

# User Manual for InnerWorksCounselling.com.au

## Prepared by

- Tong Lan (24056082)
- Lucy Chen (21978612)
- Kazi Imran (23846485)
- Luna Zhang (23807749)
- Raul Poma Astete (23958495)
- Konstantin Tagintsev (24090236)

15/09/2024

v1.0

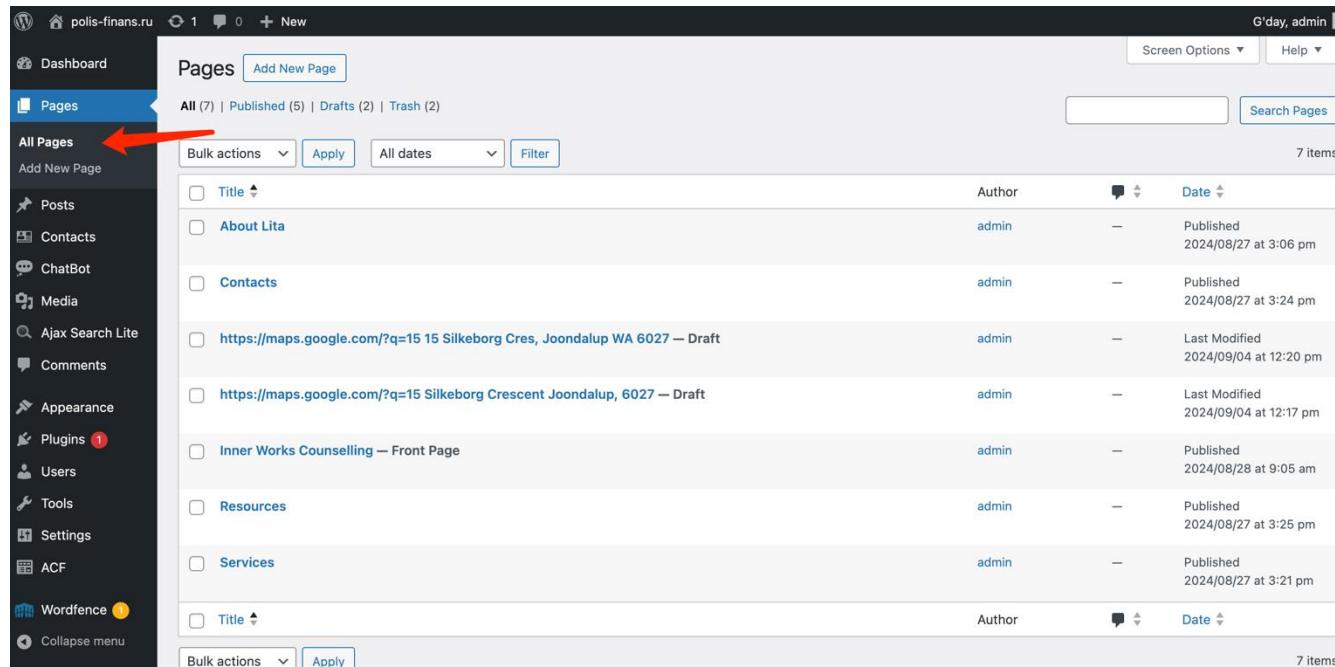
## Table of Contents

User Manual for InnerWorksCounselling.com.au .....	1
How to Edit the Front/Home Page Content .....	3
How to Edit the About Page Content.....	7
How to Edit the Services Page Content.....	12
How to Edit the Resources Page Content .....	15
How to Add, Edit and Delete a Resource.....	19
How to Edit the Contacts Page Content.....	21
Chat bot.....	25
Contacts table.....	29

# How to Edit the Front/Home Page Content

## 1. Log in to the WordPress Dashboard

- On the left sidebar menu, click on "Pages – All Pages".

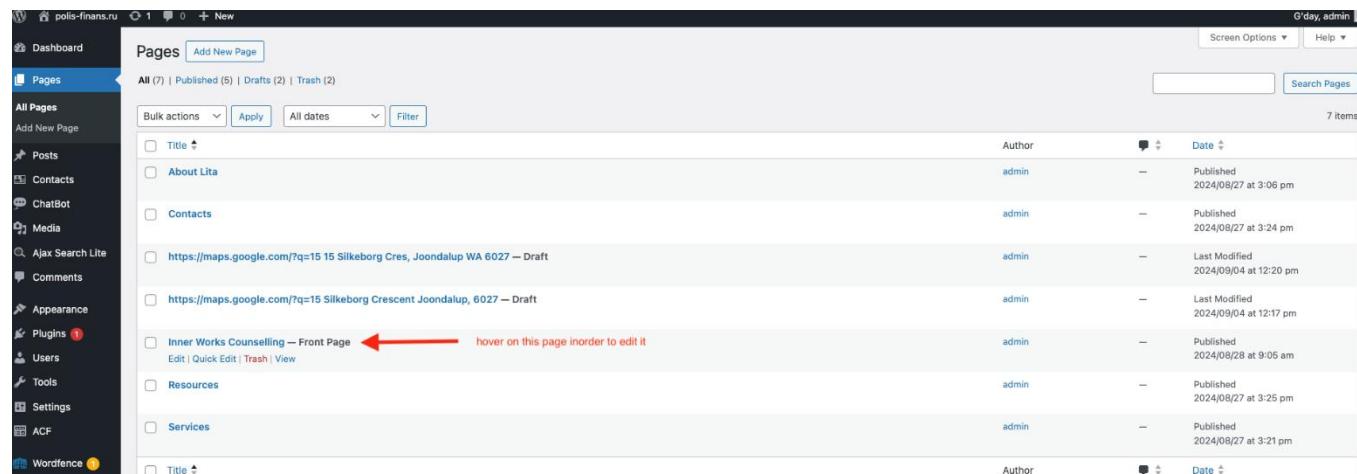


The screenshot shows the WordPress dashboard with the 'Pages' screen selected. The sidebar on the left has a red arrow pointing to the 'All Pages' link under the 'Pages' section. The main area displays a list of pages with columns for Title, Author, and Date. There are 7 items listed.

Title	Author	Date
About Lita	admin	Published 2024/08/27 at 3:06 pm
Contacts	admin	Published 2024/08/27 at 3:24 pm
<a href="https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027">https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:20 pm
<a href="https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027">https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:17 pm
Inner Works Counselling — Front Page	admin	Published 2024/08/28 at 9:05 am
Resources	admin	Published 2024/08/27 at 3:25 pm
Services	admin	Published 2024/08/27 at 3:21 pm

## 2. Select the 'Front page' to Edit

- On the Pages screen, locate the "Front page" page in the list of pages. Hover your mouse over the "Front" page title and click "Edit" when it appears.



The screenshot shows the same 'Pages' screen as the previous one, but with a red arrow pointing to the 'Edit' link for the 'Inner Works Counselling — Front Page' entry. A tooltip says 'hover on this page in order to edit it'. The rest of the page list and sidebar are identical to the first screenshot.

Title	Author	Date
About Lita	admin	Published 2024/08/27 at 3:06 pm
Contacts	admin	Published 2024/08/27 at 3:24 pm
<a href="https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027">https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:20 pm
<a href="https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027">https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:17 pm
Inner Works Counselling — Front Page	admin	Published 2024/08/28 at 9:05 am
Resources	admin	Published 2024/08/27 at 3:25 pm
Services	admin	Published 2024/08/27 at 3:21 pm

### 3. Edit the content

- By using page editor, title and content can be changed simply clicking on the paragraph you want to modify.

The screenshot shows a web-based page editor interface. At the top, there's a toolbar with various icons. Below it, the page title 'Inner Works Counselling' is displayed in a box with a red border, followed by the text 'edit the title here'. The main content area is also enclosed in a red box and contains several paragraphs of text. To the right of the content area, there's a small red text 'edit the content here'.

Welcome to Inner Works Counselling, a professional counselling practice dedicated to helping individuals navigate life's challenges and cultivate personal growth. With a warm and compassionate approach, we offer a safe, non-judgmental space where you can explore your feelings, gain insight, and develop effective strategies to improve your overall well-being.

At Inner Works Counselling, we believe everyone has the power to create positive change in their lives. Our experienced counsellors are committed to supporting you on your journey, offering guidance and encouragement as you work toward your goals. Whether you are seeking support for anxiety, depression, post separation and divorce, grief and loss or other life challenges, we are here to help you find your path to healing.

Our services are tailored to your unique needs and preferences. We offer individual therapy as well as specialised counselling for specific issues such as divorce, trauma and life transitions. Our flexible scheduling options include in-person counselling and online counselling, making it easy to access the support you need when you need it.

We believe building a strong therapeutic relationship is key to successful outcomes. That is why we prioritise open communication, trust and mutual respect in our work with clients. Our collaborative approach empowers you to take an active role in your healing journey, fostering personal growth and resilience.

- Use toolbar to format your text when editing content.

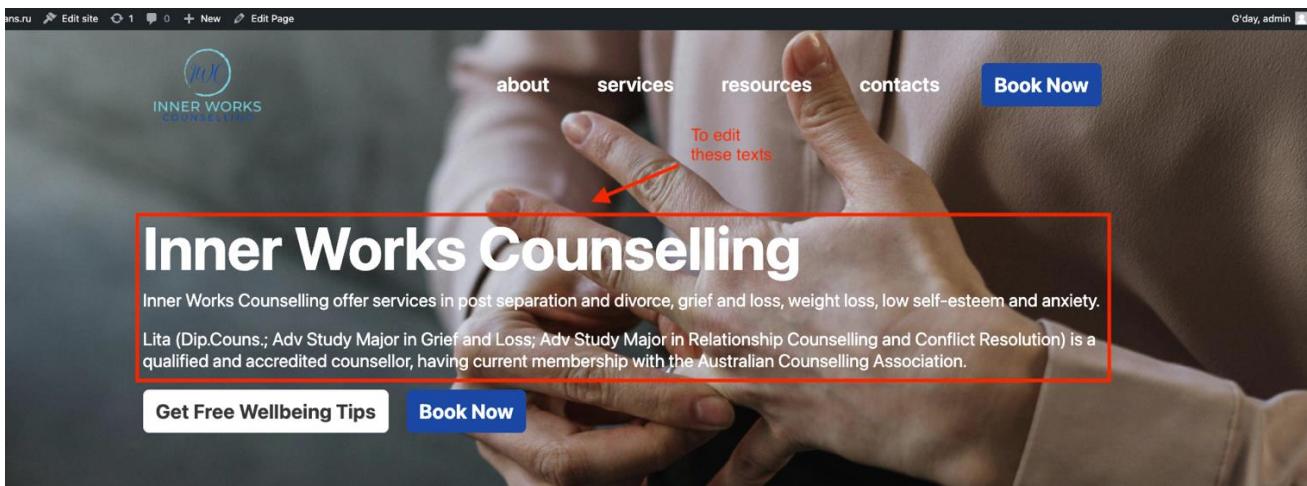
## Inner Works Counselling



Welcome to Inner Works Counselling, a professional counselling practice dedicated to helping individuals navigate life's challenges and cultivate personal growth. With a warm and

### 4. Edit text in the header

- To edit the text in the header as per the screenshot below, scroll down to the bottom of the page.



- Text in these 3 containers will appear in the header.

header\_title  
Inner Works Counselling

header\_subtitle\_1  
Inner Works Counselling offer services in post separation and divorce, grief and loss, weight loss, low self-esteem and anxiety.

header\_subtitle\_2  
Lita (Dip.Couns.; Adv Study Major in Grief and Loss; Adv Study Major in Relationship Counselling and Conflict Resolution) is a qualified and accredited counsellor, having current membership with the Australian Counselling Association.

## 5. Adding new content

- Click on the “+” icon on the top left of the editor to add new blocks e.g. paragraphs, headings, images, etc.

To add new blocks

**Inner Works Counselling**

Welcome to Inner Works Counselling, a professional counselling practice dedicated to helping individuals navigate life's challenges and cultivate personal growth. With a warm and compassionate approach, we offer a safe, non-judgmental space where you can explore your feelings, gain insight, and develop effective strategies to improve your overall well-being.

The screenshot shows the WordPress editor interface. On the left, the Block inserter is open, displaying a list of block types under 'TEXT' and 'MEDIA' categories. A red box highlights the 'Blocks' tab at the top of the inserter. The main content area contains several paragraphs of text about Inner Works Counselling's services and philosophy.

Things that can be added

Welcome to Inner Works Counselling, a professional counselling practice dedicated to helping individuals navigate life's challenges and cultivate personal growth. With a warm and compassionate approach, we offer a safe, non-judgmental space where you can explore your feelings, gain insight, and develop effective strategies to improve your overall well-being.

At Inner Works Counselling, we believe everyone has the power to create positive change in their lives. Our experienced counsellors are committed to supporting you on your journey, offering guidance and encouragement as you work toward your goals. Whether you are seeking support for anxiety, depression, post separation and divorce, grief and loss or other life challenges, we are here to help you find your path to healing.

Our services are tailored to your unique needs and preferences. We offer individual therapy as well as specialised counselling for specific issues such as divorce, trauma and life transitions. Our flexible scheduling options include in-person counselling and online counselling, making it easy to access the support you need when you need it.

We believe building a strong therapeutic relationship is key to successful outcomes. That is why we prioritise open communication, trust and mutual respect in our work with clients. Our collaborative approach empowers you to take an active role in your healing journey, fostering personal growth and resilience.

Take the first step toward a more fulfilling life by contacting us today. We offer a free, no obligation phone consultation to help you determine if our services are a good fit for your needs. Together we can unlock your potential and create a lasting, meaningful change.

## 6. Preview and Save Changes

To preview your changes, click the laptop icon in the top right corner. This opens a dropdown menu with several options:

- Desktop: Preview how the page looks on desktop screens.
- Tablet: Preview the page layout for tablet devices.
- Mobile: See how the page appears on mobile phones.
- Preview in new tab: Opens a full preview of the page in a new browser tab.

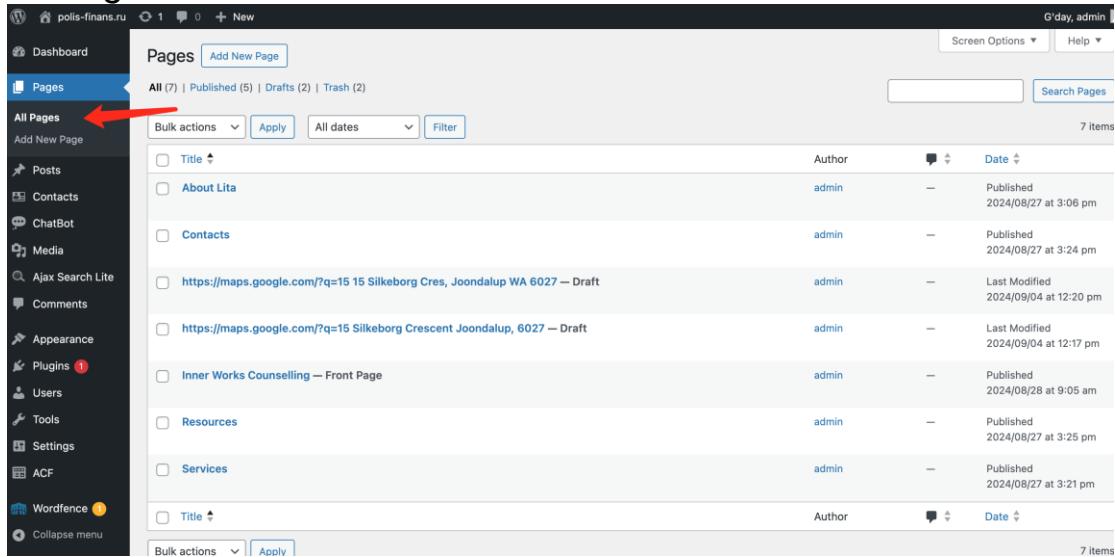
The screenshot shows the WordPress editor with the preview dropdown menu open. The 'View' button is highlighted with a red box. The menu lists 'Desktop', 'Tablet', 'Mobile', and 'Preview in new tab'. The main content area displays the 'About Lita' page.

After previewing, click the "Save" button to publish your updates. Visit your website to verify the changes appear as intended.

# How to Edit the About Page Content

## 1. Log in to WordPress Admin Panel and Navigate to Pages

Log in to your WordPress admin dashboard. In the left sidebar menu, click on "Pages – All Pages".

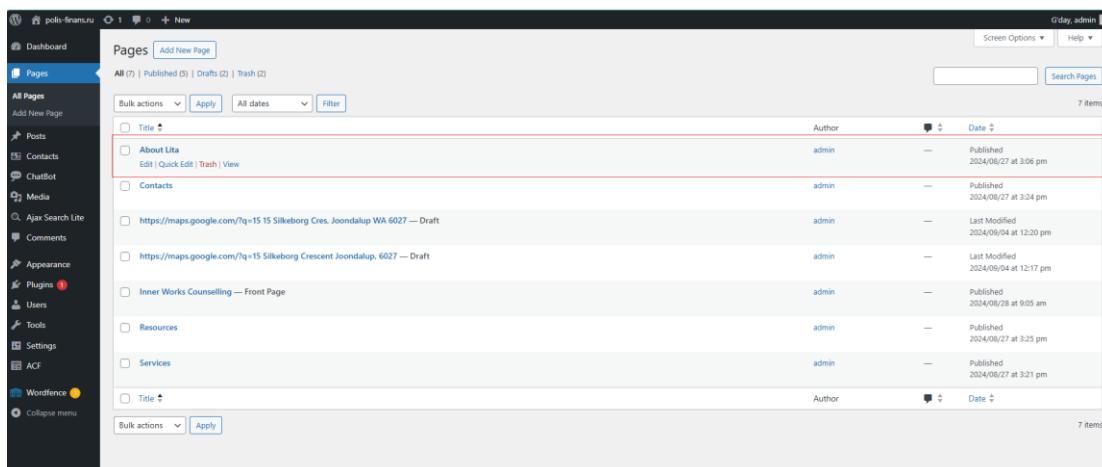


The screenshot shows the WordPress Admin Panel with the title 'Pages' at the top. In the left sidebar, 'All Pages' is highlighted with a red arrow pointing to it. The main area displays a list of pages with columns for Title, Author, and Date. One page, 'About Lita', is visible in the list.

Title	Author	Date
About Lita	admin	Published 2024/08/27 at 3:06 pm
Contacts	admin	Published 2024/08/27 at 3:24 pm
<a href="https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027">https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:20 pm
<a href="https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027">https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:17 pm
Inner Works Counselling — Front Page	admin	Published 2024/08/28 at 9:05 am
Resources	admin	Published 2024/08/27 at 3:25 pm
Services	admin	Published 2024/08/27 at 3:21 pm

## 2. Locate and Edit 'About' Page

On the Pages screen, locate the "About Lita" page in the list of pages. Hover your mouse over the "About Lita" page title and click "Edit" when it appears.

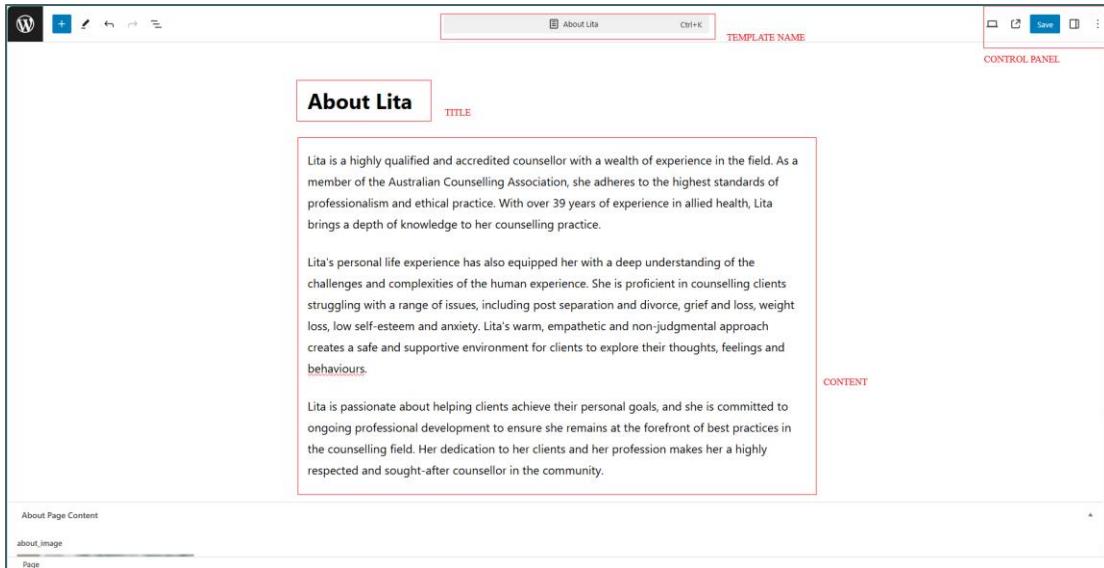


The screenshot shows the same 'Pages' screen as above, but now the 'About Lita' page title is highlighted with a red box. A small 'Edit' button has appeared to the right of the title, indicating it can be clicked to edit the page.

### 3. Edit / Add Content Existing Fields

The page editor will allow you to change the following fields:

- **Title:** Change the title by editing the text in the title field at the top.
- **Main Content:** Scroll down to the content editor. Here, you can edit the text, add new paragraphs, or format existing content.

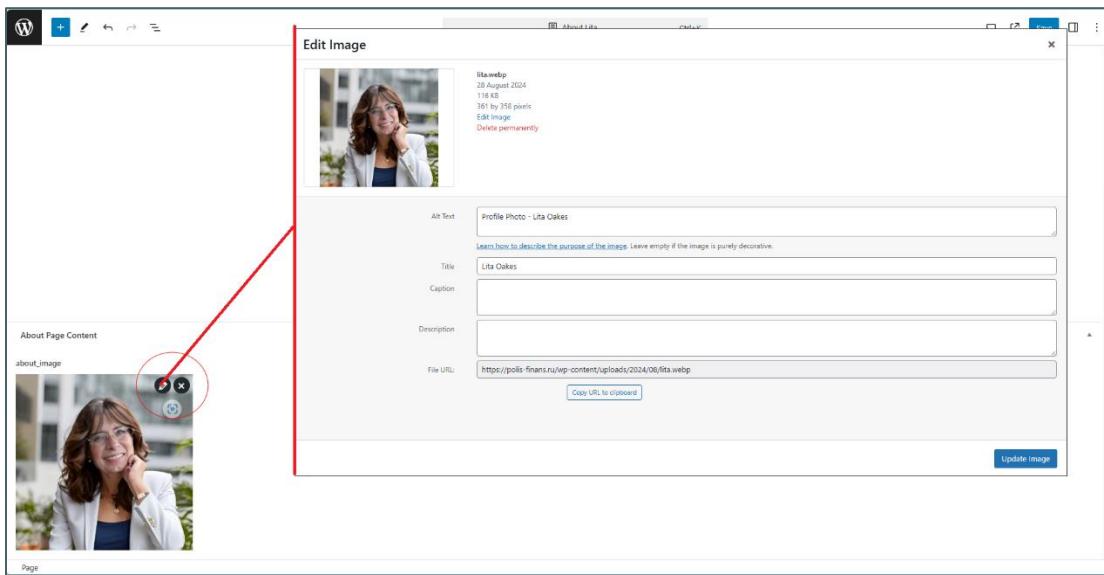


Lita is a highly qualified and accredited counsellor with a wealth of experience in the field. As a member of the Australian Counselling Association, she adheres to the highest standards of professionalism and ethical practice. With over 39 years of experience in allied health, Lita brings a depth of knowledge to her counselling practice.

Lita's personal life experience has also equipped her with a deep understanding of the challenges and complexities of the human experience. She is proficient in counselling clients struggling with a range of issues, including post separation and divorce, grief and loss, weight loss, low self-esteem and anxiety. Lita's warm, empathetic and non-judgmental approach creates a safe and supportive environment for clients to explore their thoughts, feelings and behaviours.

Lita is passionate about helping clients achieve their personal goals, and she is committed to ongoing professional development to ensure she remains at the forefront of best practices in the counselling field. Her dedication to her clients and her profession makes her a highly respected and sought-after counsellor in the community.

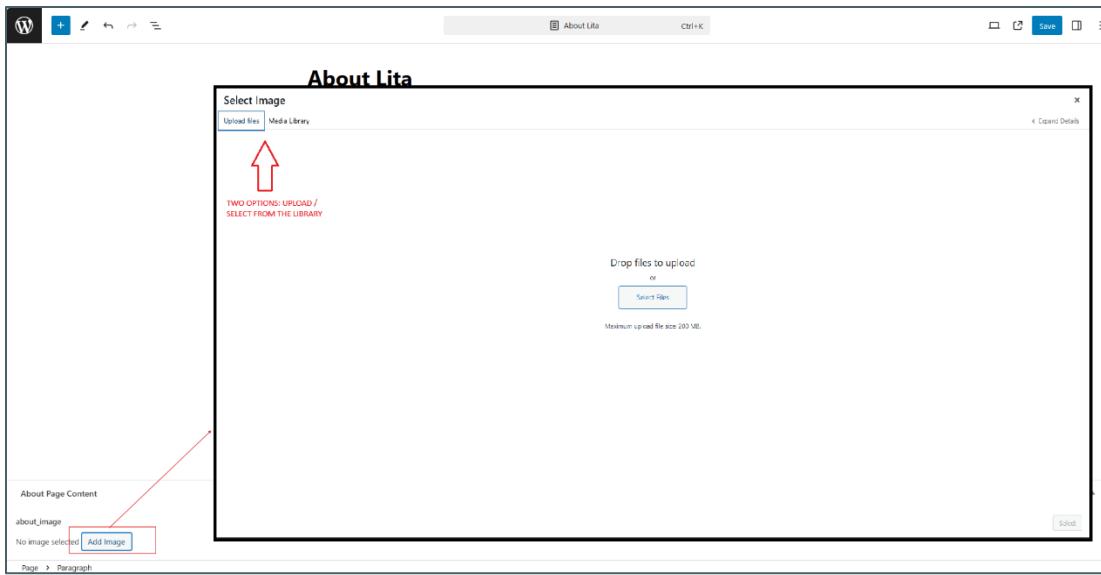
- **Edit Image:** To edit the image, scroll down then click on the existing image and click the pencil icon to edit. It is possible to edit information about the image.



lita.webp  
28 August 2024  
116 KB  
358 by 358 pixels  
Edit  
Delete permanently

Alt Text: Profile Photo - Lita Oakes  
Title: Lita Oakes  
Caption:  
Description:  
File URL: https://polis.finans.ru/wp-content/uploads/2024/08/lita.webp  
Copy URL to clipboard  
Update image

- **Replace Image:** To edit the image, scroll down then click on the existing image and click the x icon to remove the current image. It is possible to Upload a new image or select one from the media library.



#### 4. Edit the content

- Click on the paragraph you want to modify.
- Use the text editing toolbar that appears above the paragraph to format your text (bold, italic, link, etc.)
- Type or paste your new content directly into the paragraph block.

Lita is a highly qualified and accredited counsellor with a wealth of experience in the field. As a member of the Australian Counselling Association, she adheres to the highest standards of professionalism and ethical practice. With over 39 years of experience in allied health, Lita brings a depth of knowledge to her counselling practice.

Lita's personal life experience has also equipped her with a deep understanding of the challenges and complexities of the human experience. She is proficient in counselling clients struggling with a range of issues, including post separation and divorce, grief and loss, weight loss, low self-esteem and anxiety. Lita's warm, empathetic and non-judgmental approach creates a safe and supportive environment for clients to explore their thoughts, feelings and behaviours.

Lita is passionate about helping clients achieve their personal goals, and she is committed to ongoing professional development to ensure she remains at the forefront of best practices in the counselling field. Her dedication to her clients and her profession makes her a highly respected and sought-after counsellor in the community.

#### 5. Add new content

- Click the "+" icon at the top left of the editor to add new blocks (like paragraphs, headings, images, etc.)



The screenshot shows the WordPress editor interface. On the left, a sidebar titled 'Blocks' is open, displaying various block types: Paragraph, Heading, List, Quote, Code, Details, Preformatted, Pullquote, Table, Verse, Classic, Image, Gallery, and Audio. The 'Text' section is currently selected. The main content area on the right contains three paragraphs of text. At the top right of the content area, there are several icons: a blue 'Save' button, a refresh icon, a trash icon, and a more options icon.

## 6. Preview and Save Changes

To preview your changes, click the laptop icon in the top right corner. This opens a dropdown menu with several options:

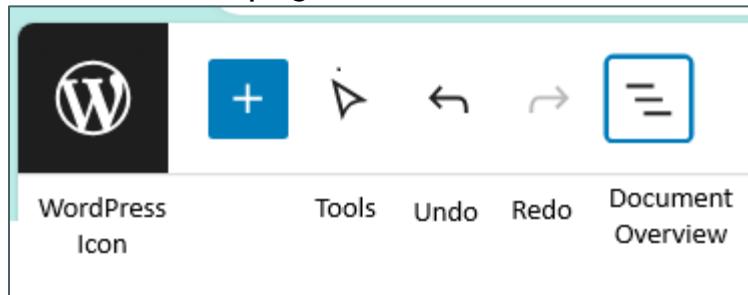
- Desktop: Preview how the page looks on desktop screens.
- Tablet: Preview the page layout for tablet devices.
- Mobile: See how the page appears on mobile phones.
- Preview in new tab: Opens a full preview of the page in a new browser tab.

The screenshot shows the WordPress editor with the preview dropdown menu open. The menu includes options for 'Desktop', 'Tablet', 'Mobile', and 'Preview in new tab'. The 'Desktop' option is highlighted with a blue border. A red box highlights the 'View' button in the top right corner of the preview dropdown. The main content area shows a heading 'About Lita' and some descriptive text.

After previewing, click the "Save" button to publish your updates. Visit your website to verify the changes appear as intended.

## 7. Rollback

If you are not happy with your changes or you want to undo or redo changes, there is a edit panel bar in the left side of the page with tools such as:



- Tools: Tools provide different interactions for selecting, navigating, and editing blocks. Toggle between select and edit by pressing Escape and Enter.
- Undo
- Redo
- Document Overview

Note: if you want to just quit without saving, just click on the WordPress Icon and confirm you want to not save your changes.



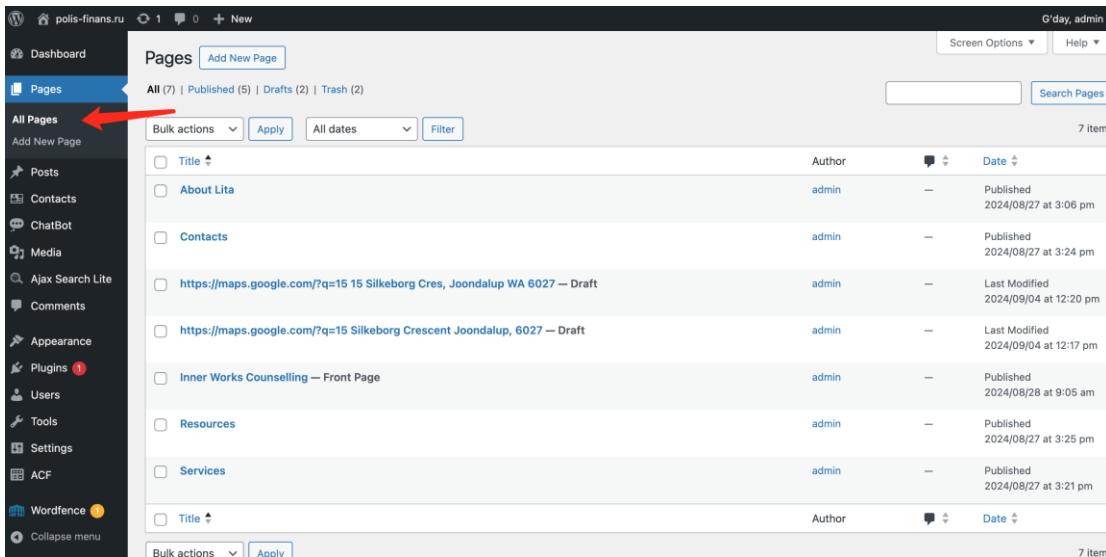
# How to Edit the Services Page Content

## 1. Log in to WordPress Admin Panel

- Go to your admin dashboard.
- Enter your admin credentials to log in.

## 2. Navigate to the Pages Section

- In the left sidebar menu, click on **Pages > All Pages**.



The screenshot shows the WordPress Admin Dashboard with the 'Pages' screen selected. A red arrow points to the 'All Pages' link in the sidebar. The main area displays a list of pages with columns for Title, Author, and Date. The list includes 'About Lita', 'Contacts', 'Services', and several draft entries for Google maps URLs.

Title	Author	Date
About Lita	admin	Published 2024/08/27 at 3:06 pm
Contacts	admin	Published 2024/08/27 at 3:24 pm
https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027 — Draft	admin	Last Modified 2024/09/04 at 12:20 pm
https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027 — Draft	admin	Last Modified 2024/09/04 at 12:17 pm
Inner Works Counselling — Front Page	admin	Published 2024/08/28 at 9:05 am
Resources	admin	Published 2024/08/27 at 3:25 pm
Services	admin	Published 2024/08/27 at 3:21 pm

## 3. Locate and edit the 'Services' Page

- On the **Pages** screen, find the **Services** page in the list of pages.
- Hover over the **Services** page title and click **Edit**.

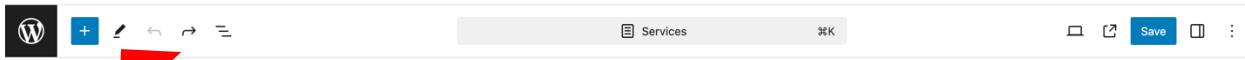
## 4. Edit the Content of the Services Page

### • Edit the Title:

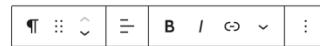
- At the top of the page editor, you'll see the title field.
- Click the title field to edit the current title (e.g., change "Services" to "Our Services").

### • Edit Existing Service Descriptions:

- Scroll down to the main content editor.
- Click on the paragraph block containing the service description you want to modify.
- Use the text editing toolbar above the paragraph to format your content (bold, italic, links, etc.).
- Type or paste new content directly into the block to update the service descriptions.



## Services



Seeking support from a professional counsellor can provide a safe and confidential space to process your feelings, explore coping strategies, and develop a plan for moving forward. With guidance and support of a professional counsellor, you can work through the challenges of life and emerge stronger and more resilient. Don't hesitate to reach out for help - it is a brave and important step towards healing and growth.

### Post Separation and Divorce      Low Self-Esteem

Navigating the complex emotions and practical Many people struggle with self-doubt and low

## 5. Add New Service Sections (Optional)

- To add a new service section, click on the "+" icon at the top left of the editor.
- Select the appropriate block type, such as a paragraph, heading, or image block, and add the new service content.

## 6. Adding/Editing Images for Services

- If you have images associated with services:
  - Click on the existing image to edit it, then click the **pencil icon** to modify details or the **X icon** to remove it.
  - To add a new image, select the image block, upload a new image, or choose one from the media library.
  - You can align and size the image using the toolbar that appears when you select it.

Blocks   Patterns   Media   X

Preformatted   Pullquote   Table

Verse   Classic

MEDIA

Image   Gallery   Audio

Cover   File   Media & Text

Video

## Services

Seeking support from a professional counsellor can provide a safe and confidential space to process your feelings, explore coping strategies, and develop a plan for moving forward. With guidance and support of a professional counsellor, you can work through the challenges of life and emerge stronger and more resilient. Don't hesitate to reach out for help - it is a brave and important step towards healing and growth.

### Post Separation and Divorce      Low Self-Esteem

Navigating the complex emotions and practical Many people struggle with self-doubt and low

## 7. Preview and Save Changes

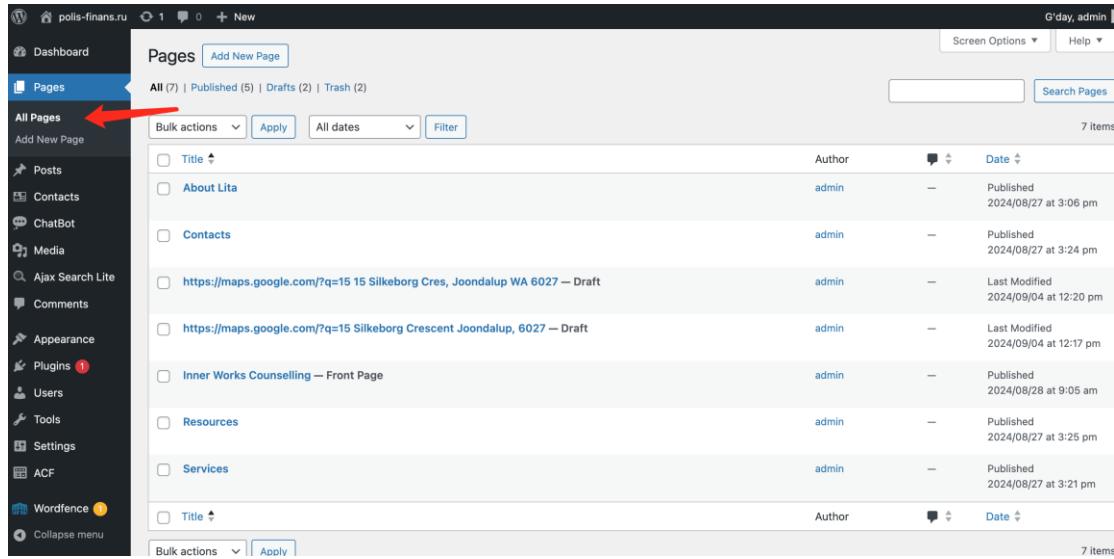
- **Preview:** Click the laptop icon in the top right corner to preview how the page looks across different devices:
  - **Desktop:** See how the page looks on desktop screens.
  - **Tablet:** Check how the page appears on tablet devices.
  - **Mobile:** View the mobile version of the page.
  - **Preview in New Tab:** Open a full preview of the page in a new browser tab.
- **Save:** After making the necessary changes, click the **Save** button to publish your updates.

## Step 8: Rollback Changes (Optional)

- If you are not happy with the changes you made, or want to undo or redo changes:
  - Use the undo/redo icons in the toolbar at the top of the editor.
  - If you want to discard changes and quit without saving, click the **WordPress icon** at the top left and confirm that you do not want to save changes.

# How to Edit the Resources Page Content

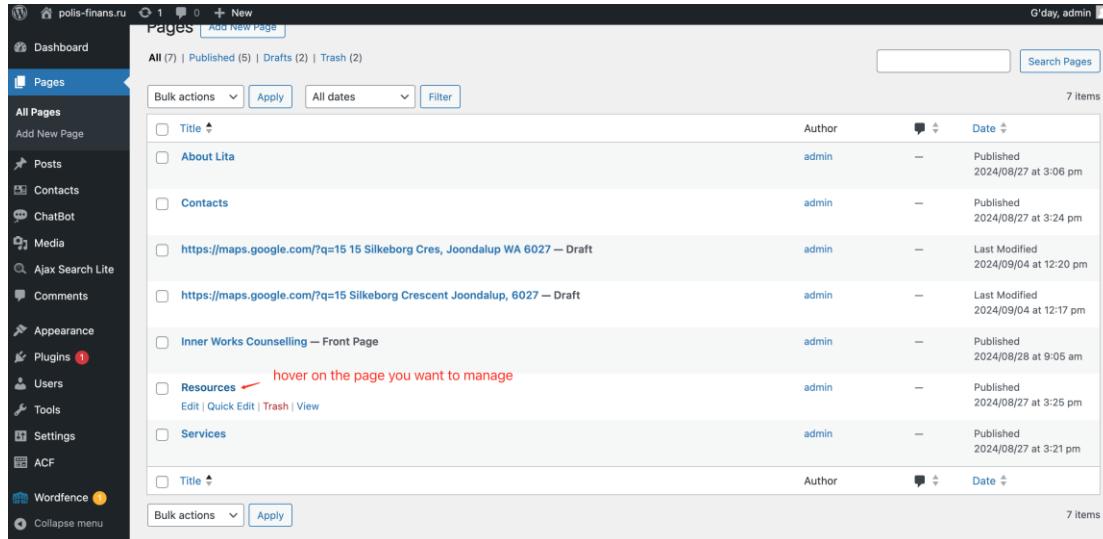
1. Log in to your WordPress admin dashboard. In the left sidebar menu, click on "Pages – All Pages".



The screenshot shows the WordPress admin dashboard with the 'Pages' screen selected. A red arrow points to the 'All Pages' link in the sidebar. The main area displays a list of pages with columns for Title, Author, and Date. The 'Resources' page is visible in the list.

Title	Author	Date
About Lita	admin	Published 2024/08/27 at 3:06 pm
Contacts	admin	Published 2024/08/27 at 3:24 pm
<a href="https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027">https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:20 pm
<a href="https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027">https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:17 pm
Inner Works Counselling — Front Page	admin	Published 2024/08/28 at 9:05 am
Resources	admin	Published 2024/08/27 at 3:25 pm
Services	admin	Published 2024/08/27 at 3:21 pm

2. On the Pages screen, locate the "Resources" page in the list of pages. Hover your mouse over the "Resources" page title and click "Edit" when it appears.



The screenshot shows the same 'Pages' screen as above, but with the 'Resources' page title now highlighted. A red arrow points to the 'Edit' link in the tooltip that appears when hovering over the page title. The rest of the interface is identical to the first screenshot.

Title	Author	Date
About Lita	admin	Published 2024/08/27 at 3:06 pm
Contacts	admin	Published 2024/08/27 at 3:24 pm
<a href="https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027">https://maps.google.com/?q=15 15 Silkeborg Cres, Joondalup WA 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:20 pm
<a href="https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027">https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027</a> — Draft	admin	Last Modified 2024/09/04 at 12:17 pm
Inner Works Counselling — Front Page	admin	Published 2024/08/28 at 9:05 am
Resources	admin	Published 2024/08/27 at 3:25 pm
Services	admin	Published 2024/08/27 at 3:21 pm

### 3. You'll be taken to the page editor.

The screenshot shows the WordPress page editor interface. At the top, there's a toolbar with icons for back, forward, and save. Below the toolbar, the title 'Resources' is highlighted with a red box. The main content area contains three paragraphs of text. On the right side, there's a sidebar with detailed information about the page, including its status as 'Published', publish date as 'August 27, 2024 3:25 pm UTC+0', and a link to '/resources'. A red arrow points to the 'Resources' title in the sidebar.

Welcome to our Resources page, a hub of valuable information, tools, and insights to support you on your journey toward healing and personal growth. Here, you will find a wealth of articles, videos and other resources which complement our counselling services and empower you to make positive changes in your life.

Our blogs feature expert tips, practical strategies and thought-provoking reflections on a range of topics related to mental health, relationships and personal development. Stay tuned for new posts and be sure to bookmark this page for easy reference.

In addition to our blogs, we are constantly updating this page with helpful resources from trusted sources across the web. Explore our curated collection of videos, podcasts and articles, hand-picked to provide you with reliable information and fresh perspectives on the issues that matter most to you.

We invite you to visit this page often and share these resources with others who may benefit

Page Block X

Resources

Set featured image

182 words, 1 minute read time.  
Last edited 18 minutes ago.

Status Published  
Publish August 27, 2024  
Link /resources  
Discussion Closed  
Revisions 5  
Parent None  
Order 0

### 4. To change the title:

- Click on the "Resource" text at the top of the page.
- Type your new title to replace "Resources".

The screenshot shows the WordPress page editor interface after changing the title. The title 'Resources' has been replaced by 'New Title', which is highlighted with a red box and an arrow pointing to it from the previous screenshot. The main content area remains the same. The sidebar on the right shows the updated title 'New Title' and the rest of the page details.

New Title Change here

Welcome to our Resources page, a hub of valuable information, tools, and insights to support you on your journey toward healing and personal growth. Here, you will find a wealth of articles, videos and other resources which complement our counselling services and empower you to make positive changes in your life.

Our blogs feature expert tips, practical strategies and thought-provoking reflections on a range of topics related to mental health, relationships and personal development. Stay tuned for new posts and be sure to bookmark this page for easy reference.

In addition to our blogs, we are constantly updating this page with helpful resources from trusted sources across the web. Explore our curated collection of videos, podcasts and articles, hand-picked to provide you with reliable information and fresh perspectives on the issues that matter most to you.

We invite you to visit this page often and share these resources with others who may benefit

Page Block X

New Title

Set featured image

182 words, 1 minute read time.  
Last edited 18 minutes ago.

Status Published  
Publish August 27, 2024  
Link /resources  
Author admin  
Discussion Closed  
Revisions 5  
Parent None  
Order 0

### 5. To edit the content:

- Click on the paragraph you want to modify.
- Use the text editing toolbar that appears above the paragraph to format your text (bold, italic, link, etc.)

- Type or paste your new content directly into the paragraph block.

Welcome to our Resources page, a hub of valuable information, tools, and insights to support you on your journey toward healing and personal growth. Here, you will find a wealth of articles, videos and other resources which complement our counselling services and empower you to make positive changes in your life.

Our blogs feature expert tips, practical strategies and thought-provoking reflections on a range of topics related to mental health, relationships and personal development. Stay tuned for new posts and be sure to bookmark this page for easy reference.

In addition to our blogs, we are constantly updating this page with helpful resources from trusted sources across the web. Explore our curated collection of videos, podcasts and articles, hand-picked to provide you with reliable information and fresh perspectives on the issues that matter most to you.

We invite you to visit this page often and share these resources with others who may benefit from our collection of helpful tools and insights. At Inner Works Counselling, we are dedicated to providing comprehensive support as you navigate life's challenges and strive for greater well-being.

## 6. To add new content:

- Click the "+" icon at the top left of the editor to add new blocks (like paragraphs, headings, images, etc.)

Our blogs feature expert tips, practical strategies and thought-provoking reflections on a range of topics related to mental health, relationships and personal development. Stay tuned for new posts and be sure to bookmark this page for easy reference.

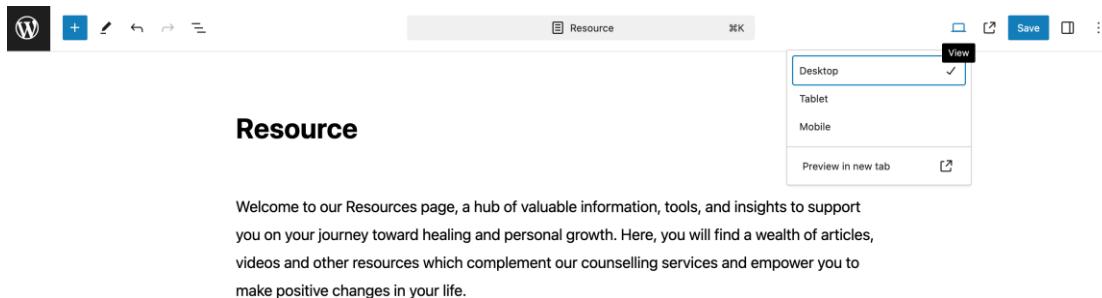
In addition to our blogs, we are constantly updating this page with helpful resources from trusted sources across the web. Explore our curated collection of videos, podcasts and articles, hand-picked to provide you with reliable information and fresh perspectives on the issues that matter most to you.

We invite you to visit this page often and share these resources with others who may benefit from our collection of helpful tools and insights. At Inner Works Counselling, we are dedicated to providing comprehensive support as you navigate life's challenges and strive for greater well-being.

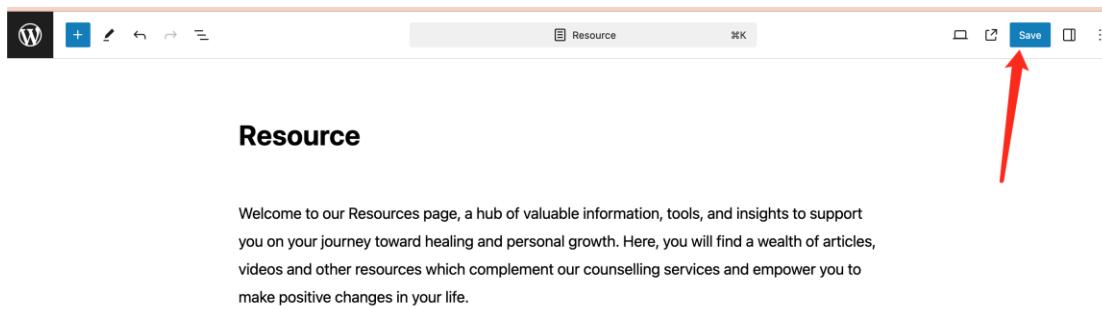
## 7. To preview your changes, click the laptop icon in the top right corner. This opens a dropdown menu with several options:

- Desktop: Preview how the page looks on desktop screens.
- Tablet: Preview the page layout for tablet devices.

- Mobile: See how the page appears on mobile phones.
- Preview in new tab: Opens a full preview of the page in a new browser tab.

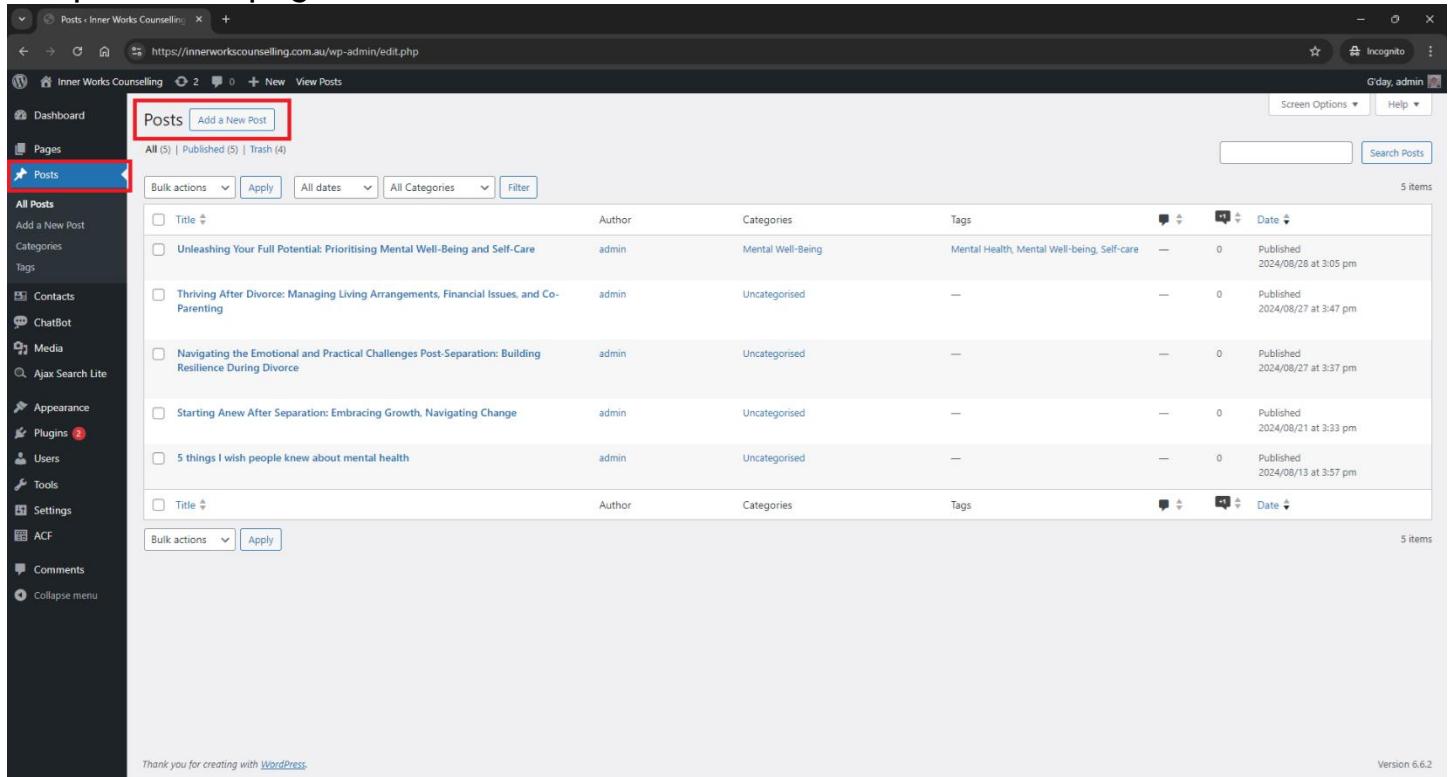


8. After previewing, click the "Save" button to publish your updates. Visit your website to verify the changes appear as intended.



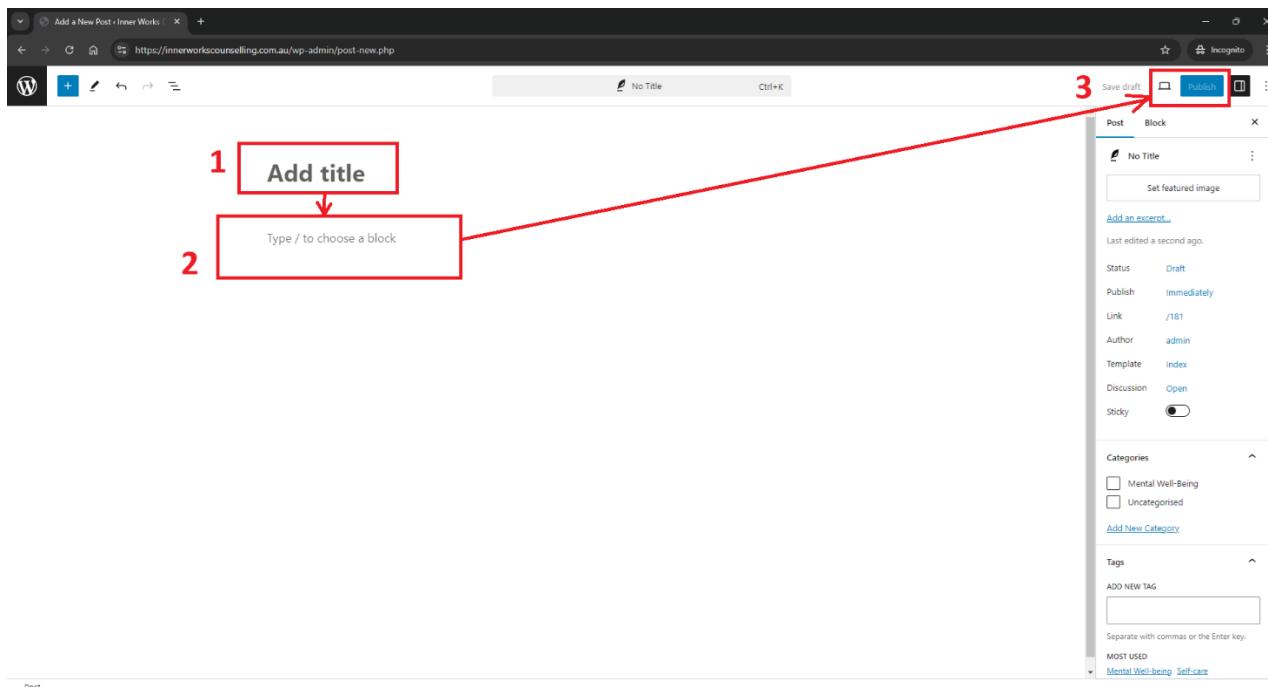
# How to Add, Edit and Delete a Resource

1. Open Posts page and click on the “Add a New Post”.



The screenshot shows the WordPress Admin interface under the 'Posts' section. The left sidebar has 'Posts' selected. At the top center, there's a red box around the 'Add a New Post' button. Below it is a table of existing posts with columns for Title, Author, Categories, Tags, and Date. At the bottom of the table, there are 'Bulk actions' and 'Apply' buttons.

2. Add Title, add content and click the button “Publish”.



The screenshot shows the 'Add New Post' screen. Step 1 is labeled 'Add title' with a red box around the title input field. Step 2 is labeled 'Type / to choose a block' with a red box around the rich text editor area. A red arrow points from step 2 to the 'Publish' button at the top right, which is also highlighted with a red box. The right side of the screen shows the post details panel with fields for title, content, status, publish date, author, template, discussion, sticky, categories, and tags.

4. Select a resource, click the “Bulk actions” and choose Edit for editing selected resources or “Move to Trash” for deleting resources. You can also edit a resource by clicking on the resource title.

The screenshot shows the WordPress admin interface for the 'Posts' screen. The left sidebar is visible with various menu items like Dashboard, Pages, Posts, and Plugins. The main area displays a list of posts. At the top left, there's a 'Bulk actions' dropdown menu with options: Bulk actions (selected), Edit, and Move to Trash. A red box highlights this dropdown, and a red arrow points from it to the 'Edit' option. Another red box highlights the first post in the list, and a red arrow points from it to the post title 'Thriving After Divorce: Managing Living Arrangements, Financial Issues, and Co-Parenting'. The post list includes the following entries:

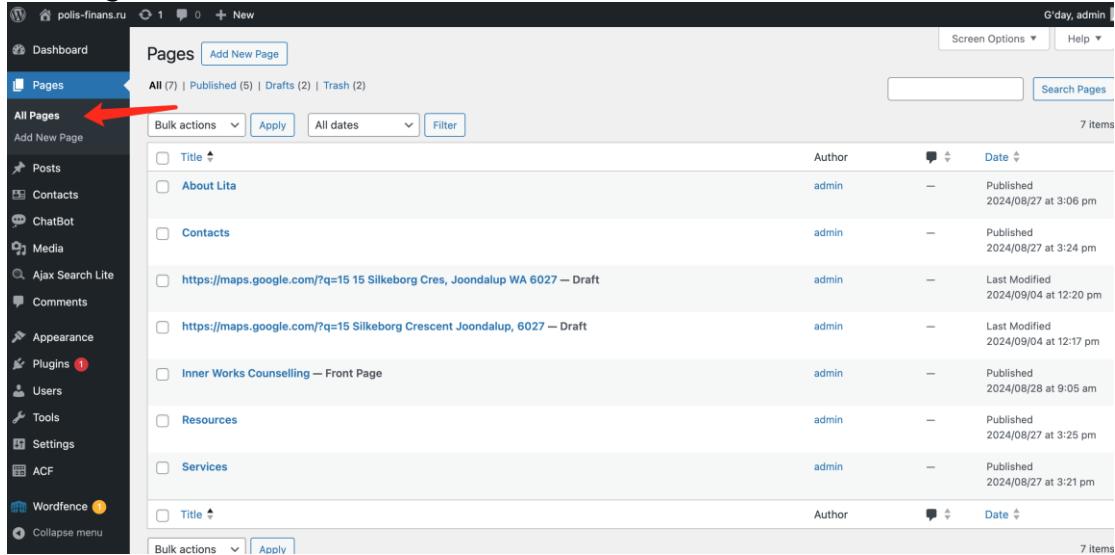
	Title	Author	Categories	Tags	Date
<input type="checkbox"/>	Thriving After Divorce: Managing Living Arrangements, Financial Issues, and Co-Parenting	admin	Uncategorised	Mental Health, Mental Well-being, Self-care	Published 2024/08/28 at 3:05 pm
<input type="checkbox"/>	Navigating the Emotional and Practical Challenges Post-Separation: Building Resilience During Divorce	admin	Uncategorised		Published 2024/08/27 at 3:47 pm
<input type="checkbox"/>	Starting Anew After Separation: Embracing Growth, Navigating Change	admin	Uncategorised		Published 2024/08/21 at 3:33 pm
<input type="checkbox"/>	5 things I wish people knew about mental health	admin	Uncategorised		Published 2024/08/13 at 3:57 pm

At the bottom left, there are 'Bulk actions' and 'Apply' buttons. The bottom right corner shows 'Version 6.6.2'.

# How to Edit the Contacts Page Content

## 1. Log in to WordPress Admin Panel and Navigate to Pages

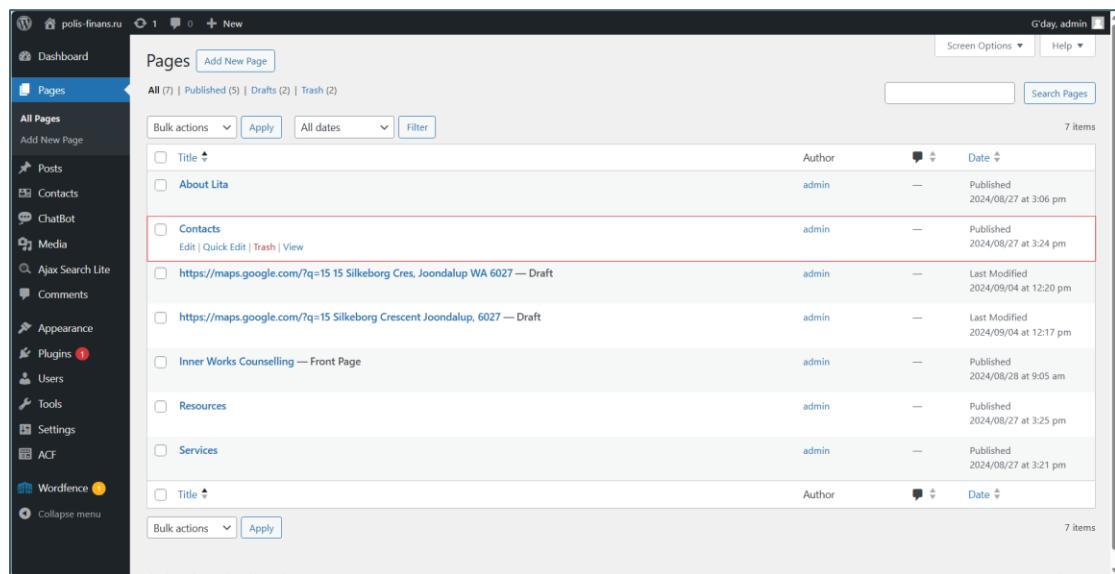
Log in to your WordPress admin dashboard. In the left sidebar menu, click on "Pages – All Pages".



The screenshot shows the 'Pages' screen in the WordPress admin area. The sidebar on the left has 'Pages' selected. Below it, 'All Pages' is highlighted with a red arrow. The main content area lists seven pages: 'About Lita', 'Contacts', 'https://maps.google.com/?q=15 Silkeborg Cres, Joondalup WA 6027 — Draft', 'https://maps.google.com/?q=15 Silkeborg Crescent Joondalup, 6027 — Draft', 'Inner Works Counselling — Front Page', 'Resources', and 'Services'. Each page entry includes the title, author (admin), status (Published or Draft), and last modified date.

## 2. Locate and Edit 'Contacts' Page

On the Pages screen, locate the "Contacts" page in the list of pages. Hover your mouse over the "Contacts" page title and click "Edit" when it appears.



This screenshot is identical to the one above, showing the 'Pages' screen with the 'All Pages' list. The 'Contacts' page is now highlighted with a red box around its title, indicating it is the selected item for editing.

### 3. Edit / Add Content Existing Fields

The page editor will allow you to change the following fields:

- **Title:** Change the title by editing the text in the title field at the top.
- **Custom Fields:** The page uses custom fields to display information like the phone number, address, and counseling hours. To modify these values, you'll need to modify directly in the panel below the content.

Contacts

Type / to choose a block

+ [New Block]

Page

Custom Fields

contact\_phone  
0432 778 490

contact\_address  
15 Silkeborg Crescent, Joondalup, 6027

counselling\_hours  
Wednesday 7:30am – 6:00pm <br> Saturday 8:00am – 1:00pm

contact\_email  
admin@innerworkscounselling.com.au

### 4. Edit the content

- The title is editable using the text editing toolbar that appears above the paragraph to format your text (bold, italic, link, etc.)
- Type or paste your new content directly into the paragraph block.
- Custom fields can be modified by locating the sections you want to modify and editing the text directly. For example, to change the phone number, find the line ('contact\_phone') and replace the content with the new phone number.

Custom Fields

Page → Paragraph

contact\_phone  
0432 778 490

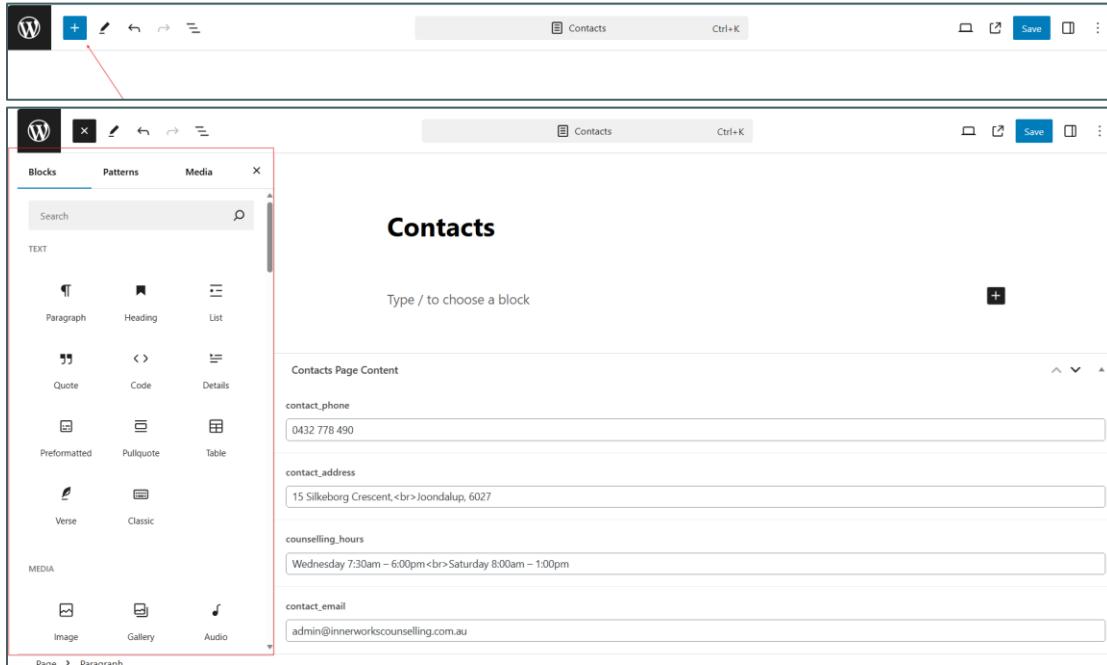
contact\_address  
15 Silkeborg Crescent, Joondalup, 6027

counselling\_hours  
Wednesday 7:30am – 6:00pm <br> Saturday 8:00am – 1:00pm

contact\_email  
admin@innerworkscounselling.com.au

## 5. Add new content

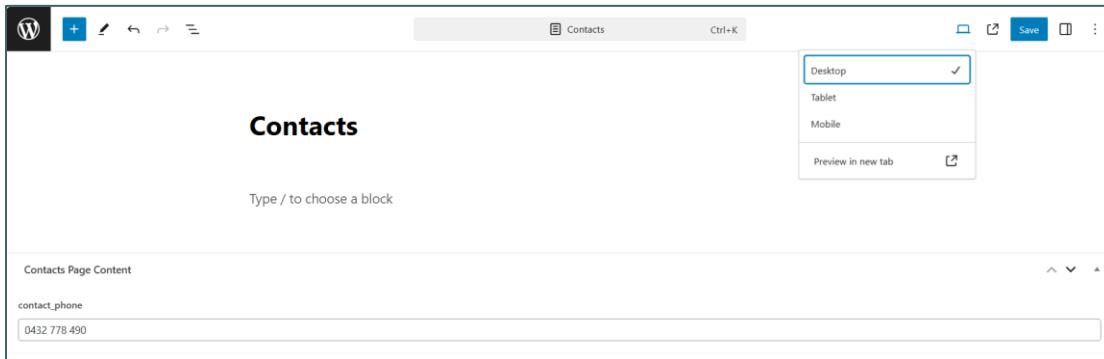
- Click the "+" icon at the top left of the editor to add new blocks (like paragraphs, headings, images, etc.)



## 6. Preview and Save Changes

To preview your changes, click the laptop icon in the top right corner. This opens a dropdown menu with several options:

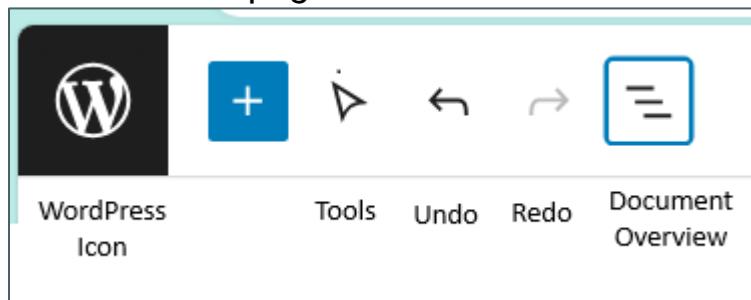
- Desktop: Preview how the page looks on desktop screens.
- Tablet: Preview the page layout for tablet devices.
- Mobile: See how the page appears on mobile phones.
- Preview in new tab: Opens a full preview of the page in a new browser tab.



After previewing, click the "Save" button to publish your updates. Visit your website to verify the changes appear as intended.

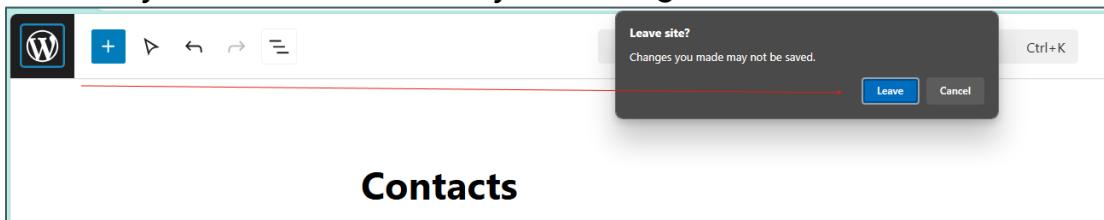
## 7. Rollback

If you are not happy with your changes or you want to undo or redo changes, there is a edit panel bar in the left side of the page with tools such as:



- Tools: Tools provide different interactions for selecting, navigating, and editing blocks. Toggle between select and edit by pressing Escape and Enter.
- Undo
- Redo
- Document Overview

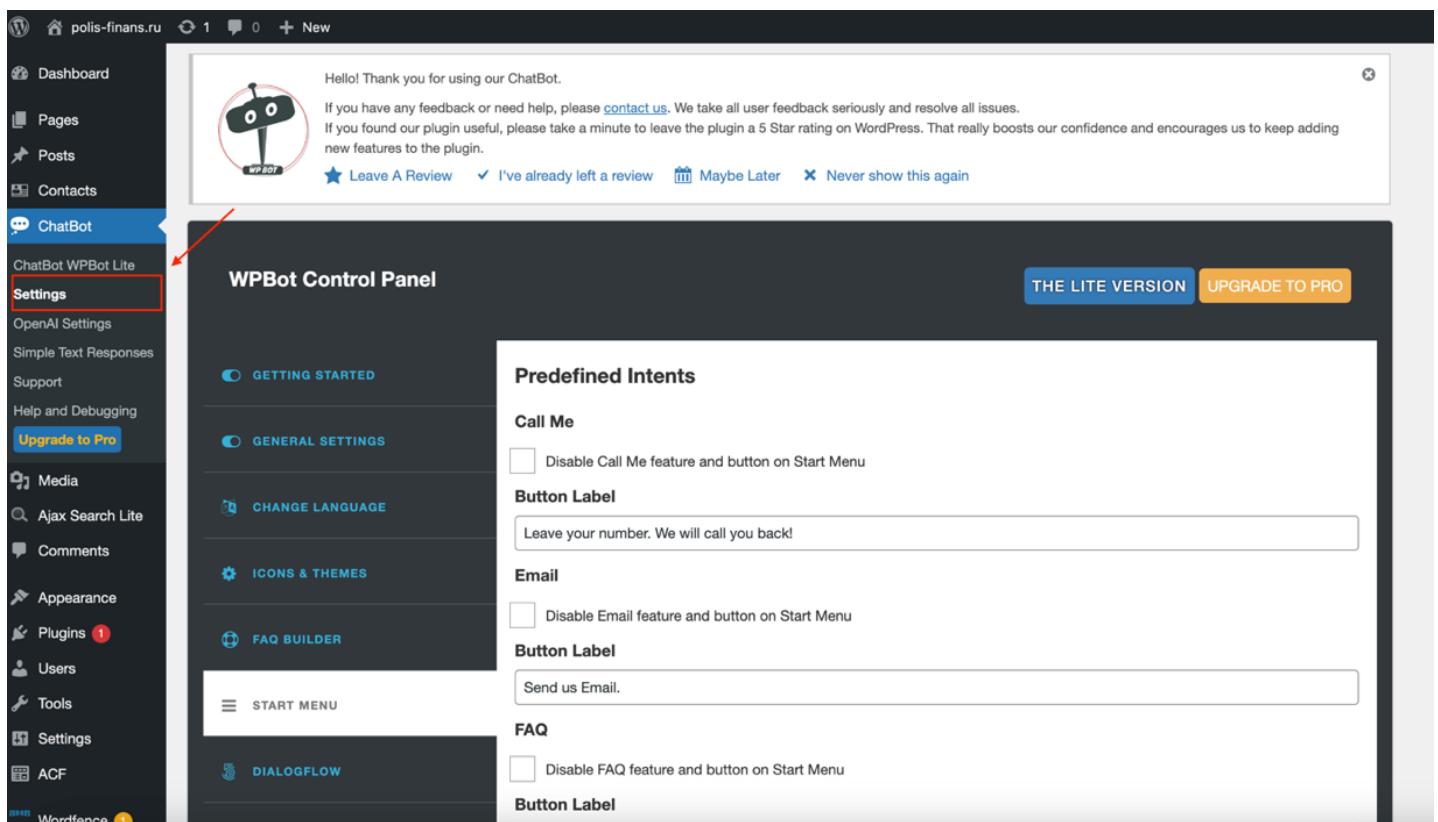
Note: if you want to just quit without saving, just click on the WordPress Icon and confirm you want to not save your changes.



# Chat bot

## 1. Login and Access Settings

- After logging into the system, navigate to the **Chatbot** section.
- Locate the **Settings** option. This allows you to configure various aspects of the chatbot's behaviour and appearance.



## 2. Updating Email Address for queries received via chatbot

- To change the email address associated with the chatbot, go to the **Settings** page.
- Locate the **General Settings** section. You can update the email address used for receiving inquiries via the chatbot, as well as the address from which inquiry responses will be sent. (might appear in junk sometimes)

The screenshot shows the WPBot Control Panel interface. At the top, there's a navigation bar with 'WPBot Control Panel' on the left and 'THE LITE VERSION' and 'UPGRADE TO PRO' buttons on the right. Below the navigation bar is a sidebar on the left containing various settings options: 'GETTING STARTED', 'GENERAL SETTINGS', 'CHANGE LANGUAGE', 'ICONS & THEMES', 'FAQ BUILDER', 'START MENU', 'DIALOGFLOW', 'OPENAI SETTINGS', 'CUSTOM CSS', and 'CONVERSATIONAL FORM'. The 'GENERAL SETTINGS' option is currently selected. The main content area on the right displays the 'GENERAL SETTINGS' configuration. It includes a note about getting started, a section for 'Emails Will be Sent to' with the value 'k.tagintsev@gmail.com', a note about support and callback requests, a section for 'From Email Address' with the value 'wordpress@polis-finans.ru', a note about email domain consistency, and sections for enabling or disabling WPBot on mobile devices and enabling RTL support.

WPBot Control Panel

THE LITE VERSION UPGRADE TO PRO

GETTING STARTED

GENERAL SETTINGS

CHANGE LANGUAGE

ICONS & THEMES

FAQ BUILDER

START MENU

DIALOGFLOW

OPENAI SETTINGS

CUSTOM CSS

CONVERSATIONAL FORM

Please see the plugin's Getting Started section for how to create interactions.

You can change ALL the texts used by the ChatBot to YOUR language here -> Change Language

Please see the plugin's Help and Debugging section to troubleshoot common issues.

Emails Will be Sent to  
k.tagintsev@gmail.com

Support and Call Back requests will be sent to this address

From Email Address  
wordpress@polis-finans.ru

All emails will be sent from this email address. If you change the From Email Address then please make sure the domain remains the same as where WordPress is installed. Otherwise, the emails may not be received.

Disable WPBot  
 Disable WPBot to Load

Disable WPbot on Mobile Device  
 Disable WpBot to Load on Mobile Device

Enable RTL

### 3. Customizing Initial Greeting and Common Phrases

- You can personalize the chatbot's responses by modifying the messages.
- Under the **Change Language** section, input your custom greeting. This message will be displayed when a user interacts with the chatbot for the first time.
- Customize **Commonly Occurring Phrases** to match the tone or branding of your website or service. These include phrases frequently used during user interactions.

WPBot Control Panel

THE LITE VERSION UPGRADE TO PRO

- GETTING STARTED
- GENERAL SETTINGS
- CHANGE LANGUAGE**
- ICONS & THEMES
- FAQ BUILDER
- START MENU
- DIALOGFLOW
- OPENAI SETTINGS
- CUSTOM CSS
- CONVERSATIONAL FORM

General FAQ ChatBot Keywords

You can change ALL the texts used by the ChatBot to YOUR OWN language here (like Spanish, French etc.).

After making changes in the language center or settings, please type reset and hit enter in the ChatBot to start testing from the beginning or open a new Incognito window (Ctrl+Shift+N in chrome).

You could use <br> tag for line break.

Your Company or Website Name  
Inner Works Counselling

Agent name  
Lita

User demo name  
Amigo

YES  
YES

NO  
NO

OR  
OR

Message setting for Greetings:

Welcome to

Welcome to  
Glad to have you at

Welcome back

Welcome back  
Good to see your again

Back to Start

Back to Start

Hi There!

Hi There!

Hello

Lita has joined the conversation

Hi There! Welcome to Inner Works Counselling!

May I know your name?

Send a message.

## 4. Personalizing the Chatbot Icon and Themes

- In the **Icon & Themes**, you can change the visual representation of your chatbot.

The screenshot shows the WPBot Control Panel interface. On the left sidebar, under the 'ChatBot' section, the 'Icons & Themes' option is highlighted with a red border. The main content area is titled 'WPBot Control Panel' and features a 'Icons & Themes' tab selected. Below it, there's a grid of 13 icons labeled 'Icon - 1' through 'Icon - 13', each with a radio button next to it. A 'Custom Style Options' tab is also present. At the bottom of the panel, there's a note: 'Upload custom Icon \*\* If you select custom icon, you must upload an icon image.'

## 5. Building and Customizing an FAQ Section

- The **FAQ Builder** allows you to create a tailored list of frequently asked questions for the chatbot.
- Scroll down to the bottom of the **FAQ Section** to add more questions and answers.

The screenshot shows the WPBot Control Panel interface with the 'FAQ Builder' option highlighted in the sidebar. The main content area is titled 'Build FAQ Query and Answers'. It contains two FAQ entries. The first entry has a 'FAQ query' field containing 'What is Inner Works Counselling?' and a 'FAQ answer' field containing 'Inner Works Counselling offer services in post separation and divorce, grief and loss, weight loss, low self-esteem and anxiety.' The second entry has a 'FAQ query' field containing 'Where are you located?' and a 'FAQ answer' field containing '15 Silkeborg Crescent, Joondalup, 6027'. To the right of the main panel, there's a preview of the FAQ section showing a conversation with a bot named 'Lita'. The bot greets with 'Welcome to FAQ Section', asks 'What is Inner Works Counselling?', and asks 'Where are you located?'. There's also a 'Send a message.' button and a 'FAQ' button.

# Contacts table

1. Open the Contacts page, where all contacts from visitors are stored, to add, edit, delete, or export contacts:

The screenshot shows the WordPress admin interface for the 'Contacts' page. On the left, there's a sidebar with various menu items like Dashboard, Pages, Posts, and Contacts (which is highlighted with a red box). The main area has a title 'Contacts' and a sub-section 'Add New Contact'. The 'Add New Contact' form contains fields for First Name (Konstantin), Last Name (Tagintsev), Phone (empty), Email (24090236@student.uwa.edu.au), and Message (empty). Below the form is a checkbox labeled 'Was Sent Tips' which is unchecked. At the bottom of the form is a 'Save & Add New' button. To the right of the form is a table listing existing contacts with columns: First Name, Last Name, Phone, Email, Message, Was Sent Tips, Date Added, and Actions (Edit | Delete). The table lists 10 entries, including rows for Test, ivan, konstantin, Ivan, test, ivan, Tania, Georgy, and Linda.

First Name	Last Name	Phone	Email	Message	Was Sent Tips	Date Added	Actions
Konstantin	Tagintsev		k.tagintsev@gmail.com		Yes	2024-08-31 10:12:07	Edit   Delete
Test			k.tagintsev@gmail.com	Test test test	No	2024-09-15 08:05:02	Edit   Delete
ivan	ivanov	33333	ivan@mail.ru	testik	No	2024-09-15 07:23:36	Edit   Delete
konstantin	tagintsev		k.tagintsev@gmail.com		Yes	2024-09-04 09:30:00	Edit   Delete
Ivan	Ivanov	456456456	test@mail.ru	Test	No	2024-09-15 07:23:16	Edit   Delete
test	test		test@mail.ru		Yes	2024-09-04 09:53:28	Edit   Delete
ivan			k.tagintsev@gmail.com	Test test	No	2024-09-15 07:23:08	Edit   Delete
Tania	Shestakova	23423	tania@mail.ru	Test?	No	2024-09-15 08:04:51	Edit   Delete
Georgy	Popkov		popkov@mail.ru		Yes	2024-09-15 08:05:29	Edit   Delete
Linda	Beck		k.tagintsev@gmail.com		Yes	2024-09-15 08:05:48	Edit   Delete

2. Add a contact:

This screenshot shows the 'Add New Contact' form. It includes fields for First Name (Konstantin), Last Name (Tagintsev), Phone (empty), Email (24090236@student.uwa.edu.au), and Message (empty). There is also a checkbox for 'Was Sent Tips' which is unchecked. At the bottom of the form is a 'Save & Add New' button.

Add New Contact

First Name  
Konstantin

Last Name  
Tagintsev

Phone

Email  
24090236@student.uwa.edu.au

Message

Was Sent Tips

Add New

### 3. Edit/delete a contact:

First Name	Last Name	Phone	Email	Message	Was Sent Tips	Date Added	Actions
Konstantin	Tagintsev		k.tagintsev@gmail.com		Yes	2024-08-31 10:12:07	<a href="#">Edit   Delete</a>
Test			k.tagintsev@gmail.com	Test test test	No	2024-09-15 08:05:02	<a href="#">Edit   Delete</a>
ivan	ivanov	33333	ivan@mail.ru	testik	No	2024-09-15 07:23:36	<a href="#">Edit   Delete</a>
konstantin	tagintsev		k.tagintsev@gmail.com		Yes	2024-09-04 09:30:00	<a href="#">Edit   Delete</a>
Ivan	Ivanov	456456456	test@mail.ru	Test	No	2024-09-15 07:23:16	<a href="#">Edit   Delete</a>
test	test		test@mail.ru		Yes	2024-09-04 09:53:28	<a href="#">Edit   Delete</a>
Ivan			k.tagintsev@gmail.com	Test test	No	2024-09-15 07:23:08	<a href="#">Edit   Delete</a>
Tania	Shestakova	23423	tania@mail.ru	Test?	No	2024-09-15 08:04:51	<a href="#">Edit   Delete</a>
Georgy	Popkov		popkov@mail.ru		Yes	2024-09-15 08:05:29	<a href="#">Edit   Delete</a>
Linda	Beck		k.tgintsev@gmail.com		Yes	2024-09-15 08:05:48	<a href="#">Edit   Delete</a>

### 4. Export contacts:

Contacts

[Export Contacts](#)

First Name	Last Name	Phone	Email	Message	Was Sent Tips	Date Added	Actions
Konstantin	Tagintsev		k.tagintsev@gmail.com		Yes	2024-08-31 10:12:07	<a href="#">Edit   Delete</a>
Test			k.tagintsev@gmail.com	Test test test	No	2024-09-15 08:05:02	<a href="#">Edit   Delete</a>
ivan	ivanov	33333	ivan@mail.ru	testik	No	2024-09-15 07:23:36	<a href="#">Edit   Delete</a>
konstantin	tagintsev		k.tagintsev@gmail.com		Yes	2024-09-04 09:30:00	<a href="#">Edit   Delete</a>
Ivan	Ivanov	456456456	test@mail.ru	Test	No	2024-09-15 07:23:16	<a href="#">Edit   Delete</a>
test	test		test@mail.ru		Yes	2024-09-04 09:53:28	<a href="#">Edit   Delete</a>
Ivan			k.tagintsev@gmail.com	Test test	No	2024-09-15 07:23:08	<a href="#">Edit   Delete</a>
Tania	Shestakova	23423	tania@mail.ru	Test?	No	2024-09-15 08:04:51	<a href="#">Edit   Delete</a>
Georgy	Popkov		popkov@mail.ru		Yes	2024-09-15 08:05:29	<a href="#">Edit   Delete</a>
Linda	Beck		k.tgintsev@gmail.com		Yes	2024-09-15 08:05:48	<a href="#">Edit   Delete</a>

Was Sent Tips

[Add New](#)