Barrett/Airworks

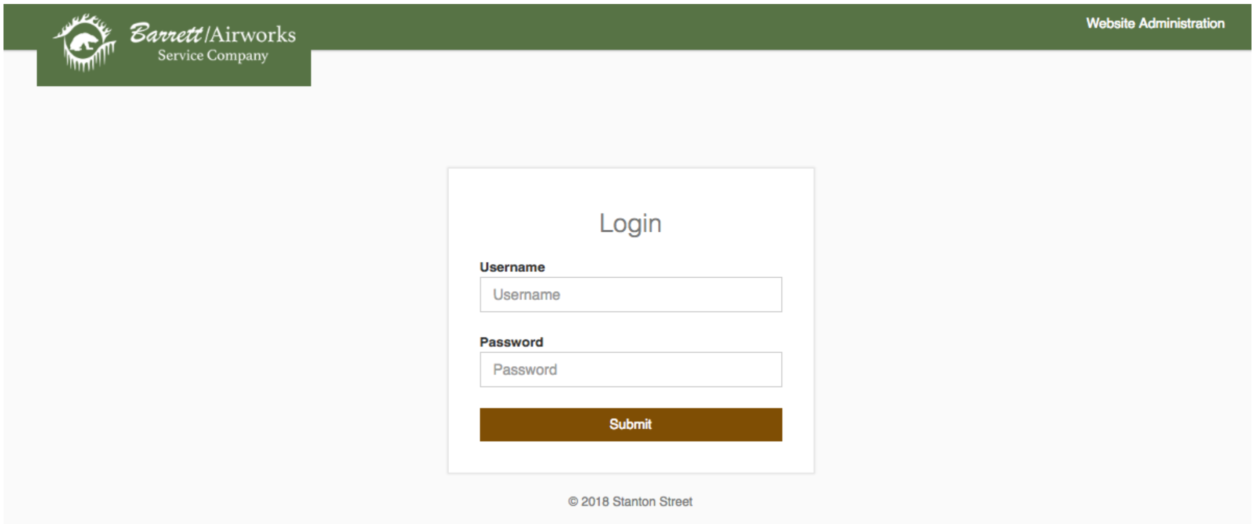
Service Company

Admin User Manual

ver.0618

Administrative Login

The image below shows the *Login Window*:



To get here, visit:

To log in to the Administrative Panel:

1. Enter your Username*: ______________________________

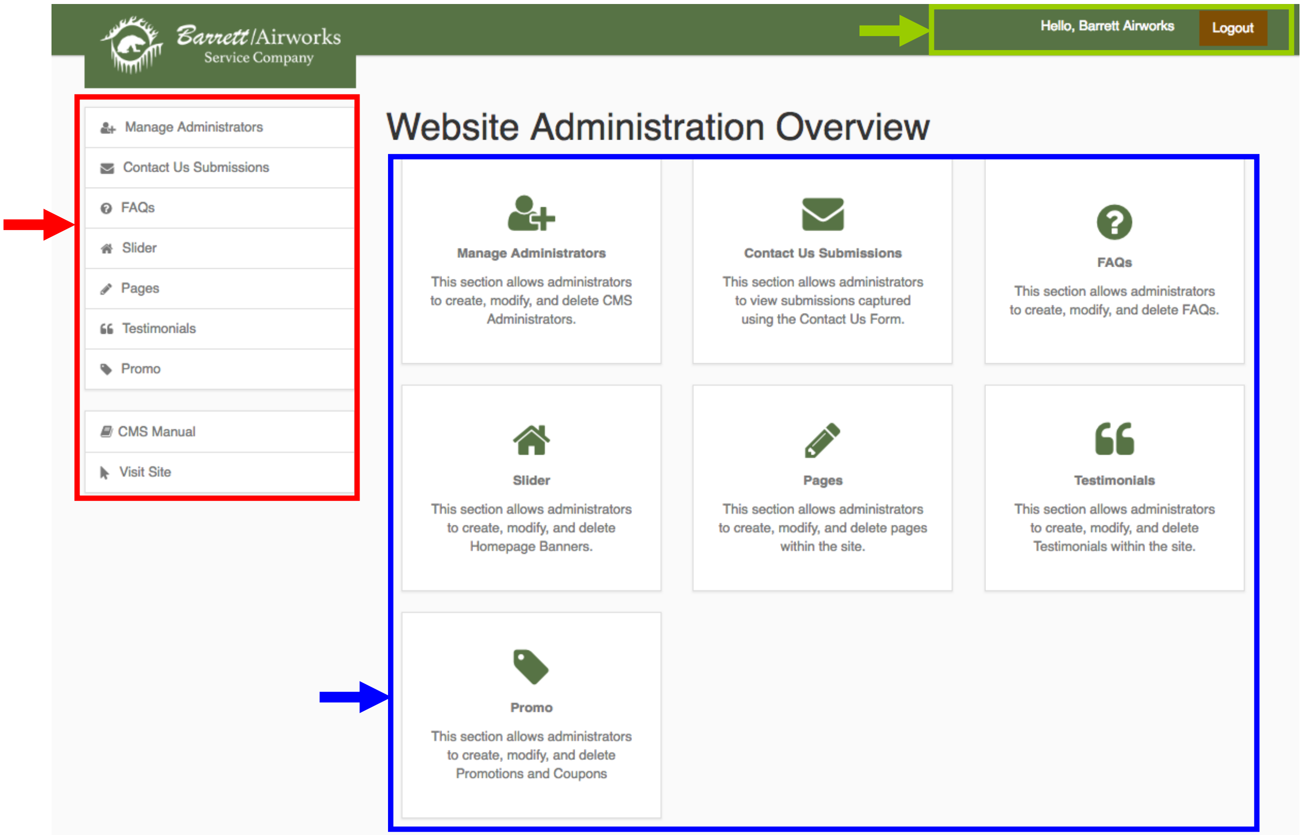
2. Enter your Password*: ______________________________

3. Click the "Submit" button.

<u>*** Please keep this information confidential**</u>

Administrative Main Page

The image below displays the *Administrative Main Page*.



Modules

On the left side, you see the main menu, which contains all installed modules (**red arrow**). Modules are the segments of the admin system that allow you to edit a designated section of the website.

Website Administration Overview

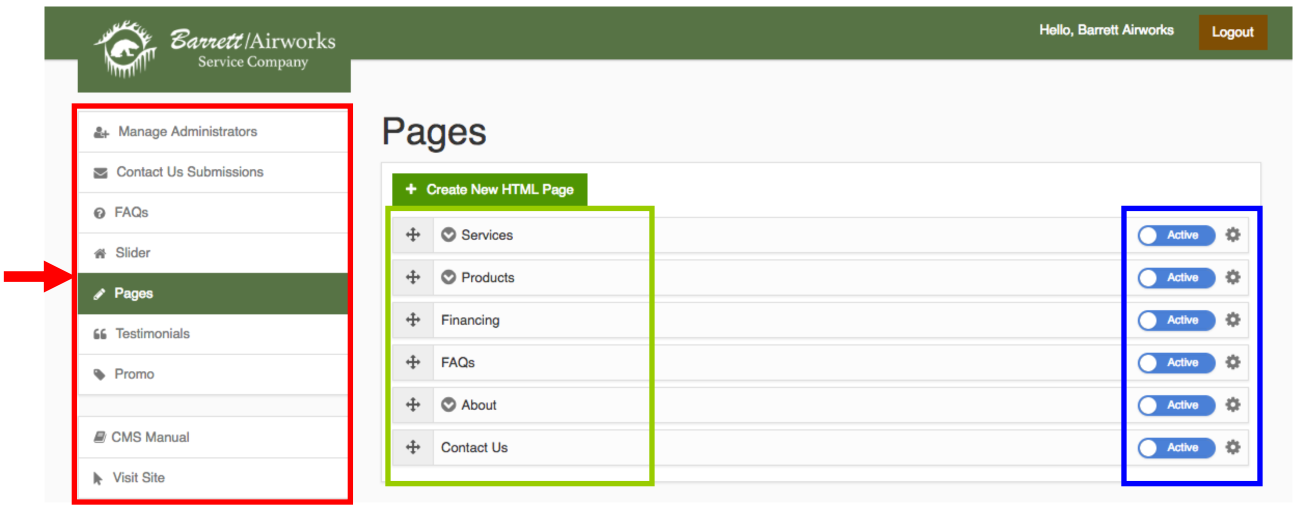
The Website Administration Overview list displays all existing modules and what can be done within each section (**blue arrow**).

IMPORTANT: When you're done with the admin (Content Management System), we recommend logging out (**green arrow**). This makes sure that no one can reopen the editor page and continue editing on your behalf, especially on shared computers.

Item Overview

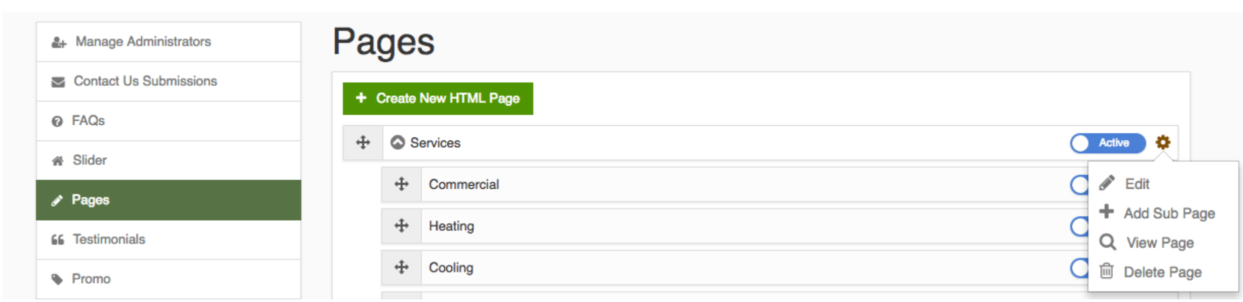
The Item Overview is the first screen you see when you select a module from the module list. It is divided into three areas: Main Menu, Item List and Module Functions.

- The **Main Menu** (**red**) displays the currently active module highlighted in dark blue.
- The **Item List** (**green**), showing all existing categories and items in this module.
- The **Module Functions** (**blue**) allow operations like hiding and activating pages within the selected module.



Key Functions

Key functions are used repeatedly in many or all administrative modules such as: Active/Disabled, Edit, Add, View, and Delete.



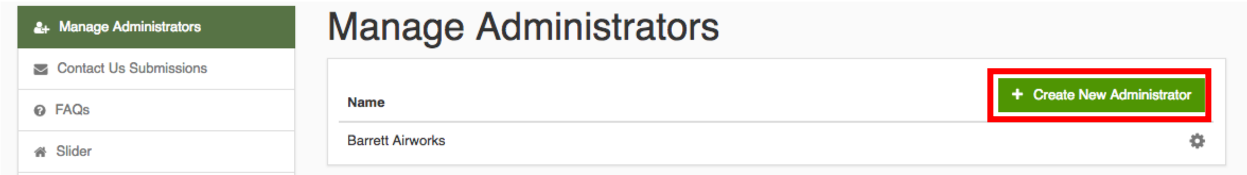
NOTE: Some of the most basic functions, like adding or deleting items may not available in some instances. This is typically a requirement of the website. Deleting a key item may void the function of the associated display page. This exemplifies the need for individual module functions and explains why not every key function is included in every module.

Manage Administrators

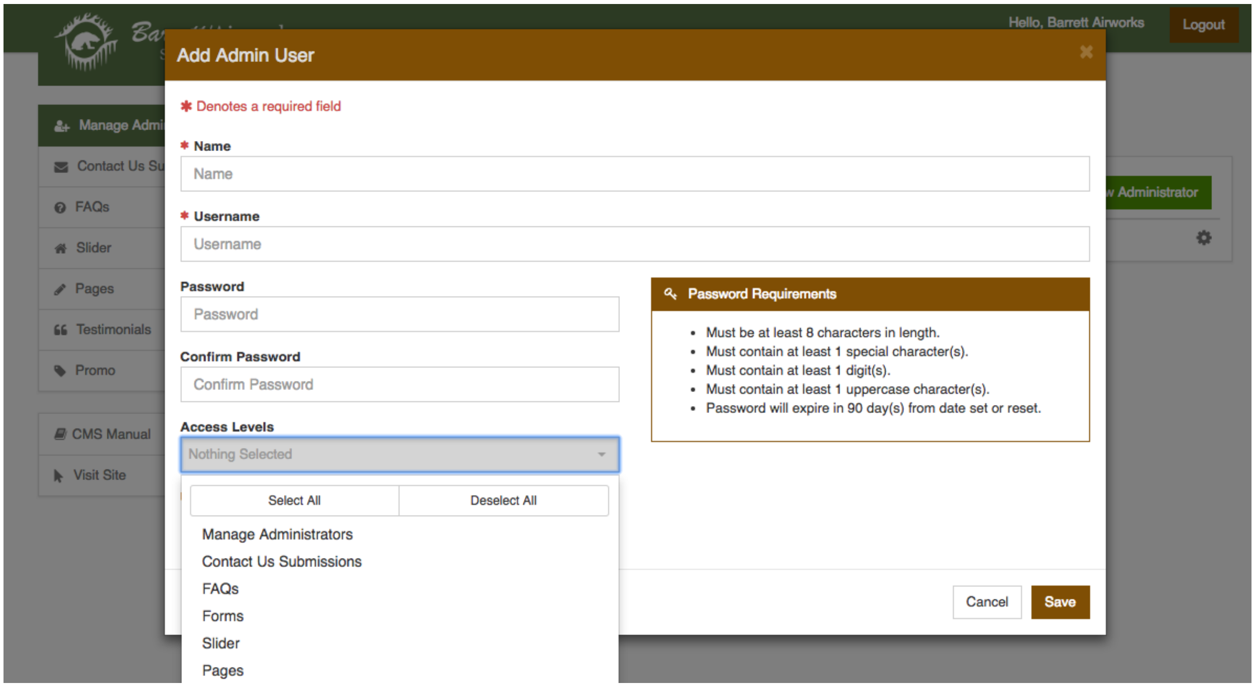
The Manage Administrators module allows Ysleta admins to manage new and existing profiles of individuals who have access to the content management system.

Add a New User

To add a new user, select the green "+ Create New Administrator" button (**red box**).



A new dialog box will pop up. Fill out the required fields and assign the access levels for that specific person, then click "Save."



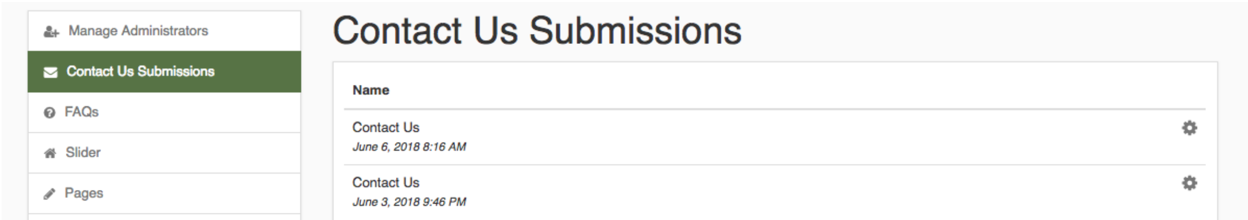
Edit an Existing User

Click the gear icon (**blue box**) related to the user who needs editing. The Edit Admin User form will appear allowing for modifications.

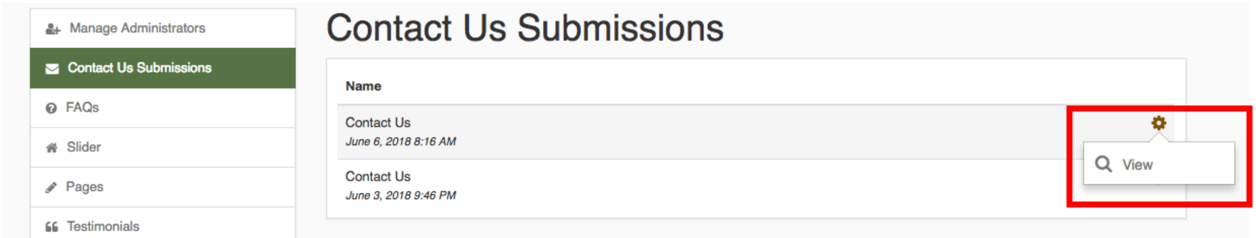

Manage Administrators
Contact Us Submissions
FAQs
Slider
Pages
Manage Administrators
Create New Administrator
Name
Barrett Airworks
Edit

Contact Us Submissions

The Contact Us module houses a duplicate copy of every form submitted through the website:

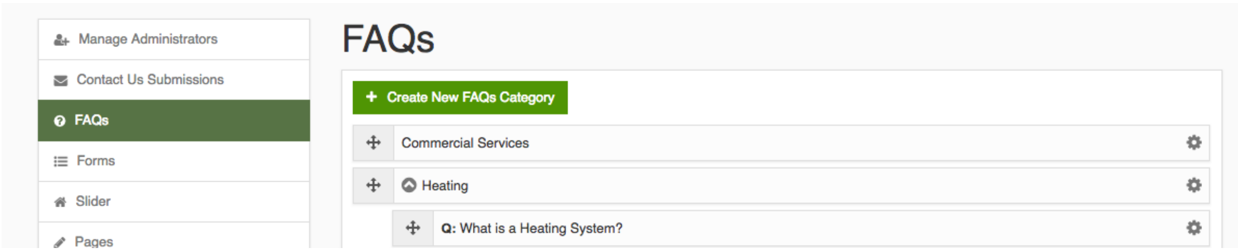


To view a submission, click the gear icon and select "view" (**red box**):

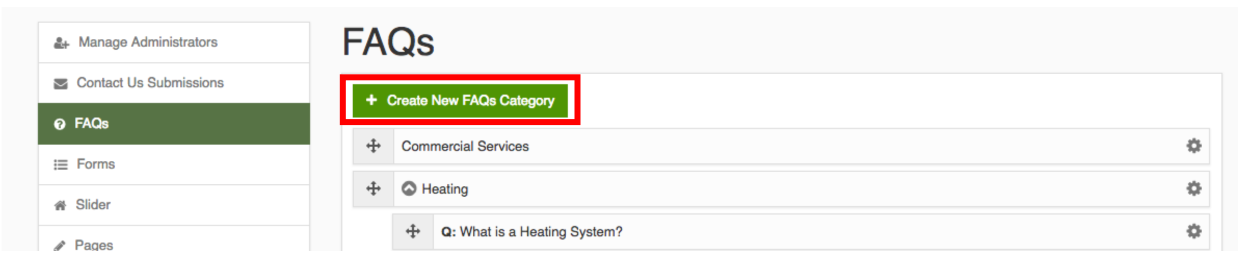


FAQs

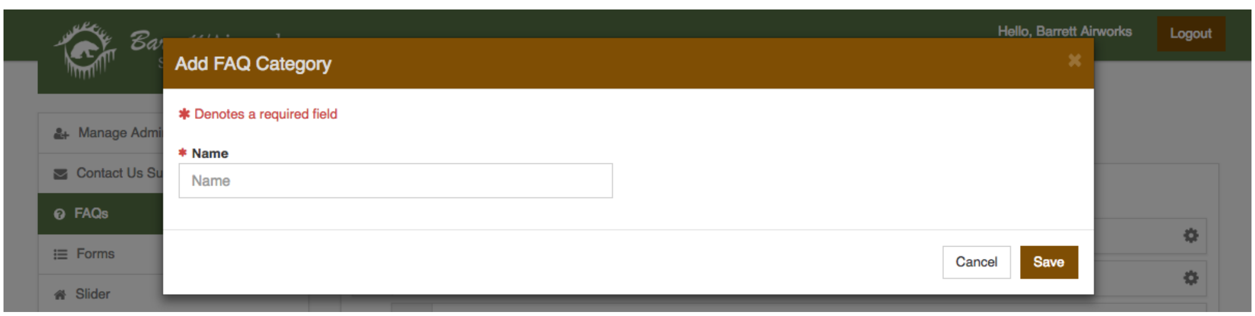
The FAQs module contains the questions and answers sorted by category:



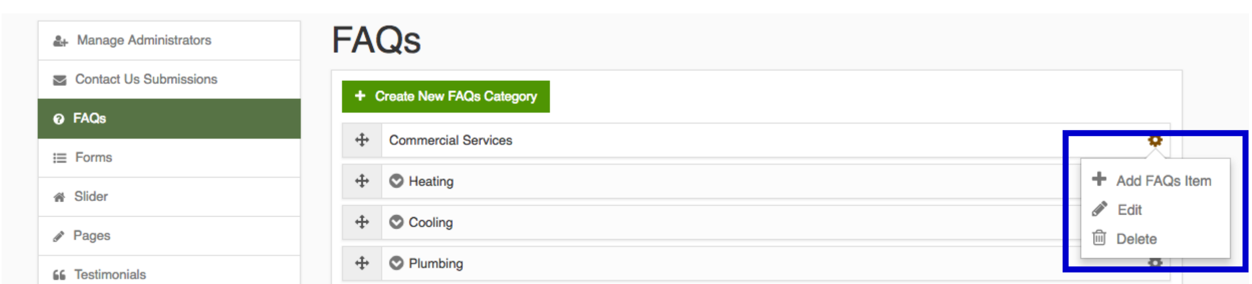
Create a new Category by clicking the "Create New FAQs Category" button (**red box**).



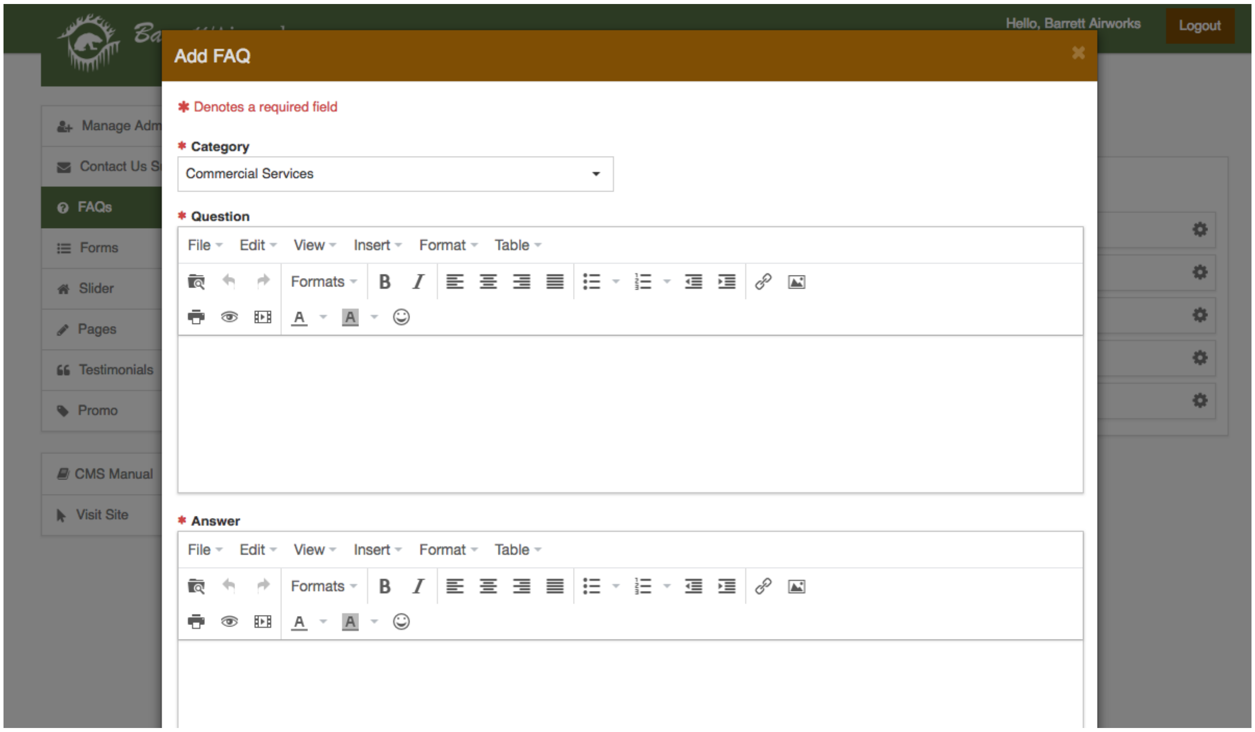
Fill out the new name and click "Save":



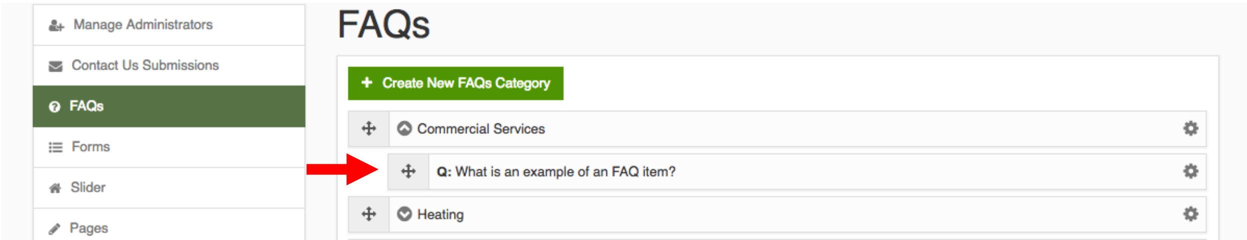
To add a new FAQ item within a category, select the corresponding gear icon and click "Add FAQs Item" (**blue box**):



The Add FAQ form will appear. Fill out the required fields and click “Save”:

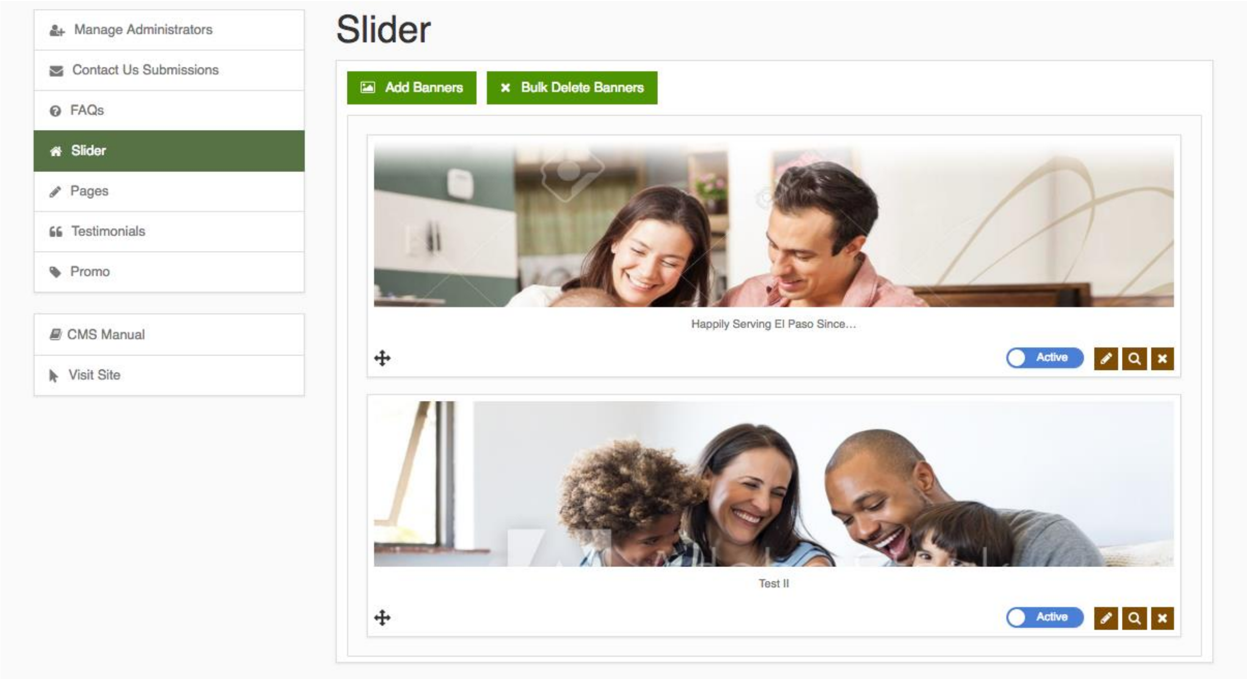


The new FAQ item will display under the category it was created in (**red arrow**):



Slider

The Slider module manages the banners that appear on the top portion of the homepage.

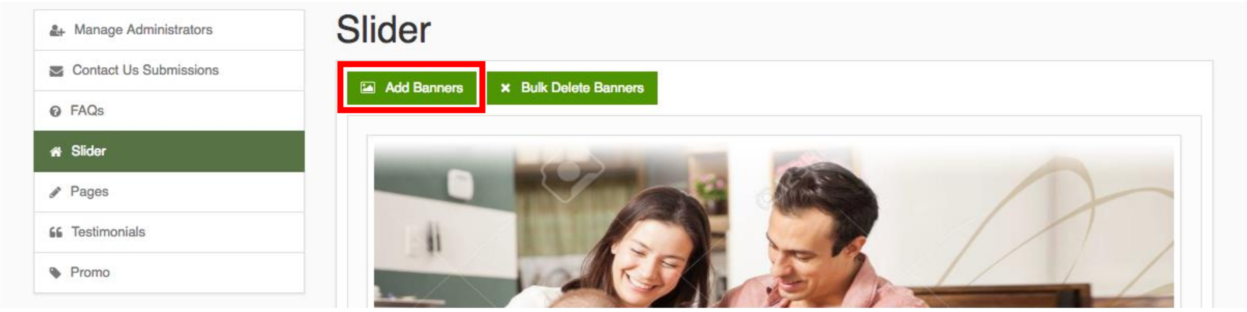


Prior to uploading banners to the site, be sure your content meets the following specifications:

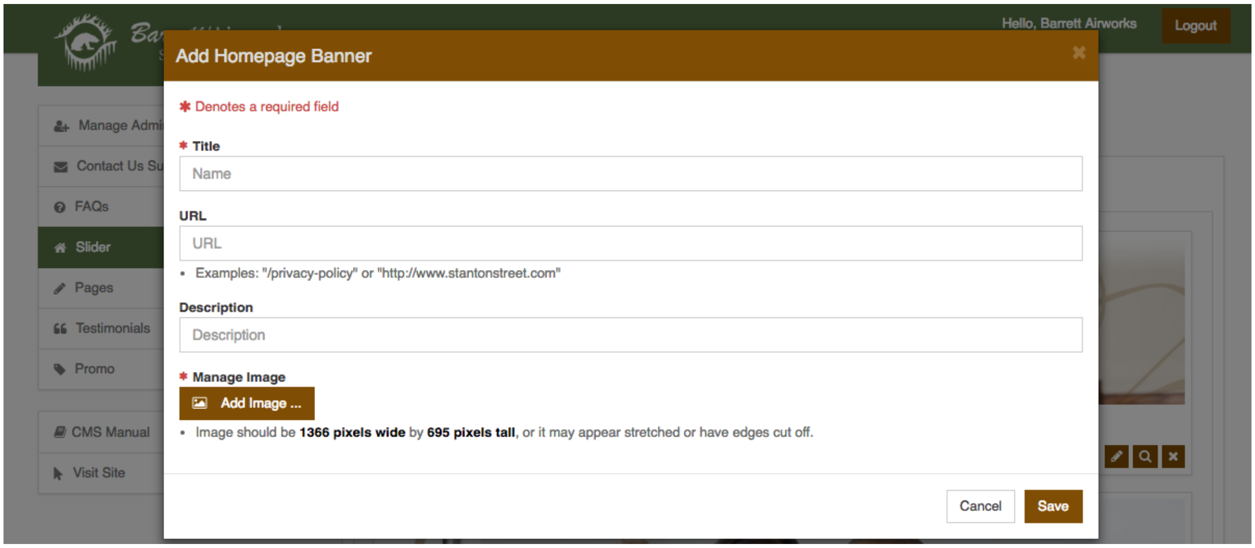
- Title – title of the banner for organizational purposes
- URL – the page the banner will link to
- Description – this text will display in the white box of each banner
- Dimensions* - 1366 x 695 pixels

Add Banners

To Add a banner, click the "Add Banners" button (**red box**):

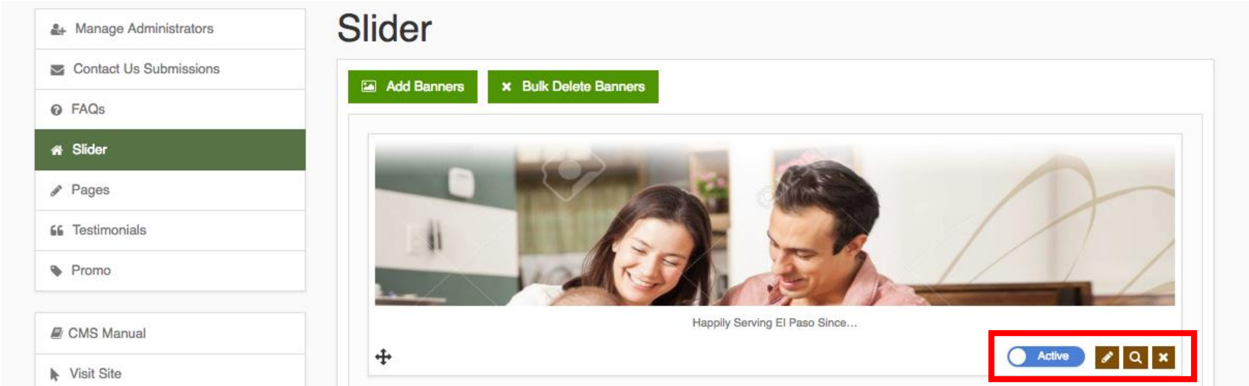


A dialog box will appear for banner details and file upload. Fill out the required fields and click "Save."



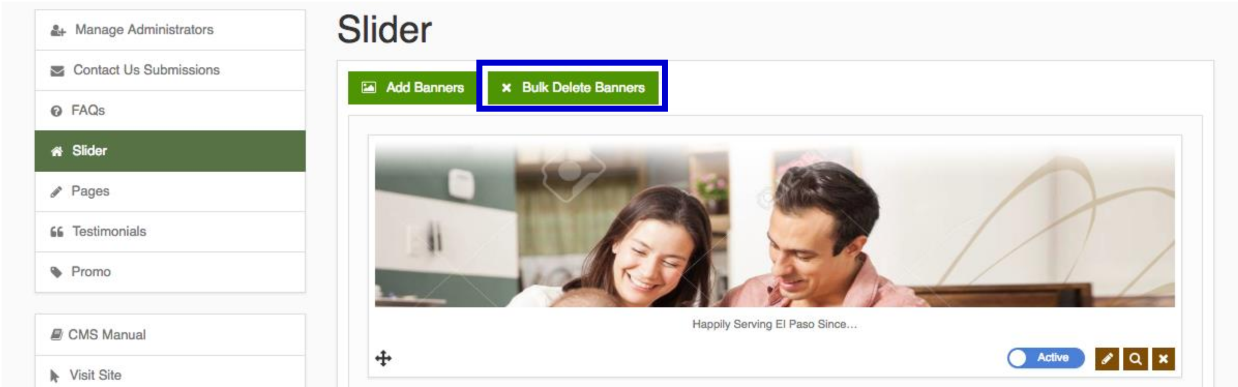
Manage Existing Banners

To manage existing banners, use the tools located on the bottom right of every uploaded banner (**red box**) to activate/deactivate, edit, view or delete.

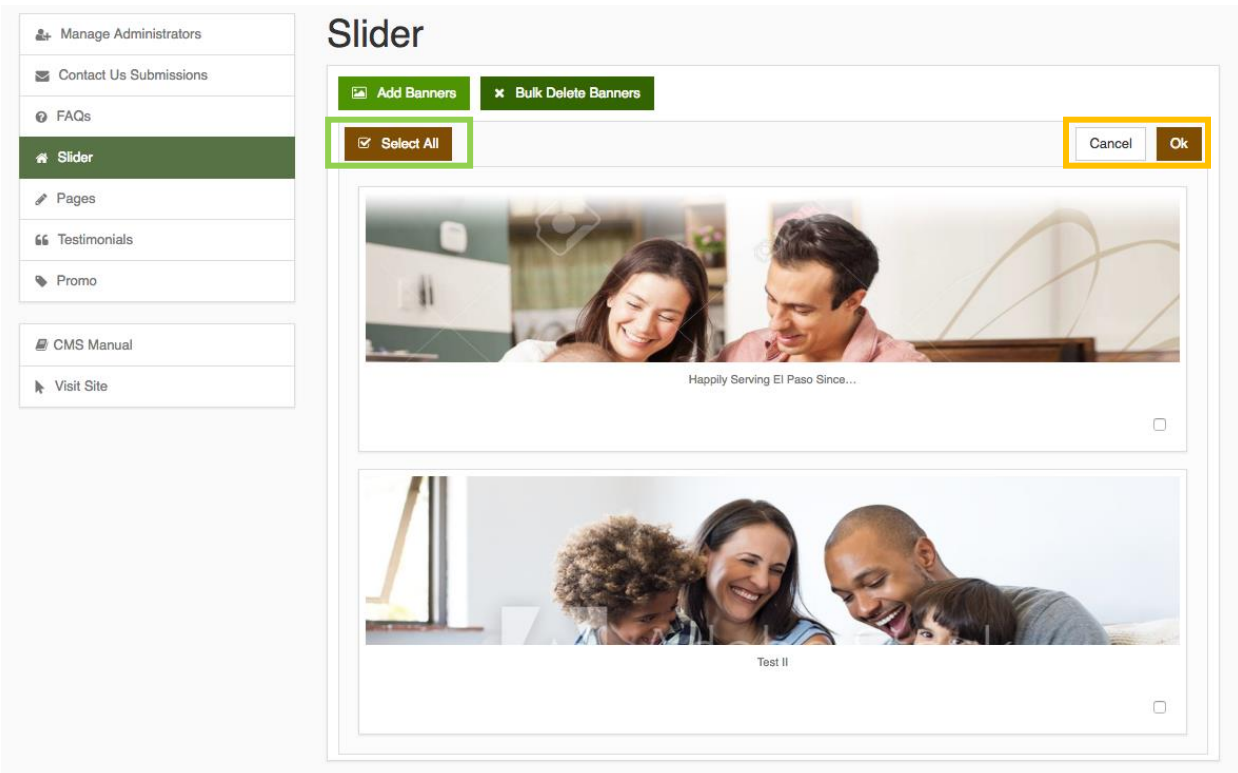


Bulk Delete Banners

Banners can also be deleted in bulk by selecting the "Bulk Delete Banners" button (**blue box**).

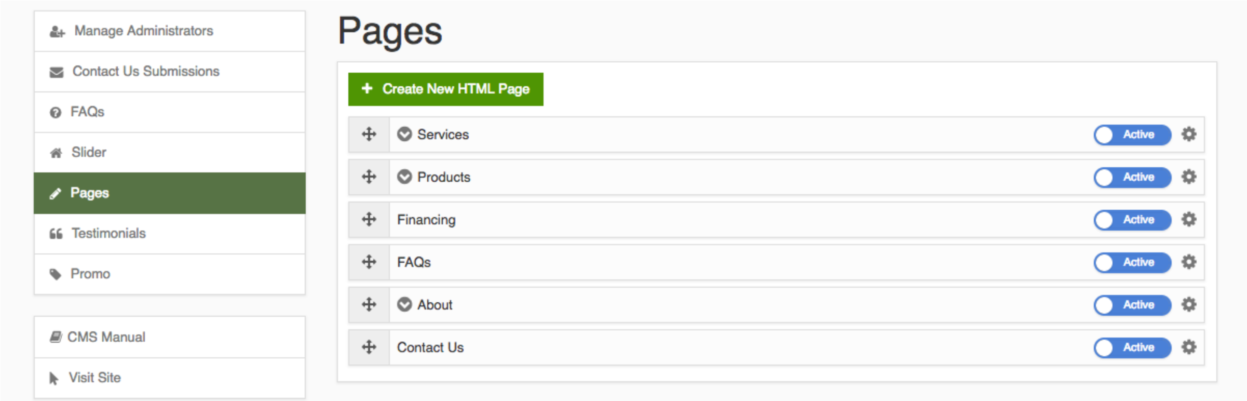


Once active, select all (**green box**), then click “Ok” or “Cancel” (**orange box**) if you wish to return to the banner view.



Pages

The Pages module is essentially the navigational portion of the website. Here, the main pages of the site can be managed.

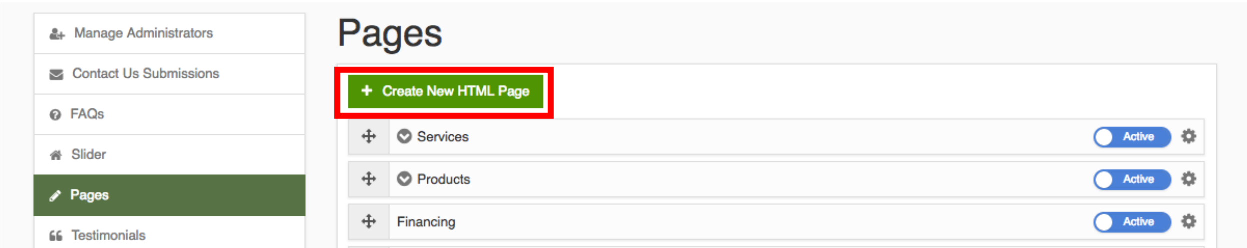


In preparing content to display in the subpage sections of the site, we recommend that the photos and data for a specific project are prepared first.

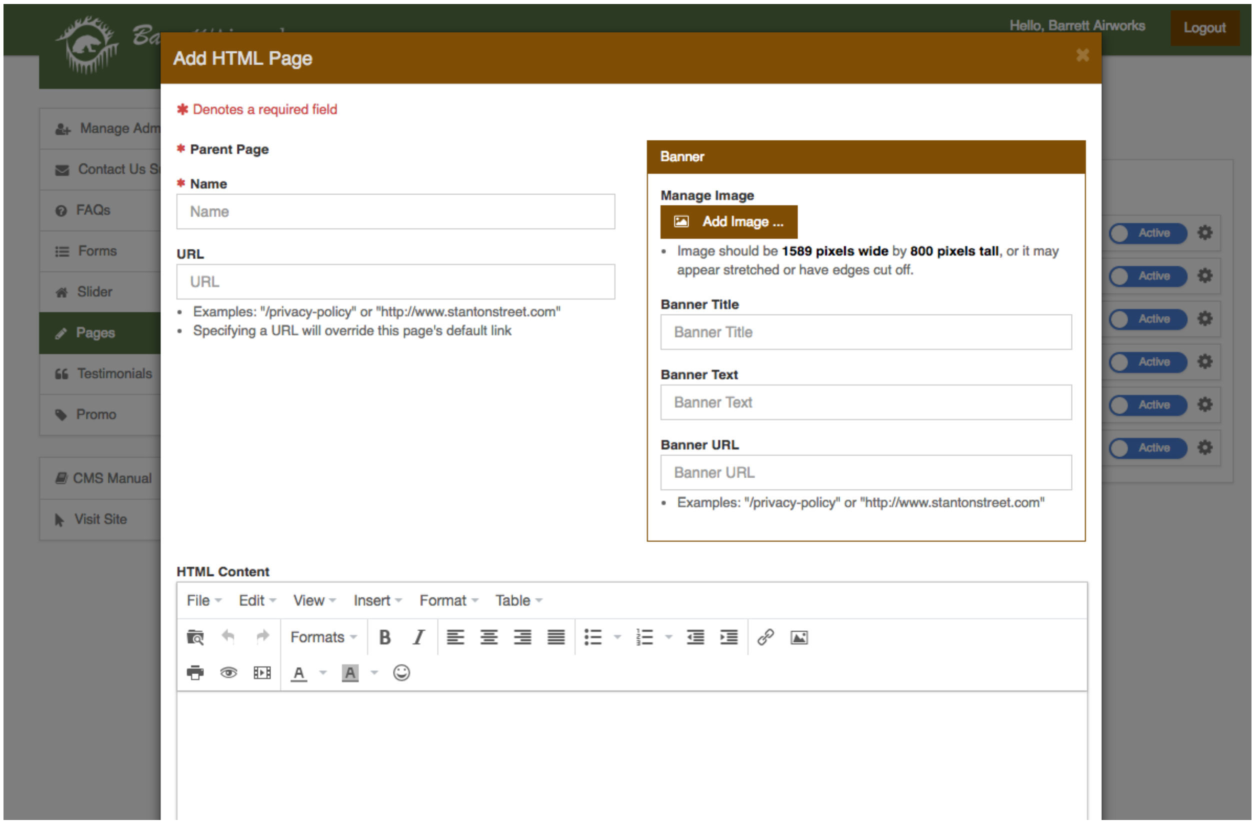
- Parent Page* – this determines if the new page is standalone or lives under a main category
- Name* – the title of the page
- URL – if the page has an override, add the url in this field.
- Banner – if there is a subpage banner, upload the image here
    - Dimensions – 1589 x 800 pixels
    - Banner Title - title of the banner for organizational purposes
    - Text - Information about the banner for organizational purposes
    - URL - the page the banner will link to
- HTML Content – the content for the body of the page

<u>Create a New HTML Page</u>

Click the "Create a New HTML Page" button (**red box**):

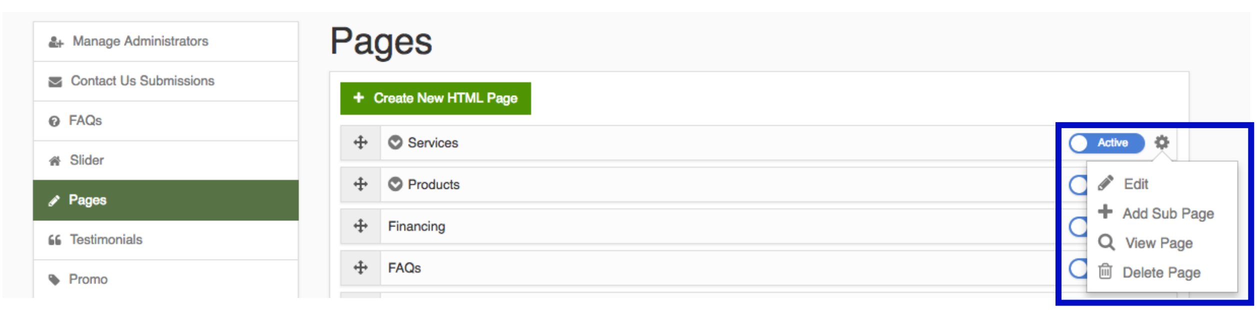


A form will display. Fill out the required fields and click "Save":



Managing Pages

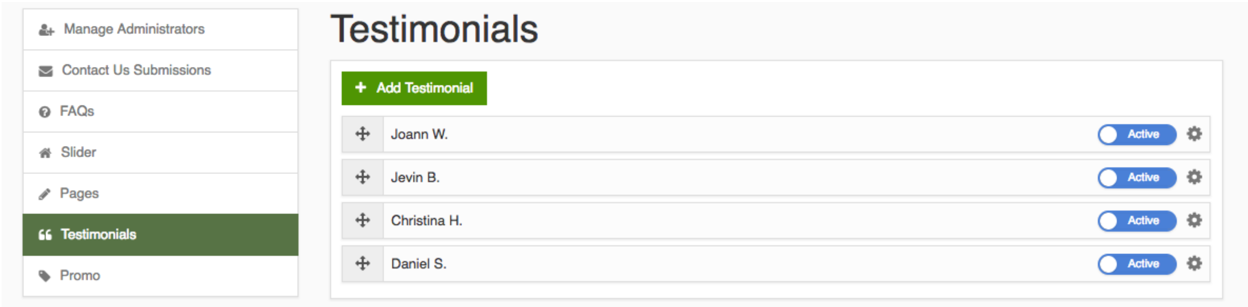
To Edit, Add, View or Delete a page, click the corresponding gear icon (**blue box**):



NOTE: The pages tied to the website's structure cannot be hidden or deleted. If this were possible, the site would break.

Testimonials

The Testimonials module contains the Google Reviews that cycle through on the homepage:



In preparing content to display in the testimonial section, we recommend that this information is gathered prior to logging into the CMS:

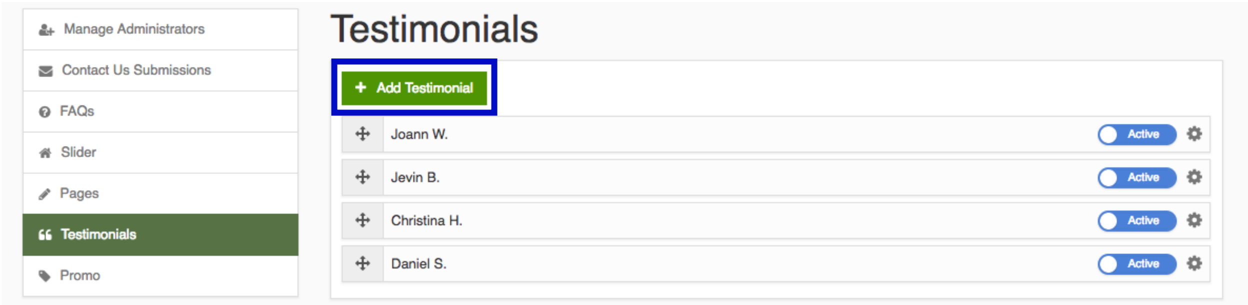
- Name – First name, last name initial of the reviewer
- Star Rating – how many stars did they give you
- Testimonial – enter their full testimonial here

<u>Manage an Existing Testimonial</u>

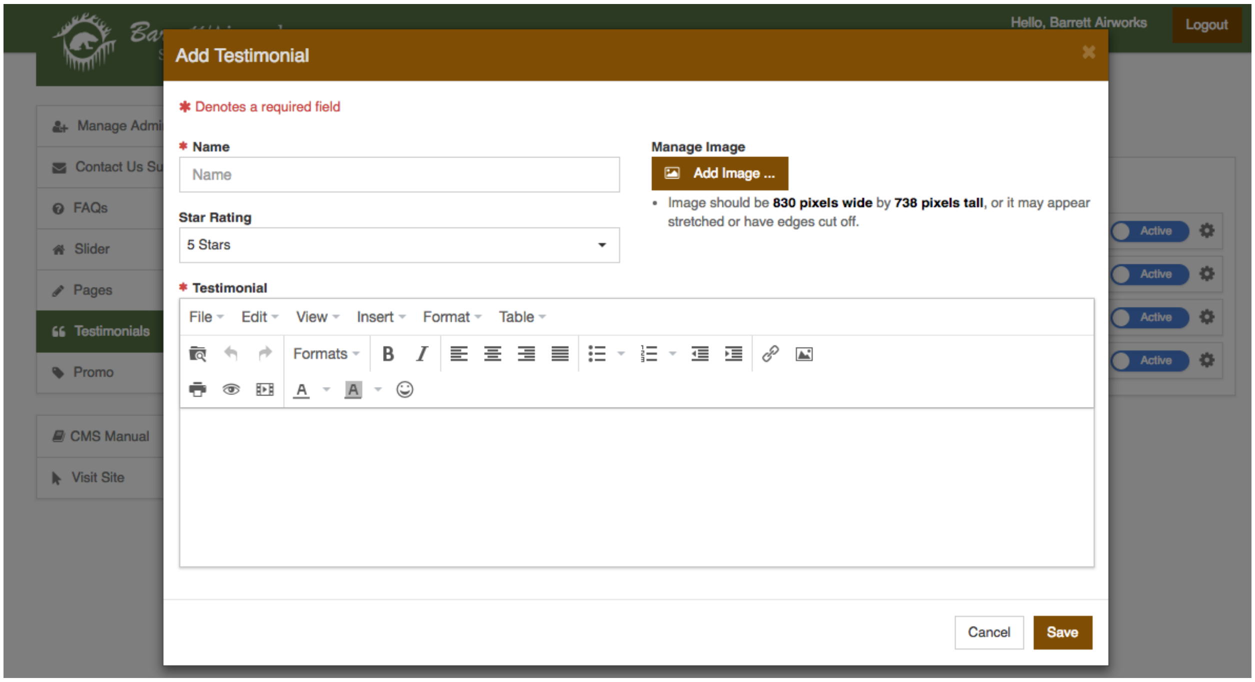
Click the gear that corresponds with the testimonial that you would like to edit (**red box**):

<u>Add a Testimonial</u>

Click "Add Testimonial" (**blue box**):

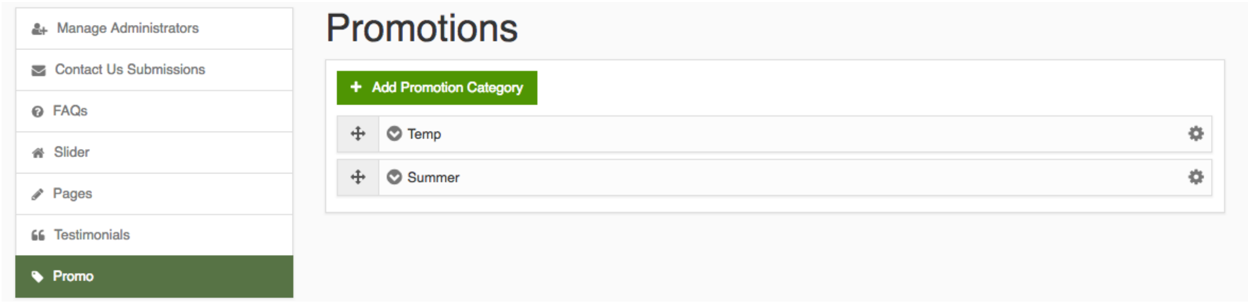


The Add Testimonial form will appear. Fill out the required items and click “Save”:



Promo

The Promo module contains the promos that display underneath the sliders on the homepage.

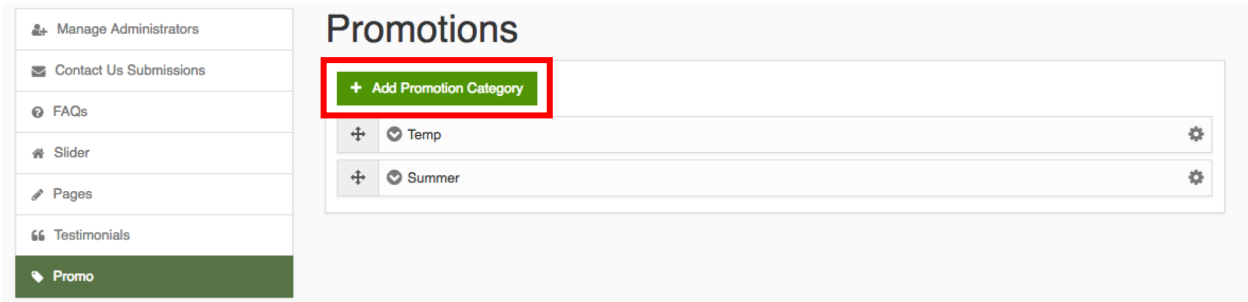


Prior to creating a new promo, we recommend having the following prepared prior to logging into the CMS:

- Title – title of the promo
- Category – what category will this fall under?
- Discount/Savings – the amount the user will save
- Description – a brief description of the promo
- URL – the url of the page the promo will link to
- Image Dimensions – 243 x 173 pixels, png format
- Date – date it was entered into the CMS
- Start Date – start date of actual promotion
- Expiration Date/Time – expiration date/time of promotion

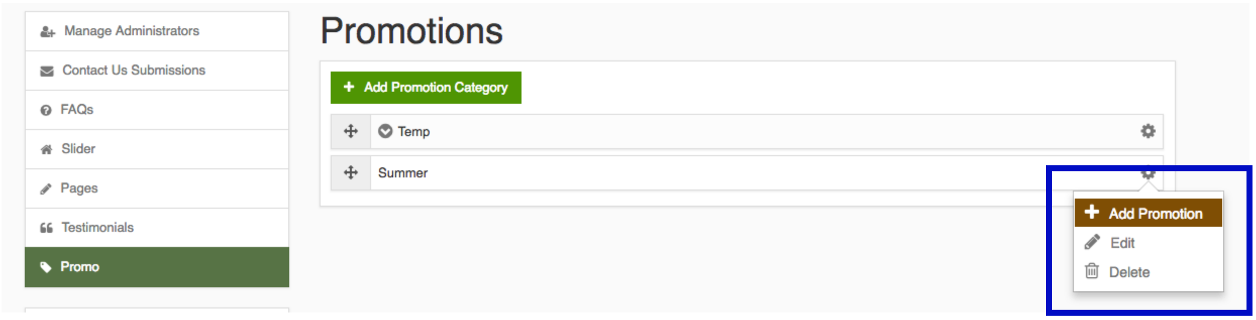
Create a New Category

Creating categories helps admins keep track of what types of promotions are saved in the CMS. To create a new one, click "Add Promotion Category" (**red box**):

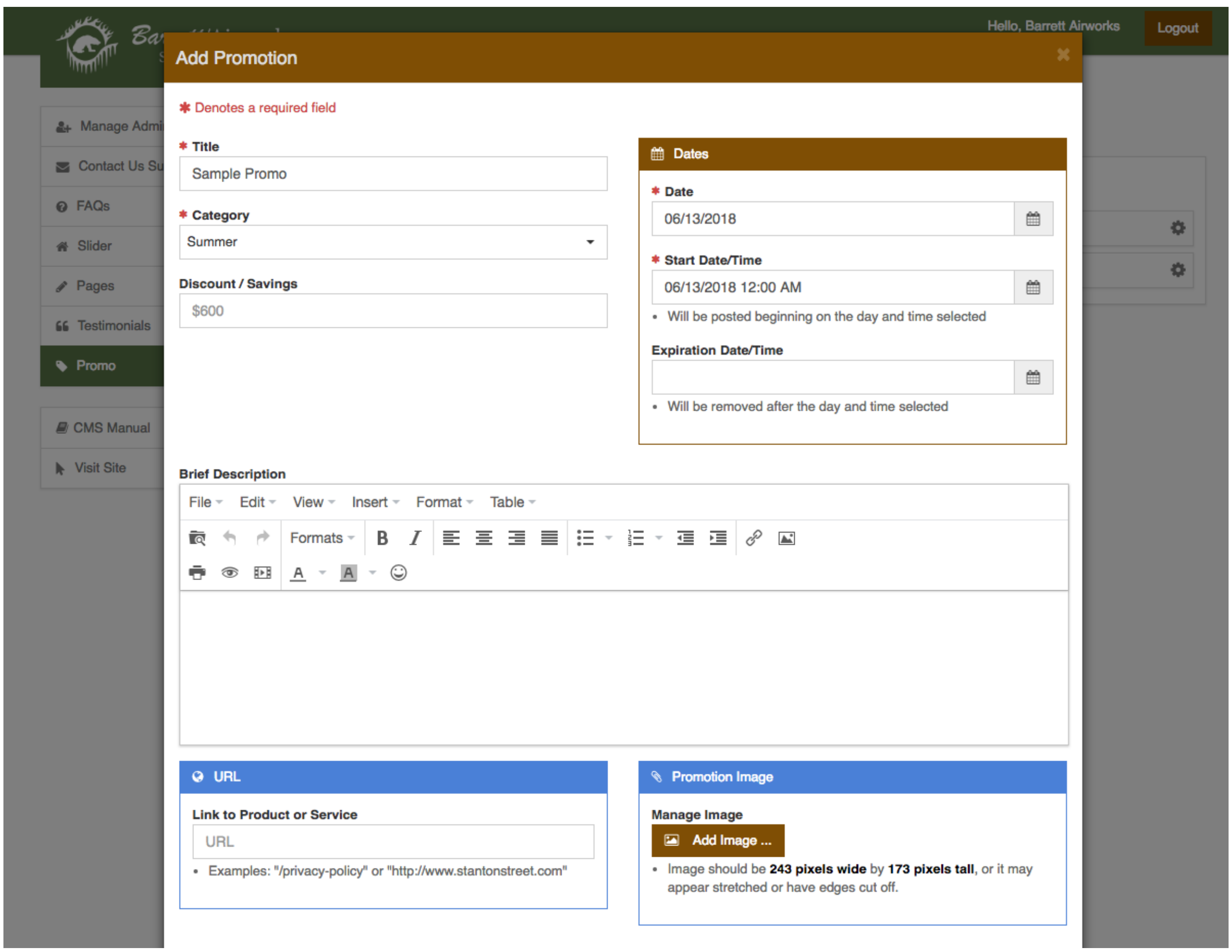


Add a New Promotion

Click the gear of the corresponding category to create an ad (**blue box**):



The Add Promotion form will appear. Fill out the required items and click “Save”:



NOTE: Only one promo can be active at a time

Submit a Ticket/Support Helpdesk

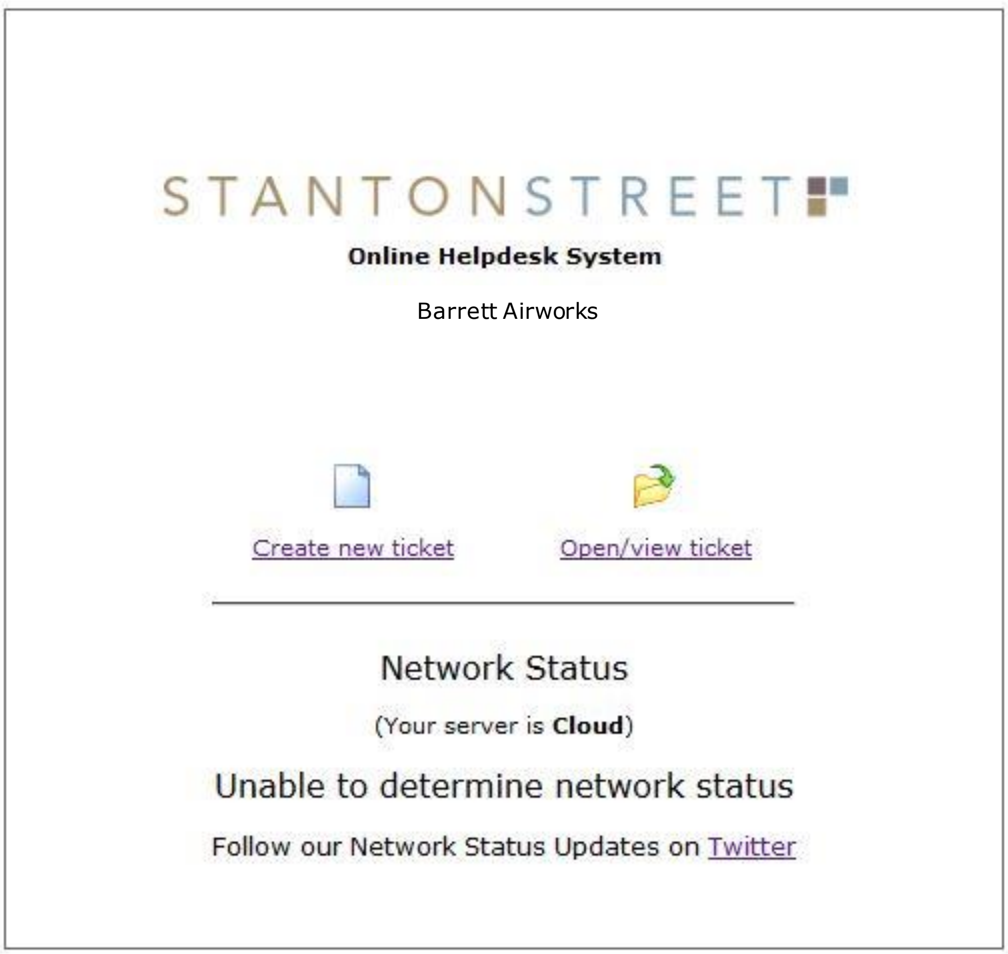
The Submit a Ticket entry is a link from the CMS to the Stanton Street Ticketing System to request technical assistance or to report problems.

The Helpdesk is reserved for items that are not editable through the CMS or when areas of the site are not functioning properly. While our system reports tickets to us 24/7, after-hours support is typically limited to outages and critical service failures. Support for forgotten passwords and other requests at that level are usually limited to regular business hours.

Support/Helpdesk ticket time is deducted from monthly maintenance time as agreed upon in the final approved proposal of your project.

Submitting a Request

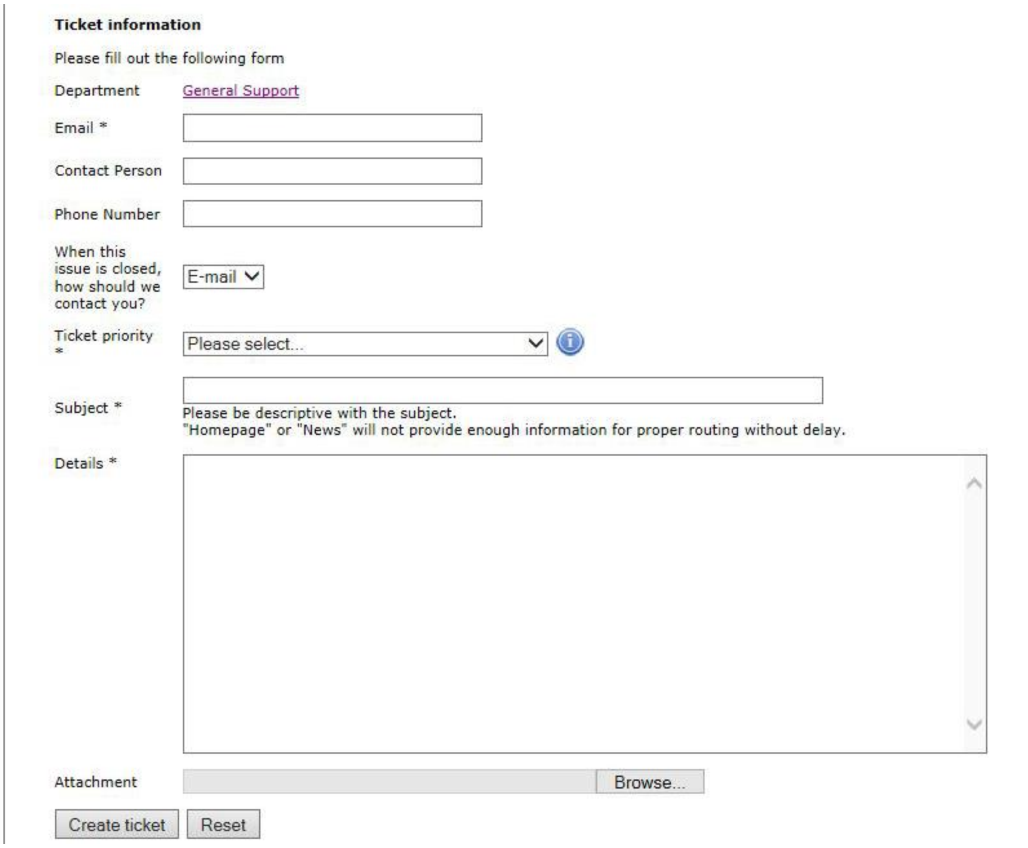
After logging in, you can submit your requests online by following the prompts and filling out required fields. If you're creating a new ticket, click on "Create new ticket." To open or view an existing ticket, click on "Open/view ticket."



When creating a new ticket, click “General Support” then “Next >”.

Fill out the form in its entirety to best explain the situation. Attach screenshots and include the browser name and version if possible. Please note the required form fields indicated with an asterisk (*). When completed, click on “Create Ticket.”

All communication related to your request takes place via the ticket itself and the email address entered when ticket was created is where responses will go.


Ticket information

Please fill out the following form

Department General Support

Email *

Contact Person

Phone Number

When this issue is closed, how should we contact you? E-mail

Ticket priority * Please select...

Subject *
Please be descriptive with the subject.
"Homepage" or "News" will not provide enough information for proper routing without delay.

Details *

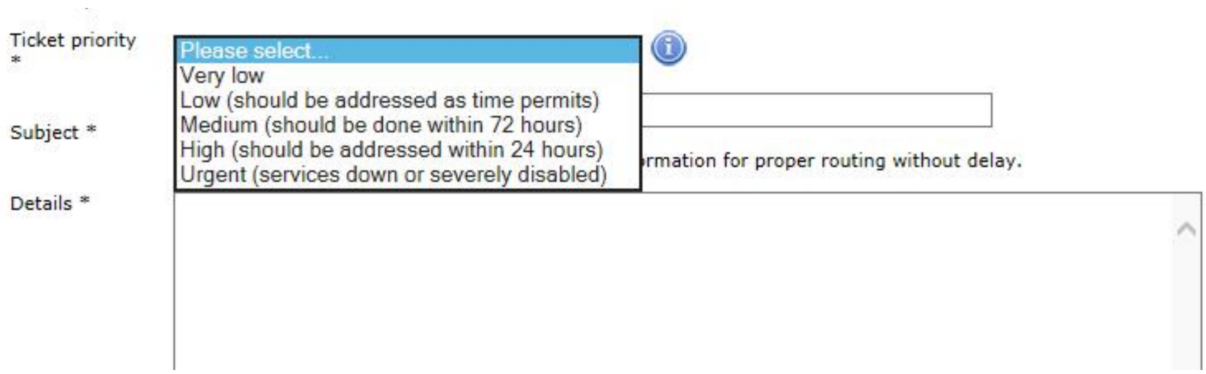
Attachment Browse...

Create ticket Reset

Here are some additional tips that will help us expedite your ticket:

1. Ticket Priority

- When selecting a ticket priority, please keep in mind that we have several requests that are processed daily. We do our very best to turn tickets around within a reasonable time and ask that our clients help us out with realistic priority levels.



2. Subject Line

- Include your company name and subject of ticket. For example: "About Us Button Not Working"
- This helps us work more efficiently as we're able to see the subject line and route to the appropriate individual for assistance.

3. Details

- Include the page URL and a description of what is not working.
- If you can include the browser name and version, this will help us diagnose and test much faster.

4. Attachments

- Append an attachment by clicking on the "Browse" button and finding the document, image, etc. you wish to include. This will help us see exactly what is going on.

Should you want to communicate more information after you submit a ticket, you can always select Open/View Open Tickets from the main menu (after logging in) and tell us more in the details box of said ticket.

If you have any questions, feel free to contact your Account Manager at (915) 351-8440.

Google Analytics

The Google Analytics module is actually a shortcut to the Google Analytics login page located at: http://www.google.com/analytics/

Click the "Sign in" button to begin the login process. All questions or inquiries for Google Analytics should be routed to our Internet Marketing Specialist at (915) 351-8440.

1. Enter your Username*: ____

2. Enter your Password*: ____

3. Click the "Log in" button.

<u>*** Please keep this information confidential**</u>