

**Rotterdam**  
community  
solutions

**RCS Newsletter**

**User's Guide**

## Document Revisions

Date	Revision	By
December 15 <sup>th</sup> , 2011	1	Miguel Senosiain

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## General Description

The aim of this project is to fulfill with all the features of a Newsletter, including mailing lists management, registration and un-registration system, confirmations, newsletter articles history and online newsletter visualization. powered by a group of fully configurable and scalable portlets that can be used in any Liferay portal.

Some of the main features are:

- Mailing list management
- Import/Export Subscribers
- Newsletter history
- Online newsletter viewer

## Architecture

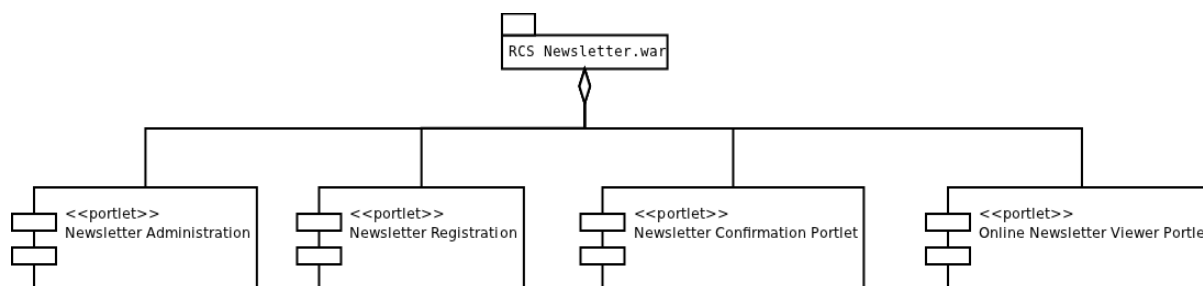


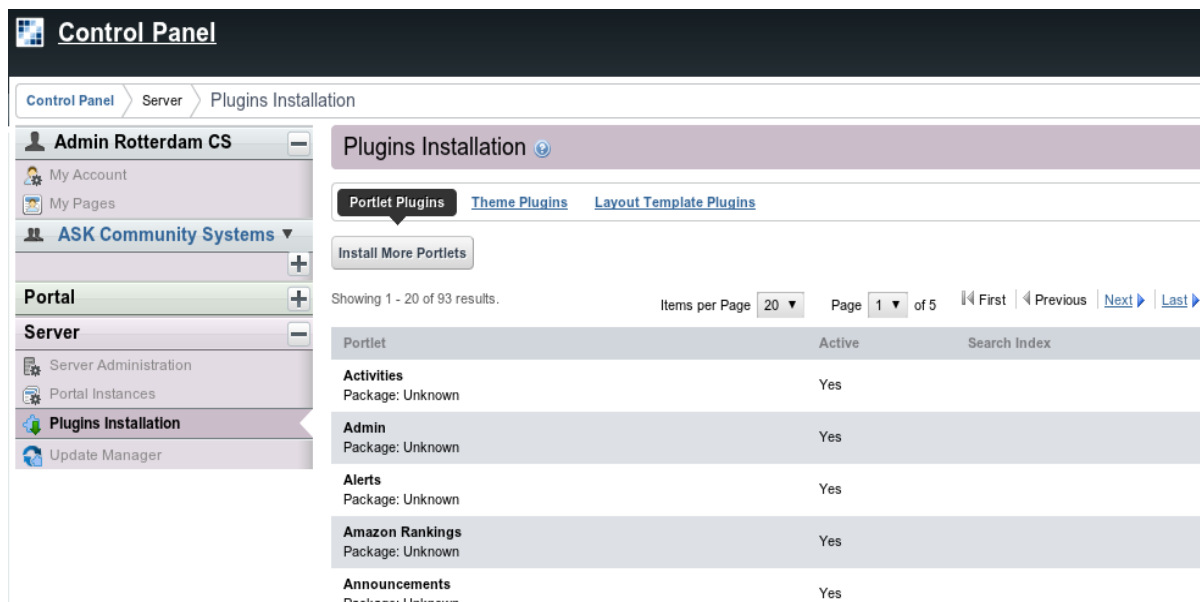
Fig 1: Newsletter architecture.

- **Newsletter Administration:** is a **Control Panel** portlet. You can't decide where to instantiate it. It will be instantiated automatically into the Control Panel / <Your site> section. ie: Control Panel / Rotterdam CS
- **Newsletter Registration:** using this portlet, you will register for a newsletter, you may deploy it in wherever page you want.
- **Newsletter Confirmation:** this portlet **MUST** be deployed to the Home page of the portal. Its used to confirm that a user has been registered for the newsletter successfully.
- **Online Newsletter Viewer:** this portlet is used to read the subscribed newsletters in the portal page directly.

## Installation

Firs things first. Deploy the RCS Newsletter into your portal. There are several ways to accomplish this. Here is one.

1. Log in as an admin user and go to **Control Panel**.
2. In the left panel, under Server category select **Plugins Installation**. Plugins Installation Page is shown.
3. Select **Portlet Plugins** in the top of the page. Click on **Install More Portlets** button.



**Control Panel**

Control Panel > Server > Plugins Installation

**Admin Rotterdam CS**

- My Account
- My Pages
- ASK Community Systems
- Portal
- Server
- Plugins Installation
- Update Manager

**Plugins Installation**

Portlet Plugins Theme Plugins Layout Template Plugins

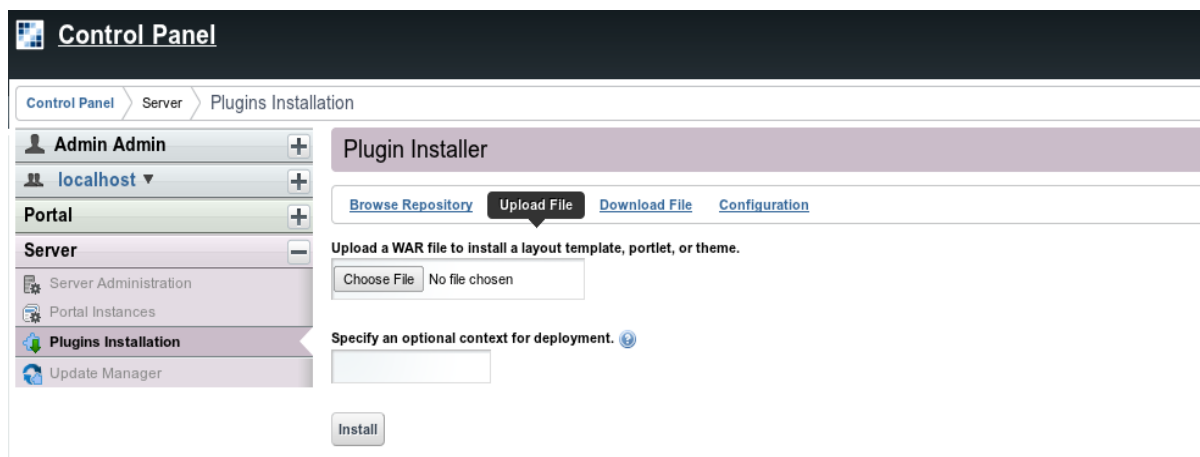
Install More Portlets

Showing 1 - 20 of 93 results. Items per Page 20 Page 1 of 5 First Previous Next Last

Portlet	Active	Search Index
<b>Activities</b> Package: Unknown	Yes	
<b>Admin</b> Package: Unknown	Yes	
<b>Alerts</b> Package: Unknown	Yes	
<b>Amazon Rankings</b> Package: Unknown	Yes	
<b>Announcements</b> Package: Unknown	Yes	

Fig 2: Portlet Plugins list.

4. Select **Upload File** in the top of the displayed page. Click on **Choose File** button, in order to get the file **newsletter-portlet.war** uploaded from your computer.



**Control Panel**

Control Panel > Server > Plugins Installation

**Admin Admin**

- localhost
- Portal
- Server
- Plugins Installation
- Update Manager

**Plugin Installer**

Browse Repository Upload File Download File Configuration

Upload a WAR file to install a layout template, portlet, or theme.

Choose File No file chosen

Specify an optional context for deployment.

Install

Fig 3: Upload a new WAR file.

- Once the file is selected click on the **Install** button

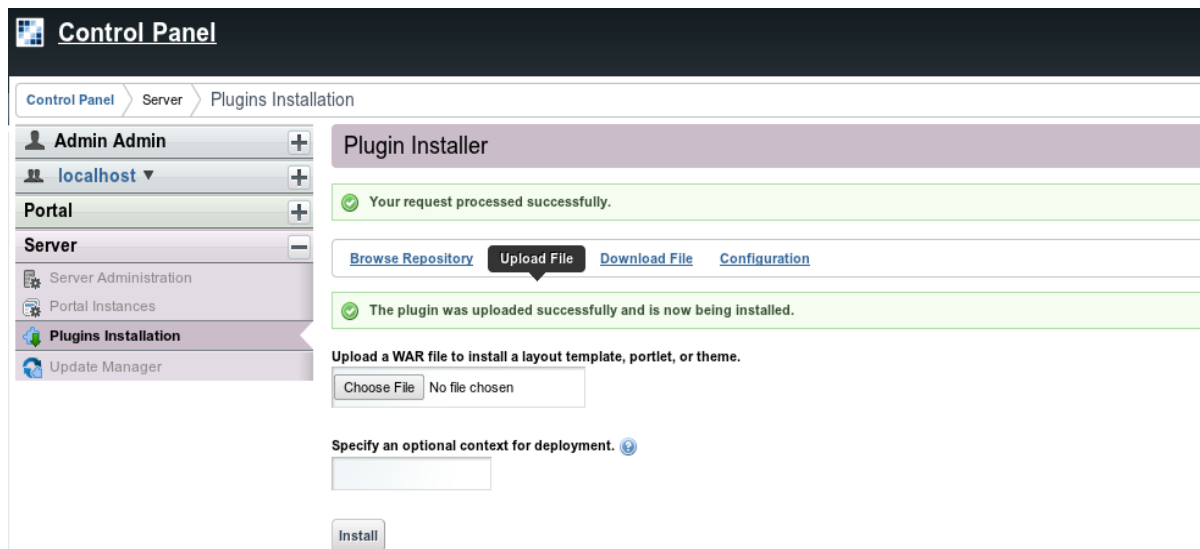


Fig 4: WAR uploaded.

Once the newsletter is installed you can start configuring it.

## Setting up the portal to use RCS Newsletter

In order to use RCS Newsletter, the following configuration must be set in portal-ext.properties file<sup>1</sup>

```
journal.article.types=rsc-news,rsc-press-release,rsc-events,rsc-newsletter,rsc-general
```

<sup>1</sup> The portal-ext.properties file should be located at <LIFERAY\_HOME>/Liferay-portal-X.X.X/portal-ext.properties

## Configuring Pages

1. Log in as an admin user and go to **Control Panel**.
2. In the left panel select **Pages**.
3. In the name field you must enter "**online-newsletter**". This is because the Online Newsletter Viewer needs to be instantiated in a page named like this.
4. Select **Hidden** checkbox.
5. Leave other values as default.
6. Click on **Add Page** button.

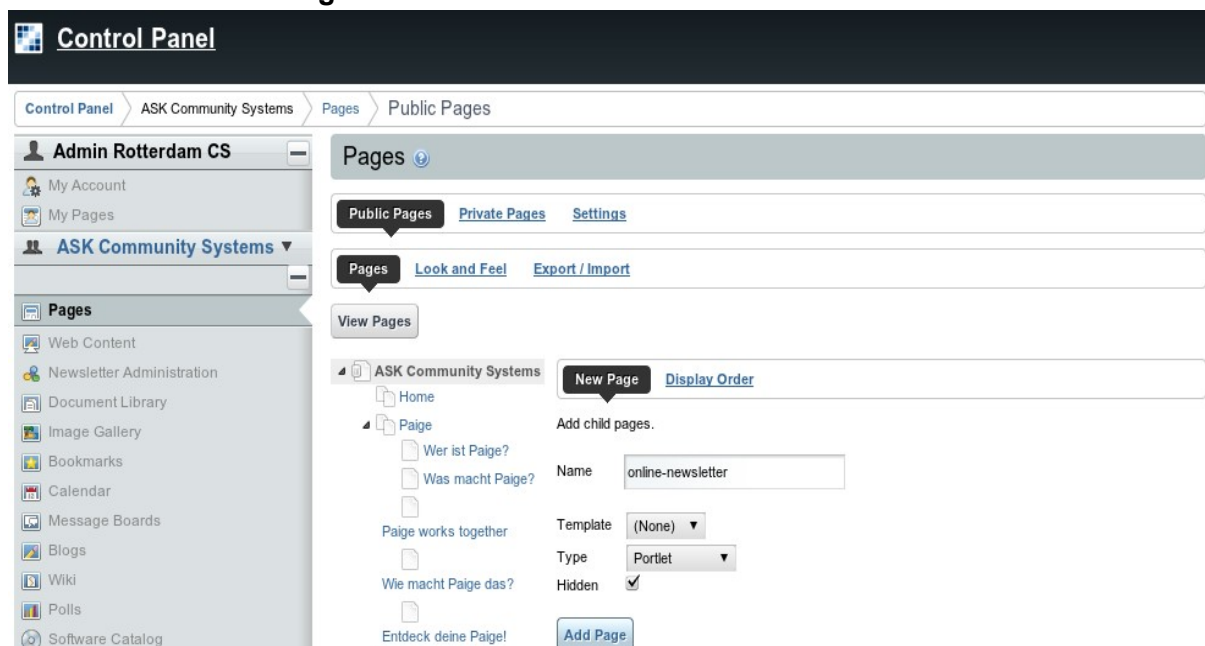
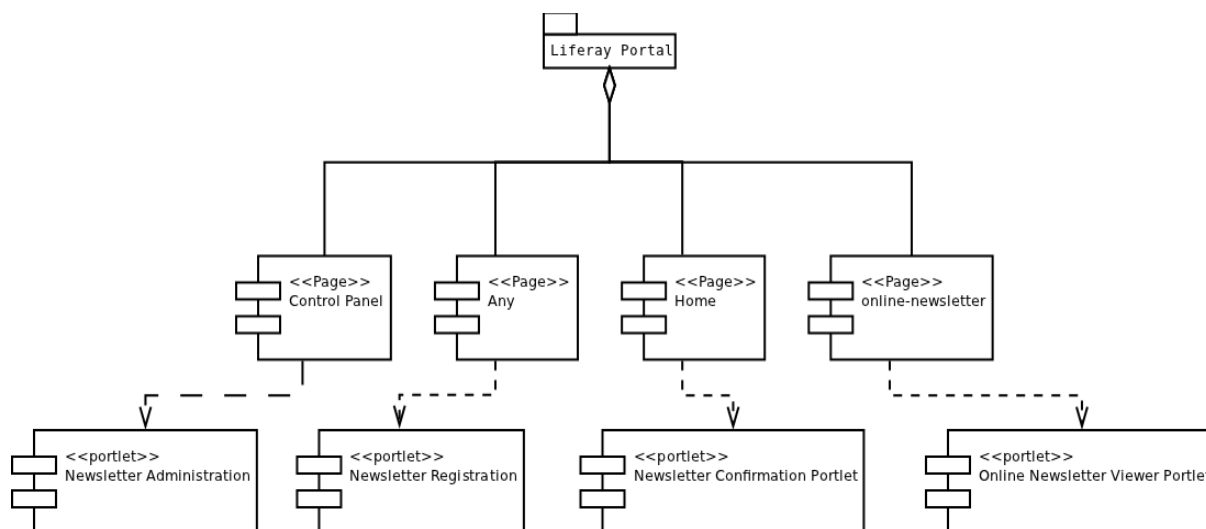


Fig 5: Add online-newsletter.

## Instantiating RCS Newsletter Portlets

The application's portlets should be instantiated as described in the diagram below.



**Fig 6: RCS Newsletter portlets, as they should be instantiated.**

1. Log in as an admin user.
2. On the top menu bar select **Add**. Click on **More...**



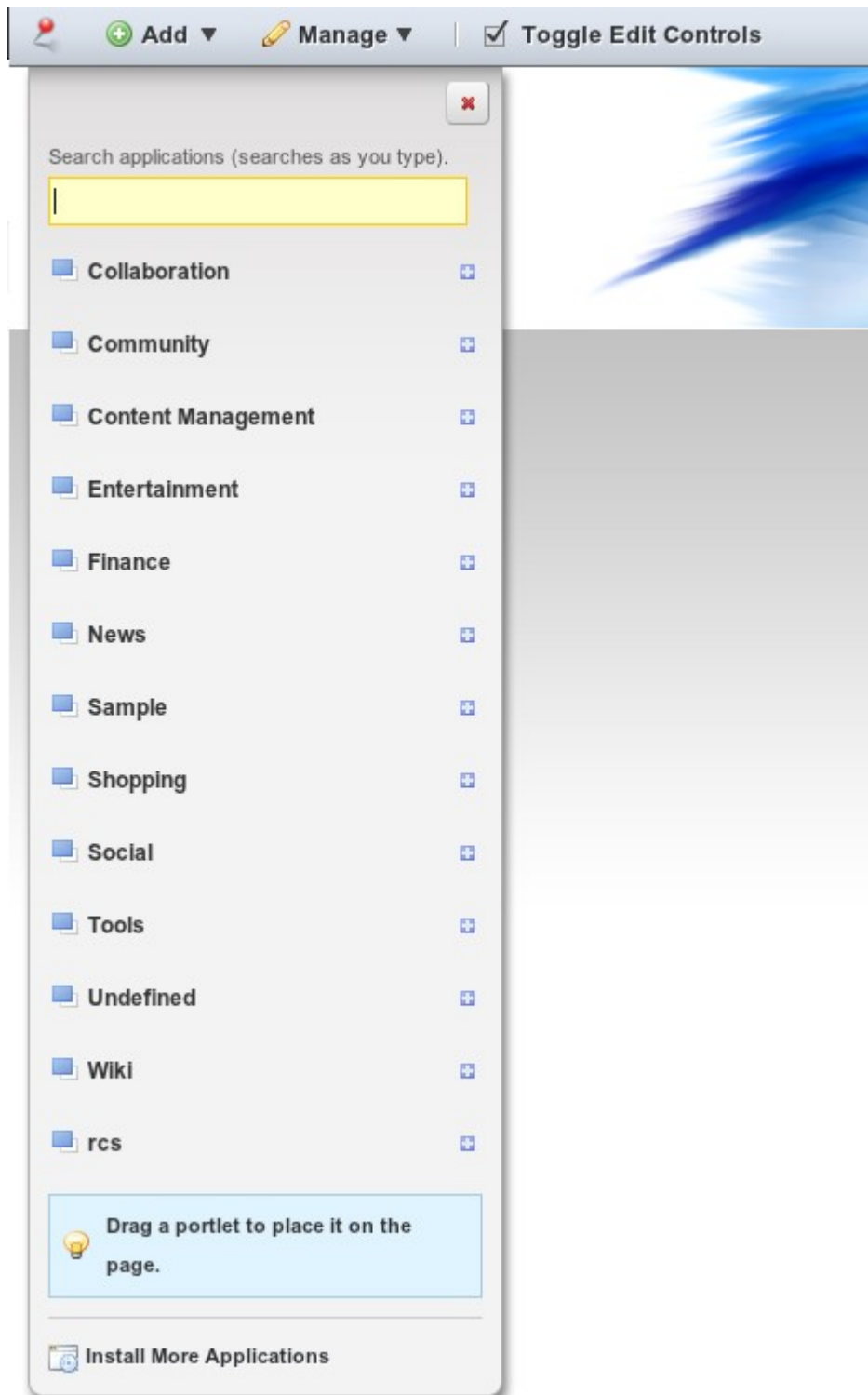


Fig 7: Portlet Plugins list.

3. Expand the **rcs** category.
4. To instantiate a portlet, just drag and drop it from the list into the page you want it to be displayed.

5. On the portal's **home page** you must instantiate "**Newsletter Confirmation Portlet**". This portlet default state is hidden so you won't see any changes in the home page.
6. Instantiate **Newsletter Registration Portlet** in any page of the portal, or create one for it.
7. Instantiate **Online Newsletter Viewer Portlet** in the page created earlier for it (online-newsletter).

## Newsletter configuration

The **Newsletter Administration** section has four tabs: **Lists**, **Subscribers**, **Mailing** and **Archive**. Each one of this tabs, is used to configure different aspects of the RCS Newsletter. To access the **Newsletter Administration** page follow the steps described below.

1. Log in as an admin user and go to **Control Panel**.
2. Select **Newsletter Administration** in the left panel.

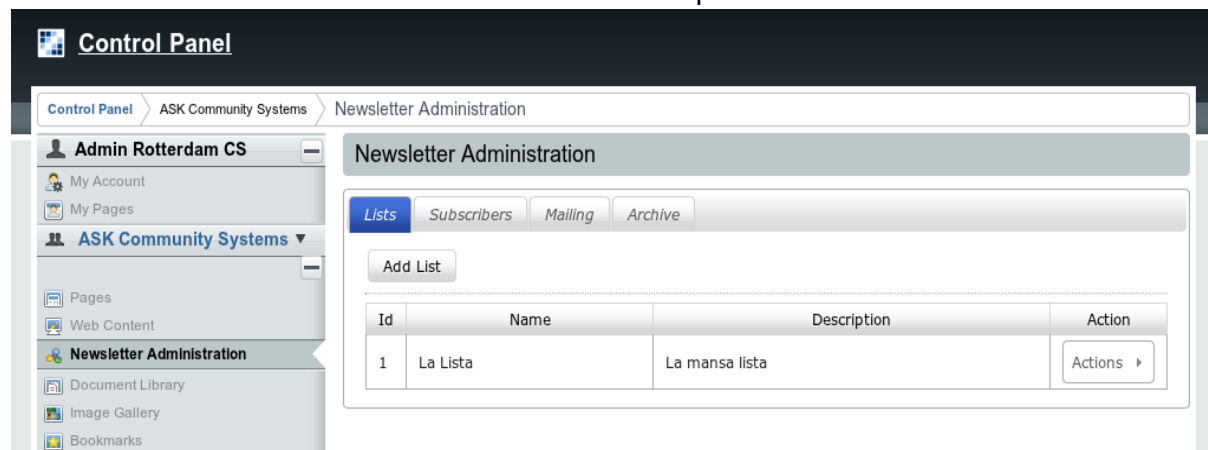


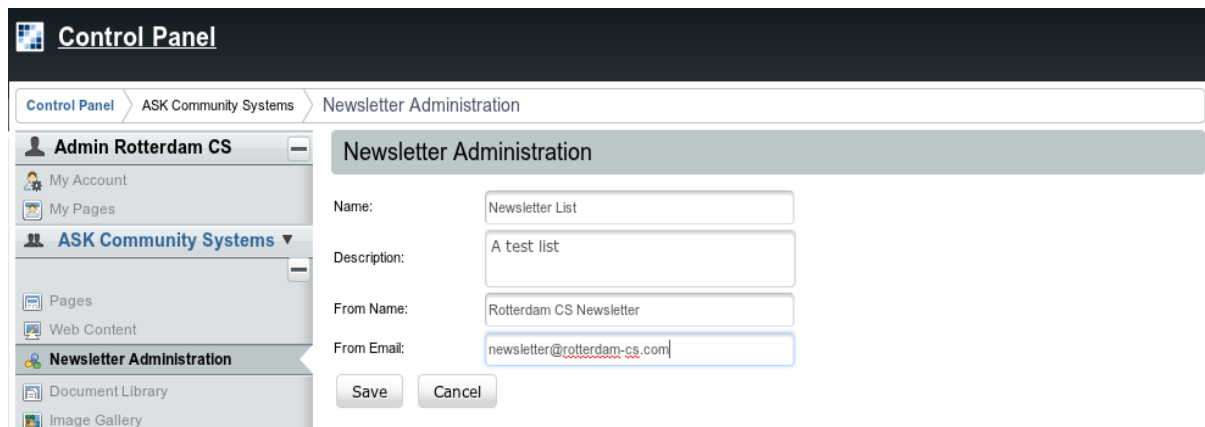
Fig 8: Newsletter Administration.

### Lists tab

The **Lists** tab is used to create, update and remove the mailing lists for which newsletters will be sent.

#### Adding a list.

1. Click on **Add List**.
2. Enter a **name** for the list, its **description** the **name** that will be sending the newsletter and the **email address** used for sending the newsletter. When done, click **Save** button. You can create many list as you want.



**Control Panel**

Control Panel > ASK Community Systems > Newsletter Administration

**Admin Rotterdam CS**

- My Account
- My Pages
- ASK Community Systems**
  - Pages
  - Web Content
  - Newsletter Administration**
    - Document Library
    - Image Gallery

**Newsletter Administration**

Name:

Description:

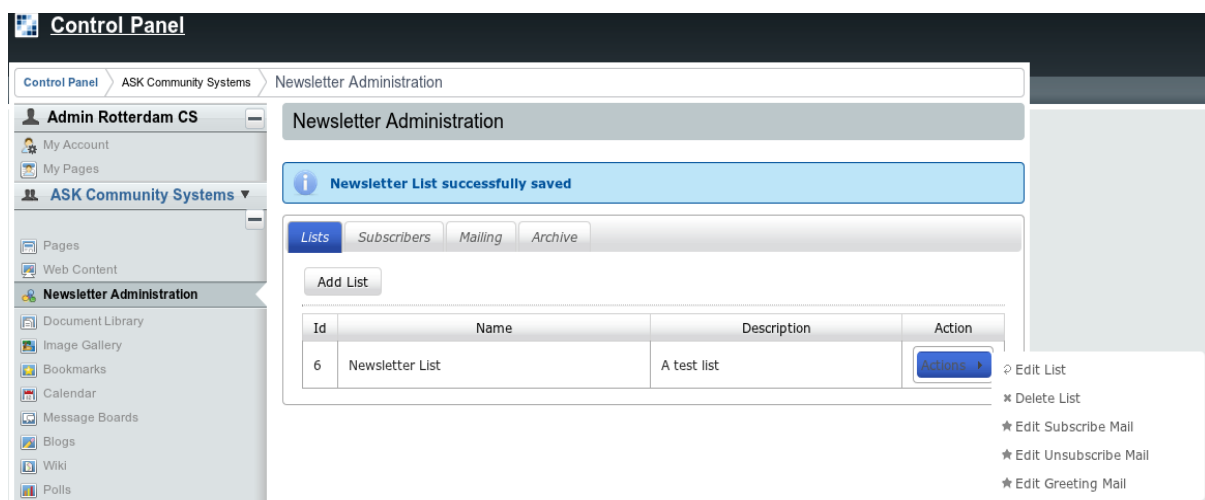
From Name:

From Email:

Fig 9: List creation.

## Configuring the list's subscribe, unsubscribe and greeting emails bodies.

1. In the list you wish to configure, click on **Actions** button and select the menu item for the email type you want to configure.



**Control Panel**

Control Panel > ASK Community Systems > Newsletter Administration

**Admin Rotterdam CS**

- My Account
- My Pages
- ASK Community Systems**
  - Pages
  - Web Content
  - Newsletter Administration**
    - Document Library
    - Image Gallery
    - Bookmarks
    - Calendar
    - Message Boards
    - Bloggs
    - Wiki
    - Polls

**Newsletter Administration**

Newsletter List successfully saved

**Lists** Subscribers Mailing Archive

Id	Name	Description	Action
6	Newsletter List	A test list	<input type="button" value="Actions"/> <ul style="list-style-type: none"> <li>Edit List</li> <li>Delete List</li> <li>Edit Subscribe Mail</li> <li>Edit Unsubscribe Mail</li> <li>Edit Greeting Mail</li> </ul>

Fig 10: List Actions.

2. Configure the list to have the three required emails: **Greeting, Subscribe, Unsubscribe**. If you click on **Help** button, a list of tokens (and their description) that should be inserted in the email to be sent to the registered recipients, is shown.

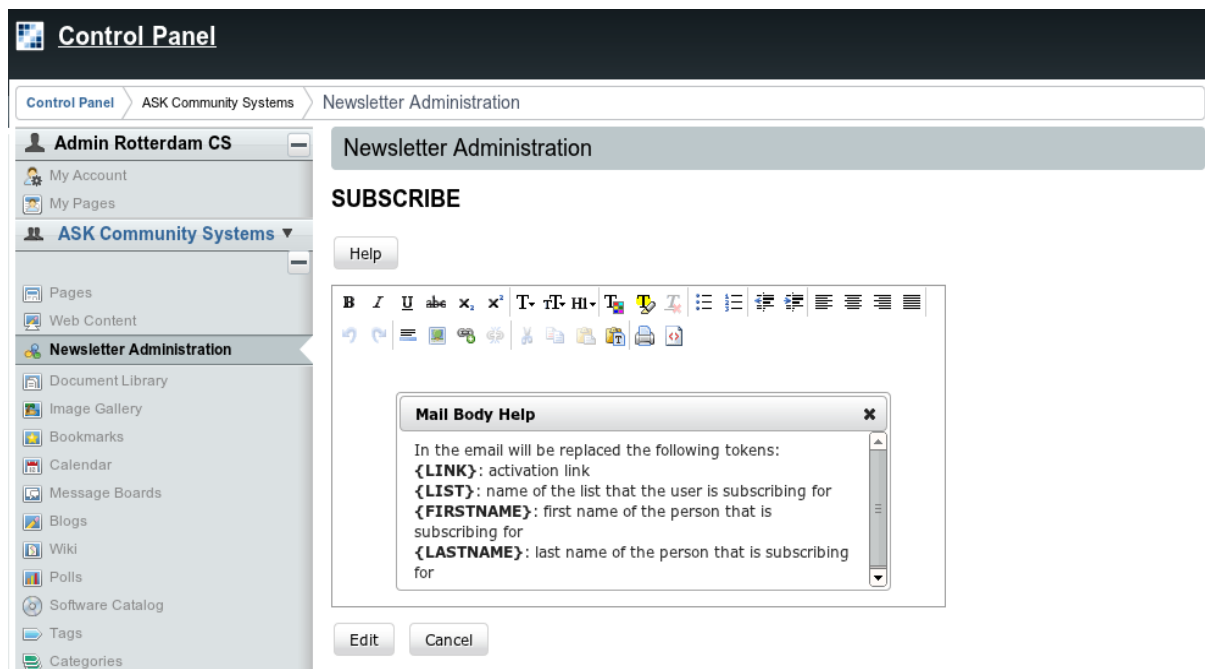


Fig 11: Email edition help window

3. Edit the email body using the tools in the editor window.

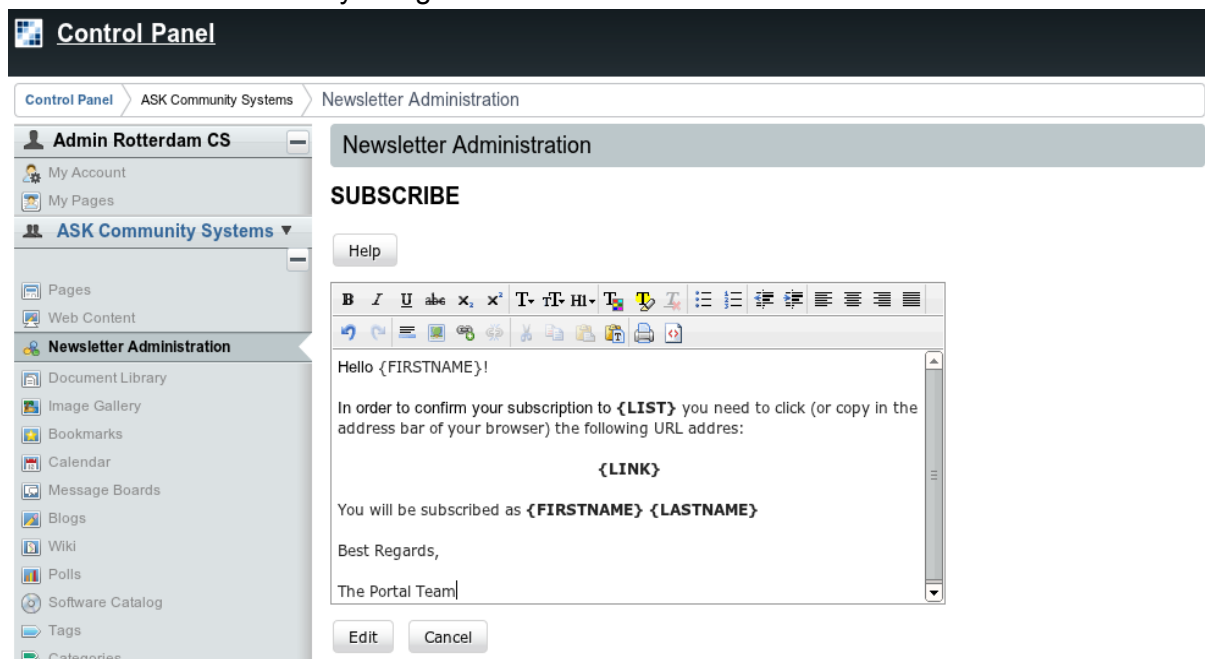


Fig 12: Subscribe email message creation.

**Note:** Remember to include the token **{LINK}**, so the user can confirm his registration.

4. Repeat steps 5, 6 and 7 in order to create the email messages for **Greeting** and **Unsubscribe** actions. Remember that the **Help** button displays the tokens that should be included in the email message body.

## Updating or Deleting a list.

1. In the list you wish to update or delete, click on **Actions** button and select the appropriate menu item for the action you are trying to perform.

## Subscribers tab

In this tab you'll see the subscribers of each list displayed in a grid. Also, you can choose either to display or not, the inactive subscribers of each list.

Also in this tab you can import or export subscribers into/from a list.

## Exporting subscribers

1. In the **Subscribers** tab click on **Export subscribers to excel** button. An Excel file is downloaded, with the following columns:
  - id: the internal ID of the subscriber.
  - Name: subscriber's name.
  - Last Name: subscriber's last name.
  - Email: subscriber's registered email address.

## Importing subscribers

The Excel file to be imported, must have the following columns:

- Name: subscriber's name.
- Last Name: subscriber's last name.
- Email: subscriber's registered email address.

1. In the **Subscribers** tab, click on **Import Subscribers** button.
2. Choose a **List**, onto which the subscribers will be imported, or all list.
3. Click **choose file**, and browse for the Excel file containing the subscribers data.
4. Click **Import** button.

**Note:** Instead of creating a new Excel file, you can use a downloaded earlier with up to date data. (The value of the id column isn't necessary and its recommended to leave it blank)

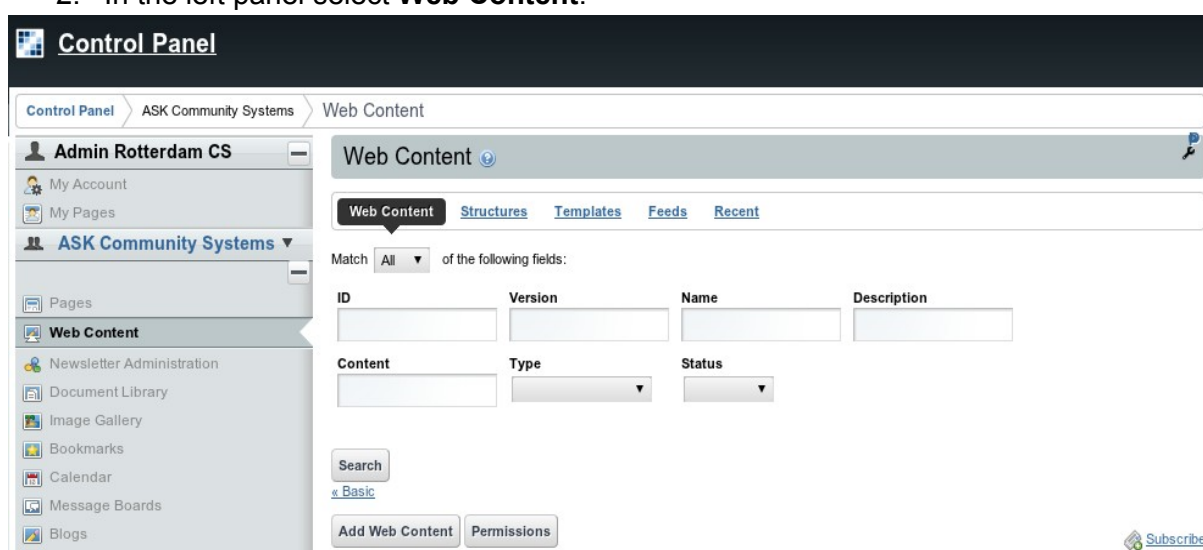
## Mailing tab

In this tab is where you select the content and send a newsletter.

### Adding Web Content to the Newsletter

Once you have configured your portal the steps to add a web content to be used in a mailing are as follow:

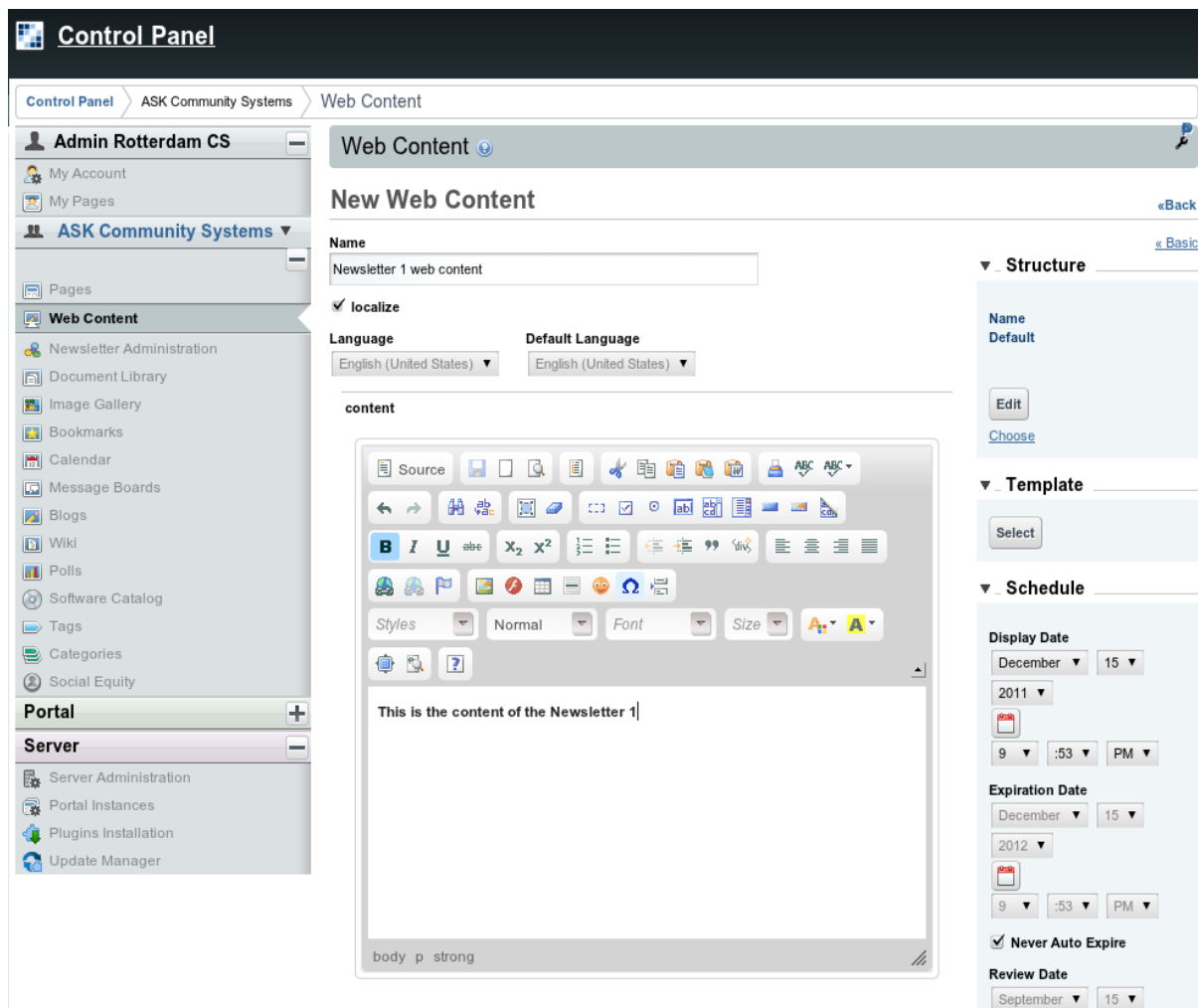
1. Log in as an admin user and go to the **Control Panel**.
2. In the left panel select **Web Content**.



The screenshot shows the 'Control Panel' interface. The left sidebar contains a navigation menu with 'Web Content' selected. The main area is titled 'Web Content' and includes a search bar, a 'Match' dropdown set to 'All', and a table of fields: ID, Version, Name, Description, Content, Type, and Status. There are 'Add Web Content' and 'Permissions' buttons at the bottom.

Fig 15: Web Content Main form.

3. Click on **Add Web Content** button.
4. Fill **Name** field with the name you want to give to the web content that will be used in the newsletter mailing.
5. Edit the web content using the editor.



**Control Panel**

Control Panel > ASK Community Systems > Web Content

**Web Content**

**New Web Content**

Name: Newsletter 1 web content

☒ localize

Language: English (United States) Default Language: English (United States)

content

This is the content of the Newsletter 1

body p strong

**Structure**

Name: Default

Edit Choose

**Template**

Select

**Schedule**

Display Date: December 15, 2011 9:53 PM

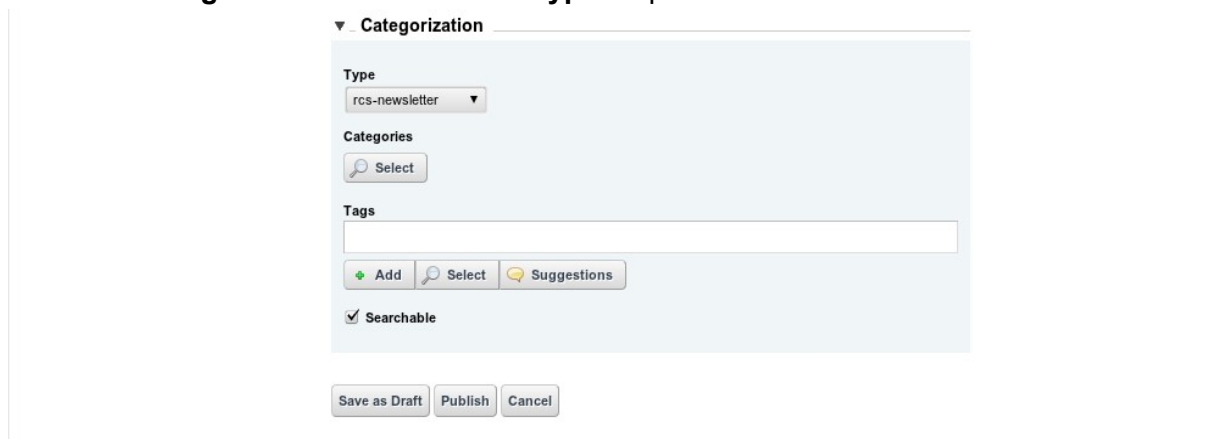
Expiration Date: December 15, 2012 9:53 PM

☒ Never Auto Expire

Review Date: September 15

Fig 16: Adding Web Content.

6. In **Categorization** section in the **Type** dropdown select **rcs-newsletter**.



**Categorization**

Type: rcs-newsletter

Categories: Select

Tags: Add Select Suggestions

☒ Searchable

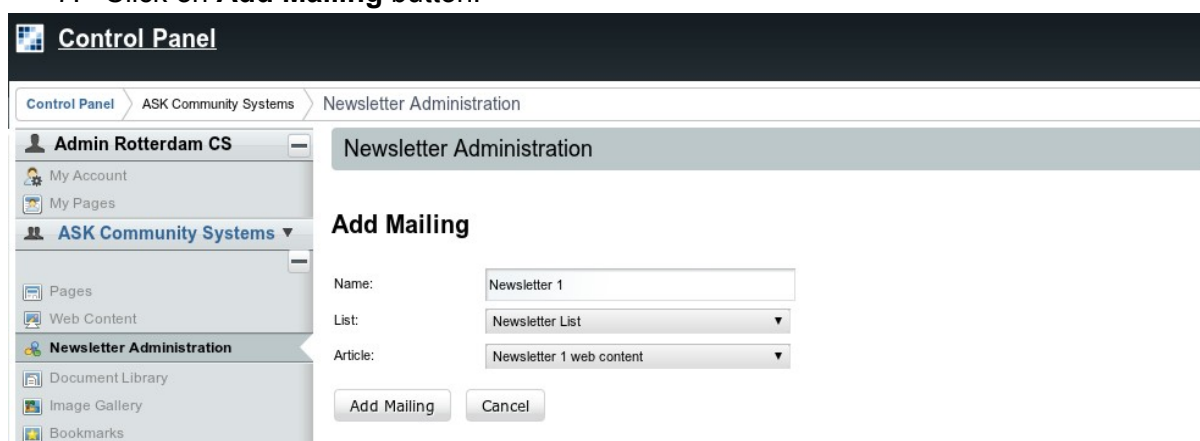
Save as Draft Publish Cancel

Fig 17: Web Content Editor - Categorization Section.

7. Leave other fields with their default values.
8. Click on **Publish** button.

## Creating a mailing.

1. Log in as an admin user and go to the **Control Panel**.
2. In the left panel choose **Newsletter Administration** and go to **Mailing** tab.
3. Click on **Add Mailing** button.
4. Type the name of the mailing to be sent in the **Name** field.
5. Choose the list where the mailing will be sent from the **List** dropdown.
6. From the **Article** dropdown, choose a previously created article.
7. Click on **Add Mailing** button.

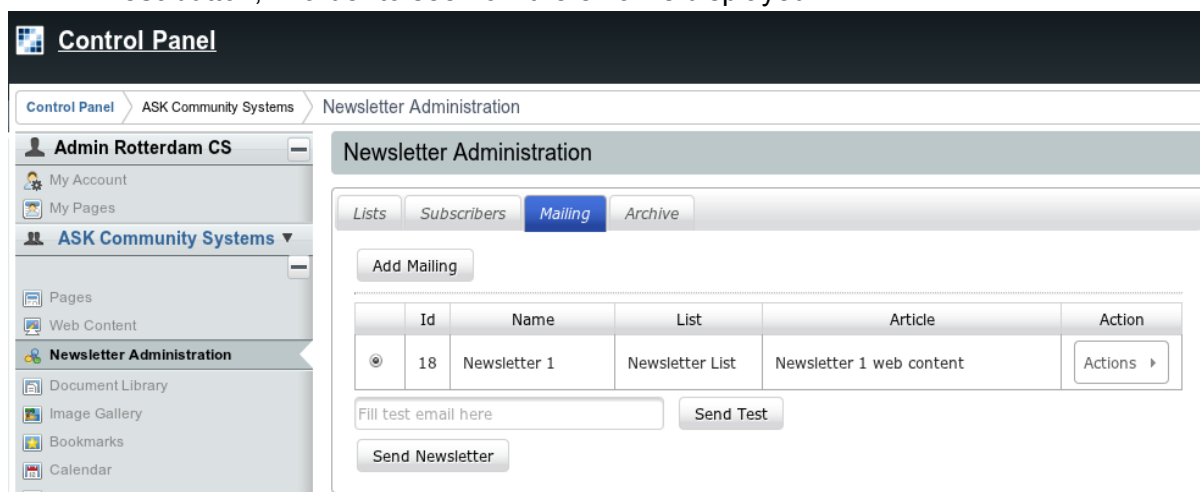


The screenshot shows the 'Control Panel' interface. The left sidebar contains a menu with 'Admin Rotterdam CS' at the top, followed by 'My Account', 'My Pages', 'ASK Community Systems' (expanded), 'Pages', 'Web Content', 'Newsletter Administration' (selected), 'Document Library', 'Image Gallery', and 'Bookmarks'. The main content area is titled 'Newsletter Administration' and contains the 'Add Mailing' form. The form has three fields: 'Name' with the value 'Newsletter 1', 'List' with a dropdown menu showing 'Newsletter List', and 'Article' with a dropdown menu showing 'Newsletter 1 web content'. At the bottom of the form are two buttons: 'Add Mailing' and 'Cancel'.

Fig 18: Add Mailing.

## Sending the newsletter

1. Select the radio button for the mailing you want to send and click on **Send Newsletter** button. Optionally you can fill a test email address and click on **Send Test** button, in order to see how the email is displayed.



The screenshot shows the 'Control Panel' interface with the 'Mailing' tab selected in the 'Newsletter Administration' section. The left sidebar is the same as in Fig 18. The main content area has tabs for 'Lists', 'Subscribers', 'Mailing' (selected), and 'Archive'. Below the tabs is an 'Add Mailing' button. A table displays the mailing details:

	Id	Name	List	Article	Action
<input checked="" type="radio"/>	18	Newsletter 1	Newsletter List	Newsletter 1 web content	Actions ▶

Below the table are two input fields: 'Fill test email here' and a 'Send Test' button. At the bottom is a 'Send Newsletter' button.

Fig 19: Send Newsletter.

2. In the **Send Newsletter** confirmation window, review the data shown and if you agree with it, tick **I understand the risks involved in this action** checkbox and click on **Send Newsletter** button. Otherwise click on **No, please take me back** button.



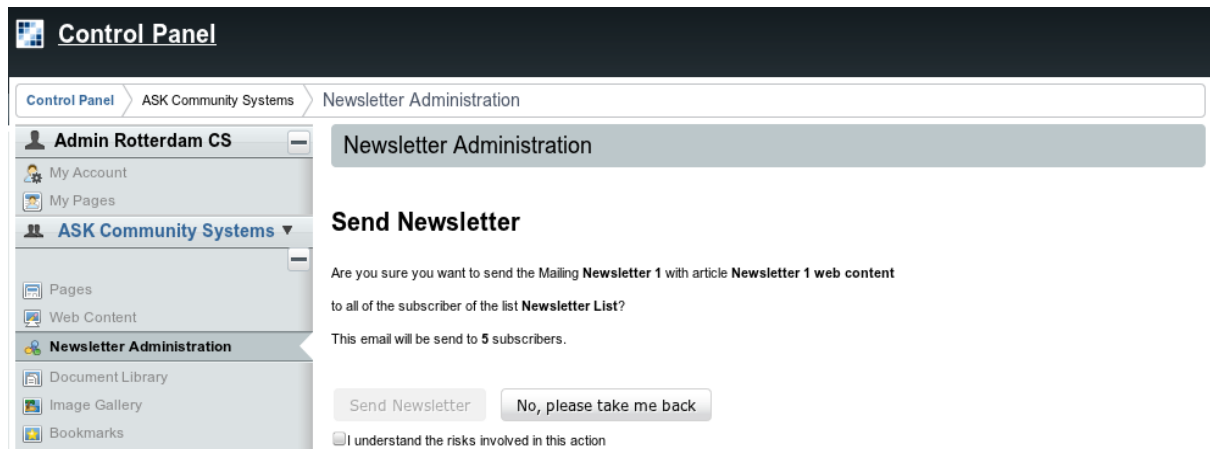


Fig 20: Newsletter confirmation.

3. The newsletter is scheduled to be sent and its moved from **Mailing** tab grid to **Archive** tab grid.

## Archive tab

In this tab is where the newsletters sent previously are stored.

It contains a grid with the following structure:

- Id: Is the internal ID of the newsletter.
- Name: Contains the name of the archived newsletter.
- List: The list to which the newsletter was sent.
- Date: The date where the newsletter was sent.
- Action: A menu from where you can choose to see what was sent in the newsletter.

## Configure Newsletter Registration Portlet

Let's suppose that you want to have two different news letters in your site, one about wines and another about food.

RCS Newsletter allow your users to register in any amount of newsletters you define in your site.

In order to accomplish this you need to have as many **Newsletter Registration Portlet** instances (each one associated to a list) as newsletters you wish to have.

1. Log in as an admin user and go to the page that host the instance you want to configure.




Fig 21: Newsletter Registration Portlet.

2. Click on the wrench tool icon, a menu will expand, select **Preferences**.

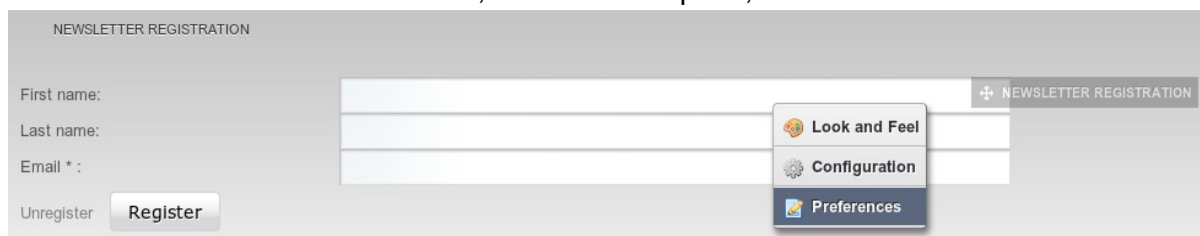


Fig 22: Preferences menu of Newsletter Registration Portlet.

3. In the **Newsletter Registration Settings**, select the list to associate to the portlet from the **List** dropdown. Optionally, you can choose not to require the Name and Last Name of the user by ticking **Disabled Name fields** checkbox. When done click **Save Settings** button.

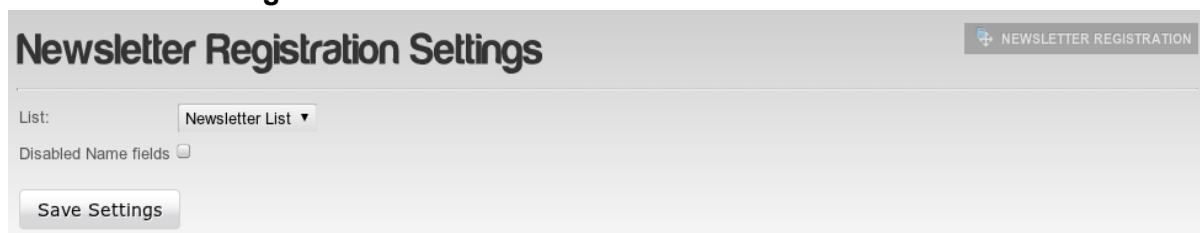


Fig 23: Newsletter Registration Settings.

4. In order to return to the normal view just click back in **Preferences** in the wrench tool icon, like in step 2.