



# **TOWN WEB DASHBOARD**

## Instruction Manual

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# 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](mailto: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

The screenshot shows the Town Web 2022 Website dashboard. At the top, there's a navigation bar with links: Home, Events, Pages, Meeting Repository, News/Notices, Departments, and Media Library. Below this is a row of red buttons: '+ News/Notices', '+ Create Event', '+ Minutes/Agendas', and '+ Existing Page'. The '+ News/Notices' button is highlighted with a red box. Below the buttons, there's a 'Ticker Bar' with the text 'Happy Summer!' and a 'Remove' button. To the left, there's an 'Emergency Alert' section with 'Alert Type' (TEST ALERT, REAL ALERT) and 'Contents of your alert' (a text box). Below this is a 'Next' button. To the right, there's a 'You get FREE support from Town Web!' section with contact information and a 'Support Ticket' button. At the bottom, there are two buttons: 'Book a training' and 'Help articles & videos'. On the far right, there's a 'HAPPY HOLIDAYS FROM TOWN WEB!' section with a 'Your Package includes' list (Town Web, HeyGov, Live Streaming, Hosting, Facebook Sync, Branded Emails) and an 'Upgrade your Subscription' 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!





## 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.

**TOWN WEB** Town Web 2022 Website View Live Site

Home Events Pages Meeting Repository **News/Notices** Departments Media Library

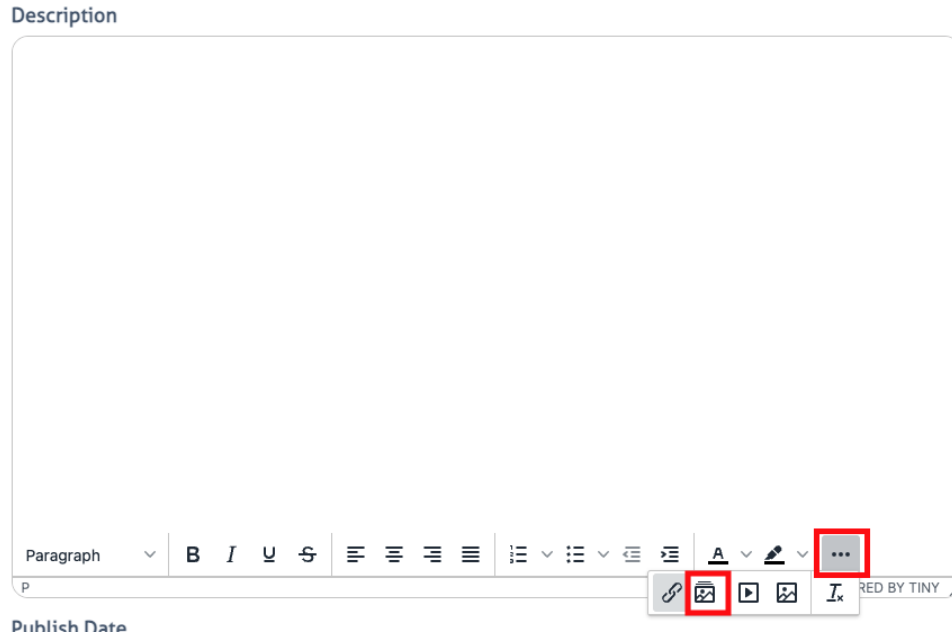
Search news / notices Filter by Month Create Post

Picture	Title ^v	Date v	Category	Notifications
<input type="checkbox"/>	Title	Jun 9, 2022	News & Notices	6 subscribers
<input type="checkbox"/>	July 4th Parade	Jun 8, 2022	Recreation	5 subscribers
<input type="checkbox"/>	Notice 06-02-2022	Jun 2, 2022	Ticker	0 subscribers
<input type="checkbox"/>	Check This out!	Jun 2, 2022	News & Notices	6 subscribers
<input type="checkbox"/>	Hello Liz!	Jun 2, 2022	News & Notices	5 subscribers

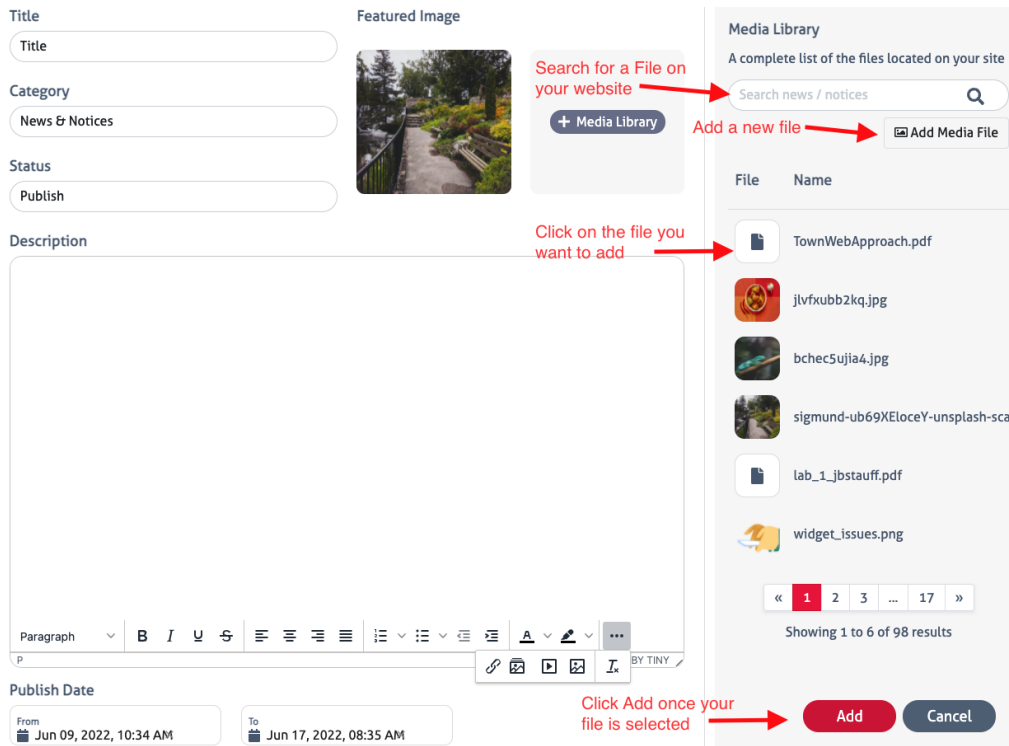
Delete Post Edit Post

## 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.



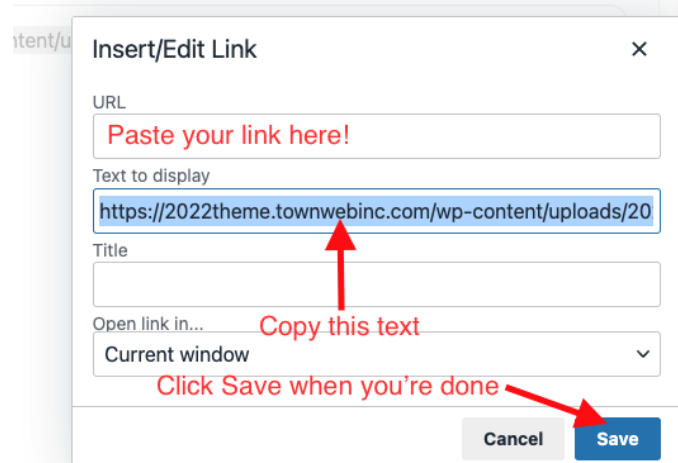
4. This will open up your Media Library. From here you can insert a PDF that is already on your website by clicking on it, or you can upload a new file by clicking the **Add Media File** button.
5. Once you have your file selected, click on the red **Add** button.



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](mailto: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

The screenshot displays the Town Web 2022 Website dashboard. At the top, the header includes the Town Web logo, the site name "Town Web 2022 Website", and a user profile for "miranda roberts" with a "reset" button. Below the header is a navigation bar with links: Home, Events, Pages, Meeting Repository, News/Notices, Departments, and Media Library. A secondary navigation bar contains four red buttons: "+ News/Notices", "+ Create Event", "+ Minutes/Agendas", and "+ Existing Page". The main content area features a "Ticker Bar" section with a text input field containing "Happy Summer from Town Web!" and a "Save" button. A red arrow points to the "Save" button with the text "Click 'Save' when you're ready to post your notice". Below the Ticker Bar is an "Emergency Alert" section with "Alert Type" buttons for "TEST ALERT" and "REAL ALERT", and a "Contents of your alert" text area. To the right of the Emergency Alert section is a promotional banner for "FREE support from Town Web!" with contact information. On the far right is a "HAPPY HOLIDAYS FROM TOWN WEB!" banner with a 3D graphic of a yellow box and the text "Your Package includes".

## 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

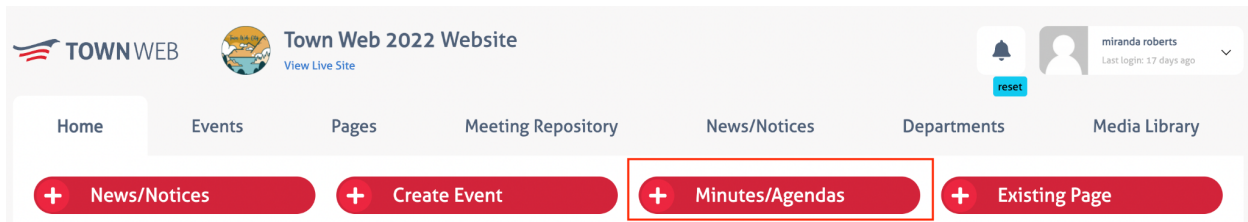
5. If you'd like to schedule the alert to go out at a future date or time, click on the green schedule button. Otherwise click **Confirm** to send your alert out right away.
6. If you're scheduling your alert, select the date and time you want to send your message, and click on the green **Select** button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

The screenshot shows the 'Create Meeting Repository' form. It has a red header with the title and a subtitle 'Group all the info for your meeting'. The form is divided into several sections:
 


- Meeting name:** A text field with a placeholder 'Meeting Name'.
- Date:** A date picker with a placeholder 'Meeting Date'.
- Category:** A dropdown menu with a placeholder '\*\*Important\*\* Meeting Category'.
- Documents:** A section with a red annotation 'Click the paperclip to attach documents'. It contains three upload buttons: 'Agenda Upload document' (with a red box around the paperclip icon), 'Agenda packet Upload document', and 'Meeting minutes Upload document'.
- Additional Documents:** A section with a red annotation 'If you add an additional document, remember to give it a Public Name'. It contains an 'Additional File Upload document' button, an 'Additional URL' field, and an 'Additional Public Name' field.
- External Websites:** A section with a red annotation 'If you record your meetings, paste the link in one of these places'. It contains a 'Youtube URL' field and a 'SoundCloud / Dropbox URL' field.
- Notes:** A text area with a placeholder 'Describe your meeting' and a red annotation 'You can add additional notes here'.
- Footer:** A checkbox labeled 'Add to Calendar' with a red annotation 'Click the checkbox to add the meeting to your calendar', a red 'Save' button with a red annotation 'Click save to publish', and a 'Cancel' button.

## 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**

The screenshot shows the 'Meeting Repository' tab selected in the dashboard. A red box highlights the 'Meeting Repository' tab. Below the navigation bar, there is a search bar and a table of meetings. The table has columns for Name, Date, Category, Agendas, Agenda Packet, Minutes, and Notifications. Two meetings are listed: 'July Meeting' and 'July Town Board meeting'. Red arrows point to the 'Click to add' links in the 'Agendas', 'Agenda Packet', and 'Minutes' columns, and to the trash can icon in the 'Notifications' column. A red button 'Upload Minutes or Agendas' is also visible.

Name	Date	Category	Agendas	Agenda Packet	Minutes	Notifications
<input type="checkbox"/> July Meeting	Jul 4, 2022		<a href="#">Click to add</a>	<a href="#">Click to add</a>	<a href="#">Click to add</a>	7 subscribers 
<input type="checkbox"/> July Town Board meeting	Jul 5, 2022		<a href="#">View document</a>	<a href="#">Click to add</a>	<a href="#">Click to add</a>	

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.

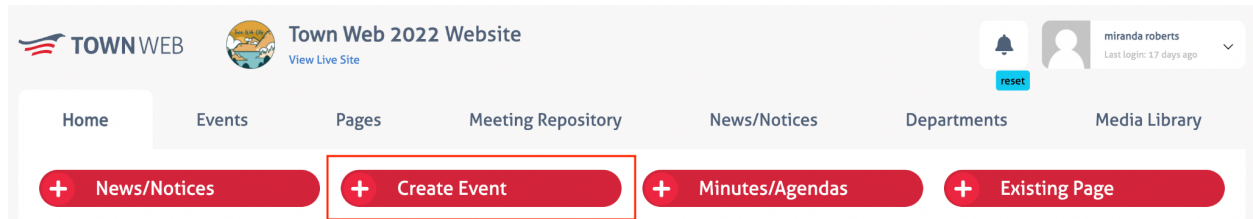
The screenshot shows a popup for 'Meeting minutes'. The text 'MinutesMar2022d..' is displayed in red, followed by a red 'x' icon, a paperclip icon, and a photo icon.

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

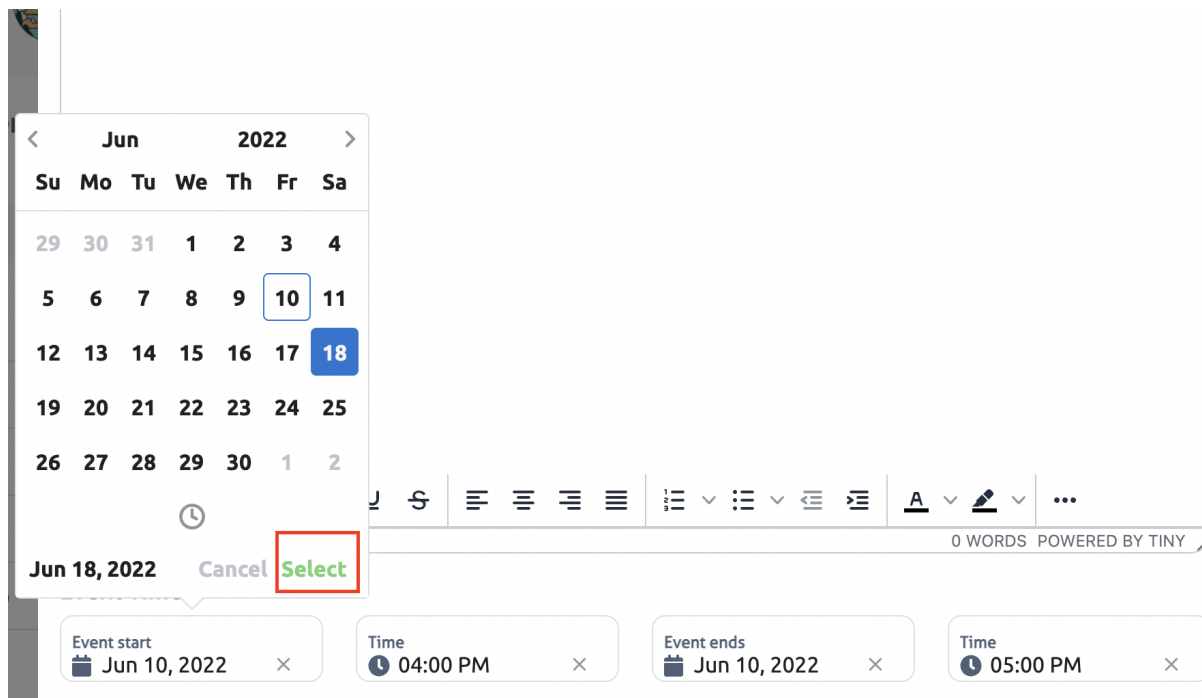
# WEBSITE CALENDAR

## 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

[Home](#) [Events](#) [Pages](#) [Meeting Repository](#) [News/Notices](#) [Departments](#) [Media Library](#)

Search events

Search for an event

Name ^v

Calendar icon

List icon

June 2022

Select which month's events you would like to view.

+ Create Event

	Date v	Recurrence	Category
<input type="checkbox"/> Trash Pickup	Jun 4, 2022 11:00 AM - 12:00 PM	Monthly	Community
<input type="checkbox"/> Board Meeting	Jun 7, 2022 6:00 PM - 6:00 PM	Monthly	Board Meeting
<input type="checkbox"/> Name	Jun 8, 2022 5:24 PM - 5:24 PM		
<input type="checkbox"/> Community Clean Up	Jun 18, 2022 8:00 AM - 5:00 PM	Every 2 months	Community

Rows per page 10 v

« 1 »

Showing 1 to 4 of 4 results

# 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!**

[Home](#)
[Events](#)
[Pages](#)
[Meeting Repository](#)
[News/Notices](#)
[Departments](#)
[Media Library](#)

Search Media
Search your media library





Filter: All

Delete 1 Media

+ Add Media

File
Name
Date
Type

☒
☐
☐
☐

TownWebApproach.pdf  
Click the file name to open the file

jlvfxubb2kq.jpg  
bchec5ujia4.jpg  
sigmund-ub69XEloceY-unsplash-scaled.jpg

Jun 8, 2022  
Jun 2, 2022  
Jun 2, 2022  
Jun 2, 2022

file  
image  
image  
image

Use the checkboxes to select multiple documents

Filter the type of file

Delete selected files

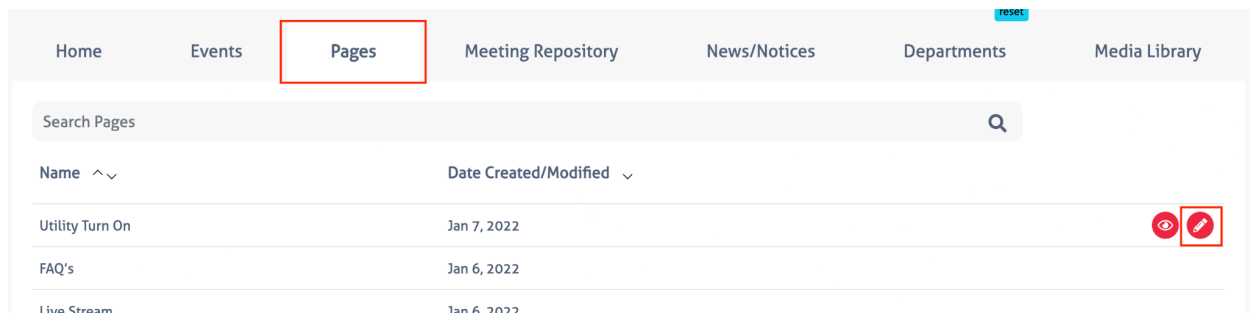
Add new files



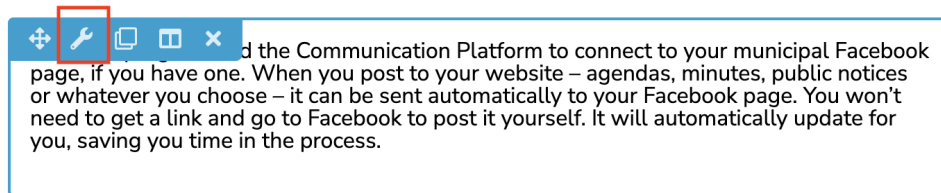
# EDITING PAGES

## 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.

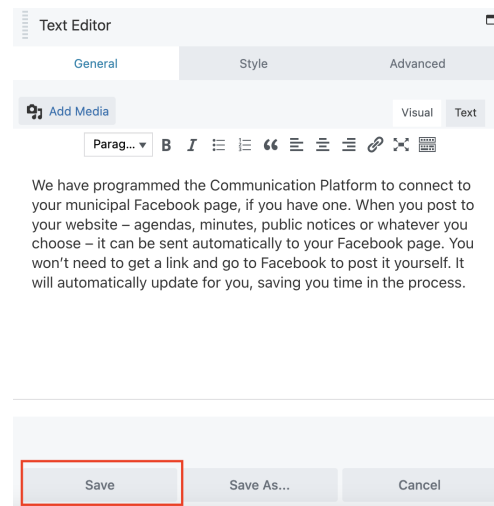


4. Hover over the text you want to edit and click on the wrench icon to open up your text editor.



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!**

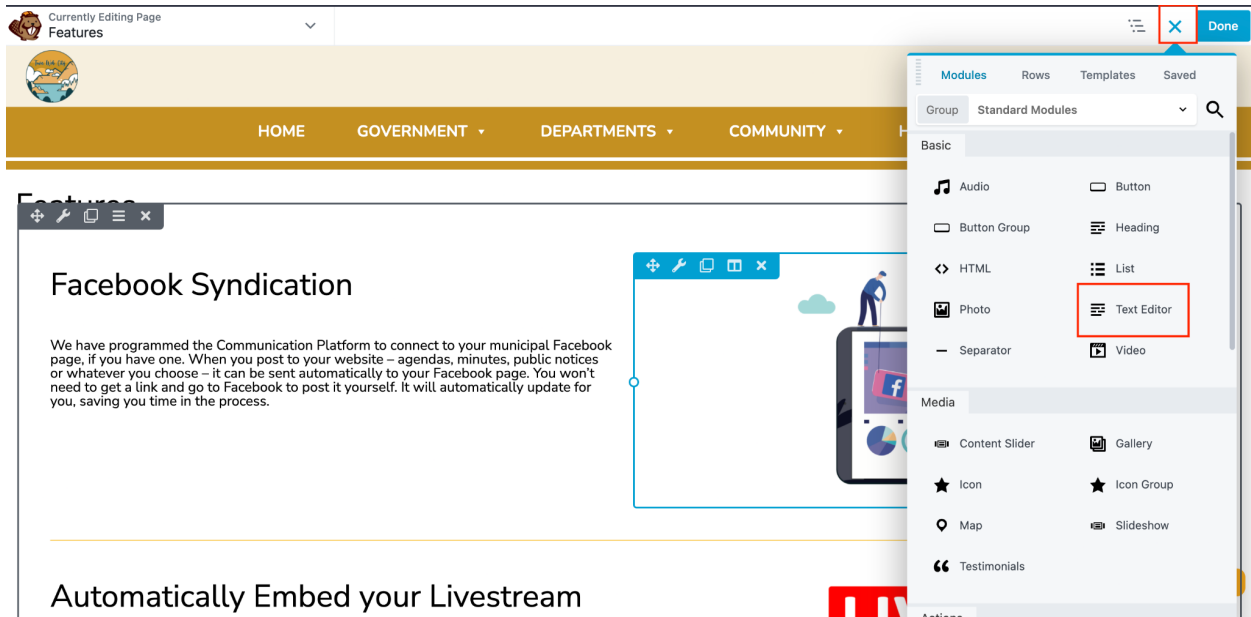


# ADDING NEW CONTENT

*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**

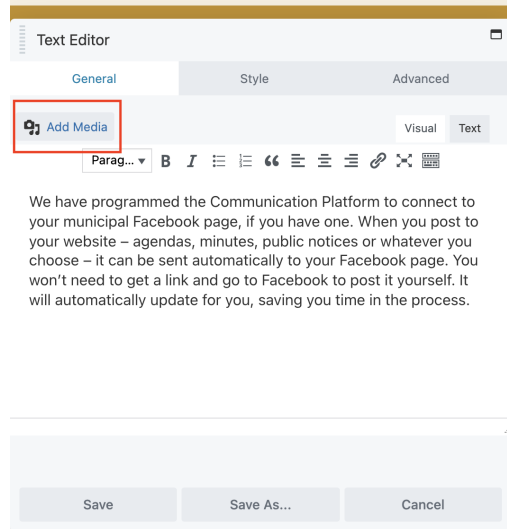


3. Drag and drop the module where you want it to go.
4. Your module will open automatically and allow you to add your content.
5. When you're done adding what you want, click **Done > Publish** to make your changes live.

## ADDING PDFS TO PAGES

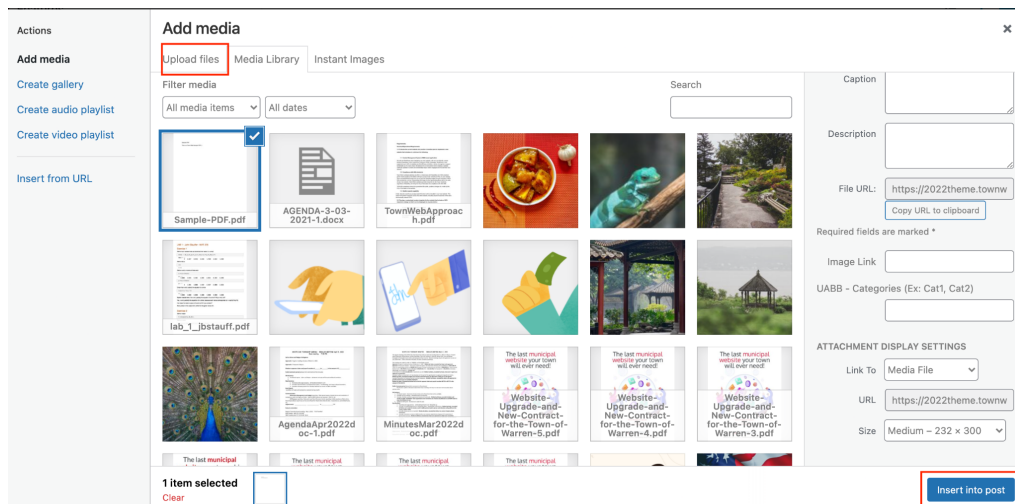
Review steps 1-3 on page 17 to learn how to open your page builder.

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.**



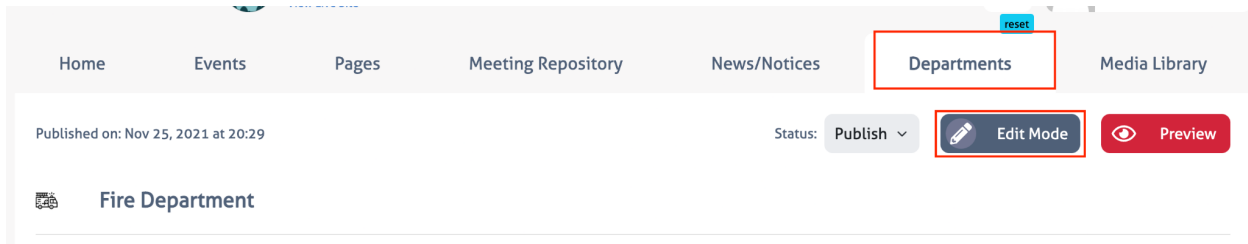
6. Click **Save** in your text editor, and **Done>Publish** to make your changes live.

# DEPARTMENTS

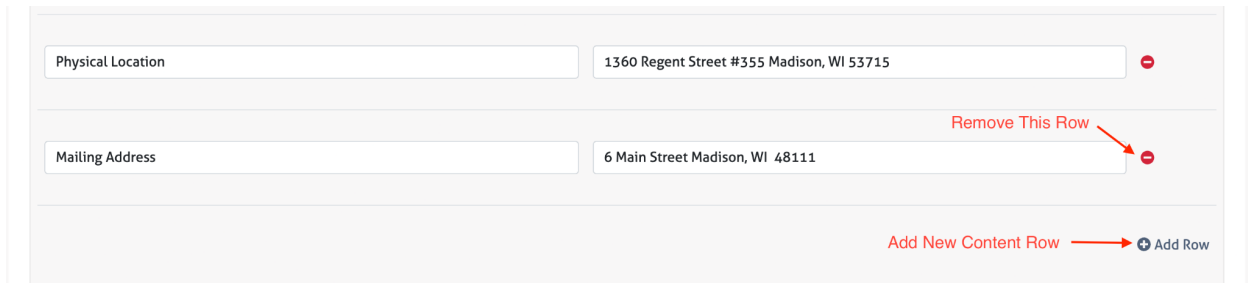
*Note: Departments are only available in select themes. Please reach out to [sales@townweb.com](mailto:sales@townweb.com) if you're interested in having the departments feature on your website!*

## 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.



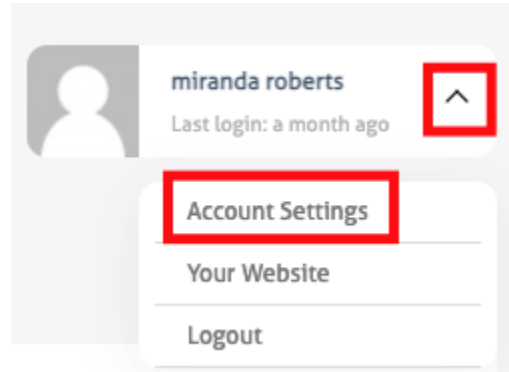
4. You may now change any of the content that you see!
5. To remove rows in the Team or Contact Us Sidebar, click on the red minus sign.
6. To add rows in the Team or Contact Us Sidebar, click on +Add Row



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.

A screenshot of the 'Account Settings' page. On the left sidebar, 'Client Info' is highlighted with a red rectangle. The main content area is titled 'Client Info' with a subtitle 'Edit general municipal contact information'. It contains form fields for 'Name' (Jerry Volz), 'Email' (jvolz@cityofolean.org), 'Mailing Address' (PO Box 668, Olean, NY, 14760-0668), and 'Phone Number' ((716)376-5632). Below these is a table of contacts with columns for '#', 'First Name', 'Last Name', and 'Title'. The table lists three contacts: Jason Wells (Network Administrator), Susan Meyers (Senior Acct Clerk), and Jerry Volz (Network Coordinator). Each contact row has 'Edit' (pencil icon), 'Delete' (minus icon), and 'Add new' (plus icon) links. At the bottom, there is a red 'Update Data' button. A red arrow points to the 'Update Data' button with the text 'Click to Save'.

## 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.

The screenshot displays the 'Account Settings' interface. On the left, a sidebar lists 'Client Info', 'Contract Info' (highlighted with a red box), 'Billing Info', 'Website Insight', and 'Emails'. The main content area is titled 'Contract Info' and is divided into two sections. The 'YOUR PLAN' section, titled 'Elite' with a '3 years' duration, lists services: 'Town Web' (checked), 'HeyGov' (locked), 'Live Streaming' (checked), 'Hosting' (locked), 'Facebook Sync' (checked), and 'Branded Emails' (locked). The 'CONTRACT EXPIRATION' section states, 'You are on the Elite subscription and you have 1043 days until it expire!'. At the bottom, a red arrow points from the text 'Click to add new services!' to a red 'Upgrade' button.

**Account Settings**

- Client Info
- Contract Info**
- Billing Info
- Website Insight
- Emails

**Contract Info**

**YOUR PLAN**

Services you've purchased

**Elite**

3 years

Town Web	✓
HeyGov	🔒
Live Streaming	✓
Hosting	🔒
Facebook Sync	✓
Branded Emails	🔒

**CONTRACT EXPIRATION**

You are on the Elite subscription and you have 1043 days until it expire!

Click to add new services! → **Upgrade**



## 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.

Account Settings

Client Info

Contract Info

**Billing Info**

Website Insight

Emails

**Billing Info**

Outstanding invoice

There is no outstanding invoices.

**Contact Email**

Where should invoices be sent?  
add several emails seperated by a ","

Submit

**Check upload**

Upload a photo of a check

**Billing History**

Invoice	Amount	Date	Status
TW Basic Plan	14772.00	May 11, 2022	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](mailto:support@townweb.com)
5. Call us at 920-645-2823 or Toll Free 877-995-TOWN (8696)

The screenshot displays the Town Web 2022 Website dashboard. At the top, the navigation bar includes links for Home, Events, Pages, Meeting Repository, News/Notices, Departments, and Media Library. Below this, a secondary navigation bar features buttons for News/Notices, Create Event, Minutes/Agendas, and Subscribers. The main content area is divided into several sections. On the left, there is an Emergency Alert section with buttons for TEST ALERT and REAL ALERT, and a field for the alert's contents. In the center, a 'You get FREE support from Town Web!' banner provides contact information and a 'Support Ticket' button, which is highlighted with a red box. Below this banner, there are two more sections: 'Schedule a Zoom Meeting' with a 'Book a training' button (also highlighted with a red box), and 'View our Help Website' with a 'Help articles & videos' button (highlighted with a red box). On the right side, a large sidebar displays a holiday message, a progress bar for the user's subscription package, and a list of included services like HeyGov, Hosting, and Branded Emails, along with an 'Upgrade your Subscription' button.

**TOWN WEB** Town Web 2022 Website  
View Live Site

Home Events Pages Meeting Repository News/Notices Departments Media Library

+ News/Notices + Create Event + Minutes/Agendas + Subscribers coming soon

Ticker Bar Remove

**Emergency Alert**  
Alert Type  
TEST ALERT REAL ALERT  
Contents of your alert  
Next

**You get FREE support from Town Web!**  
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