

Website Options

Heaven Skincare

User manual for Heaven Website.

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4/20/2017



Revision History

Version	Date	Status and Description
0.01	20/04/2017	Initially created.

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Definitions, acronyms and abbreviations.

The following list represents the definitions, acronyms and abbreviations used within this manual:

URL	A Uniform Resource Locator (URL), commonly informally termed a web address is a reference to a web resource that specifies its location on a computer.
Case Sensitive	If a word is case sensitive then the system will differentiate between the letter A and a, each letter must be typed correctly. House is different from house.
JPEG	A type of image, usually has a file extension of .jpg or .jpeg

Website Settings

The website contains many options which allow users to configure it.

Maintenance Mode

Maintenance mode will show a maintenance page within the website.

Automatic Maintenance Mode

The website can go into maintenance mode automatically if there are any issues or problems when the settings are initially loaded from the database, which occurs when the website is first loaded.

In this instance, the website will attempt to reload the settings every three minutes, for a maximum of 10 attempts.

Manual Maintenance Mode

The website can be placed in maintenance mode by system administrators, when set any attempt to access the website will result in the maintenance page being displayed.

Staff members can bypass maintenance mode and use the website as a normal user would, when maintenance mode is manually set. To bypass maintenance mode you need to extra information to the URL, this being

USER - Staff member's email address.

PASSWORD - Staff member's password.

So for instance, if your website is <https://www.mywebsite.com> and you want to bypass maintenance mode, your account must have a member level of at least staff and the URL that you need to enter in your browser to bypass maintenance mode is:

`https://www.mywebsite.com/?user=my.email@mywebsite.com&password=mypassword`

Troubleshooting

This section has provides help with general problems.

Wrong Currency showing in Invoices/Stock control

Make sure you set the correct currency in the *Error! Reference source not found.* settings. If the currency is still wrong, check the **Error! Reference source not found.** settings, making sure the country has the correct currency selected.

I cannot see a product but a co-worker can

If you have a case where one staff member can see a product within the POS or online, but another staff member can't, then please see the section on **Error! Reference source not found.**

Foot Notes