Nest Web Manuals

1. Introduction and login

1.1 Introduction to Nest

Nest is a web-based content management system of Hiab group. To access the system and administer your pages, all you need is an Internet connection. The administration interface is compatible with Windows, MacOS and Linux.

Nest uses various page templates to display content. The desired content may be created and placed within that structure in the format(s) permitted by the template: text, images, sound, moving pictures, etc.

The content management follows the What You See Is What You Get principle. You can browse, view and edit pages at the same time. When you make a change, you will see it on-screen at once.

The management of the site can be divided among any number of administrators. Administrator access may be given for individual pages or areas defined by the site structure. Administrator permissions are given separately for different areas.

Nest also offers other possibilities including sending html-emails, creating discussion forums, conducting surveys and following reports. All of these functions might not be in use yet. Please contact Hiab Central Marketing to find out more.

1.2 Login and welcome page

This tutorial will explain how to log in to the Hiab content management system, Nest. It also explains the content of the welcome page.

To be able to access Nest, you need to have a username and a password. Your personal login information is given to you by Hiab Central Marketing. Type both username as well as password to the appropriate text fields on the login page. Finish by clicking on the *Log in* button.

After a successful login you will see a welcome page in your browser window. This page compiles useful information related to the system such as lists of most visited web pages, pages waiting for publication and feedback form to name a few. You can always access this page by clicking About in the Nest main menu.

- **Reports area in the middle**

The most visited tab shows you the most visited pages during the last 7 days.

The next tab, “Last 10 pages”, shows you the last 10 pages created or published in your site. It also shows the 10 last files uploaded to the library.

The third tab “Draft pages” shows you the all drafts that are unpublished.

The final tab is “Pages ready for publishing” shows pages that are waiting to be published by another administrator. The publishing process is explained in detail in another tutorial.

- **Right column**

The top of the right column shows you which version of Nest you are using.

“Visitors using site” shows the amount of users currently using the site. The anonymous visitors are normal site users. The registered users are users that have logged in to the site, this applies e.g. for intranet or extranet users. The administrators are other administrators updating the site at the moment including you.

Visitors for past 12 hours shows you the exact number of visitors by the hour. This is always shown in your local time.

If you are experiencing technical problems, you can use the feedback form to send a message to Nest technical support. If you encounter other problems, for example, related to content or would like to make an improvement suggestion, please contact Hiab Central Marketing

- **My details**

My details button in the top right corner allows you to view or edit your details. When clicking the button, a form with your details will open. If you edit your details, please remember to save the changes by clicking on the *Submit Changes* button at the bottom of the form.

- **Help**

Help-button opens an electronic Nest-manual in English.

- **Sites (Dropdown)**

A dropdown menu with different country sites will be displayed if you have administrator rights to multiple sites. You change the site simply by selecting the site from the list.

- **Nest main menu**

The main menu is located below the Nest logo. The amount of options shown depends on the level of your administrator permissions. For example, if you do not have permissions to templates, you do not see that option on the main menu.

Pages Manager is used for Creating and editing site structure and content as well as for publishing pages.

In the **Library** module, you can upload documents and images to the system. All files and images are stored here.

Contacts module is used for Managing contacts and contact groups.

Emails function is used for sending HTML emails

Surveys can be create and edited in the Surveys module

Product categories and detailed product information is managed in the **Products** module.

Reports module gives you Information about site statistics including visits, visitors and navigation paths.

Templates, administrators and settings modules are only available for top administrators. These are used for creating and editing page templates, managing site administrators and for changing application settings.

You can return to the Welcome page by clicking the About link.

2. Pages manager – Introduction

This tutorial will explain the purpose and the functionalities of the Pages Manager.

2.1 Pages manager

The pages Manager is probably the module you will need the most since it contains several very common functions. You can change the structure of your website, edit its content and publish pages.

Pages manager contains three main areas: Site tree, Editing area and Publishing area. The site tree is the area where you manage the site structure, add pages, remove or move them. In the Editing area you can make changes to the content of the page, for example edit text or change images. The third area above the webpage, is where you publish the page or possibly hide the page from the viewers.

- **The Site Tree**

The Site Tree shows the structure of your site, which is reflected from the site menu. Changes to the site structure are made to the tree, but you can use it also to navigate from site to site when editing content.

Every site has a home page. It is the page that opens when a visitor enters the site. In the Site Tree the home page has its own icon. Unpublished pages are also distinguished in the Tree by an icon that is lighter than the 'normal' page icon.

A page normally has other pages under it (its subpages). This is shown with a small + button to the left of its name. Click on the button to see the subpages. When you select a page from the Site Tree by clicking its name, the page is opened in the frame next to the Tree. Alternatively you can open pages using the site menu in the frame.

All changes to the site structure are made through the Site Tree. When you right click a Tree item, a small context menu will appear with options such as adding, moving and deleting pages.

Please note that changes to the site structure are published immediately. This does not apply to creating new pages or copying pages. A copied page is always unpublished. When you create a new page you can decide whether it is an unpublished or published page. However, if you delete a page, move it, or make changes to its details, the changes are published immediately.

- **Editing area**

Editing area shows you the page that you are about to edit. There can be several types of buttons on the page depending on the template. The available editing functions are: Edit, Select an image, Select a link, Edit HTML or Select a flash. If there are no buttons close to the content you would like to edit, it means that content comes from a template, a database or from an external source, for example from another site and cannot therefore be edited. If you need to change content that is on the template itself, please contact Hiab Central Marketing.

Clicking one of the buttons on the page opens another window where the content editing is done.

- **Publishing area**

The third area on this page contains two dropdown-menus and three buttons. From the first dropdown-menu you can see the status of the page. It can be Current, Draft or Version. List also shows when the page was created or modified and who has done it. Content of the second dropdown-menu changes depending on the modifications you have done to the page.

2.2 Creating new pages

This tutorial will explain how to create new pages to the Hiab site.

When you want to create a new page, begin by choosing a place for it in the Site Tree. Choose the place by right clicking the page where you want to add the new page. When choosing *Add New* from the context menu ‘Create a new document’ page is opened.

Begin by choosing the type of the page you want to create. There are 5 types of pages in the Hiab site. They are:

Content page – Used for presenting basic content on a web site. This is the most common page type.

News page – Used only for presenting news

Event page – Used only for presenting Events

Open position – Used only for presenting open positions in the careers section

Presentation page – Used only for listing presentations in News & Media Section

Choose the type and click “Forward”.

Next you should choose whether the new page will be placed before the page you selected, or placed as its subdocument, meaning that it will be lower in the site hierarchy. After this, choose from the first drop down –menu whether you are creating a page or a hyperlink, and then from the following drop-down menu the page layout template.

After you have typed the page name to the appropriate text field you need to decide whether the page will be published right away, and whether it will be shown in the menu. You can for example publish the page but keep it away from the menu until you have added some content to the page.

When you have completed all these steps, click on the *Create* button. New page is created without any content. Add the content and publish the page when it's ready. Publishing process is explained in another manual.

2.3 Managing the site structure

This tutorial will explain how to manage the structure of your site.

- **Moving pages**

If you want to move a page to another place in the menu, right-click the page name on the Site Tree, and choose *Move* from the context menu. At the top of the Site Tree you will see a box with *Select a target from the tree* –text. Choose the place where you want to move the page by clicking some other page's name on the Tree. If you select the site name, the page will be placed as the last item on the Tree. After you have done this the options presented in the box will change. You can select whether to move the page before the page you chose, or inside that page, in which case it will become the other page's subpage. After you have clicked on either *Inside* or *Before* button the page is moved to the selected location.

- **Copying pages**

If you want to copy a page, right-click the page name on the Site Tree, and choose *Copy item* from the context menu. At the top of the Site Tree you will see a box with *Select a target from the tree* –text. Choose the place where you want to copy the page to by clicking some other page's name on the Tree.

If you select the site name, the copied page will be placed as the last item on the Tree. After you have done this the options presented in the box will change. You can select whether to copy the page before the page you chose, or inside that page, in which case it will become the other page's subpage. After you have clicked on either *Inside* or *Before* button, the page will be copied to the selected location.

The copied page is always unpublished. That is why its icon in the Site Tree is lighter than the other page icons.

- **Copying a branch**

It is also possible to copy pages with subpages (branches). For example, if you are creating a site that contains sections similar to each other, the easiest way to create them is to copy several pages at the same time (i.e. copy a section). Also, if the site contains several language versions, the easiest way to create a new version may be to copy an existing version.

If you want to copy a branch, right-click the appropriate name on the Site Tree When the context menu appears, choose *Copy branch*. At the top of the Site Tree you will see a box with *Select a target from the tree* –text. After you have selected the target, click on either *Inside* or *Before* button in the box and the branch is copied. This may take a little while, especially if you are copying the whole site.

The copied branch is always unpublished. That is why its icons in the Site Tree are lighter than the other page icons. If you want, you can publish all the pages in the branch at the same time. Open the top page of the branch, and then choose *Publish (make visible) branch* from the *Select* drop-down menu on top of the right frame, and click on the *Submit* button.

- **Deleting pages**

If you want to delete a page, click the secondary mouse button on top of the page name on the Site Tree, and choose *Delete* from the context menu. A small window opens asking are you sure you want to delete the page. Please note that if the page you are about to delete has subpages they will be deleted as well. If you are sure you want to delete the page, simply answer *OK*, and otherwise choose *Cancel*. Deleting is always final, deleted pages cannot be recovered.

It is also possible to delete a page in *Details* using the Remove-button.

3. Editing page details, content, images

3.1 Editing page details

If you want to make changes to page details, right click the page name on the Site Tree, and choose *Details* from the context menu. You can access Details also using the button Details on the top of the editing area. You will be able to modify the sections General settings, Scheduled publication and Metadata.

- **General settings**

In General settings you can change the page name. Make this site as your home page function will be disabled. It is also possible to hide the page from the site's menu. Save changes by clicking on the *Submit Changes* button.

You can delete the page in General settings. If you want to delete the page, click on the Remove button. A small window opens asking are you sure you want to delete the page. Please note that if the page has subpages, they will be deleted as well. If you are sure, simply answer *OK*, otherwise choose *Cancel*.

- **Scheduled publication**

If you want a page to be published or hidden at a specific time, or to be visible during a specific time period, choose Scheduled publication

If you want the page to be visible after a specific date and time, fill in only the *From* field. If you want the page to be visible until a specific date and time, fill in only the *Until* field. And if you want the page to be visible during a set period, fill in both fields. Select a field by clicking either on the field or the calendar icon next to it.

Set date and time with the help of the calendar. Use arrows to select a month, then pick a day from the calendar, and time from the drop-down menus. If you want to clear either of the fields, select the field and then click on the *Clear selected field* button.

After you have filled in the information, click on the *Submit Changes* button.

- **Page metadata**

In Page metadata you can assign keywords to the selected page. Meta data is used by the search engines to find the page on the Internet. Adding suitable keywords increases the page rank in the search engines.

As default, every page uses site default values. However, it is possible to assign keywords separately to each page. To do this, uncheck the *Use site default meta-tag* in Page metadata and the meta information form is opened. Type the keywords to the appropriate text field and then submit changes.

If the page has subpages you can make them use the same keywords by checking the appropriate check box.

It is also possible to exclude the page from site search. If E*xclude from* check box is selected, Hiab Site Search does not show the document in the search results.

3.2 Editing content - Introduction

When you want to edit page content, the first thing to do is to navigate to the appropriate page. This can be done by clicking the page name on the Site Tree or by navigating through the site menu in the right frame.

When the page is open you should select the content you want to edit. The page is divided to editable areas according to the page template. Clicking on the *Edit* button will open the Nest Editor in a pop-up window.

You do not have to be familiar with HTML-language to be able to manage website content.

- **Editing text**

When you want to edit text content, begin by selecting a page. Then click on the *Edit* button next to the area you want to edit. This will launch the Editor in a pop-up window.

You can make changes to the existing text, or create new text by simply typing it to the Editor. It is also possible to copy and paste text to the Editor from other sources. The toolbar section offers you several options for formatting the text.

When you want to make changes to the text formatting, highlight the text you want to format, and then click on the appropriate icon in the toolbar. This rule applies when you want to for example change the style of the selected text into bold, italics, or insert a hyperlink.

To get information about the editor and the toolbar, click on the *help* icon.

Always remember to save changes. *Save* icon is on the top left corner of the toolbar. When you click *Save* the page displayed under the Editor is refreshed and *Save successful* text appears in the Editor on top of the toolbar.

On top of the right frame is a Preview button. When you click on it, the page you are editing is shown in a new window. This way you can see how the page looks like in a web browser. You have to save changes for them to be visible in the preview. Close the preview window to get back to the administration interface.

It is recommended that you leave the Editor pop-up window open after making changes to the page. This saves time if you are going to edit other pages, because the same window can be used without loading it again.

The changes that you make to the content are not automatically published. Making changes creates a draft version of the page. To publish the draft marked with your name and the current date, select from the second dropdown “Publish to current version” and press Submit. The page status will change to Current version. It might be that your admin rights are not sufficient to publish pages and you can only edit the page. In that case, select Submit for publication” from the second dropdown and press Submit. After submitting you have to choose person or persons to whom a notification is sent.

3.3 Inserting and editing images

This tutorial will explain how to add an image or change an existing image on a page.

If you want to insert an image to the site, begin by selecting a page. Then open the Image chooser by clicking on the *Select an image* button next to the area you want to add an image to.

In that window you can choose the image file you want to insert to the page. Use the File Tree and the file list in the right frame of the window to locate it. Once the image is selected, you can see it under the file list if image preview is allowed.

In the pop-up window you can also upload images from your computer to the Library, create folders, and delete files. These are explained in another tutorial.

The image can also be located on another public server. This, however, is not recommended. If you still choose this option, please ensure that the image remains online.

Give the image an alt text. It is the text that is displayed when the mouse cursor is on top of the image. It is necessary for screen readers used by visually impaired and the blind and also by search engines and if the image is not available for some reason. Alt text should give the image a name or an explanation.

Most image places on the site have set sizes. In case the image you want to select is too large, you will see a warning on your screen. You can use the image manipulation tool to resize the image to the set size. This is explained in another tutorial. Please do not change the display size here because the quality of the image will become poor.

To bring the image to the page, click on the *Save and Close* button. The image is displayed on the page. New draft is created automatically. Please remember to publish the page.

If you want to change an image, click the Select an image button again. Repeat the process again and publish the page.

You can also add a link to every image. Adding links is explained in another tutorial.

3.4 Using the Image manipulation tools

This tutorial will explain how to resize or crop images using Image manipulation tool.

If you have to resize an image on your website and you don’t have the required software, you can use the system’s own built-in tool. Start by choosing an image in the

Library. Click the name of the image in the list and the preview of the image is shown on the page. Click the button “Image manipulation tools” and a new window is opened.

To **resize** an image, choose free selection from the drop-down menu. Then choose the percentage for the resizing in the drop down menu. If you want to save the image as new, click Save as new-button and the system automatically creates a new image. If you don’t want to create a new image, just click the Save changes-button.

Cropping is done by clicking the mouse and dragging it over the image. Red square indicates the cropping area. If you are adding an image to a place with determined image size, the red square automatically shows the area for the right image size. You can move the red square by clicking inside its borders and dragging it. You can also make a new selection by clicking outside the square borders and selecting a new area. The “after crop” size should be bigger or the same as the scale values. If the values are smaller, the quality of the end results will be poor.

Uploading images (not recorded)

You can upload images to the system in the Select Image pop-up window.

Choose *Local media file* from the drop-down menu, and then *Upload New File*. The image will be uploaded into the folder that is selected when you choose *Upload New File*. If you do not want to upload the image to a certain folder, choose File Tree.

If you want, you can give the image an easy name and a description. If you do not add an easy name, the system automatically adds file name to the easy name field.

Click on the *Browse* button, and select the image from your computer. To upload several images at the same time, choose *Go to multiple upload*. If the image name contains spaces, they are automatically replaced by underscores.

Click on the *Upload* button and the image is uploaded into the Library to the folder selected.

3.5 Creating and editing links - Introduction

You can insert links to text content and images. All text and image links are created in the same way.

Begin by choosing the page where you want to insert a link. Open the Nest Editor by clicking on the *Edit* button next to the area you want to edit. Highlight the text you want to turn into a link with your mouse and then click the Insert Hyperlink icon in the Editor’s toolbar.

Creating links

When you have the Create link pop-up window open, choose a link type from the drop-down menu. There are four different types of links in use.

External link. If you are creating an external link, write the webpage address to the text field. Please note that it is not necessary to write the HTTP protocol. If needed, you can change the protocol with the help of the small drop-down menu.

The link's target page (or file) can be opened in four different ways.

Same page or frame. The target page will replace the page that was open when the link was clicked.

New window. The target page will be opened in a new browser window on top of the page that was open when the link was clicked.

Pop-up window. The target page is opened in a new window with features you may define. You can define the size of the new window in pixels, and also adjust the visibility of several browser features. It is advisable to allow scrolling, since the content of the target page may be larger than the pop-up window. If this is the case scrolling is needed to see the elements that fall out of the window. If you allow resizing, a user will be able to change the size of the pop-up window if he or she wants.

If you want to test the link before saving, click on the *Test* button. After you have clicked on the *Save and Close* button the link is displayed in the Nest Editor. Remember to also save all changes in the Editor as well. A small red arrow is automatically created in front of the link.

Local page link (not recorded). When creating a local page link, select a target for the link from the Site Tree that is presented in the pop-up window after you have chosen *Local page link*.

Local file link (not recorded). When creating a local file link, select a target for the link from the File Tree that is presented in the pop-up window after you have chosen *Local file link*. The file can be launched in the same or in a new window. Remember to save changes.

Email-link (not recorded). Select *Email link* from the drop-down menu. Type the email address to the appropriate text field. The other fields, like cc and subject, are optional. Remember to save changes.

Editing links (not recorded)

To edit an existing link, right-click on top of it in the Nest Editor, and then choose *Hyperlink properties* from the context menu. After this the Create link pop-up window opens and you can make the changes you want to. Remember to save changes in both Create link and Nest Editor pop-up windows.

4 Publishing – introduction (this will be handed out later)

This tutorial will explain the process of publishing pages in Nest Content management system.

The publishing process in Nest allows you to publish the updated content immediately, as well as to create a new version or a draft. It is also possible to submit a page for approval which, enables the division of content producing and publishing among several administrators.

When you make changes to the page content, you need to publish the page separately before the changes are visible to site visitors. However, when you make changes to the site structure the changes will be visible immediately without any separate publishing (there are some exceptions as has been explained in connection with the Site Tree).

Scheduled publication is explained in manual 3.1.

Drafts

When you make changes to page content and click the *Save* icon in the Nest Editor, you save a draft of the page. If you edit a version, including the current one, saving the changes creates a new draft of the page, and the original version is not replaced. However, when you edit a draft and save changes, the old draft is replaced with the new one.

The number of drafts is not limited and they can be created by several administrators. You can see all the existing drafts in the drop-down menu on top of the right frame. Please note that when you navigate to a page to edit its content, the current version is opened, not the latest draft or version. If you want to make changes to a draft, you need to open it by selecting it from the drop-down menu.

Submit for Publication/ Email notifications

In some cases the page is not published right away. This may be so, for example, if the administrator who edits the content does not have the permission to publish.

In this case, when you saved the changes you have a new draft of the page. When you have the draft open, choose *Submit for publication* from the *Select* drop-down menu and click on the *Submit* button. Then select the local top administrator from the list, and if you want, add personal comments to the message. The recipients will receive an email with a link to the page, and your comments.

If you only have the permission to publish and you are not pleased with the pending document, you can change its status back to draft. In this case you can send an email notification to those administrators who can edit the page. Select the recipients, and if you want, add personal comments to the message. The recipients will receive an email with a link to the page, and your comments.

Publish to current version

The current version is the one that is currently visible on the site. If you want to publish the changes straight in to the current version, begin by editing the page. When you save, you create a new draft. After this choose *Publish to current version* from the *Select* drop-down menu, and click on the *Submit* button. The draft will become the new current version, thus replacing the old current version.

Create a new version (not recorded)

You can create as many versions of a page as you want, e.g. if you want to save a historic copy of a page.
To create a version of a page, begin by editing the page. After you have saved the changes choose *Publish to new version* from the *Select* drop-down menu. Click on the *Submit* button, and the document's status will change from draft to version.

If you want to change a version's status into current version, first open the version by selecting it from the drop-down menu. Then choose *Publish* from the *Select* drop-down menu and click on the *Submit* button. The version will become the current version, and the former current version will become a version. This enables you to change the current version into some other version for a while, and then change back the old one.

Deleting versions and drafts

To delete a version or a draft open it from the drop-down menu and then choose *Delete* from the *Select* drop-down menu. Once you have clicked on the *Submit* button a small window opens asking are you sure you want to delete the version. If you are sure, simply answer *OK*. Otherwise choose *Cancel*.

(not recorded) If you want to delete a current version, first you need to make some other version of the page into the current version. After this you can delete the old current version that is now a version.

Hiding pages and branches

You can unpublish a page in which case the page name is not visible in the menu and the page URL is no longer valid. To unpublish a current version, open it and choose *Unpublish (hide)* from the *Select* drop-down menu. Once you have clicked on the *Submit* button a small window will open warning you that after the page is unpublished it is not visible anymore. If you are sure you want to hide the page, click *OK*, and otherwise choose *Cancel*. A lighter page icon indicates in the Site Tree that a page is unpublished.

It is possible to hide a whole branch (page with subpages) at the same time. Open the top page of the branch and choose *Unpublish (hide) branch* from the *Select* drop-down menu and click on the *Submit* button.

If you want to publish a hidden page or branch, choose *Publish (make visible)* or *Publish (make visible) branch* from the *Select* drop-down menu and click on the *Submit* button.

5 LIBRARY – Introduction

This tutorial will explain how to manage files in Nest.

Library is a module, that is used for storaing files, pictures and other documents that are presented or delivered on your web site. You can also create folders and thus keep your files well organized. Upload access can be given to third parties, e.g. advertising agencies, if you want them to be able to upload images to your site.

There are three types of folders in the Hiab sites: site specific folders, shared folders and secured area. If you store files in site specific folders, other Hiab sites cannot use or access them. Shared folders are used by all Hiab sites. If you store files there, all Hiab administrators can see and use them. Secured area is for storing files that cannot be accessed via internet or accessing them requires username and a valid password. This is used for e.g. documents attached to job applications.

All of Global site's product-related images and files are stored in the shared folder in the folder Products_global. Feel free to use these images for your local product site.
In the folder Website_images you can find different sizes of images used in the Hiab global site as well as the country site.

Please keep your files well-organised in the site-specific folders as well as in the shared folder. Remember to delete the files that you are not using anymore.

5.1 Uploading files and images

To upload a file from your computer, first select the folder where you want to add a new file, then choose *Upload New File* in the right frame.

Select the type of file you want to upload. "Other file" is used in most cases. Language specific file is used for uploading Presentations, Brochures and Customer magazines. "Imagebank image" is used only for pictures used in Imagebank. Choose the right type and click Submit.

To upload a file, click on the *Browse* button. If you want to upload several files easily at the same time, choose *Go to multiple upload*. Browse to the file you want to upload. After you have selected the file, its name should appear in the *File Name* field.

You can also upload several files at the same time by compressing them into a zip-file. If you choose this option, check the appropriate check box to unzip the zip-file and to upload the files that it contains as separate files. If you check the *Replace existing file* check box you can replace several already existing files.

The file name cannot contain any spaces: 'my picture' is not a valid name, but for example 'mypicture' and 'my_picture' are. The system will replace an empty space with the underscore character (_). You should name the image as descriptively as possible for all users to understand its use.

The system checks the image size automatically if the image is in a common format like .jpg, .jpeg, .gif, .png or .bmp. However, if you upload an image in a special format like JPG CMYK, the size cannot be defined. In this case you should check the *Don't check image size* check box at the bottom of the page. If you disable size checking, you can later add manually the image's width and height to the image details. (not recorded)

After completing all these steps, click on the *Upload* button and the file is uploaded into the selected location.

5.2 Creating folders

To create a new folder, choose a place for it. If you want to create a folder inside another folder, select the folder either from the File Tree or from the list displayed in the right frame.

Once you have selected a place for the folder, either right-click the Tree item and choose *New Folder* from the context menu, or choose *New Folder* from the menu in the right frame and select other folder option.
A small form is opened. Type the name of the new folder to the text field, and then click on the *Submit* button again.

A folder name cannot contain any spaces or special characters. You should name the folder as descriptively as possible.

Folder details

If you want to see folder details, click the folder name on the File Tree, or alternatively in the folder list and Folder Details page is opened.

It is not possible to rename folders. In Folder Details you can simply decide whether the images in that folder can be previewed or not. Image preview is allowed by default. However, if you are going to upload very large images to a folder, it is recommended not to allow image preview. In that case uncheck the *Allow image preview* check box. If you want to determine a certain type for the files uploaded to this folder, choose the file type from the dropdown menu and then click the *Submit* button.

Moving folders

Folders are automatically in an alphabetical order in the File Tree. If you want to move a folder, you can make it another folder's subfolder, or move a subfolder to the top level.

To move a folder, right-click its name on the File Tree and choose *Move* from the context menu. At the top of the File Tree you will see a box with *Select a target from the tree* – text. Choose a new place for the folder by clicking some other folder's name, or by clicking File Tree to move the folder to the top level. After you have done this the option presented in the box at the top of the Tree is *Inside*. After you have chosen it the folder is moved to the selected location.

You cannot move a folder if it contains a file that is currently in use on the site. If you are about to move such a folder, a small window will open telling you that moving the folder is not possible.

Copying folders

You can copy a folder inside another folder or to the top level.

To copy a folder, right-click its name on the File Tree and choose *Copy* from the context menu. At the top of the File Tree you will see a box with *Select a target from the tree* – text. Choose a place for the copied folder by clicking some other folder's name, or by clicking File Tree to copy the folder to the top level. After you have done this the option presented in the box at the top of the Tree is *Inside*. After you have chosen it the folder is copied to the selected location.

Deleting folders

If you want to delete a folder, right-click the folder name on the File Tree, and choose *Delete* from the context menu. A small window opens asking are you sure you want to delete the folder. If the folder contains subfolders and/or files they will be deleted as well. Please note that if the folder contains files that are in use on the site, the files cannot be displayed after you have deleted the folder. If you are sure you want to delete the folder, simply answer *OK*. Otherwise choose *Cancel*.

5.3 Files

View file

If you want to make changes to file details or view a file, begin by selecting the folder that contains the file. Then click the file name in the file list. Beneath the list you will see the file name and a *Details* button. If the file is an image it is shown on the lower part of the right frame. If the file is for example a PDF file you will see a button with the file name on it.

File details contains the following functions: change easy name and description, change/add image size, and copy, move and delete file. When you have file details open you can also choose to view the file.

Files can be viewed by pressing the file name button.

How to view files (not recorded)

To see the contents of a file, begin by selecting the folder that contains it. Then click the file name in the file list.

If you choose an image, you will see it beneath the file list, assuming that image preview is allowed. If you choose a file, click on the button with the file name to open the file.

However, the above instructions do not apply if you have opened file details by clicking on the *Details* button. In this case there is a *View File* button instead of a *Details* button. Click on it to open the file.

Changing file easy name and description (not recorded)

You can make changes to the file easy name and description in file details. Remember to save changes by clicking on the *Save* button.

Changing / adding image size (not recorded)

You can add image size or change it in file details. If you disable image size checking when you upload an image, you can later add width and height manually. If image size checking is enabled, the size is automatically added to file details. In this case you should alter values only if they are incorrect. Image size is presented in pixels. Remember to save all the changes.

Copying files

To copy a file, click on the *Copy* button in the file details. You will see a box with *Select a target from the tree* –text at the top of the File Tree. Choose the place where you want to copy the file by clicking some other folder's name on the Tree. After you have done this, the option presented in the box will be *Inside* because the files are automatically in an alphabetical order, and therefore the only place where you can copy a file is inside another folder. After you have clicked *Inside* the file is copied to the selected location.

If the folder into which you are about to copy the file already has a file with same name, a small window will open telling you that an object with same name exists. Copying is not possible in this case.

Moving files

To move a file, click on the *Move* button in file details. You will see a box with *Select a target from the tree* –text at the top of the File Tree. Choose the place where you want to move the file by clicking some folder's name on the Tree. After you have done this, the option presented in the box will be *Inside*, since files are automatically in alphabetical order. After you have clicked *Inside* the file is moved to the selected location.

You cannot move a file if it is currently in use on the site. If you are about to move such a file, a small window will open telling you that moving the file is not possible. Also, if the folder into which you are about to move the file already has a file with same name, a small window will open telling you that an object with same name exists. Copying is not possible in this case.

Deleting files

To delete a file, click on the *Delete* button in file details or on the trash can icon in the list and a small window opens asking are you sure you want to delete the file. Please note that if the file is in use on any website, it cannot be displayed after you have deleted it. If you are sure, simply answer *OK*, and otherwise choose *Cancel*.
In the shared folder you might be able to only delete the files that you have uploaded. This depends on your access level.

6 Products – Introduction

This tutorial will explain how to manage products in Hiab sites.

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Product information is maintained in the product database, from where it is presented dynamically to your website.

In public website, the product information is divided into four tabs. First tab –description should contain a commercial description of the product. Second tab displays product specific technical info, such as maximum lifting capacity etc. The Third tab, Downloads contains product related pictures, brochures and technical documents etc. The fourth tab is a customer contact request form sent automatically to each country's website administrator.

The database makes it easy to manage product information on your website – any changes you make to database will be automatically updated to your local site.

Every Hiab website has their own unique product database that includes your country specific product lines and product categories. You can also copy products from other country specific sites to your own product database.

6.1 Managing product information

In the Products –module you can add or delete a product or modify the product information. You can also change the structure of the way your products are presented on the website site by adding new categories, removing or moving them. Products can be copied or moved to another category or they can be hidden from the public.

The Products-window is divided into three areas. In the left column, you can see the structure of the products-database. Open the structure by clicking the small plus-sign. If a folder has subfolders, it has always the plus-sign on the left side of it. By clicking the folder or its name, the folder is opened and the content is listed on the right side.

In the lower frame you can see the details of the chosen product group or folder. By clicking a name of a product, you will see the details of the chosen product.

6.2 Adding a product

Adding a product to the database is easy. Just choose the folder where you want to add the product and click the "New product" button on the page.

First you have to choose what kind of product you are adding. There are several different types of products - like Demountables and Tail lifts- available. If your product has more than one technical variable, choose (Versions). Click "Submit" button to proceed.

An empty product data sheet will open. Give the product a name and then choose if the product is visible or not. If the checkbox is selected it means that the product is immediately shown in the Hiab website after you have added and saved the information. You can also leave the checkbox unselected and make the product visible later.

Fill in the rest of the information. Product description button opens a text editor where you can add the general description of the product shown on the first tab of the website. How to use the editor is explained in another tutorial.

Select product image by clicking “Choose a file” button. A pop-up window will open. Choose the folder that contains product images. All global site’s product images are located in the Shared folder’s Products folder. Select product image by clicking its name and then click “save and close” button in the upper right corner. You can also upload new images. This is explained in another tutorial.

If there is an interactive flash demo available for this product, you can add it in the same way as an image or alternatively insert an URL directly to the Interactive demo link field.

Select the product´s brand from the brand dropdown.

Downloads section

Downloads section makes it possible to present maximum of **four** different downloadable product images, three different brochures and three technical info documents related to this specific product.

You can choose whether to upload these files to content management system´s Library module and select files from there or use any direct link / address e.g. located in the C-files system.

Start by providing the file or image name. This name will be shown in the product webpage. Then insert a direct link or choose an image file by clicking “Choose a file” button.

Repeat this procedure for images, brochures and technical info –fields. It is only possible to add one url or one file per each section.

The product webpage displays this information dynamically, which mean that if a field is left empty it will not be shown on the website.

Specifications section

Specifications section includes detailed product information (for example maximum lifting capacity, loading capacity etc.). This information is displayed in the second tab of product webpage.

Fill all the applicable specification fields. Note that each product line has different specifications fields. Remember to provide the measurement units, for example: GVW of the vehicle: 26 **t**. This is because the same product datasheet is used for all global websites and measurement units vary in different countries.

If you are adding a product with more than one technical variable, fill in the fields for each version in the same way.

Old system info fields have been used to transfer the information to this new system. You do not need to modify them.

Finally click the Submit button and the product is added to the database and to the website.

6.3 Adding a product group

Adding a product group to the database is done in a similar way as adding a product.

First you have to select the product group where you want to add the new group. Start by clicking “New product group” button on the page.

Then choose the location of the new product group. It can be created before the selected group or inside it as a sub group. Give the group a name and choose whether the group is immediately visible and then select the Product line from the list. If you want to add a product group image or an interactive flash demo, select choose file in the appropriate place. If you want to give a detailed product group description, you can add it from the modify button. If these are left blank, the values from the above levels are shown automatically.

Click Submit and the group will appear on the list on the top of the page.

6.4 Move, copy or delete a product inside your website

To move or copy a product, first go to the product you want to move or copy. Scroll down to the bottom of the page and select copy or move. On the left side, above the folder tree, you will see a box with “Select a target from the tree”-text. Choose the place where you want to copy the product to by clicking some group’s name on the folder tree.

After you have done this the options presented in the box will change. You can select whether to copy the product before the group you chose, or inside that group. After you have clicked on either *Inside* or *Before* button, the product will be copied to the selected location.

All needs to be inside product group folders. Otherwise, they will not be shown on the website.

Deleting products or product groups

You can delete a product or product group using Details. Firstly go to the product you want to delete and click Product details or Product group details if it’s not shown. Scroll on the bottom of the page. Click the Delete-button. If you are sure, simply answer OK, and otherwise choose Cancel.

6.5 Copying product to a another website´s product database

It is also possible to copy a product from any country specific website to your own site´s product database. This function is useful, for example, when new products are created to Hiab´s Global main website, and you want to save time and effort by copying these directly to your own site.

Start by selecting the website **from** where you want copy products to your own site. Open the dropdown menu, located next to “Help” button and select the source site (for example: Global). Open website´s products module and select the product from the database.

Scroll to the bottom of the selected product datasheet. There you’ll find “Copy to subsites” button. Click the button and a form will open. Proceed by selecting your own website and finish clicking OK-button. Product is now copied to your websites product database, to a folder named “Copied products”.

If necessary, you can repeat this procedure for other products in this, or any other website´s product database.

Go to your website´s product database. Open “Copied products” –folder and edit any needed information on a product datasheet for example translate it to local language. Then move the product to proper product group.

7 CONTACTS – Introduction (will be available later)

In Contacts-module you can manage e.g. your organization's client or member register. In Hiab´s web pages, contacts-module is used for:

Managing Hiab´s country specific contacts information

Managing companies contact person information

On the left-hand side list there is a folder called *All users*. If you select it you will see a list of all users in the right frame.

Creating new users

Begin by choosing *Create a New User* from the menu in the right frame. Alternatively, right-click User groups root on the left and choose *New User* from the context menu.

The following information about the new user is required: first name, last name, and email-address. If needed, give the user a username and password for intranet/extranet login. A new user is created when you click on the *Submit* button.

All users are automatically listed in the *All users* folder. When you create a new user and you have that folder selected, the user is added only to the user list. However, while creating a new user you can also add him or her to a user group. How this is done is explained in the following.

Creating user groups

To create a user group, click *Create User Group* on the menu in the right frame. Alternatively you can right-click User groups root or an existing user group on the left, and choose *New Group* from the context menu.

A small form is opened. Add the name of the new group to the text field, and click on the *Submit* button.

Adding users to groups

There are different ways to add users to user groups. You can create users in Nest and add them to groups, or you can import your existing contacts from e.g. Microsoft Outlook to Nest.

Contacts created in Nest

There are two ways to add users that are created in Nest to a user group.

One: When you create a user, you can add him or her to a user group at the same time. First select the group from the list on the left and then click *Create a New User.* Alternatively right-click the group name in the list and choose *New user* from the context menu.

Fill in the required information, and check the check box that adds the user to the selected group. Finish by clicking on the *Submit* button.

Two: To add an existing user to a group, choose the group from the list on the left and then choose *Add Existing User to Group* from the menu. A list of the users that do not belong to the group is presented on the lower part of the right frame, and on the upper part of the frame you see a list of the group members. Add a user to the group by clicking his or her name on the lower part of the frame. If needed, it is possible to search for the user by last name.

8 User details

When you want to view or edit user details begin by clicking the *All users* folder in the group list. Then select the user by clicking his or her name on the user list in the right frame. Naturally, if you know which group the user belongs to, you can also select the group and then the user's name.

The User Details page opens in the right frame after you have selected the user from the list. If you make any changes remember to click on the *Submit Changes* button.

User group details

If you want to rename a user group, choose the group by clicking its name in the group list, and the Group Details page will open. After you have changed the name, click on the *Submit Changes* button.

Group Details page lists also all user permissions that have been given to the selected group. Only intranet and extranet groups can have permissions (i.e. read-permission to the intranet/extranet area and to the files, discussions, and surveys that are restricted to intranet/extranet users).

Deleting users

When you want to delete a user begin by clicking the *All users* folder in the group list. Then select the user from the user list in the right frame. *Delete user* button is at the bottom of the User Details page. When you click on it a small window opens asking are you sure you want to delete the user. If you are sure, simply answer *OK*, and otherwise choose *Cancel*

Searching users

When you want to search user(s) begin by clicking *Search Users* in the right frame, and a search form is opened. Give the search criteria by filling in some (or all) text fields. You can search user(s) from a selected user group (or groups). Select the group from the list in the search form by clicking its name. To select several groups, hold down the Ctrl key and click the group names.

At the bottom of the form you can define whether the search should be performed by using the exact search criteria or, alternatively, searching also parts of words. Results can be displayed either as a list in the right frame or in a Microsoft Excel file.

Finish by clicking on the *Search* button.

You can add search results to an existing user group. Select Short list as the result type. Once the search has been performed you can see a drop-down menu on top of the results. Select the group to which you want to add the users, and then click on the *Add* button.

9 REPORTS – Introduction (not recorded)

The Reports section offers you information about site statistics. There are two types of reports: Nest reports and WebTrends reports.

Nest reports show you how anonymous users and extranet/intranet users view documents and secured files. Administrator site page requests are not shown in Nest reports. If an administrator is logged in to the administrator site and tests pages in the public site, those requests are not shown in reports. All data is shown from a history database and it takes 24 hours for the page requests to be visible in the reports.

Webtrends reports show common statistics, including all administration site traffic.

10 Summary

This report is a summary of your website statistics. Give a start and end date, and choose session type. You can also exclude some IP addresses from the search. Nest system has its own IP addresses, which are excluded by default. Also, top administrator can define IP addresses (e.g. administrator computers) that are excluded by default.

After you have filled in all the search criteria click on the *Search* button. You will see a list of dates and next to each date the number of visits and page requests.

To get more information about the visits, click the number of visits and a new page is opened. On that page you can click the session ID-number to see a list of all the document requests during that visit.

To get more information about the document requests click the number of requests on the summary page and a new page is opened. If you want to see a requested document simply click its name and the document is opened in a new window.

11 Visits search

The visits search offers you the possibility to search visits using different search criteria. These criteria include time, session type, visitor’s name and ID-number. It is also possible to exclude some IP addresses from the search.

After you have clicked on the *Search* button you will see the search results. When you click the session ID-number you will see a list of all the document requests during that visit. If you want to see a requested document simply click its name and the document is opened in a new window.

12 Page view statistics

Page view statistics lists all documents that have been requested during a set time period, and shows also how many times documents have been requested. The search criteria include start and end date, and session type. You can also choose the order in which the results are shown. If you want, you can exclude some IP addresses from the search. After you have clicked on the *Search* button you will see the search results.

When you click the visits number you will see a list of all the visits that include a request to the selected document. If you click the selected document's name in that list the document is opened in a new window.

13 Page visits list

This report shows a list of document requests during a set time period. The search criteria include start and end date, and session type. You can also choose the order in which the results are shown. If you want, you can exclude some IP-addresses from the search. Before clicking on the *Search* button you should choose whether you want to see the search results in a list or in Excel.

After you have clicked on the *Search* button you will see a list of all document requests during the set time. If you want to see a requested document simply click its name and the document is opened in a new window.

14 Secured files download

This report shows the statistics of secured file downloads. The search criteria include start and end date, and the order in which the results are shown. It is also possible to limit the search to a certain user group. To select several groups press Ctrl key on your key board and click the group names. After you have clicked on the *Search* button you will see a list of all the secured files that have been downloaded.

15 WebTrends reports

Nest offers also a monthly WebTrends report of your site. It shows common statistics including all administration site traffic. Nest system IP addresses are excluded from Webtrends reports.

The monthly reports show you for example the number of visitors, the average number of visits during weekdays and weekends, and the most active organizations.

In Webtrends reports folder you will find the latest report of your site, and also the previous ones. Click on a report name in the list to see the statistics.

There is no search on the WebTrends reports.

16 Permissions

Only administrators can have permission to 'Reports'. Administrator permission is always given to the Reports folder. Right-click the folder name, and choose *Permissions* from the context menu.

The right frame is divided into two parts. On the upper one there is a list of the administrator groups that have already been given administrator permission, and on the lower part there is a list of the groups that do not yet have administrator permission.

There is only one administrator permission, called READ. The Reports section is visible to those administrator groups that have the READ permission.

To give the permission to an administrator group, select the group from the lower list of groups by clicking its name. After this the group is moved to the upper list.

If you want to remove the READ permission from a group, select the group from the upper list by clicking its name. Then click on the *Remove Permission* button in the small form that is opened. The permission is removed and the group is moved to the lower list of groups.