the left-hand panel. Clicking on the page title will load the help page in the right-hand panel.

**Figure 9.10**

Click on the Search button in the toolbar to load the search query form.

