



Town Web Help Guide

A guide to help you get the most out of your Town Web website.

Town Web Design, LLC
1360 Regent Street #355
Madison, WI 53715

Web: www.townweb.com

Email: support@townweb.com

Toll Free: 877-995-TOWN (8696)

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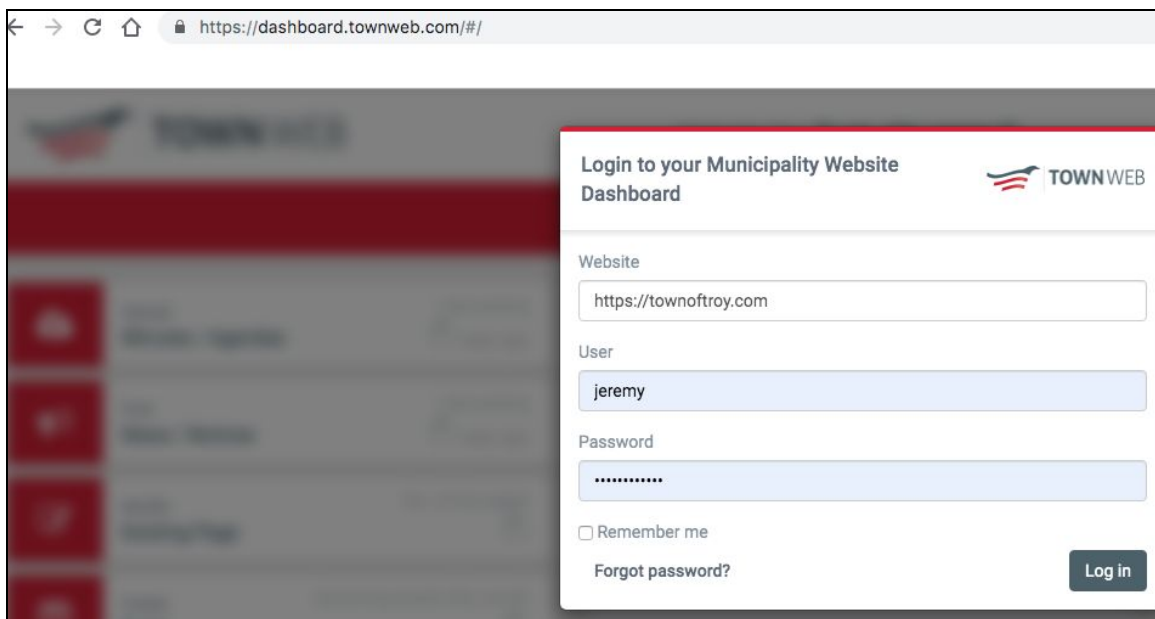
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Welcome to Town Web, we have designed this document to help you learn how to get the most out of your town's website. Likewise, the tools we have designed for you to add to and edit your website, have been built with your ease-of-use as our primary objective.

Getting Started- Logging in to your Dashboard

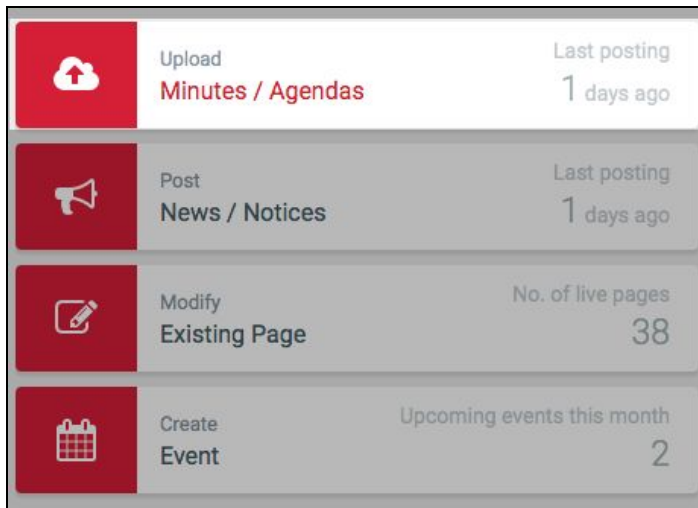
1. Your username and a temporary password should have been emailed to you with the "Getting Started" email by one of our Project Managers.
2. Type <https://dashboard.townweb.com> in your web browser

A screenshot of a web browser showing the login page for a Municipality Website Dashboard. The browser's address bar displays "https://dashboard.townweb.com/#/". The page features a red header with the "TOWNWEB" logo. The main content area is a white box with the title "Login to your Municipality Website Dashboard". It contains three input fields: "Website" with the value "https://townoftroy.com", "User" with the value "jeremy", and "Password" with masked characters. Below the password field are a "Remember me" checkbox and a "Forgot password?" link. A "Log in" button is located at the bottom right of the form.

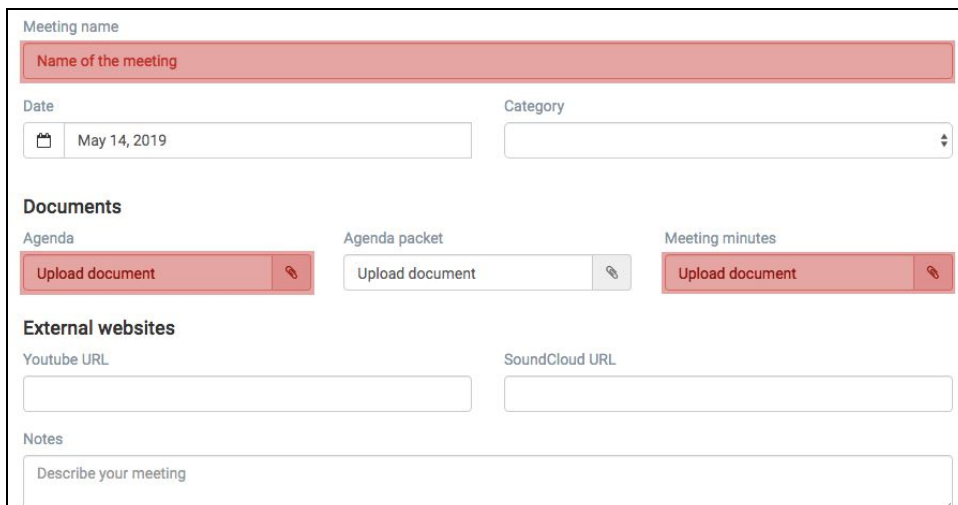
3. If you have any trouble logging in, see the FAQ section of this document or contact Town Web support via the below methods:
 - EMAIL: Send us a question at support@townweb.com
 - CHAT: From the Dashboard area you can click on the red chat widget on the bottom-right hand side of your screen to start a support conversation
 - PHONE: You can call us at 920-645-2823 or 877-995-TOWN (8696) during normal business hours 8am - 5pm Central Time to leave a message with our receptionist
 - TEXT MESSAGE: You can also send a text message to us 920-645-2823 or 877-995-TOWN (8696)
 - HELP DATABASE: Go to our help database at <https://help.townweb.com> and find more in-depth answers and video tutorials to help.

Getting Started - Uploading agendas and minutes

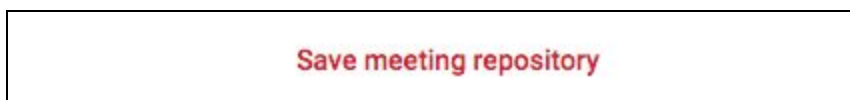
1. From your dashboard, click the minutes/agendas tab



2. Next, create a name for the meeting and upload the agenda file(s) to the meeting repository.

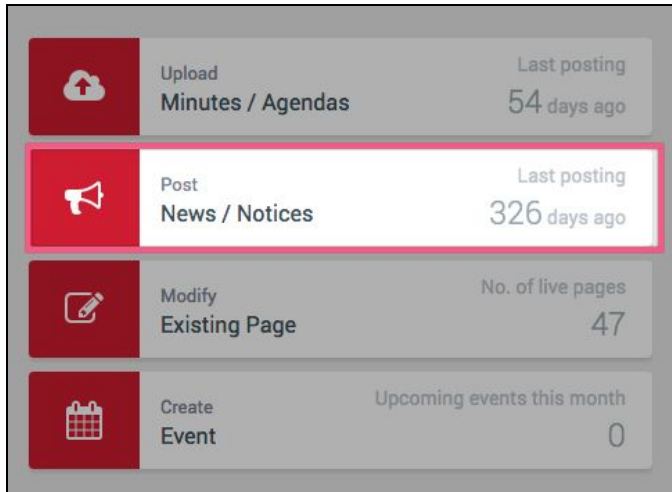
A form for creating a meeting. It includes a 'Meeting name' field with a red error message 'Name of the meeting'. Below are 'Date' (May 14, 2019) and 'Category' (dropdown) fields. The 'Documents' section has three 'Upload document' buttons for 'Agenda', 'Agenda packet', and 'Meeting minutes'. The 'External websites' section has 'Youtube URL' and 'SoundCloud URL' fields. The 'Notes' section has a text area labeled 'Describe your meeting'.

3. Click the “Upload Document” button to upload from your computer.
4. Once you’ve held a meeting and would like to add meeting minutes, simply click the “Upload Document” button under Meeting Minutes.
5. When you’ve uploaded the documents to the Meeting Repository, press the “Save Meeting Repository” button which has red text.



Getting started - Posting News/Notices

1. Log into the dashboard
2. Click on the section with **Post News/Notices**



3. Enter a **Title**
4. **Select a Category** from the dropdown list
5. Type in a **Description** (this is the content of your notice)
6. Click **Save**

Optional: If you would like, you can insert a photo or graphic to be displayed alongside the notice

Create news / notice
Create a news or notice for your site

1. Choose a title

Title
Title of the news / notice

2. Select a category

Image
Upload image

Category
 Uncategorized
 Spotlight
 News & Notices

Contents for your news / notice **3. Write the contents of your post** Add Media File





Paragraph **B** *I* U ~~S~~ [List icons] [Link icon] [Image icon] [Link icon] [Text icon]

4. Click Save to post to site

Cancel Save news / notice

Getting started - Updating Pages

1. Log into the dashboard
2. Click on **Modify Existing Page** (see below)

	Upload Minutes / Agendas	Last posting 54 days ago
	Post News / Notices	Last posting 326 days ago
	Modify Existing Page	No. of live pages 47
	Create Event	Upcoming events this month 0

3. Find the **page** you want to edit in the list of pages.

Name ↕	Date Created/Modified ↓
<input type="checkbox"/> Links ↗	Mar 31, 2017
<input type="checkbox"/> News & Notices ↗	Mar 11, 2017
<input type="checkbox"/> Weather in your area ↗	Jan 24, 2017

4. Mouse over the page name you want to edit and move to the right-hand side of its row where you see two options that you can click on. Select the option: **Modify with**



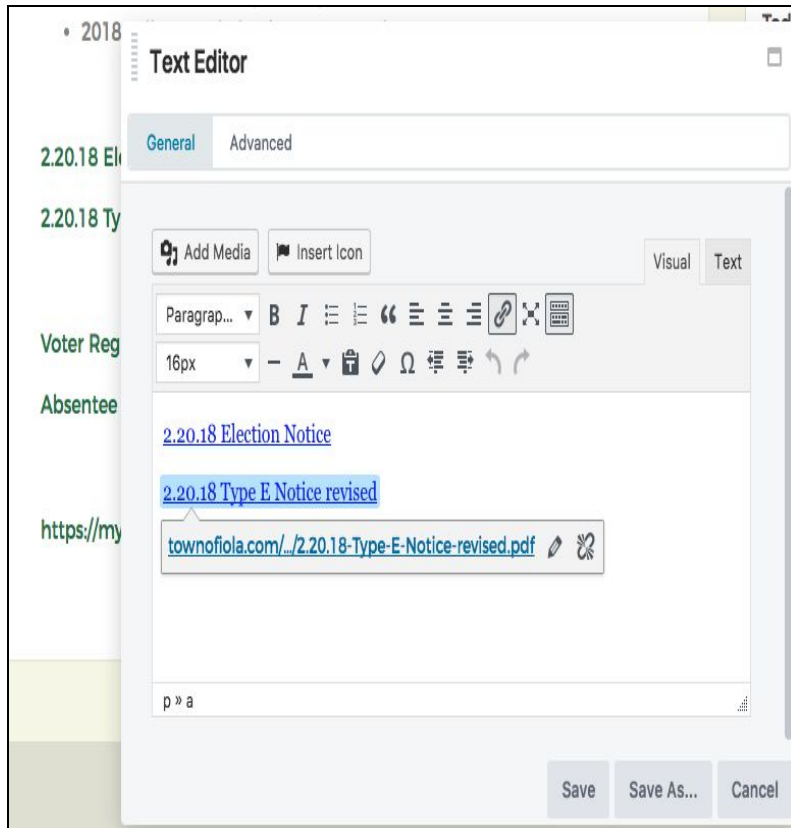
Page Builder.

5. The selected page will load in our Page Builder. Double **click in the areas/zones** where you want to make edits. You will see the editable areas will have blue rectangles



around them.

6. A Text Editor pop-up will appear. This is where you can make the **textual and style changes** to the area that you want to edit. Making edits here is similar to making edits in a Word document.



7. When you are done making edits, click **Save**. Then on the top right-hand side of the page, click **Done > Publish** to make the changes live to the public. That's it!

Note: If you made changes to the page that you don't want to save, you can instead click **Discard** and the changes will not be saved. This way you can re-edit the page fresh again.

Frequently Asked Questions (FAQs)

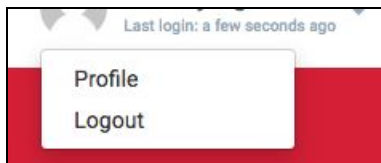
Q. *What do I do if I forget my password?*

A. You can contact support via one of the three below methods and ask us to reset it. We will send a new temporary password to the email address we have for you.

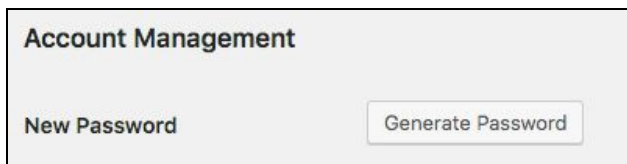
- EMAIL: Send us a question at support@townweb.com
- PHONE: You can call us at 920-645-2823 or 877-995-TOWN (8696) during normal business hours 8 AM - 5 PM Central Time to leave a message with our receptionist

Q. *How can I change my password on my own?*

A. Go to your Dashboard, in the upper lefthand corner where you see your username, push the down arrow. Press the profile button (as seen below)

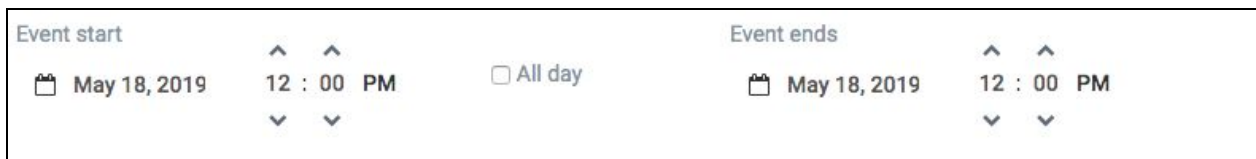


Under the Account Management heading, you can change your password:



Q. *What if I want to create an event with no end time?*

A. When creating a new event, simply enter the start time and the end time as the same time (see below)



Q. *I've made a mistake when publishing, can you revert to an older version of the site?*

A. Yes, we keep backups of your site. Please contact support and tell us what date you would like your site restored to.

Record of Changes

Date	Changes	By
8/23/19	Initial Publication	J. Ogden