



Leadership
in Disabilities &
Achievement of
Hawai'i

LDAH Admin Panel User Guide

Complete Administrator Documentation

Leadership in Disabilities & Achievement of Hawaii

December 2025

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Learning Disabilities Association of Hawaii

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Table of Contents

[Getting Started](#getting-started)

[Dashboard Overview](#dashboard-overview)

[Managing FAQ Categories](#managing-faq-categories)

[Managing FAQ Items](#managing-faq-items)

[Managing Events](#managing-events)

[Managing Volunteer Opportunities](#managing-volunteer-opportunities)

[Managing Volunteer Applications](#managing-volunteer-applications)

[Best Practices](#best-practices)

[Troubleshooting](#troubleshooting)

Getting Started

Accessing the Admin Panel

1. Navigate to the Admin Page

- From any page on the LDAH website, scroll to the bottom
- Click on "Admin Login" link
- Or directly visit: `yourdomain.com/admin.html`

2. Login

- Enter the admin password: `ldah2024`
- Click "Login" button
- You'll be taken to the main dashboard

3. Security Note

- Keep the admin password secure
- The system uses Firebase for data management
- All changes are saved automatically to the cloud database

Dashboard Overview

Main Navigation Tabs

The admin panel has five main sections accessible via tabs at the top:

1. ■ **FAQ Categories** - Organize FAQ topics
2. ■ **FAQ Items** - Manage individual questions and answers
3. ■ **Events** - Create and manage upcoming events
4. ■ **Volunteer Opportunities** - Post volunteer positions

5. ■ **Applications** - Review and manage volunteer applications

Interface Elements

- **Blue Action Buttons:** Create new items
- **Edit Icons (pencil):** Modify existing content
- **Delete Icons (trash):** Remove items permanently
- **Back Arrow:** Return to previous screen
- **Save Button:** Confirm changes (appears in editing mode)

Managing FAQ Categories

Overview

Categories organize your FAQ items into logical groups (e.g., "Special Education", "Resources", "Programs").

Creating a New Category

1. Click the **"FAQ Categories"** tab
2. Click the **"+ Create Category"** button

Fill in the form:

- **Category Name:** Enter the category title (e.g., "IEP Information")
 - **Order:** Enter a number to control display order (lower numbers appear first)
4. Click **"Save Category"**

Editing a Category

Find the category in the list

2. Click the blue **pencil icon** (Edit)

Update the information:

- Change the category name
- Adjust the order number

4. Click **"Save Category"**

Deleting a Category

Find the category you want to remove

2. Click the red **trash icon** (Delete)

Confirm the deletion

4. **Warning:** Deleting a category does NOT delete the FAQ items within it

Category Organization Tips

- Use clear, descriptive names
- Keep category names short (2-4 words ideal)
- Use order numbers in increments of 10 (10, 20, 30) to allow easy insertion later

- Common categories might include:
- Special Education
- Resources & Support
- Events & Programs
- Getting Started

Managing FAQ Items

Overview

FAQ items are the actual questions and answers that appear in the Quick Help section.

Creating a New FAQ Item

1. Click the "**FAQ Items**" tab
2. Click the "**+ Create FAQ**" button

Fill in the complete form:

Basic Information:

- **Question:** The question users will see (e.g., "What is an IEP?")
- **Answer:** The complete answer (supports multiple paragraphs)
- **Category:** Select from your existing categories
- **Order:** Number to control position within the category

Link Information (Optional):

- **Link Text:** Text for a clickable link (e.g., "Learn More")
- **Link URL:** Full web address (must start with https://)

4. Click "**Save FAQ**"

Editing an FAQ Item

Find the FAQ in the list (they're grouped by category)

2. Click the blue **pencil icon**

Update any fields:

- Modify the question or answer
- Change the category
- Adjust the order
- Add/remove/modify links

4. Click "**Save FAQ**"

Deleting an FAQ Item

Find the FAQ item you want to remove

2. Click the red **trash icon**

Confirm the deletion

The item is permanently removed from the website

FAQ Writing Best Practices

Questions:

- Write from the user's perspective
- Be specific and clear
- Use everyday language
- Start with question words (What, How, When, Where, Why)

Answers:

- Keep them concise but complete
- Use short paragraphs for readability
- Include actionable information
- Add links to detailed resources when needed
- Use bullet points in the answer text if listing multiple items

Examples of Good FAQs:

- ■ "IEP" → ■ "What is an IEP and how do I get one?"
- ■ "Call us" → ■ "We can help! Call us at (808) 532-5364 or email Idah@Idahawaii.org"

Managing Events

Overview

Events are time-based activities that appear on the Events page. They automatically show/hide based on dates.

Creating a New Event

1. Click the "**Events**" tab
2. Click the "**+ Create Event**" button

Fill in all required information:

Event Details:

- **Title:** Event name (e.g., "Parent Support Workshop")
- **Description:** Full event details, what to expect, who should attend
- **Location:** Full address or "Virtual Event" if online
- **Event Date:** Select from calendar (YYYY-MM-DD format)
- **Start Time:** Event start (e.g., "6:00 PM")
- **End Time:** Event end (e.g., "8:00 PM")

Registration (Optional):

- **Registration Link:** URL for sign-up form or registration page
- **Contact Email:** Email for questions
- **Contact Phone:** Phone number for questions

Display Settings:

- **Order:** Number to control display order (lower = higher on page)
- **Always Post:** Toggle ON to keep event visible indefinitely
- **Start Date:** When event should appear on website
- **End Date:** When event should automatically hide

Visual Content:

- **Event Image:** Click to upload an image
 - Recommended size: 1200x630 pixels
 - Formats: JPG, PNG
 - Represents the event visually

4. Click "**Save Event**"

Event Status Indicators

Events display different colored badges:

- ■ **Always Posted:** Will remain visible indefinitely
- ■ **Active:** Currently visible and upcoming
- ■ **Scheduled:** Future event, not yet visible
- ■ **Expired:** Past event, automatically hidden

Editing an Event

Find the event in the list

2. Click the blue **pencil icon**

Update any information:

- Modify event details
- Change dates or times
- Update contact information
- Upload a new image
- Toggle "Always Post" setting

4. Click "**Save Event**"

Deleting an Event

Find the event you want to remove

2. Click the red **trash icon**

Confirm the deletion

Event is permanently removed

Event Date Management Strategies

For Regular Events:

- Use "Always Post" for recurring monthly meetings

- Update the actual event date before each occurrence

For One-Time Events:

- Set start date 2-4 weeks before the event
- Set end date to the event date
- Event will automatically disappear after completion

For Virtual Events:

- Include Zoom link in Registration Link field
- Specify "Virtual Event" in Location field
- Include time zone in description

Managing Volunteer Opportunities

Overview

Volunteer opportunities are postings that appear on the Volunteer page, encouraging community participation.

Creating a New Opportunity

1. Click the "**Volunteer Opportunities**" tab
2. Click the "**+ Create Opportunity**" button

Fill in complete details:

Opportunity Information:

- **Title:** Position name (e.g., "Parent Mentor")
- **Description:** Full role description, responsibilities, time commitment
- **Requirements:** Skills, qualifications, or prerequisites needed

Posting Schedule:

- **Always Post:** Toggle ON to keep position always visible
- **Start Date:** When posting should appear
- **End Date:** When posting should stop showing

Visual Content:

- **Opportunity Image:** Upload representative image
- Recommended size: 800x600 pixels
- Shows volunteers in action or role-related imagery

Display Order:

- **Order:** Controls position on page (lower numbers appear first)
4. Click "**Save Opportunity**"

Opportunity Status Indicators

Similar to events, opportunities show status:

- **■ Always Posted:** Ongoing recruitment

- ■ **Active:** Currently accepting applications
- ■ **Scheduled:** Future posting date
- ■ **Expired:** Closed position

Editing an Opportunity

Find the opportunity in the list

2. Click the blue **pencil icon**

Update any information:

- Modify description or requirements
- Adjust posting dates
- Upload new image
- Change display order

4. Click "**Save Opportunity**"

Deleting an Opportunity

Find the opportunity you want to remove

2. Click the red **trash icon**

Confirm deletion

Posting is permanently removed

Writing Effective Opportunities

Title:

- Clear and specific (e.g., "After-School Tutor" not just "Helper")
- Engaging and action-oriented

Description:

- Start with impact statement
- Outline specific activities
- Mention time commitment clearly
- Highlight benefits/rewards
- End with call to action

Requirements:

- Be realistic and essential only
- Include both hard skills and soft skills
- Mention any necessary clearances
- Note any physical requirements

Example:

Title: Parent Support Group Facilitator

Description: Lead monthly support groups for parents of children with learning disabilities. Create a welcoming space for sharing experiences, provide resources, and connect families with LDAH

services. Training provided. Commitment: 2 hours/month.

Requirements: Personal or professional experience with learning disabilities, strong listening skills, comfortable leading small groups, background check required.

Managing Volunteer Applications

Overview

The Applications section shows all submitted volunteer applications with tools to review, respond, and track status.

Viewing Applications

1. Click the "**Applications**" tab

Applications are displayed in order of submission (newest first)

Click on any application to expand full details

Application Information Displayed

Each application shows:

- **Personal Information:** Name, email, phone
- **Interest Areas:** Selected volunteer opportunities
- **Availability:** Days and times available
- **Experience:** Previous volunteer work
- **Additional Comments:** Applicant's message
- **Submission Date:** When form was submitted

Managing Application Status

Each application can be marked with one status:

Status Options:

1. ■ **New** (Default)

- Just submitted, not yet reviewed
- Blue badge

2. ■ **In Review**

- Currently being evaluated
- Yellow badge

3. ■ **Approved**

- Accepted for volunteer position
- Green badge

4. ■ **Declined**

- Not selected at this time
- Red badge

5. ■■ On Hold

- Paused for future consideration
- Gray badge

To Change Status:

Expand the application

Click the desired status button

Status updates immediately

Badge color changes to reflect new status

Adding Admin Notes

Internal notes help track communications and decisions:

Expand the application

Find the "Admin Notes" section

Type your notes in the text field:

- Record phone call dates
- Note interview outcomes
- Track follow-up needed
- Document placement decisions

Click outside the text field to auto-save

Note Guidelines:

- Include dates for all actions
- Be specific and factual
- Use consistent format
- Examples:
 - "11/15/24 - Called and left voicemail"
 - "11/18/24 - Scheduled interview for 11/22"
 - "11/23/24 - Excellent interview, assigned to tutoring program"

Emailing Applicants

Expand the application

2. Click "■■ Email [FirstName]" button

Your default email client opens with:

- Pre-filled recipient address
- Subject line referencing their application
- Greeting with their first name

Complete your message and send

Email Templates to Consider:

Confirmation Email:

Hi [Name],

Thank you for your interest in volunteering with LDAH. We've received your application and will review it within 5-7 business days.

Best regards,
LDAH Volunteer Coordinator

Interview Request:

Hi [Name],

Thank you for applying! We'd love to learn more about you. Are you available for a brief phone call this week?

Please let me know your availability.

Best regards,
LDAH Volunteer Coordinator

Acceptance Email:

Hi [Name],

Great news! We're excited to have you join our volunteer team. Here's what happens next...

[Include next steps, orientation dates, contact person]

Welcome to LDAH!

Deleting Applications

Expand the application

2. Click the red "**Delete**" button

Confirm deletion

Application is permanently removed

5. **Note:** Only delete spam or duplicate applications

Application Management Workflow

Recommended Process:

1. Daily Review

- Check for new applications
- Mark as "In Review"
- Add initial note with review date

2. Within 48 Hours

- Send confirmation email
- Review application details
- Check availability match

3. Within 1 Week

- Conduct phone screening or interview
- Update status (Approved/Declined/On Hold)
- Add detailed notes

4. After Decision

- Send outcome email
- If approved: Send onboarding information
- If declined: Send kind rejection with encouragement
- Update admin notes with final outcome

Best Practices

General Guidelines

Content Management:

- Update content regularly (weekly check recommended)
- Remove outdated information promptly
- Keep descriptions current and accurate
- Maintain consistent tone and style

Organization:

- Use logical order numbers (10, 20, 30 instead of 1, 2, 3)
- Group related items together
- Review and reorganize quarterly

Images:

- Use high-quality, relevant images
- Optimize file size (under 500KB ideal)
- Ensure images are appropriate and professional
- Test how images look on mobile devices

Security Best Practices

1. Password Protection

- Never share admin password
- Change password if compromised
- Log out when finished

2. Data Privacy

- Treat volunteer applications confidentially
- Do not share personal information
- Follow data retention policies

3. Regular Backups

- Firebase automatically backs up data
- Periodically export important information
- Document major changes

Mobile Management

The admin panel works on tablets and smartphones:

- All features are touch-friendly
- Forms are optimized for mobile input
- Review applications on the go
- Make quick status updates from anywhere

Troubleshooting

Common Issues and Solutions

Problem: Changes aren't saving

- **Check:** Internet connection
- **Try:** Refresh the page and try again
- **Solution:** Ensure all required fields are filled

Problem: Images won't upload

- **Check:** File size (should be under 5MB)
- **Check:** File format (JPG or PNG only)
- **Try:** Compress the image using online tools
- **Try:** Different image file

Problem: Can't delete an item

- **Reason:** May be referenced elsewhere
- **Try:** Remove references first
- **Contact:** Technical support if persists

Problem: Events not showing on website

- **Check:** Event dates (start and end)
- **Check:** "Always Post" setting
- **Check:** Order number is set
- **Verify:** Event is saved properly

Problem: FAQ items out of order

- **Solution:** Adjust order numbers
- **Remember:** Lower numbers appear first
- **Tip:** Use increments of 10 for flexibility

Problem: Application emails not working

- **Check:** Default email client is configured
- **Alternative:** Copy email address manually
- **Solution:** Use webmail directly

Getting Help

For Technical Issues:

- Document what you were trying to do
- Note any error messages
- Take screenshots if helpful
- Contact your web administrator

For Content Questions:

- Review this guide
- Check existing examples
- Ask communications team
- Refer to LDAH style guide

Quick Reference Guide

Essential Shortcuts

Action	Steps
Create FAQ	FAQ Items tab → + Create FAQ
Create Event	Events tab → + Create Event
Create Opportunity	Volunteer Opportunities tab → + Create Opportunity
Review Application	Applications tab → Click to expand
Email Applicant	Expand application → ■ Email button
Update Status	Expand application → Click status button
Edit Item	Find item → Click pencil icon
Delete Item	Find item → Click trash icon

Status Color Reference

Color	Meaning	Context
■ Blue	Always Posted / New	Events, Opportunities, Applications
■ Green	Active / Approved	Events, Opportunities, Applications
■ Yellow	Scheduled / In Review	Events, Applications
■ Red	Expired / Declined	Events, Applications
■ Gray	On Hold	Applications

Required Fields Checklist

FAQ Items:

- ✓ Question
- ✓ Answer

- ✓ Category
- ✓ Order

Events:

- ✓ Title
- ✓ Description
- ✓ Location
- ✓ Event Date
- ✓ Start Time
- ✓ Order

Volunteer Opportunities:

- ✓ Title
- ✓ Description
- ✓ Order

Appendix

Recommended Order Number Schemes

FAQ Categories:

```
10 - Getting Started
20 - Special Education
30 - Resources
40 - Programs
50 - Events & Workshops
```

FAQ Items (within each category):

```
10 - Most common question
20 - Second most common
30 - Third most common
... and so on
```

Events:

```
10 - Highest priority / Featured event
20 - Second priority
30 - Regular events
```

Sample Content Examples

FAQ Example:

```
Question: How can LDAH help my family?
Answer: LDAH provides free information, training, and advocacy
support for families of children with learning disabilities. We
can help you understand your rights, navigate the special
education system, and connect with resources. Contact us at
(808) 532-5364 to learn more.
Link Text: Contact Us
Link URL: https://yoursite.com/contact.html
```

Event Example:

```
Title: Monthly Parent Support Group
Description: Join other parents for an informal discussion about
raising children with learning disabilities. Share experiences,
learn strategies, and build community. Light refreshments provided.
Location: LDAH Honolulu Office
Event Date: 2024-12-15
```


Start Time: 6:00 PM
End Time: 7:30 PM
Always Post: YES (for recurring events)

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For Questions: Contact LDAH Web Administrator

This guide is designed to help LDAH administrators effectively manage the website's content management system. Keep this document accessible for reference and training purposes.