TOWN WEB DASHBOARD

Instruction Manual

TOWN WEB®

WELCOME TO YOUR NEW DASHBOARD.

We are thrilled to bring you an update to the beloved Town Web Dashboard - Introducing your new Client Dashboard! Below we have links to videos outlining the basic processes you'll be following to keep your municipal website up to date with current information. Click on the link to go to the video.

We hope you enjoy this new tool. If you have any questions along the way, please don't hesitate to reach out to support@townweb.com

News & Notices: https://youtu.be/Cz9L4uo-1NI

Agendas & Minutes: https://youtu.be/sMh2pzHH3r8

Editing Pages: https://youtu.be/ObcjsBA7E8w

Media Library: https://youtu.be/qXofQnq214k

Emergency Alerts: https://youtu.be/JC4BS1gErS4

Ticker Bar: https://youtu.be/eFlPAjmAxVA

Managing Departments: https://youtu.be/wxOM0A-afkg

Editing Calendar: https://youtu.be/Z6mlsENiiEY

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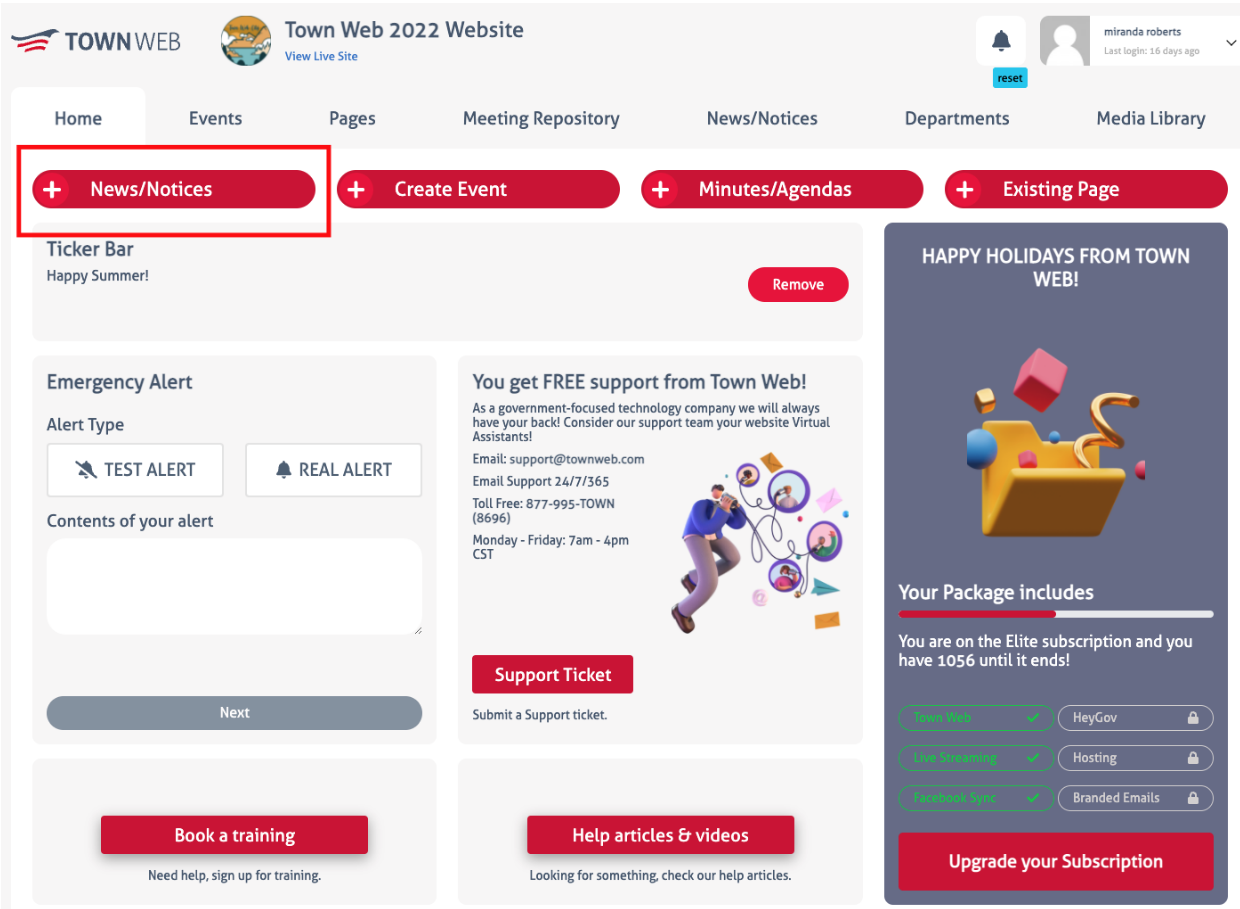
NEWS & NOTICES

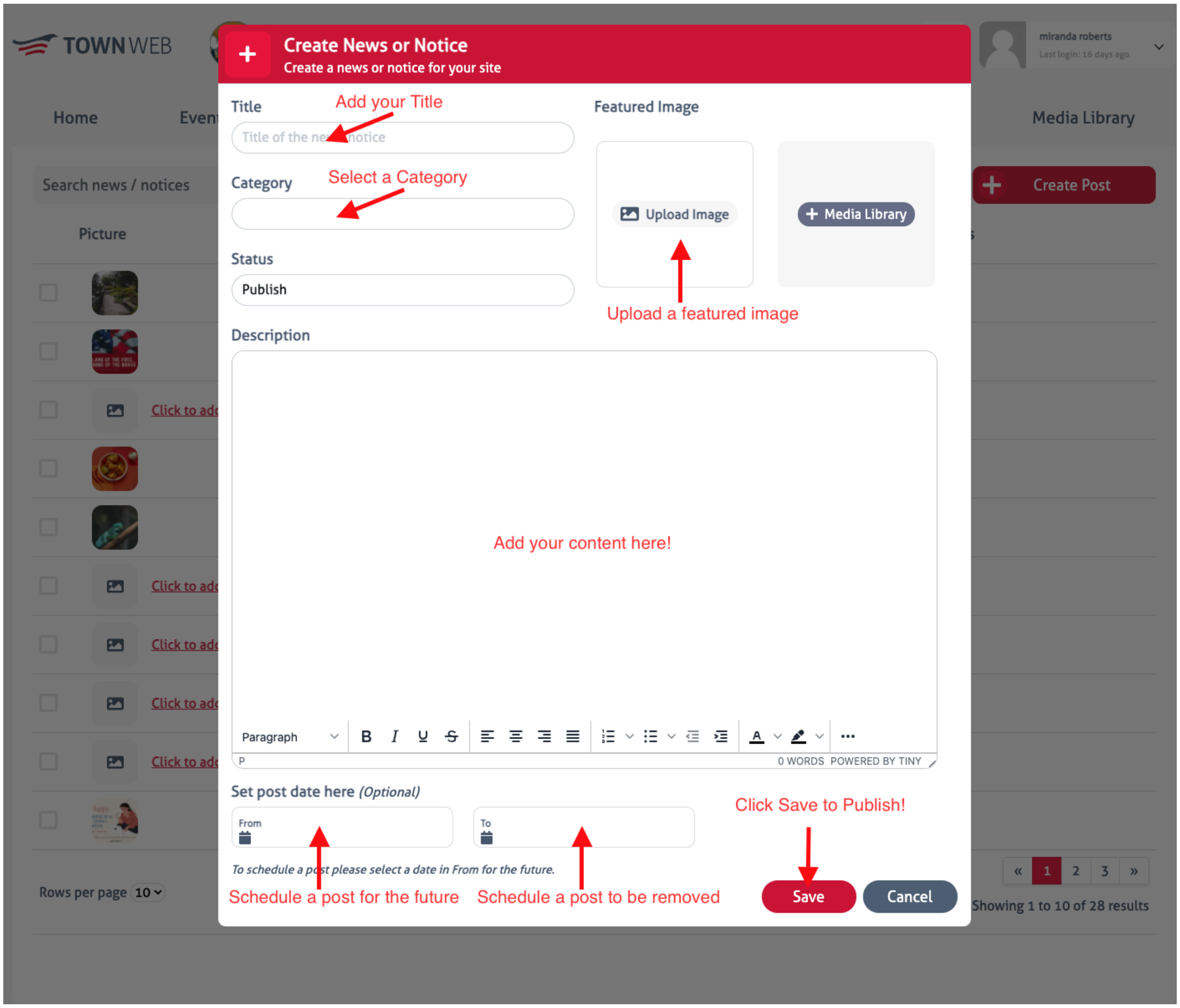
ADDING NEWS & NOTICES

1. Click on the red **+ News/Notices** button



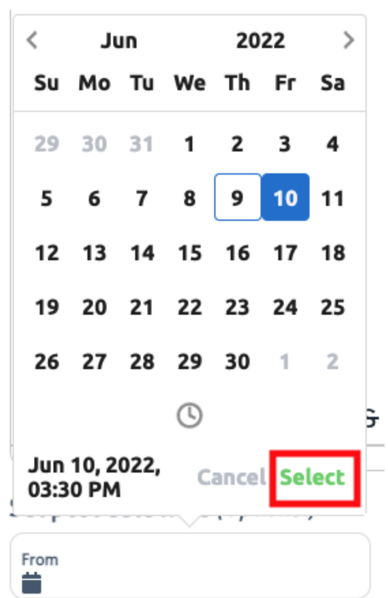
2. Add a title for your notice
3. Select a category for your notice

   Important: Make sure you select the News & Notices category if you want your message to show up on your homepage and to send notifications to subscribers!
4. Select an image for your notice. You can either upload an image from your computer, or you can click **+ Media Library** to select a photo that already exists on your website
5. Add a description. This text box works just like Microsoft Word - you can type content or copy and paste from another document!



6. **Optional:** You can schedule a notice for a future date by changing the "From" date. Make sure you click on the green "Select" button when scheduling a post to go out in the future.
7. **Optional:** You can schedule for a post to come down at a certain time as well by changing the "To" date. Make sure you click on the green "Select" button when scheduling for a post to come off of the website in the future.

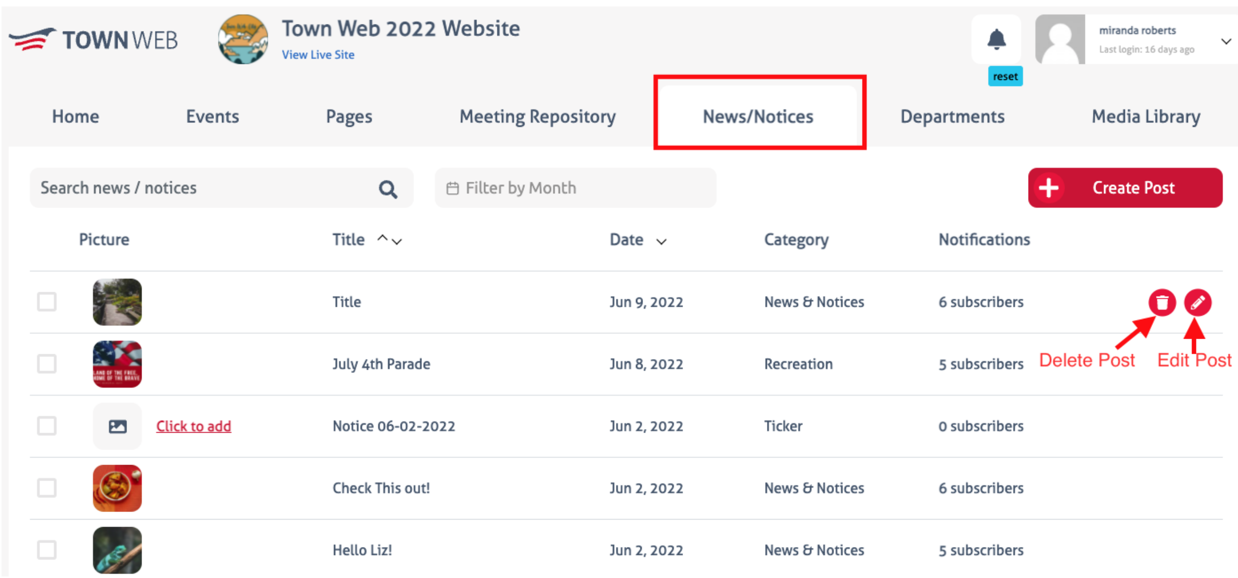
8. Click on the red **Save** button to publish your post.



EDITING NEWS & NOTICES

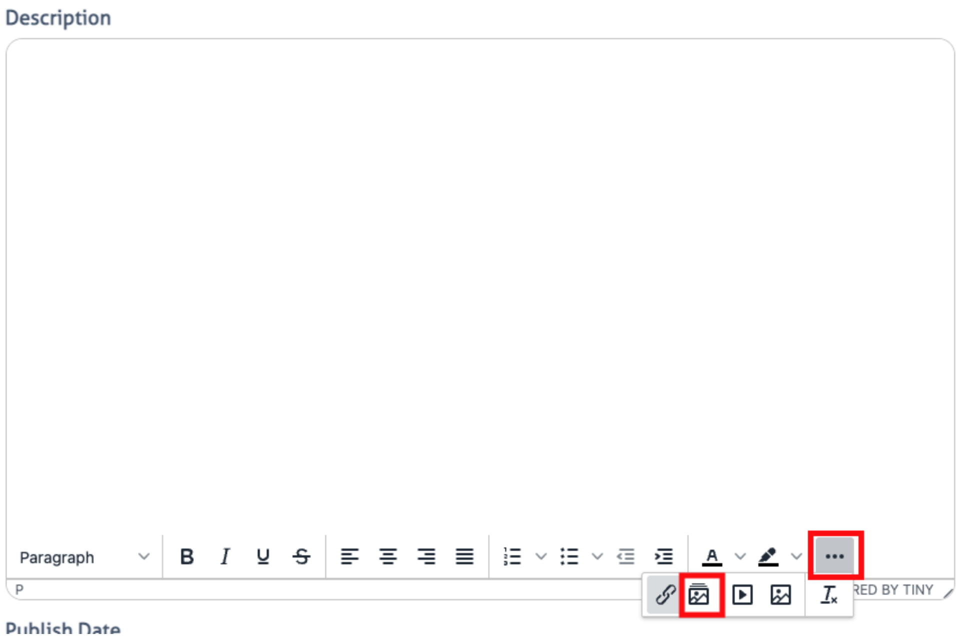
1. Click on the News/Notices tab in your dashboard.
2. To edit your post you can either click on the Title of the post or on the pencil that appears when you hover over the Notice.

   Note: You can also click on the Trash icon to delete a notice. This will also appear when you hover over the notice.
3. Make any edits you'd like to make.
4. Click on the red **Save** button when you're done making changes.

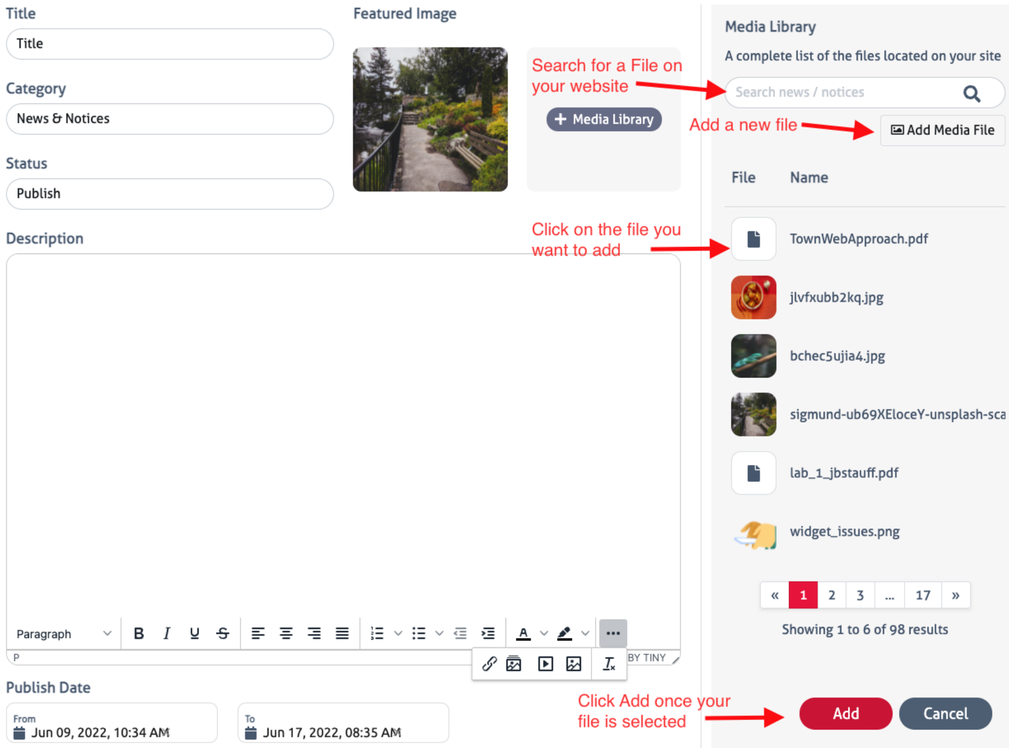


ADDING PDFS TO NEWS & NOTICES

1. When creating or editing a News & Notice post, you can insert a PDF.
2. Click on the 3 dots in the bottom right corner of your text editor.
3. Click on the second option that looks like a photo.



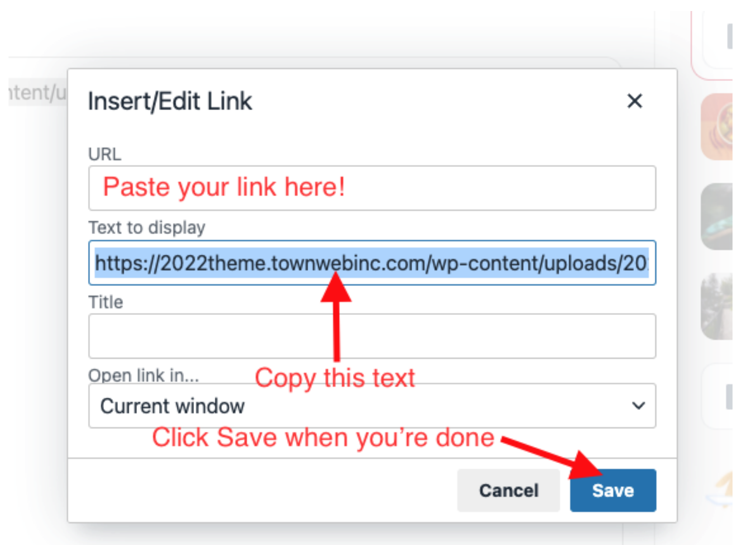
4. This will open up your Media Library. From here you can insert a PDF that is already on your website by clicking on it, or you can upload a new file by clicking the **Add Media File** button.
5. Once you have your file selected, click on the red **Add** button.



6. This will insert a link to the document. To make this link active, highlight the link and click on the little Chain icon that appears.
7. Copy your link that appears in the “Text to Display” box

    Computer Tip: Triple Click on the link to highlight all of the text in one go!
8. Paste your link in the box under “URL.

    Computer Tip: Right Click on highlighted text and click “Copy” to copy text. You can then right click where you want the text to go and click “Paste”



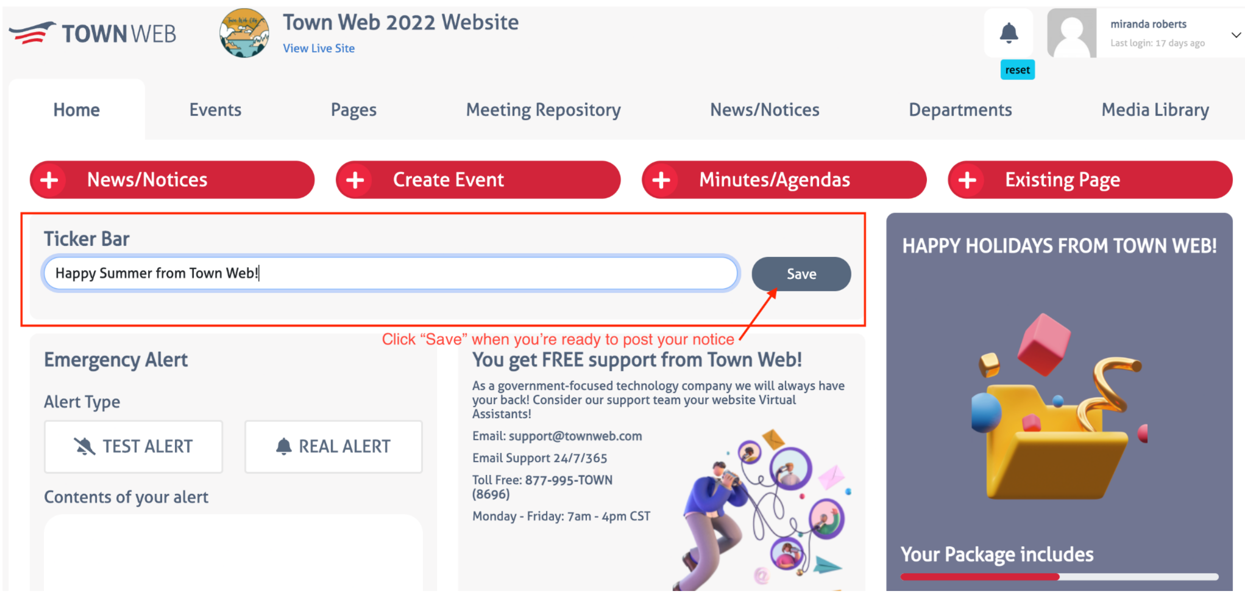
9. The link to your document should appear.
10. You can adjust the content under “Text to display” if you would like your link to say something else.

    Ex. Click Here to view the document
11. Click Save.

EDITING YOUR TICKER BAR

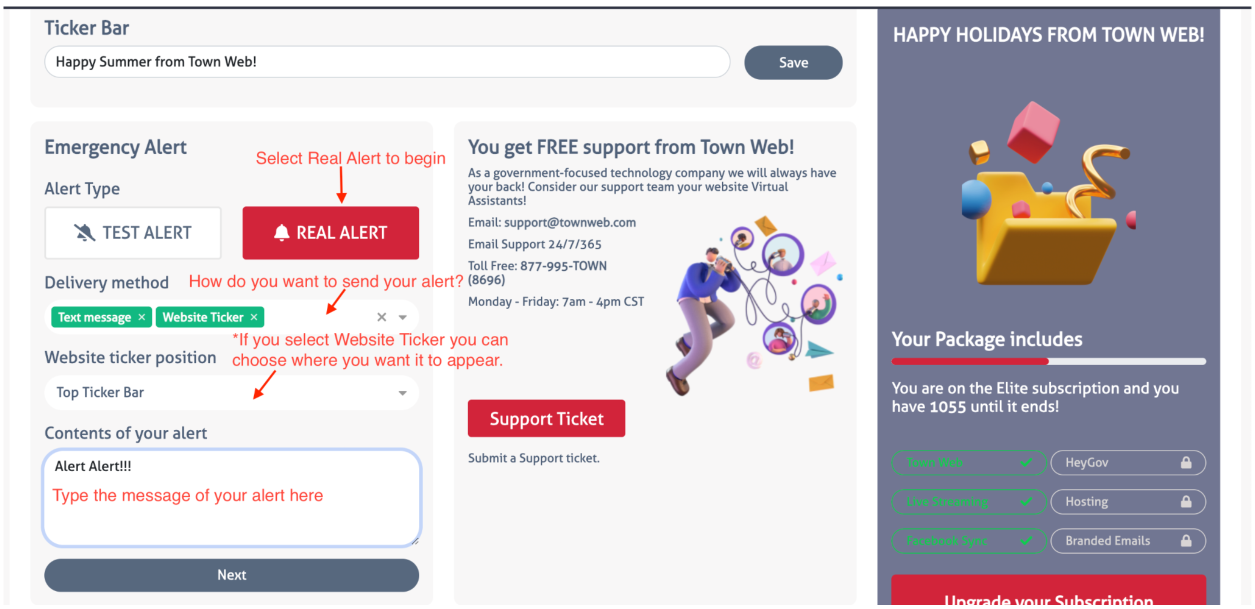
**Note: This process is only for websites with ticker bars on our 2022 theme or newer. If you're interested in upgrading your site to take advantage of this feature, please reach out to sales@townweb.com

1. If you have a ticker notice on your website already, click on "Remove"
2. Type your notice in the text box
3. Click "Save" to publish your notice

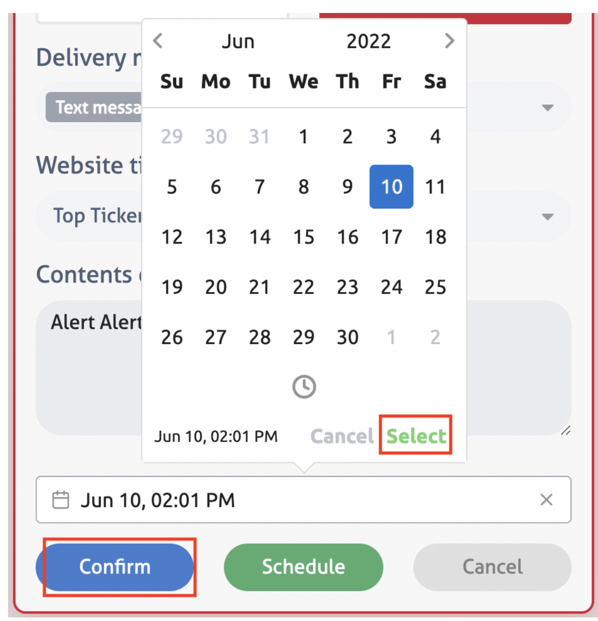


SENDING EMERGENCY ALERTS

1. Click on “Real Alert” to begin the process of sending out your emergency alert.
2. Select your delivery method.
   Note: You can select more than one!
3. If you selected “Website Ticker,” choose where you want the alert to display on your website.
4. Click Next



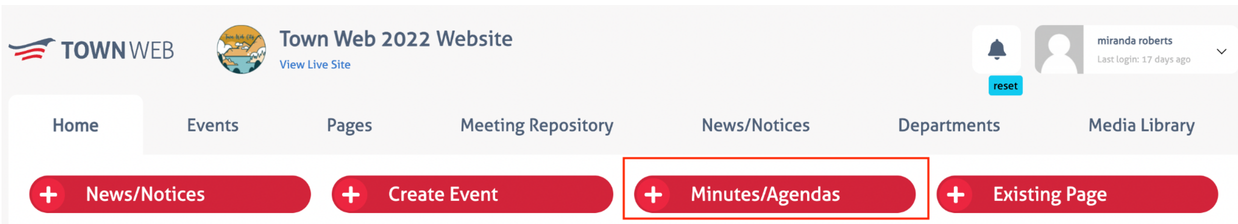
5. If you’d like to schedule the alert to go out at a future date or time, click on the green schedule button. Otherwise click **Confirm** to send your alert out right away.
6. If you’re scheduling your alert, select the date and time you want to send your message, and click on the green **Select** button to confirm.
7. Once you have your alert scheduled, click on **Confirm** to send your message.



AGENDAS & MINUTES

ADDING NEW MEETINGS

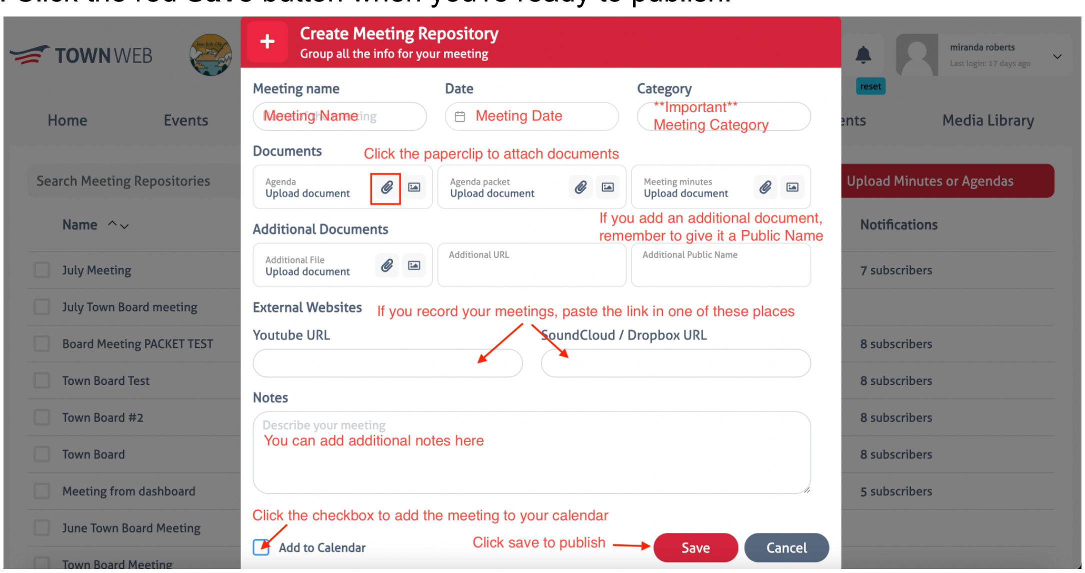
1. Click on the red **+Minutes/Agendas** Button to add new minutes or agendas.



2. Add your meeting name
3. Add your meeting date
4. Add your meeting category

   ***IMPORTANT: If you do not select a meeting category it will not show up on your website or send notifications to subscribers!**
5. Click on the paperclip icon under "Agenda" to add attach your agenda ot the meeting
6. You can attach a meeting packet, meeting minutes, or an additional document for the meeting in the same way.

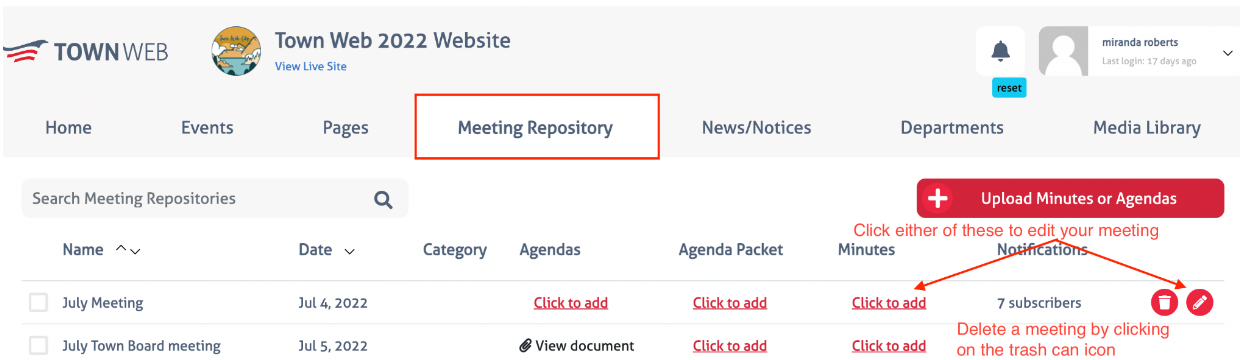
   Note: If you add a file under "Additional Document," make sure to give it a public name so the website knows how to link your file.
7. If you post your meeting recordings on YouTube or Dropbox, you can add your links in the appropriate fields.
8. You may also add additional notes for your meeting in the "Notes" section.
9. If you want to create a calendar event for the meeting, click "Add to Calendar."
10. Click the red **Save** button when you're ready to publish.



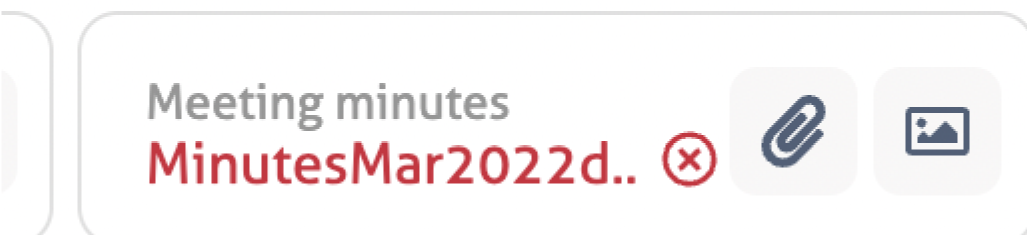
EDITING YOUR MEETING REPOSITORY

1. Click on the “Meeting Repository” tab in your dashboard.
2. Hover over the meeting that you want to edit and either click on the **Click to Add** link for missing documents, or click on the pencil icon.

Note: If you’d like to delete a meeting, you can click on the trash can icon



3. Your meeting popup should open. From here you can add additional documents or make changes.
4. If you want to replace a document with a new one, click on the red **x** next to the document name. After that you can add a document as you normally would.

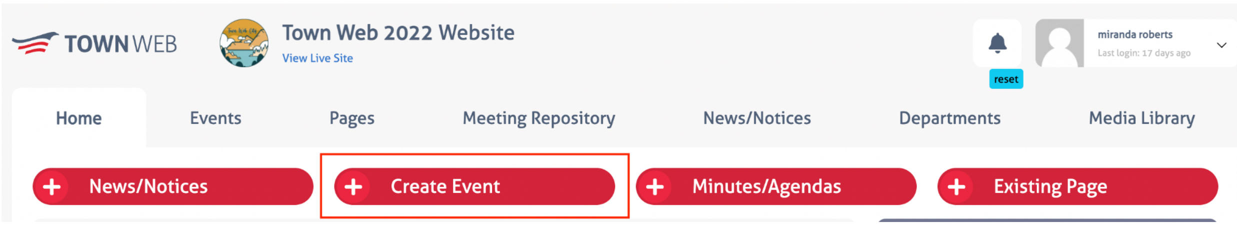


5. Click the red **Save** button to publish your changes.

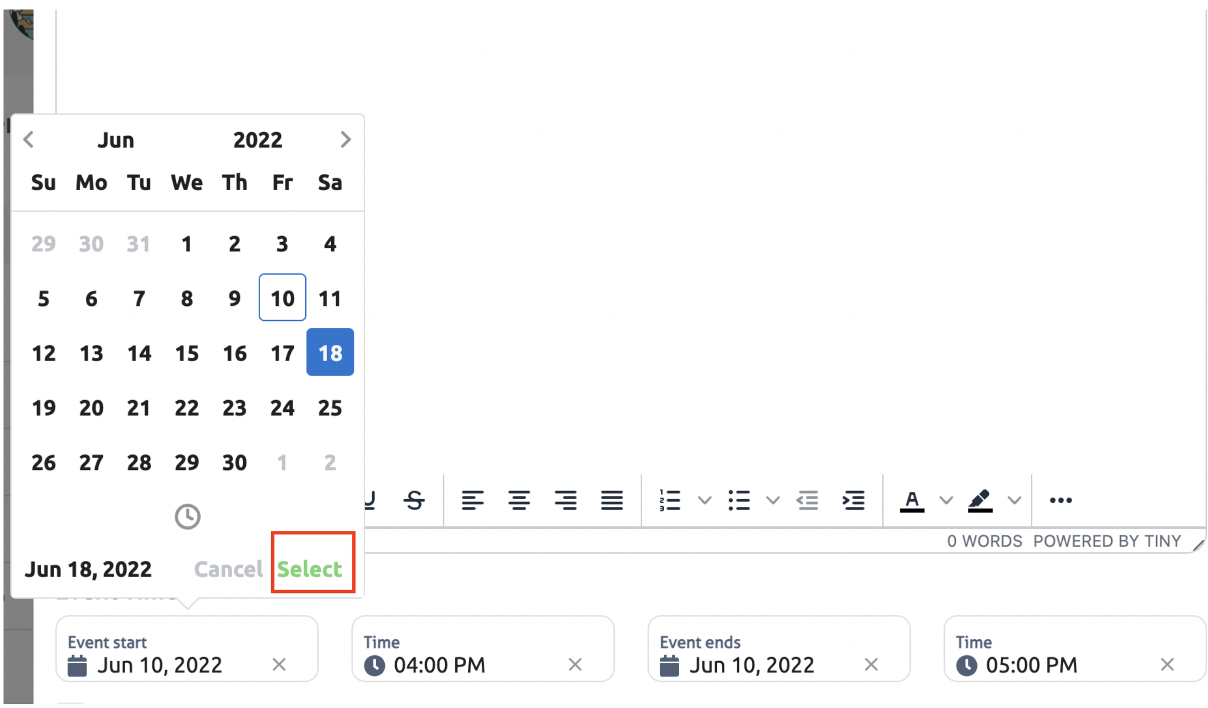
WEBSITE CALENDAR

ADDING EVENTS TO YOUR CALENDAR

1. Click on the red **+Create Event** button on the dashboard.



2. Add your event name
3. Add your event category
4. Optional: Add or select a featured image for your event
5. Add a description for your event
6. Select your event date. Click on the green **Select** button to confirm your date



7. Select a start and an end time for your event

   Note: If your event doesn't have an end time, you can make the end time and the start time the same.

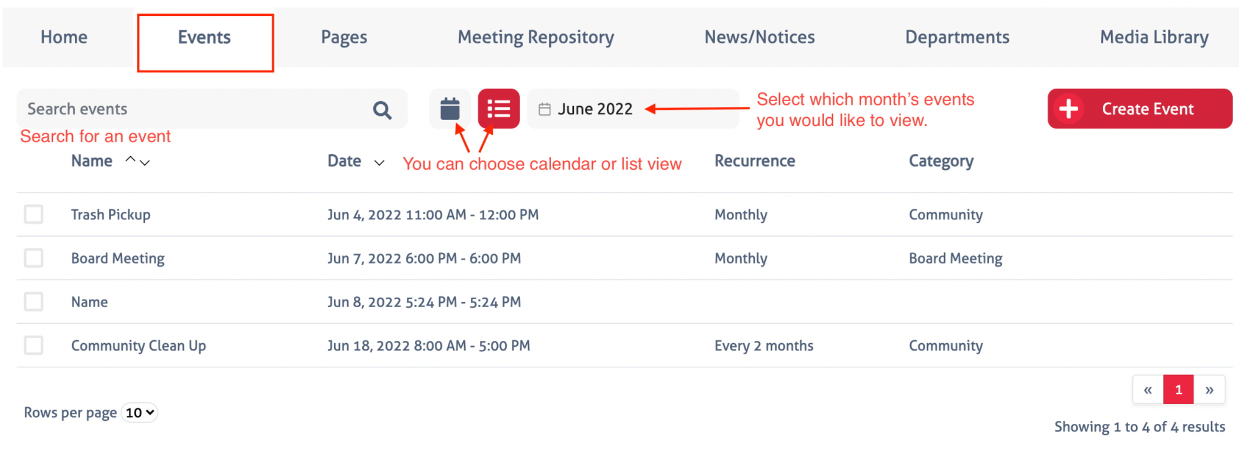
8. If your event is recurring, you can select when you want the event to recur.

    Important: If your event is recurring make sure you have the Event Start and the Event End date the same. Having these set to different dates will cause your calendar to glitch.

9. Click the red **Save** button to publish your event.

EDITING CALENDAR EVENTS

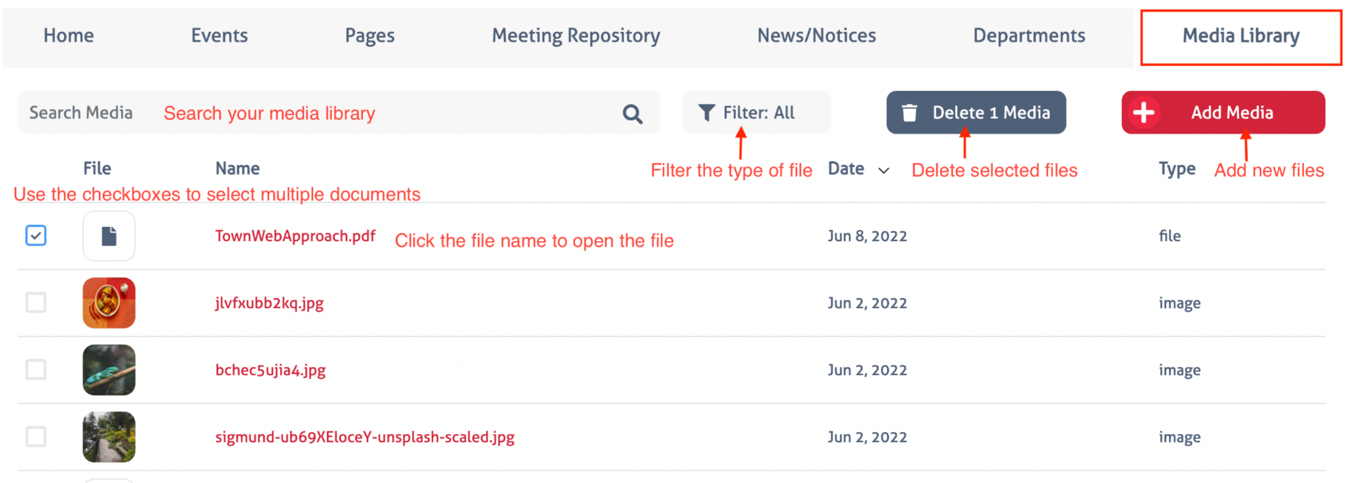
1. Click on the Events tab in your dashboard.
2. You may use the search bar to search for a particular event.
3. You can view your events in list view or in calendar view by clicking on the different icons.
4. You can change which month's events you want to view
5. When you find the event you want to change or remove, hover over it to reveal your icons on the right side of the page.
6. The pencil icon will allow you to edit the event
7. The trash can icon will allow you to delete the event



EDIT YOUR MEDIA LIBRARY

1. Click on the Media Library tab in your dashboard.
2. Click on the red **+Add Media** button to add documents or images to your library.
3. Use your search bar to search for a specific document.
4. You can also filter what type of file you're looking for (document or image)
5. Click on the file name to open it for review or to save.
6. Use the checkboxes to select which files you want to delete.
7. Click on the gray **Delete Media** button to remove the files from your website.

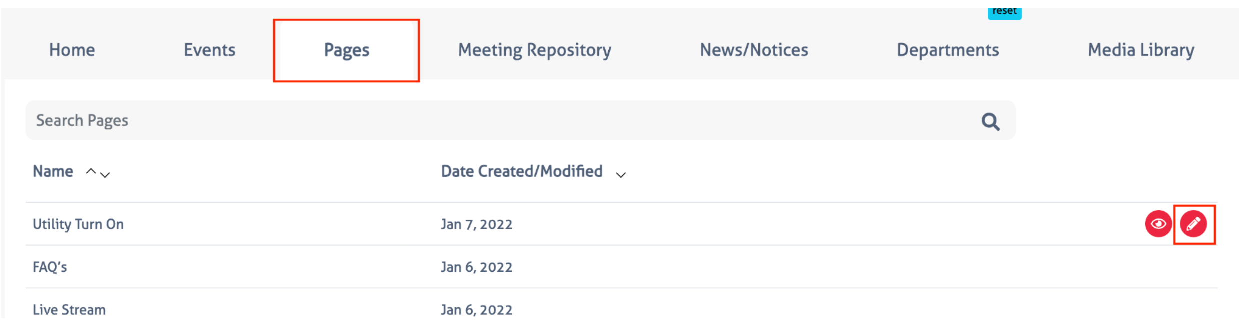
    ****Important: Make sure you really want to delete these files and that you have a backup on your computer if you want to keep a copy - we may not be able to recover them after they're gone!**



EDITING PAGES

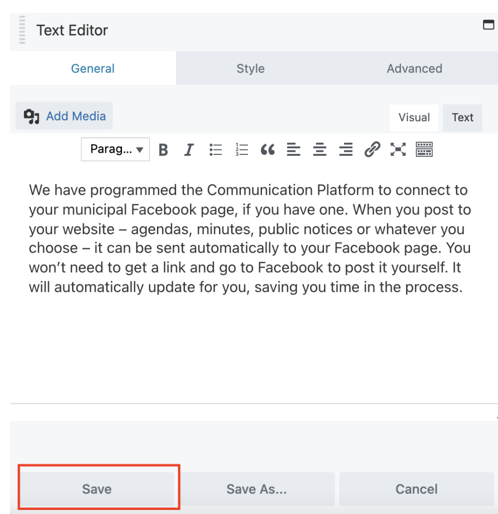
EDITING CONTENT

1. Click on the Pages tab at the top of the dashboard.
2. Scroll through your list of pages to find the page you want to edit
   Note: You can use the search bar to find the page you're looking for faster!
3. Hover over the page you want to edit and click on the pencil icon to open the editor.



4. Hover over the text you want to edit and click on the wrench icon to open up your text editor.

5. Make your changes.
6. Click on Save when you're done
7. When you're ready to make your changes live, click on **Done > Publish**
   Note: You will find this in the top right corner of your screen!

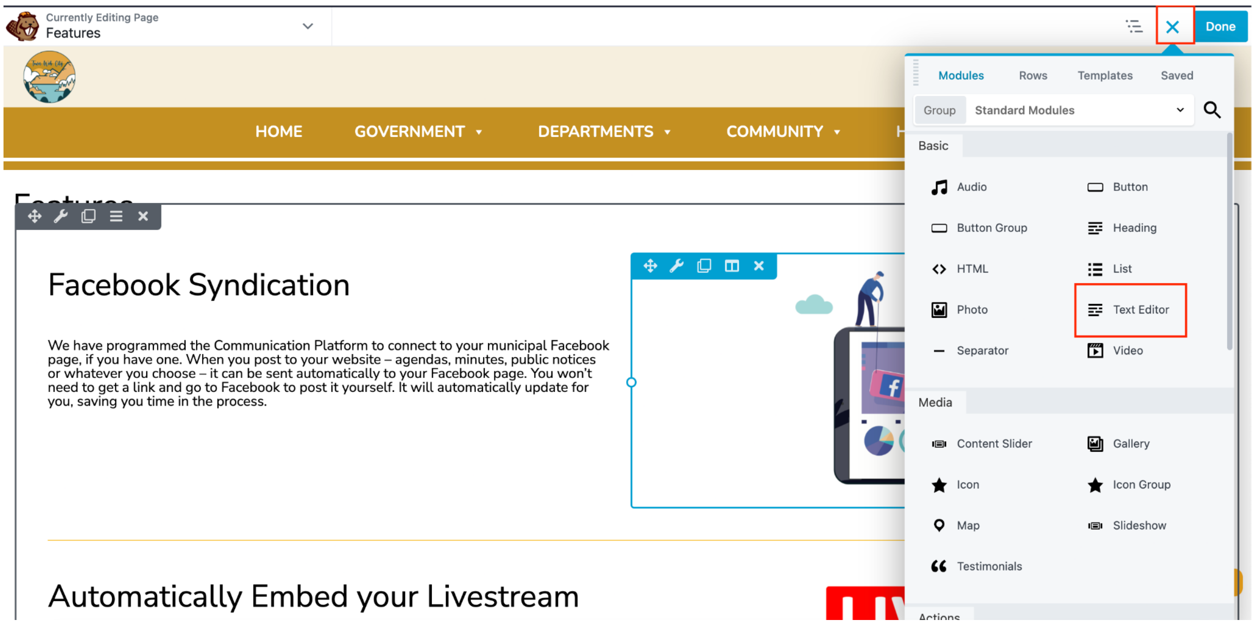


ADDING NEW CONTENT

Review steps 1-3 on page 17 to learn how to open your page builder.

1. If you want to add content, you'll need to add a new module to your page. To do so, click on the + sign in your page builder.
2. Choose the module you want to add.

   Note: Your most frequently used modules will likely be Text Editor or Photo

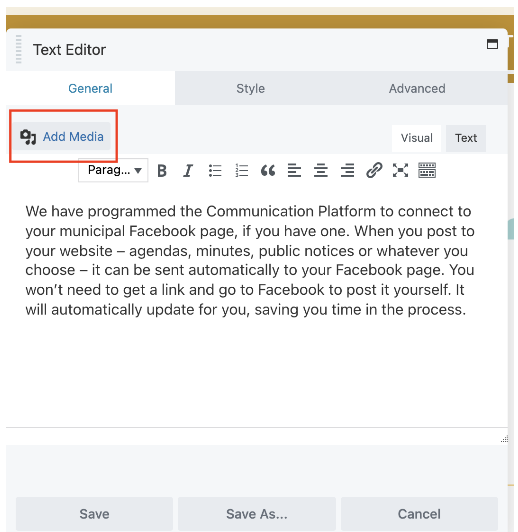


3. Drag and drop the module where you want it to go.
4. Your module will open automatically and allow you to add your content.
5. When you're done adding what you want, click **Done > Publish** to make your changes live.

ADDING PDFS TO PAGES

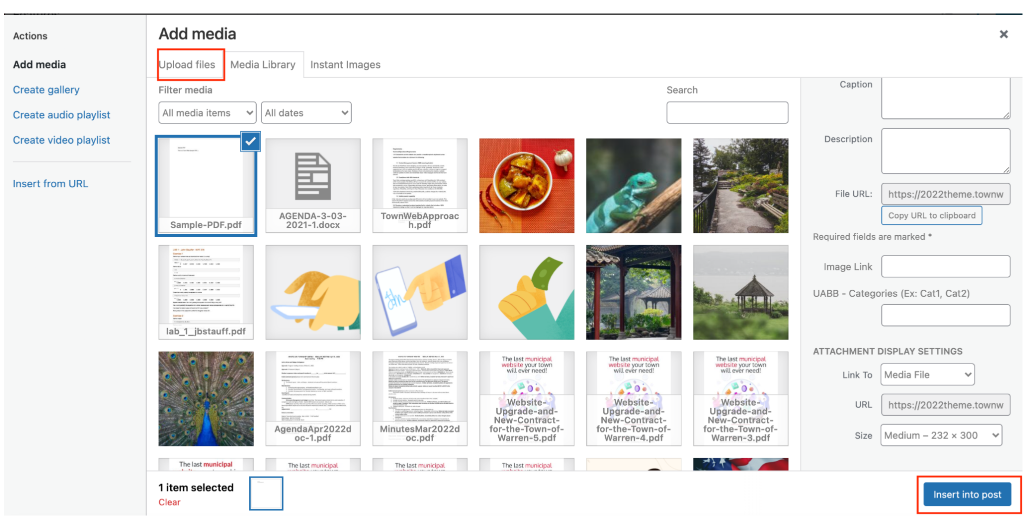
Review steps 1-3 on page 17 to learn how to open your page builder.

1. Once you're in your page builder, open up a text editor either by clicking on the wrench icon that appears over existing text or adding a new text editor module (to learn how to do this, please review page 18)
2. Click on the **Add Media** button



3. Click on **Upload Files** to add a new document to your website.
4. Chose the file from your computer
5. Click the blue **Insert into Post** button to add a link to your document

Note: This link is editable! Change it to say whatever you would like.



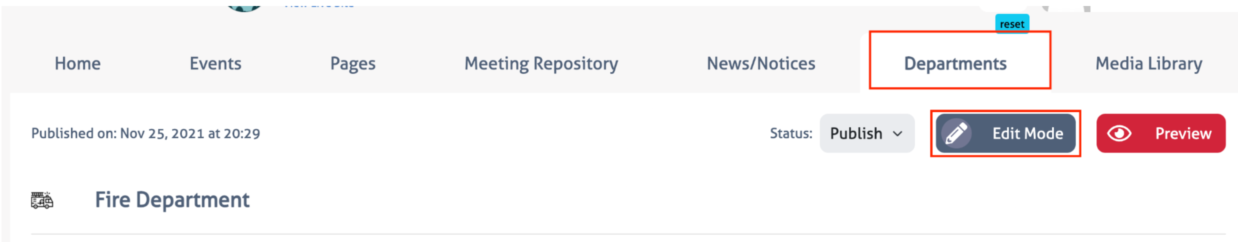
6. Click **Save** in your text editor, and **Done>Publish** to make your changes live.

DEPARTMENTS

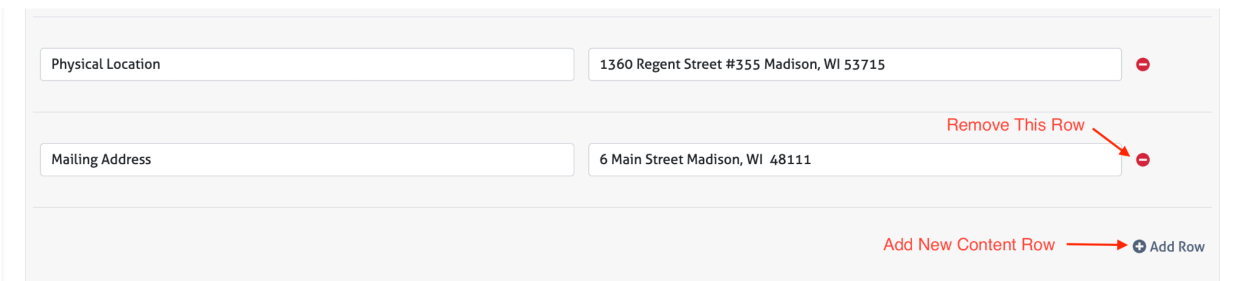
Note: Departments are only available in select themes. Please reach out to sales@townweb.com if you're interested in having the departments feature on your website!

EDITING DEPARTMENT INFORMATION

1. Click on the **Departments** tab in the dashboard.
2. Select the department you want to edit.
3. Click on the **Edit Mode** button to make the page content editable.



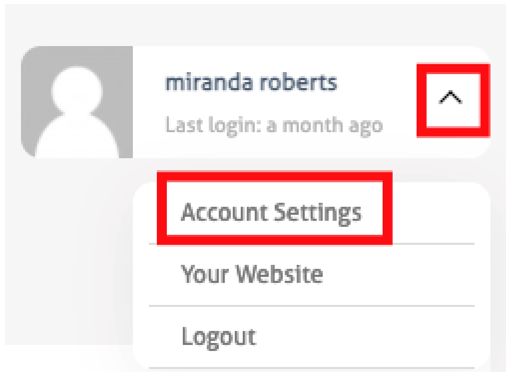
4. You may now change any of the content that you see!
5. To remove rows in the Team or Contact Us Sidebar, click on the red minus sign.
6. To add rows in the Team or Contact Us Sidebar, click on +Add Row



7. Click the **Save Changes** button at the bottom of your screen when you're done!

ACCOUNT SETTINGS

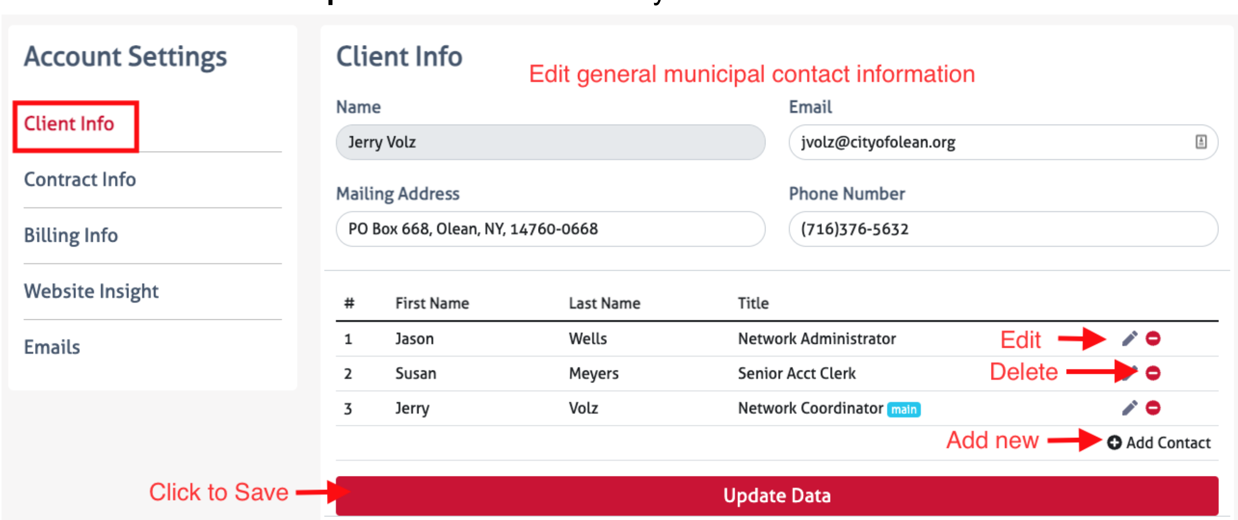
To access your account settings with Town Web, click on the arrow next to your name in the top right corner of the screen and click on Account Settings.



EDITING CONTACT INFORMATION

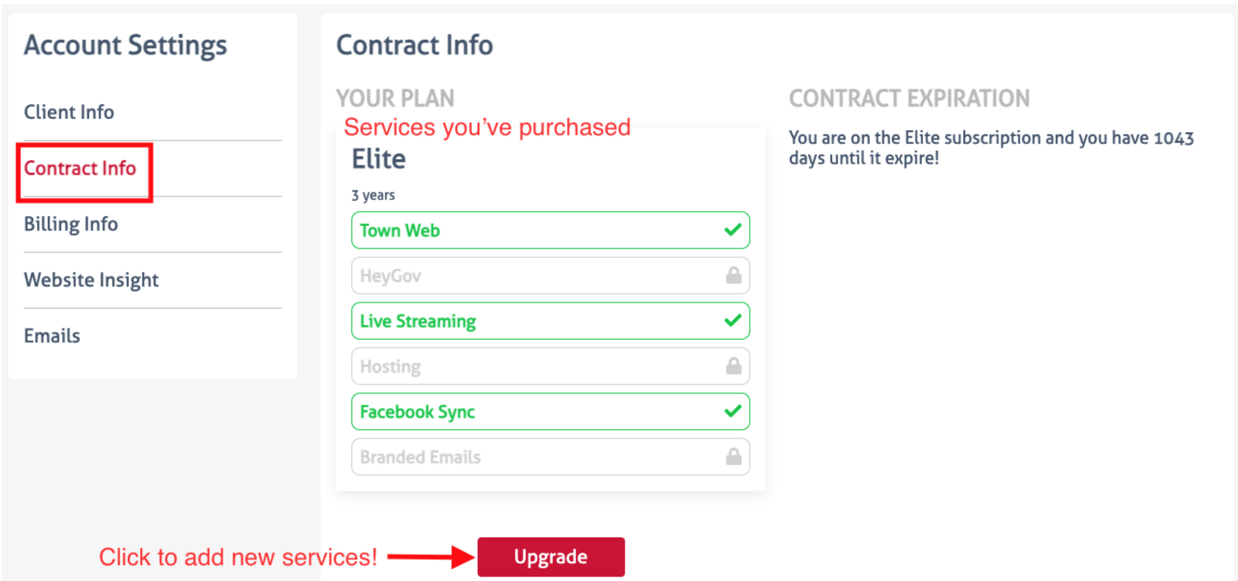
***This will not affect the content on your website, but rather will help you have control over your account information within Town Web's system - this ensures we're always directing things to the correct people!*

1. Click on Client Info
2. Edit any general contact information that you need
3. Click on the pencil icon to change an individual's contact information
4. Click on the red Minus sign to remove a contact from your list
5. Click on the **+ Add Contact** button to add a new contact to your list
6. Click on the red **Update Data** button when you're finished.



VIEWING CONTRACT INFORMATION

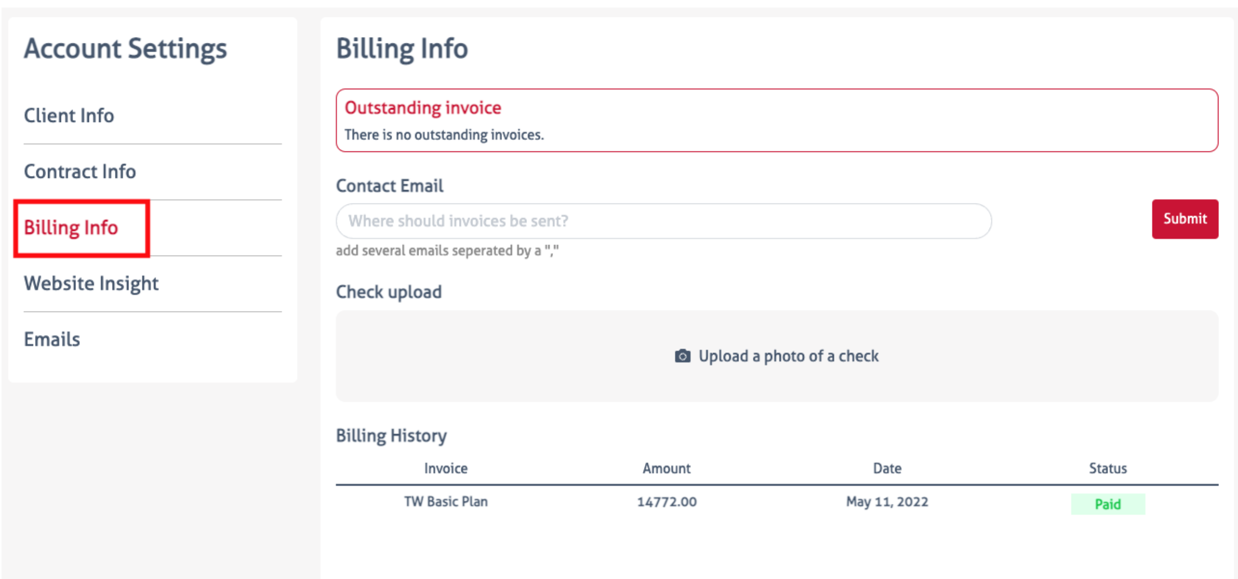
1. Click on Contract Info in your account settings
2. The left column shows which services you have purchased.
3. Click on the red upgrade button if you'd like to add one of these services to your plan.
4. The right column shows how many more days you have left in your contract.



VIEW BILLING INFORMATION

1. Click on Billing Info in your account settings
2. The first section will show any outstanding invoices you have. If you have outstanding invoices, you will see a link to pay.
3. You can have an invoice sent to your email by entering an email address under **Contact Email.** Our billing department will confirm with you if this is the address you want all invoices to go to in the future.
4. If you are sending a check, please make sure you upload a photo of the **Front** and **Back** of the check.

   Note: All checks should be sent to
   Town Web Design, LLC
   1360 Regent Street #355
   Madison, WI 53715
5. Billing History will show past invoices that have been paid.



VIEW WEBSITE STATISTICS

1. Click on **Website Insight** in your account settings
2. The graph will show how many website visitors you've received. This data defaults to show the last 7 days.
3. Adjust the amount of time the graph shows using the dropdown.

HOW TO GET HELP OR SUPPORT

You can request support in several ways!

1. From the dashboard, click on the **Support Ticket** button to send a message to our team.
2. Click on **Book a Training** to schedule a one on one zoom training session with a member of our staff to walk you through the dashboard.
3. Click on **Help articles & videos** for helpful instructions and videos showing you how to edit your website.
4. Email us at support@townweb.com
5. Call us at 920-645-2823 or Toll Free 877-995-TOWN (8696)