

# Swinburne University of Technology

## Problem Solving with ICT10001.1 (Fall Course)

### Final report Appendix – User Guide

Authored by:

Luong Trac Duc Anh

Nguyen Le Van

Nguyen Tuan Minh

Phan Nhat Minh

Client:

Dr. Le Minh Duc

# User documentation

## Baby Hut

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## 5. Accessing the website

### 5.1. View the website

To view the website, open any browser and put in the search bar the following link:

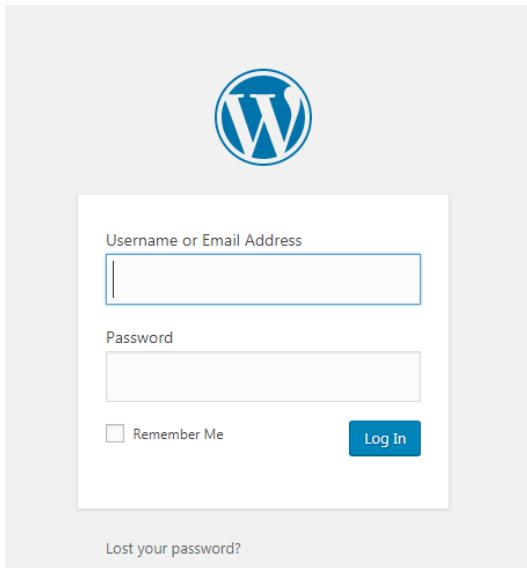
<http://ict08.swin.edu.vn/>

Example (Microsoft Edge):



### 5.2. Login to website admin dashboard

- a. In a browser search bar type (or paste) in the url: <http://ict08.swin.edu.vn/wp-admin/>
- b. Enter the correct username and password provided.

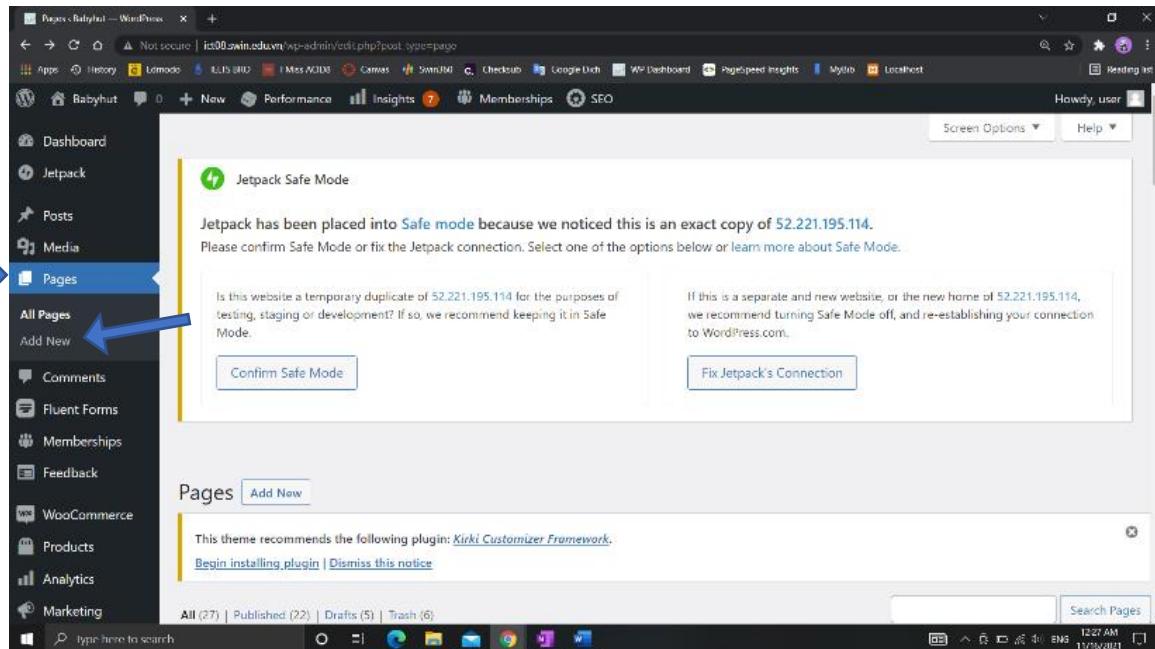


## 6. Managing web pages

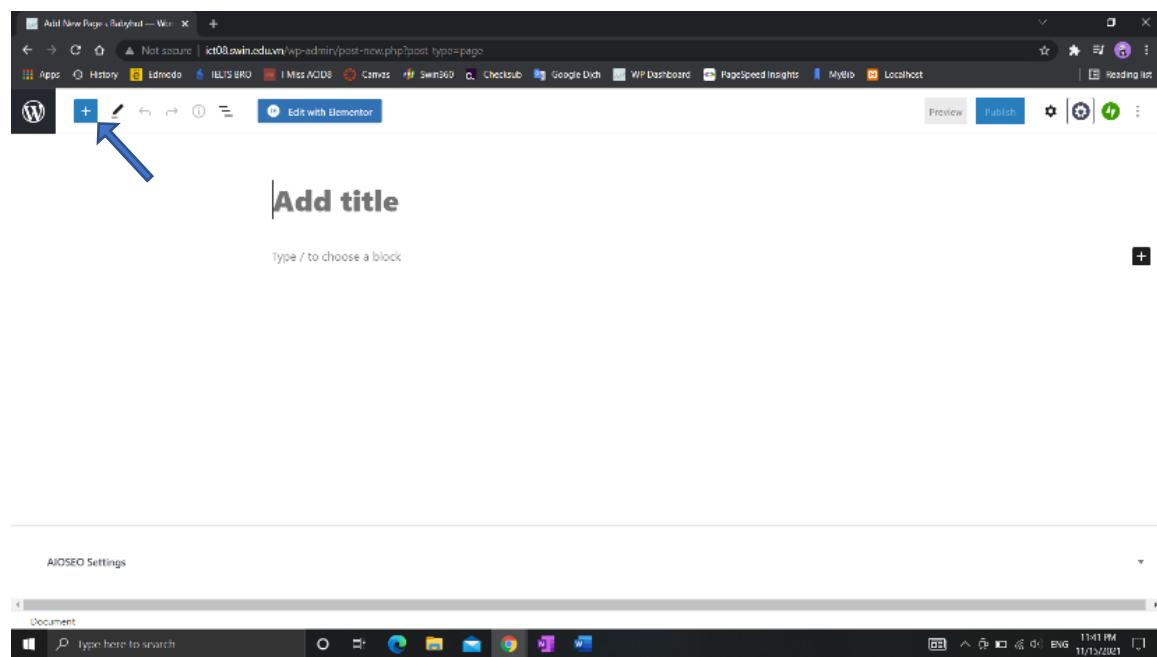
### 6.1. Add new pages

Once you have login successfully, the WordPress Dashboard will appear (example shown below)

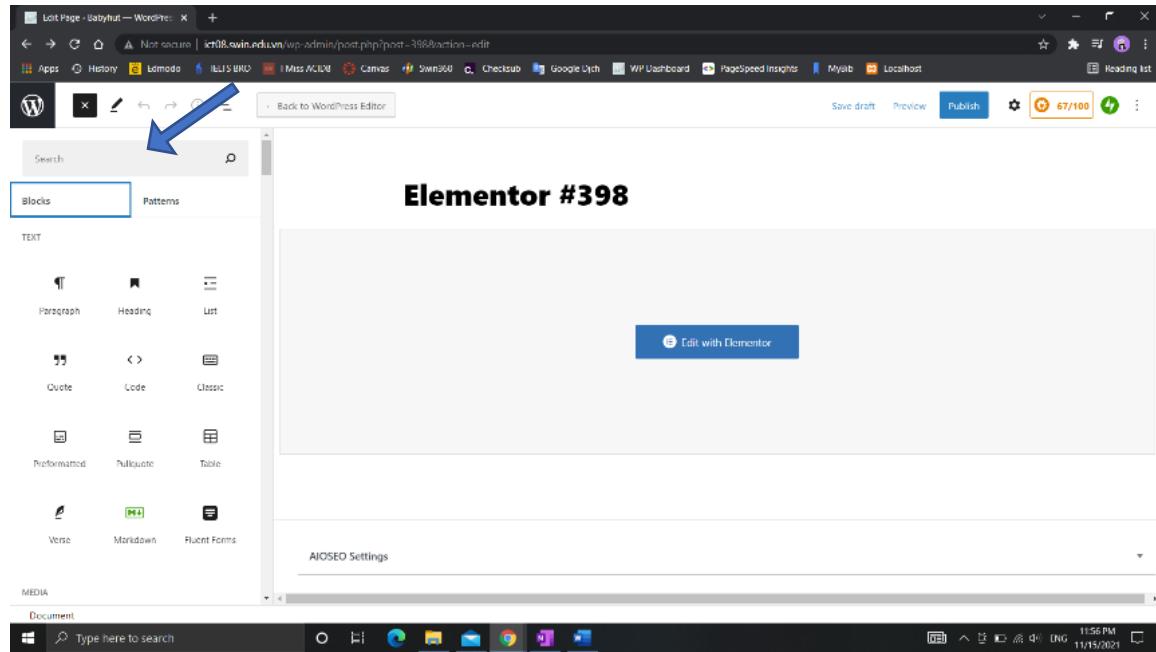
- a. At here, choose the link **Pages** on left hand side menu bar
- b. Select the option **Add New**



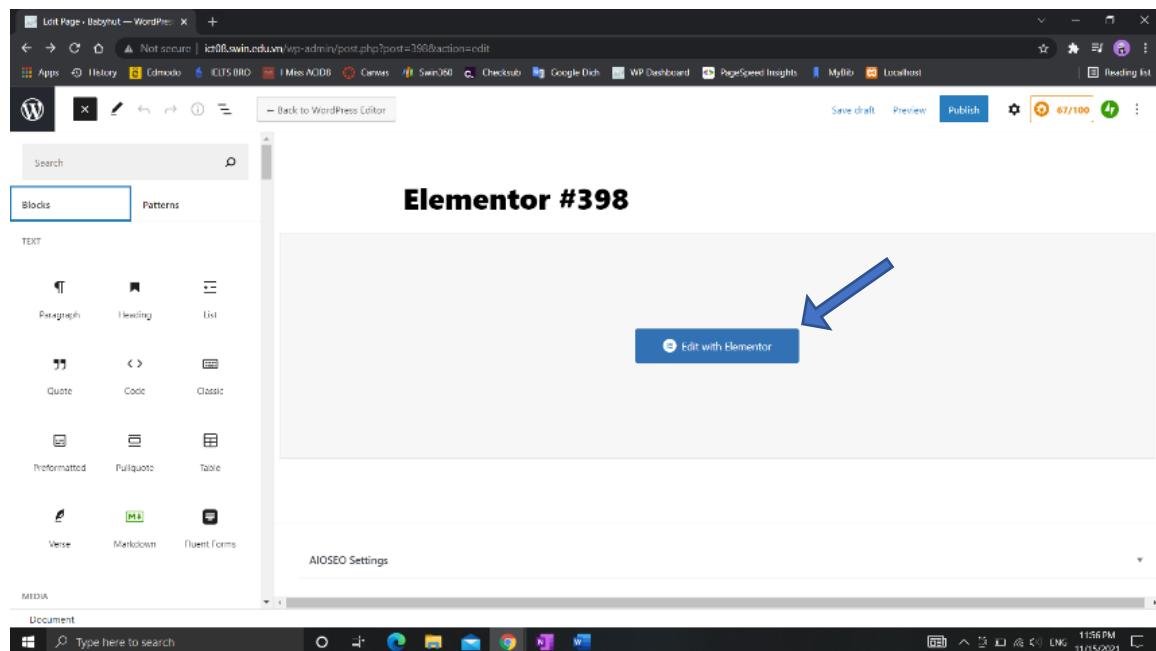
- c. The link will take you to a blank page that have some simple editing options.



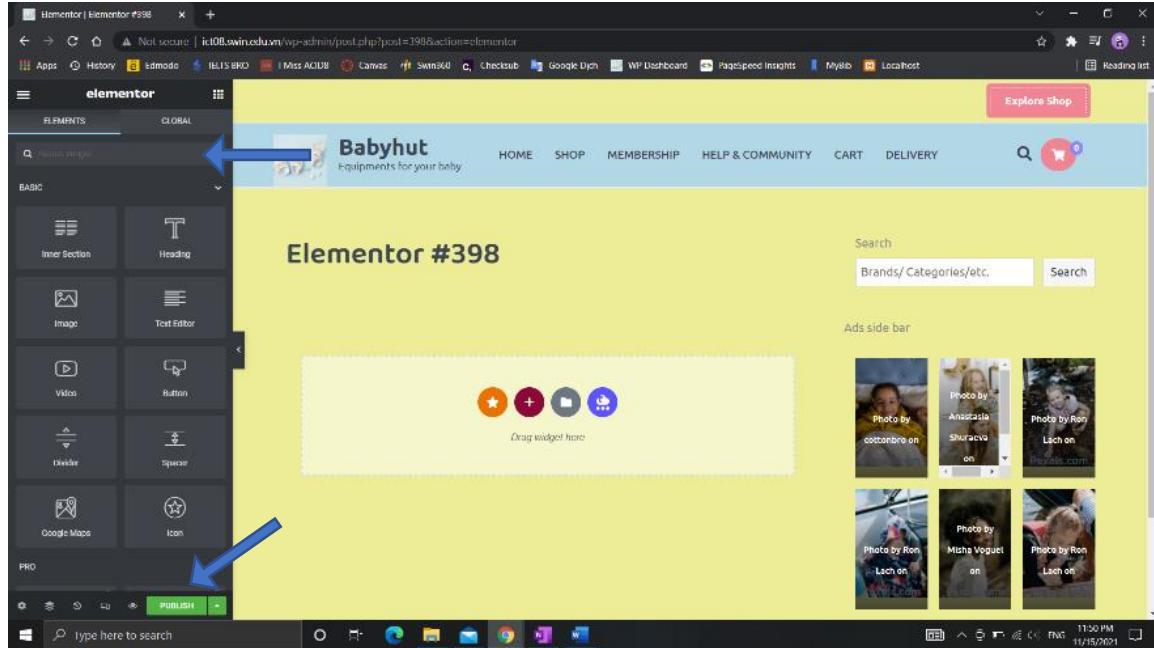
- d. To edit or add any additional blocks, click on the + button on the top left of the page to open the editing menu and drag the components that you desire to the web page.



- e. However, to make the web look polished and well-presented, click the button [Edit with Elementor](#). This is an editor that we have installed through the Elementor plug-in, which include many additional features and designs like Social Media Icons, Live Gallery, Pricing Table, etc.

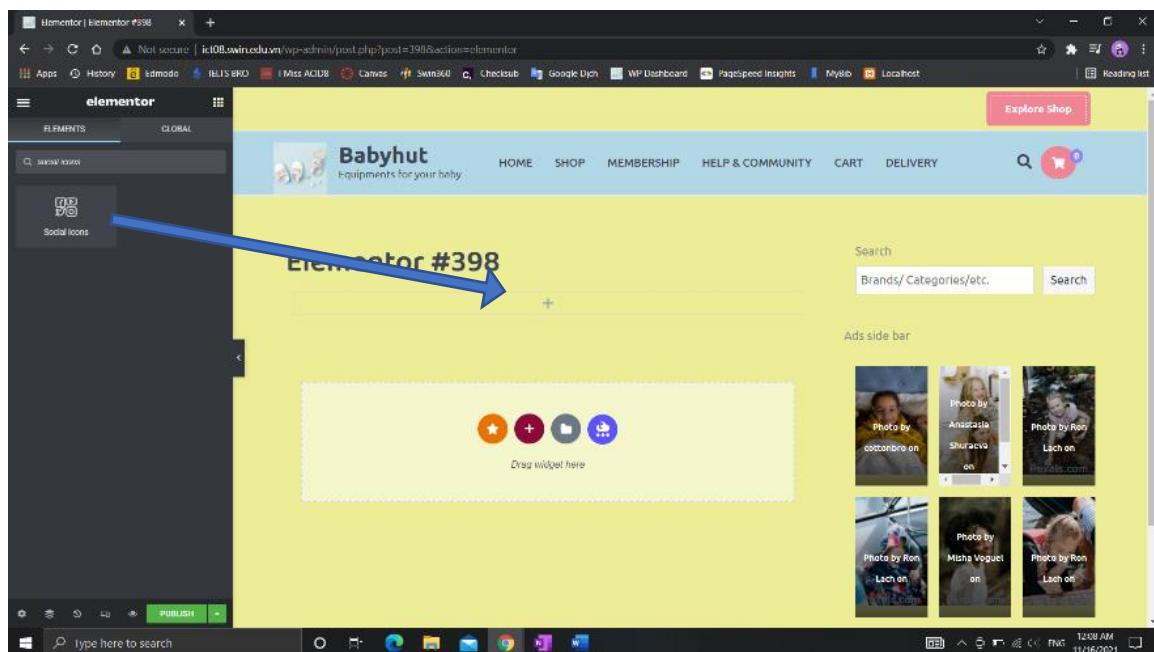


- f. To insert any additional element, simply open the Elementor menu on the left and drag the according icon to the position you wish on the web page.
- g. Remember to click the **Publish** button at the bottom-left of the screen to save your changes.

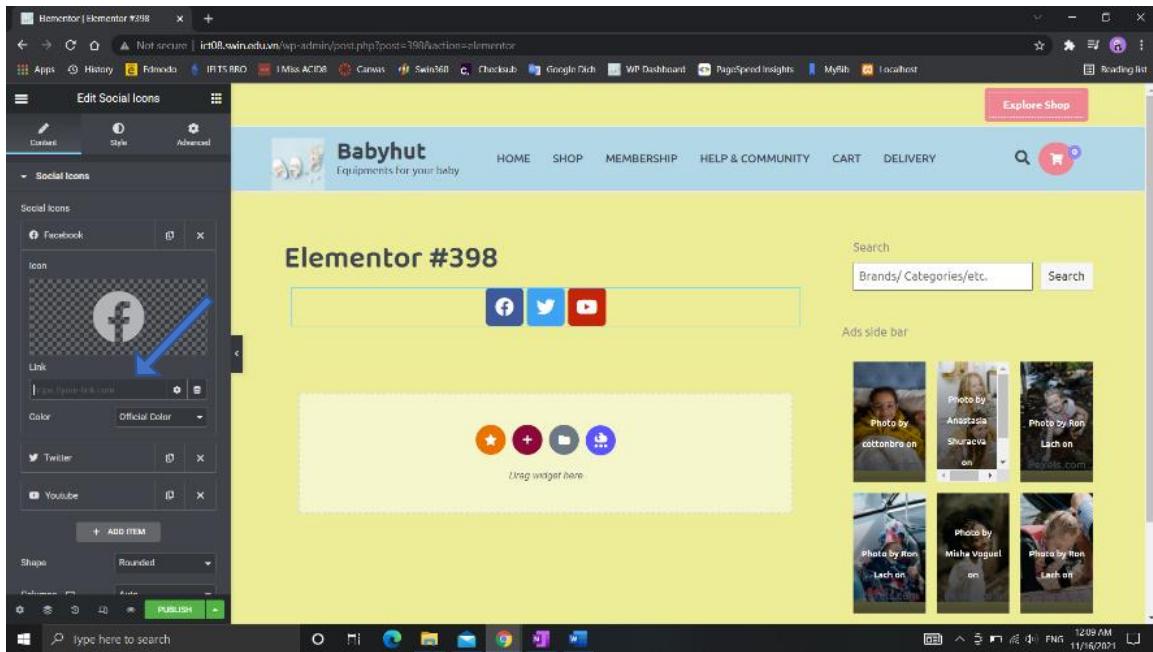


Example:

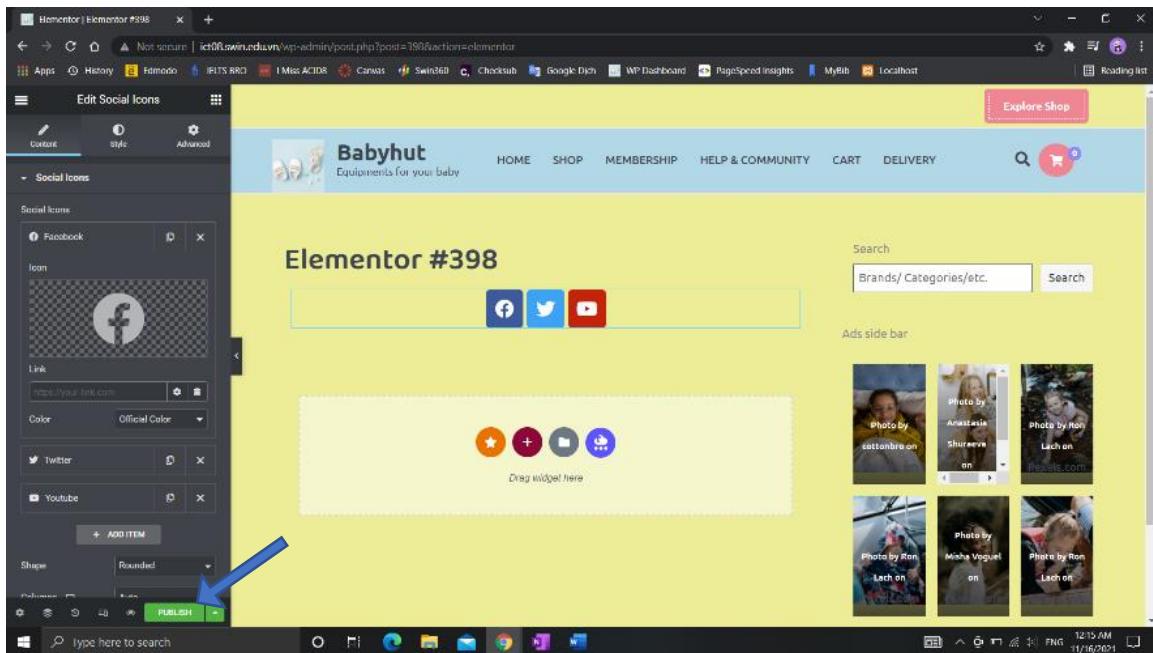
1. Search for the block *Social Icons* and drag them to your new page.



2. Add the social media link and adjust the button position, button size to your wish.

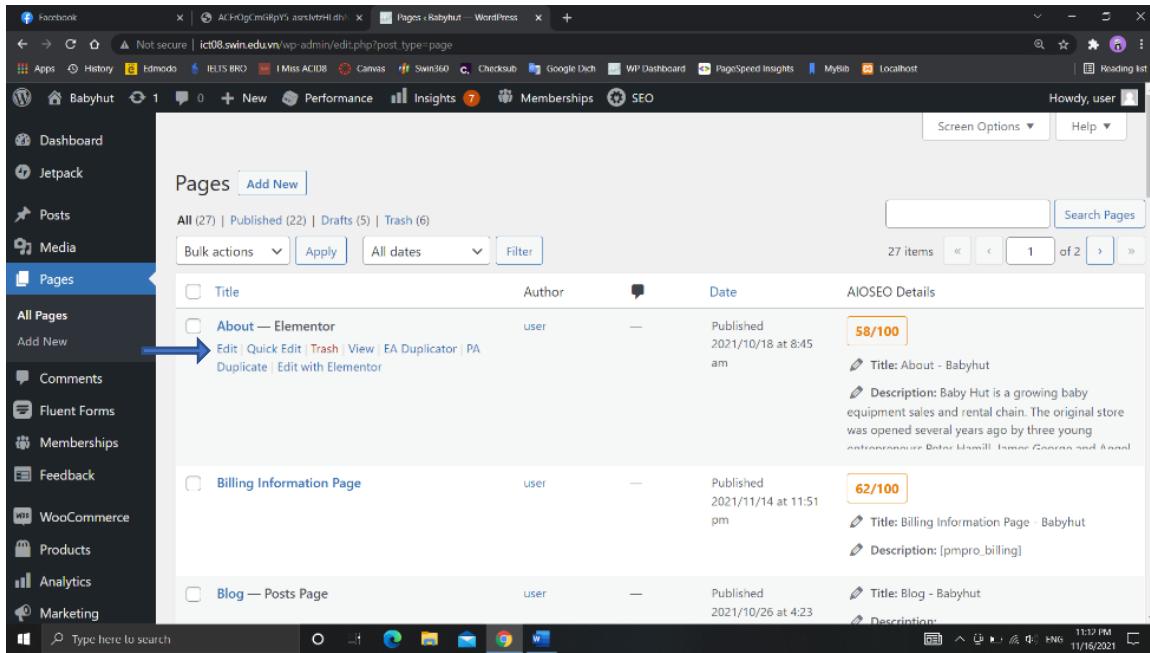


3. Finally, click the Publish button and your new page is ready to go.



## 6.2. Managing existing web pages

In the WordPress Dashboard section Pages, hover the mouse that you want to edit. Click on the Edit option (or Quick Edit if you only want to adjust minor details) as shown below.

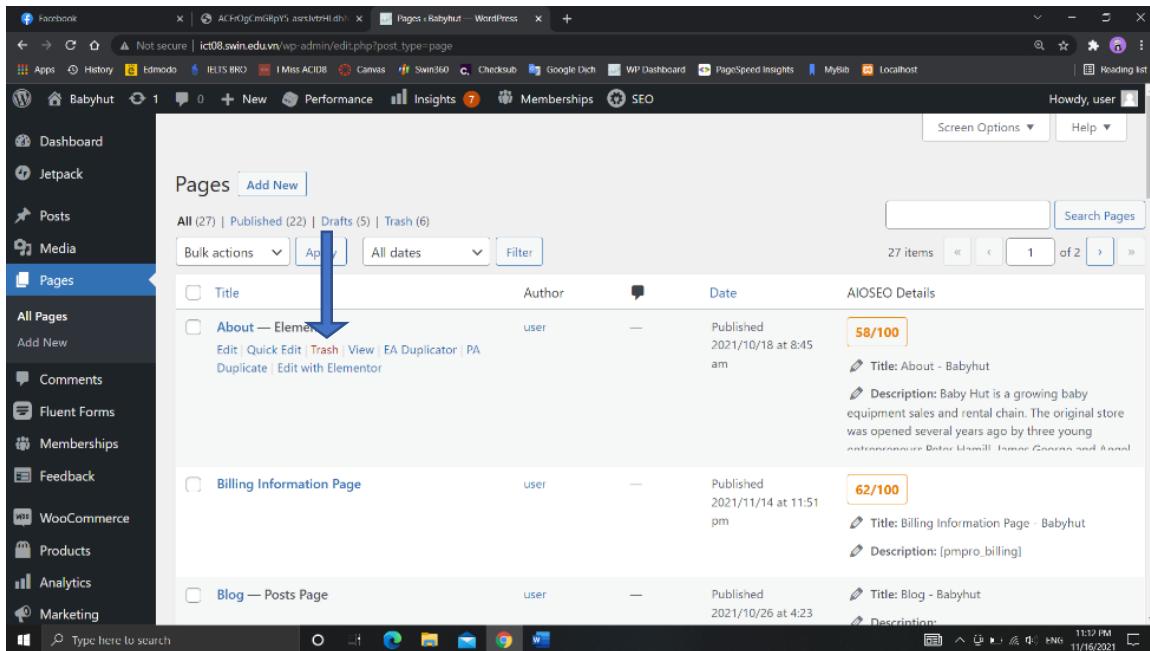


The screenshot shows the WordPress dashboard with the 'Pages' menu item selected. The 'Pages' screen displays a list of pages. A blue arrow points to the 'Edit' link for the first page, 'About — Elementor'. The page list includes:

Title	Author	Date	AIOSEO Details
About — Elementor	user	Published 2021/10/18 at 8:45 am	58/100
Billing Information Page	user	Published 2021/11/14 at 11:51 pm	62/100
Blog — Posts Page	user	Published 2021/10/26 at 4:23	

## 6.3. Remove and restore a page

Simply click on the link Trash on the page listing as shown below.



The screenshot shows the WordPress dashboard with the 'Pages' menu item selected. The 'Pages' screen displays a list of pages. A blue arrow points to the 'Trash' link for the first page, 'About — Elementor'. The page list includes:

Title	Author	Date	AIOSEO Details
About — Elementor	user	Published 2021/10/18 at 8:45 am	58/100
Billing Information Page	user	Published 2021/11/14 at 11:51 pm	62/100
Blog — Posts Page	user	Published 2021/10/26 at 4:23	

You can view your trash pages under the **Trash** link to either restore or permanently delete the pages.

The screenshot shows the WordPress admin interface for the 'Pages' section. On the left, a sidebar lists various menu items like Dashboard, Posts, Media, Pages, and Comments. The 'Pages' item is currently selected. The main content area displays a message from the theme about the Kirki Customizer Framework. Below it, a modal window asks if the user loves using Elementor, with 'Sure! I'd love to help' and 'No thanks' buttons. A notification bar at the top indicates '1 page moved to the Trash. [Add Redirect to improve SEO](#) | [Undo](#)'. The main table lists one item: 'About — Elementor' by 'user'. The status column shows 'Published' with a timestamp of '2021/10/18 at 8:45' and a progress bar at '58/100'. At the bottom right of the table, there are several small icons for managing the post. The bottom of the screen shows the Windows taskbar with various pinned and running applications.

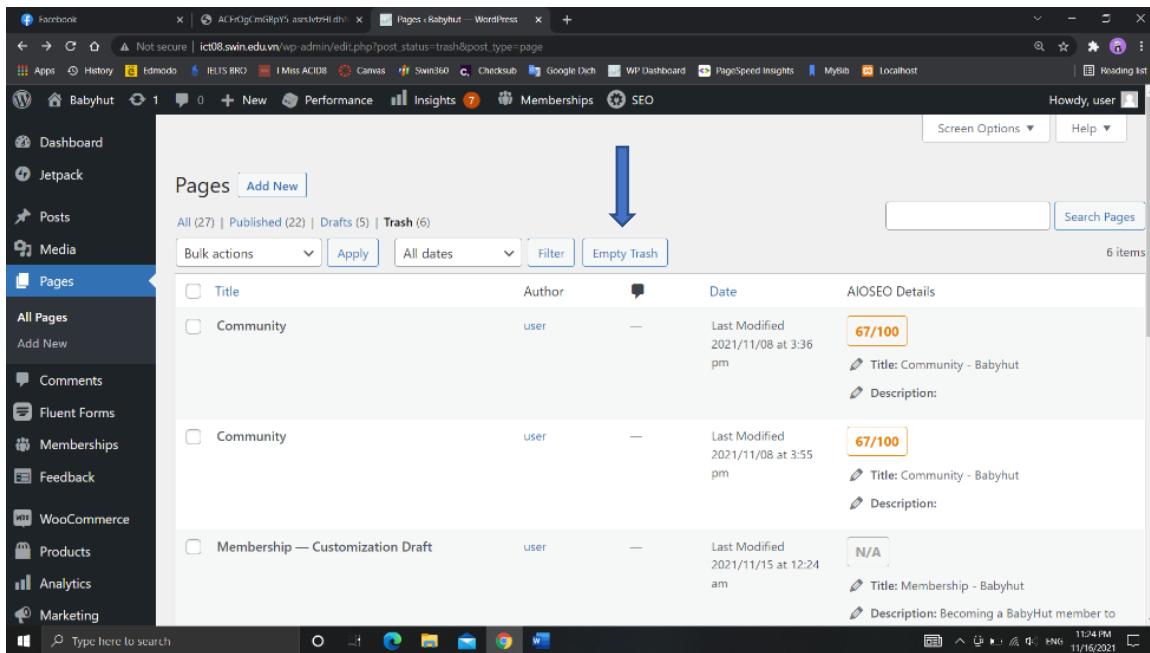
Hover the mouse on the page that you want to execute the action.

To restore the page, click on the option [Restore](#).

To permanently delete the page, click on the option [Delete Permanently](#).

The screenshot shows the WordPress admin interface for the 'Trash' section. The sidebar is identical to the previous screenshot. The main content area shows a message about becoming a super contributor. The table lists one item: 'Elementor #398' by 'user'. The status column shows 'Last Modified 2021/11/16 at 12:09 am'. Below the table, there are two red arrows pointing to the 'Restore' and 'Delete Permanently' links next to the page title. The bottom of the screen shows the Windows taskbar.

You can also empty all your trash pages by clicking the link **Trash** the button **Empty Trash** on the listing



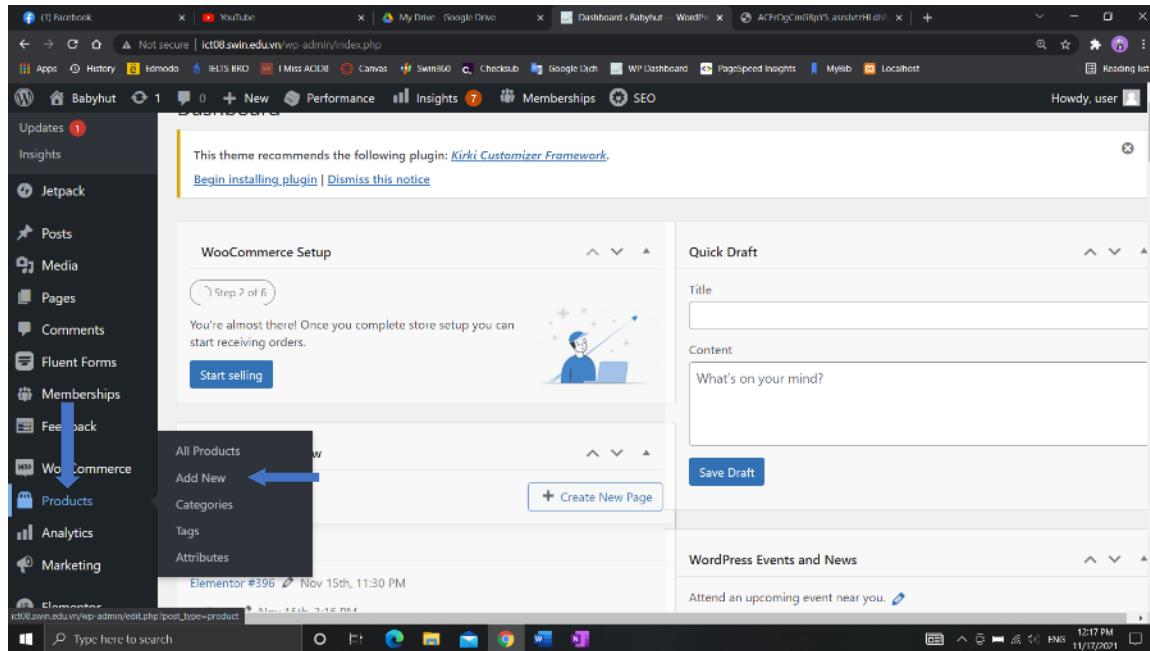
The screenshot shows the WordPress admin interface for the 'Pages' section. The left sidebar includes links for Dashboard, Jetpack, Posts, Media, Pages (selected), All Pages, Add New, Comments, Fluent Forms, Memberships, Feedback, WooCommerce, Products, Analytics, and Marketing. The main area displays a table of pages, with a blue arrow pointing down to the 'Empty Trash' button at the top right of the table header. The table columns are Title, Author, Date, and AIOSEO Details. The 'AIOSEO Details' column shows scores of 67/100 and N/A for two different pages, along with their titles and descriptions.

Title	Author	Date	AIOSEO Details
Community	user	—	67/100 Title: Community - Babyhut Description:
Community	user	—	67/100 Title: Community - Babyhut Description:
Membership — Customization Draft	user	—	N/A Title: Membership - Babyhut Description: Becoming a BabyHut member to

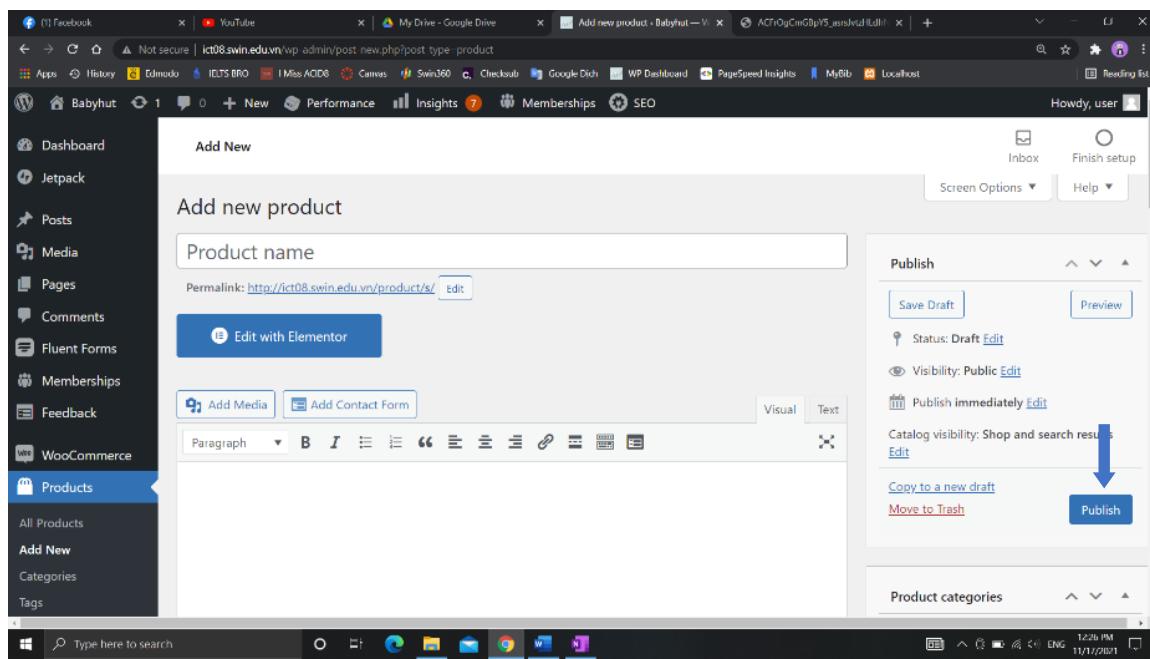
## 7. Managing your store and products

### 7.1. Adding new products

- In the Admin Dashboard, hover on the **Products** link on the left menu. After that, click on the option **Add New** on the pop-up box.

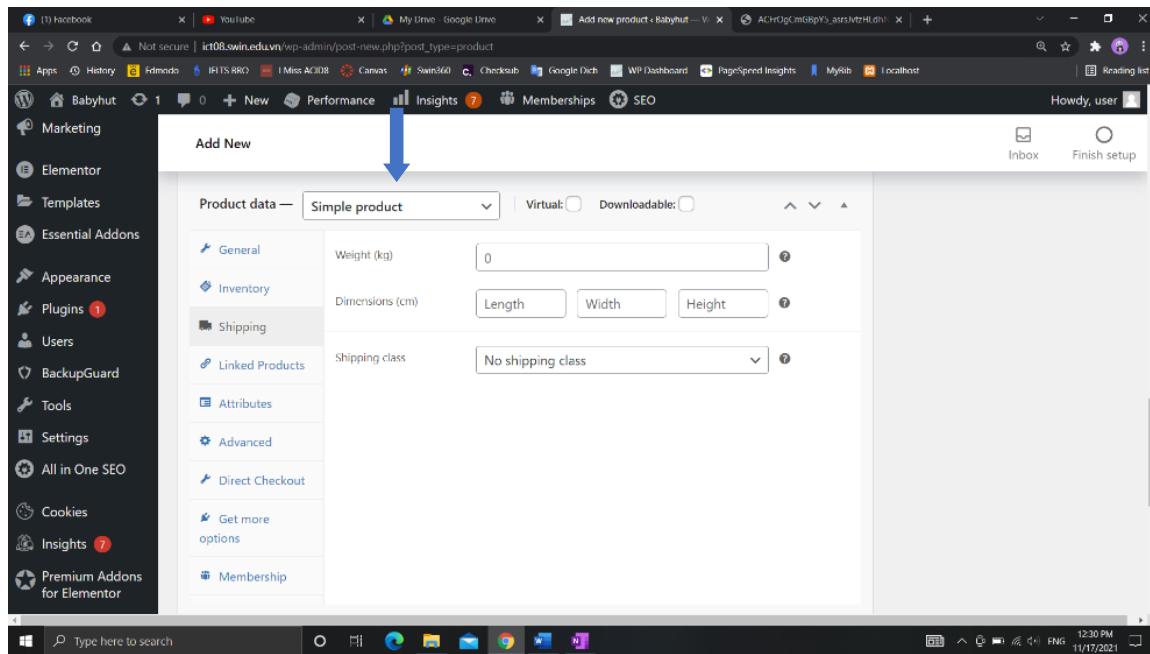


- Enter necessary details, such as Product name, Description, Price, Shipping, Product image and do not forget to click on the **Publish** button once you have finalized your new products.



### 7.1.1. Adding Simple Products

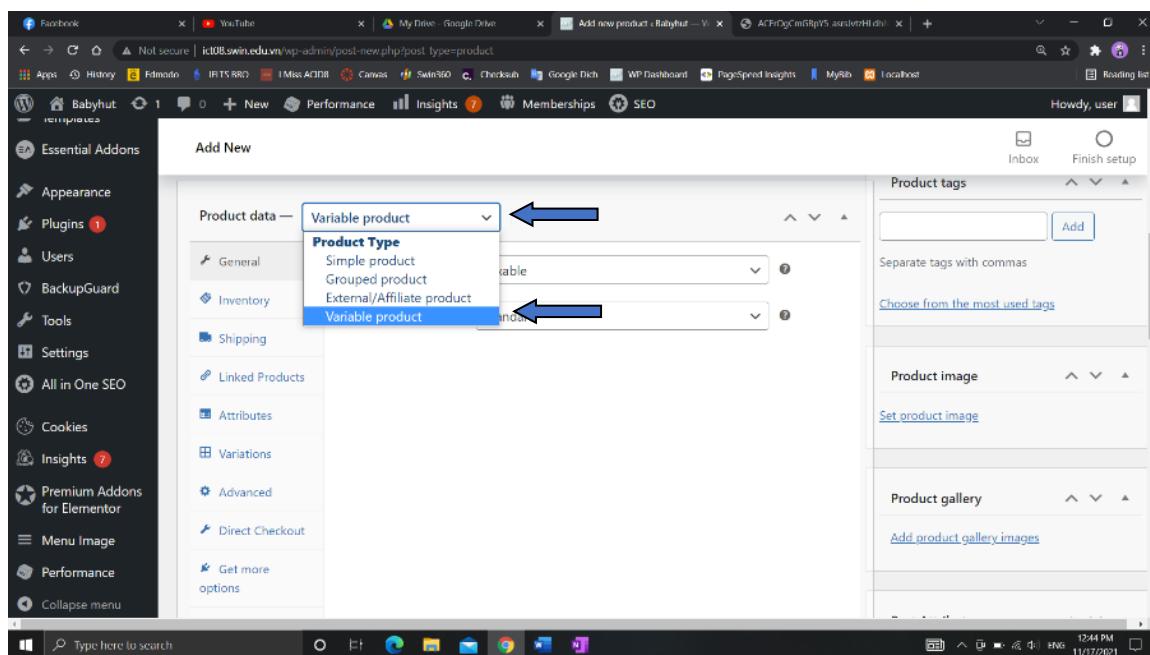
A simple product without extra options such as size, color, etc. will be set as default on the **Product data** option. Simply put in the necessary details and publish.



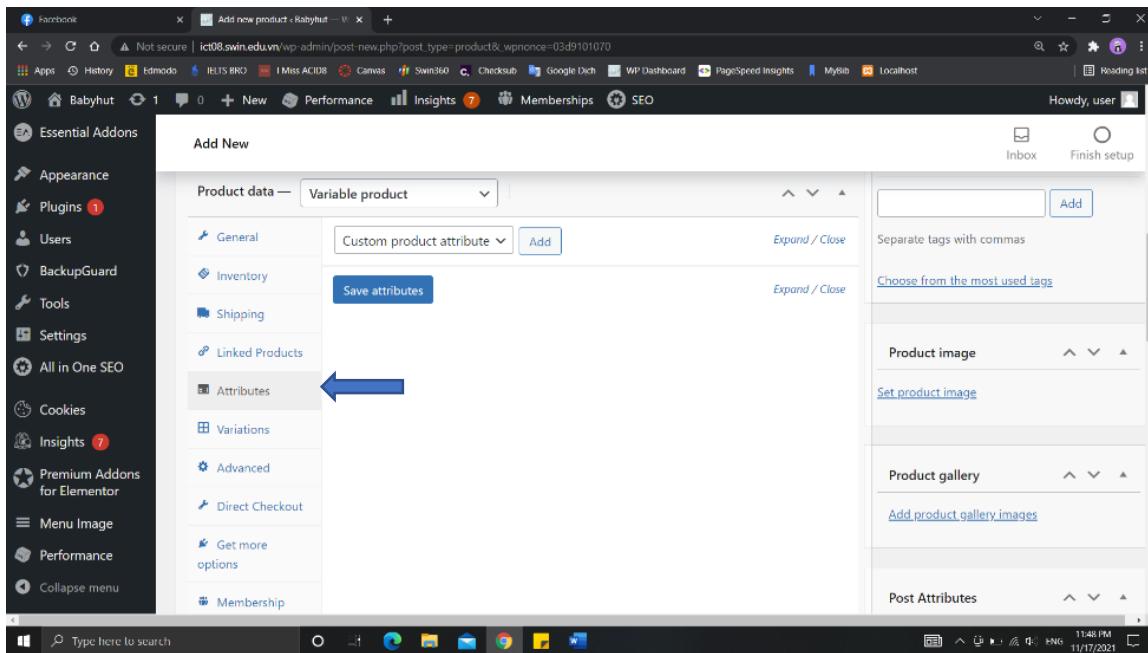
### 7.1.2. Adding Variable Products

This will be more complicated than the simple product due to extra steps that needed to be carry out.

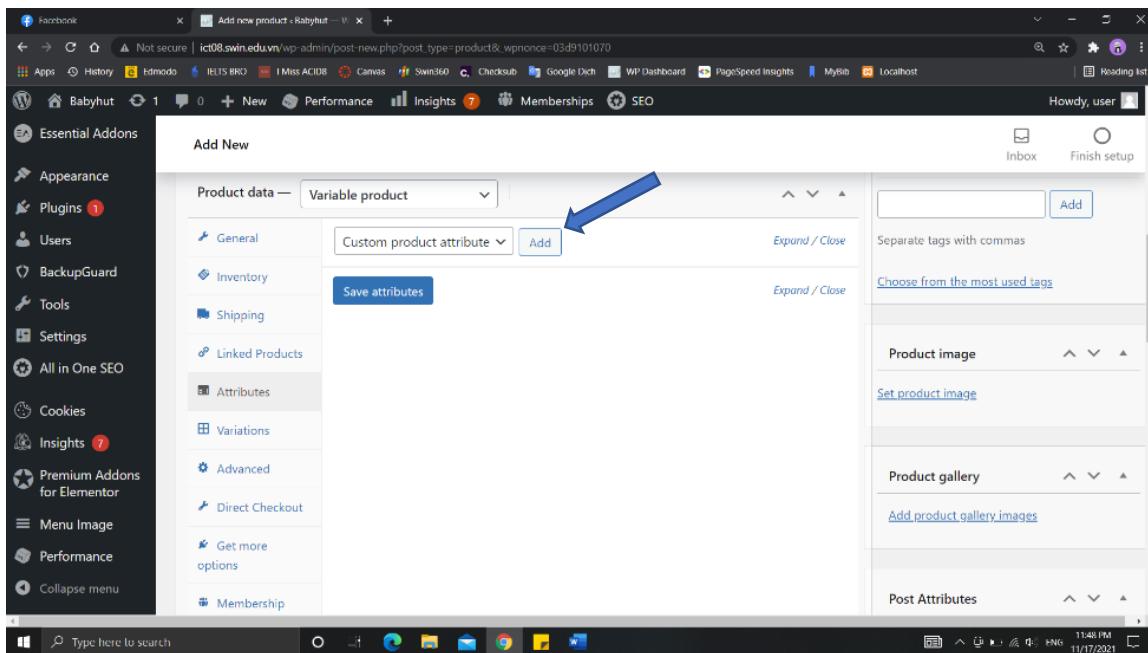
1. From the product data option, choose **Variable product**



2. Go to **Attributes** on the left-hand side menu

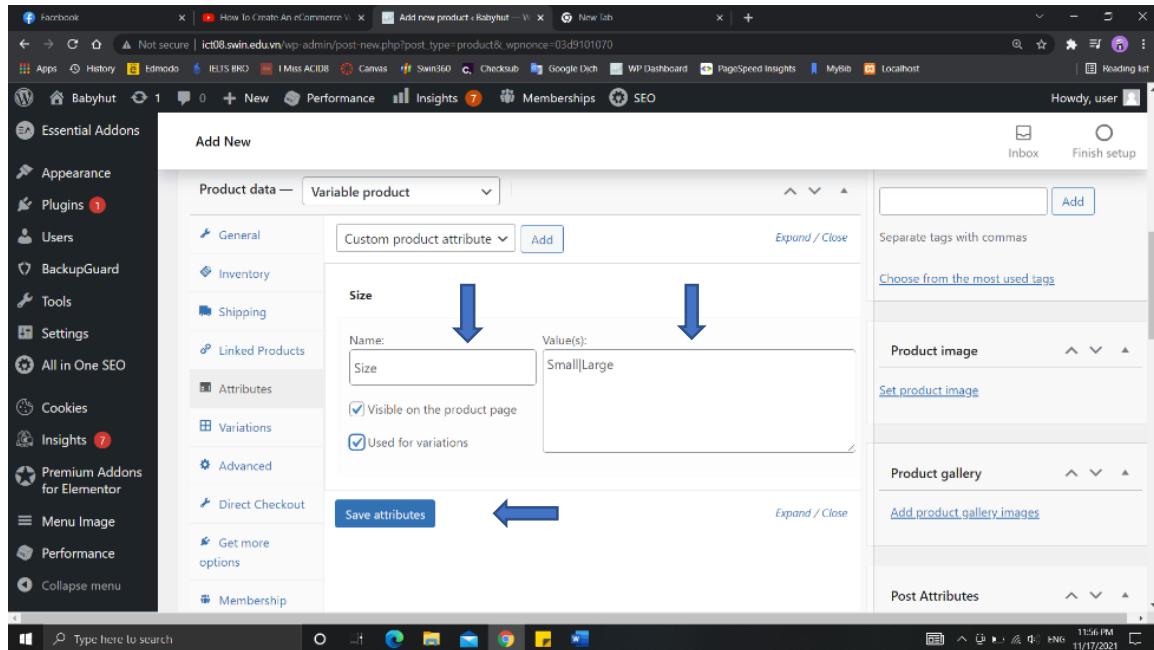


3. Click on the **Add** button

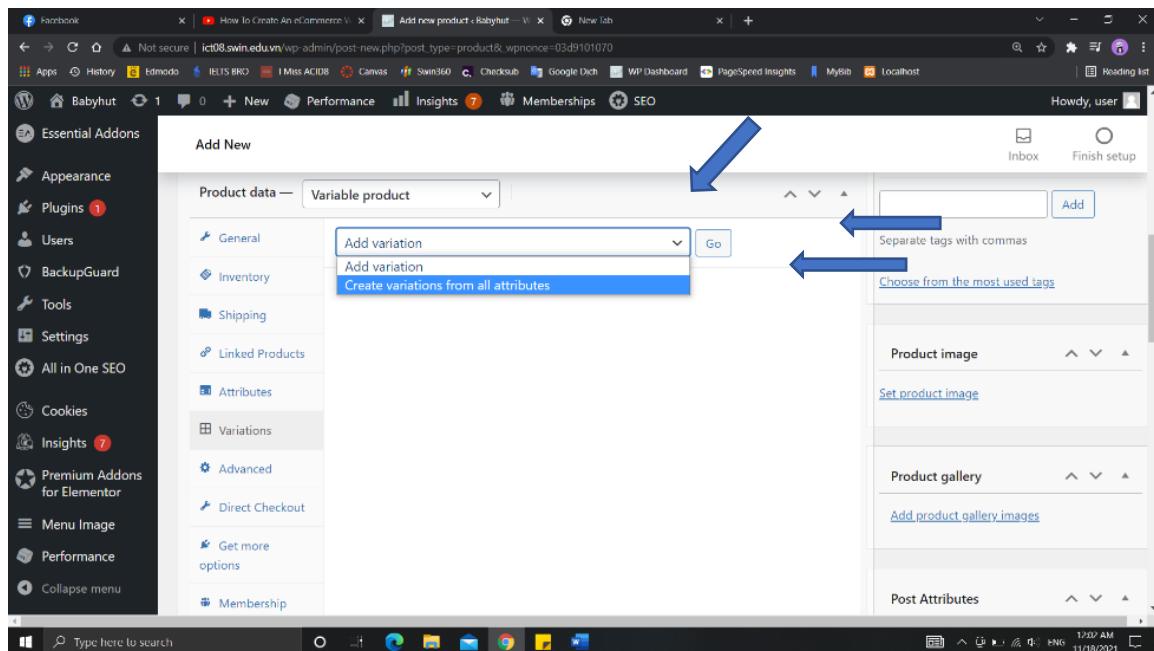


4. Add the Attribute name to the product, for example: Size. Then, add the values to the Attribute like Small, Medium, Large. Use the ‘|’ character between each value. This character can usually be typed out by clicking Shift+\ (the button below Backspace). After that, click on the option Used for variations. This will essentially apply the attributes to all variations you create. Do this

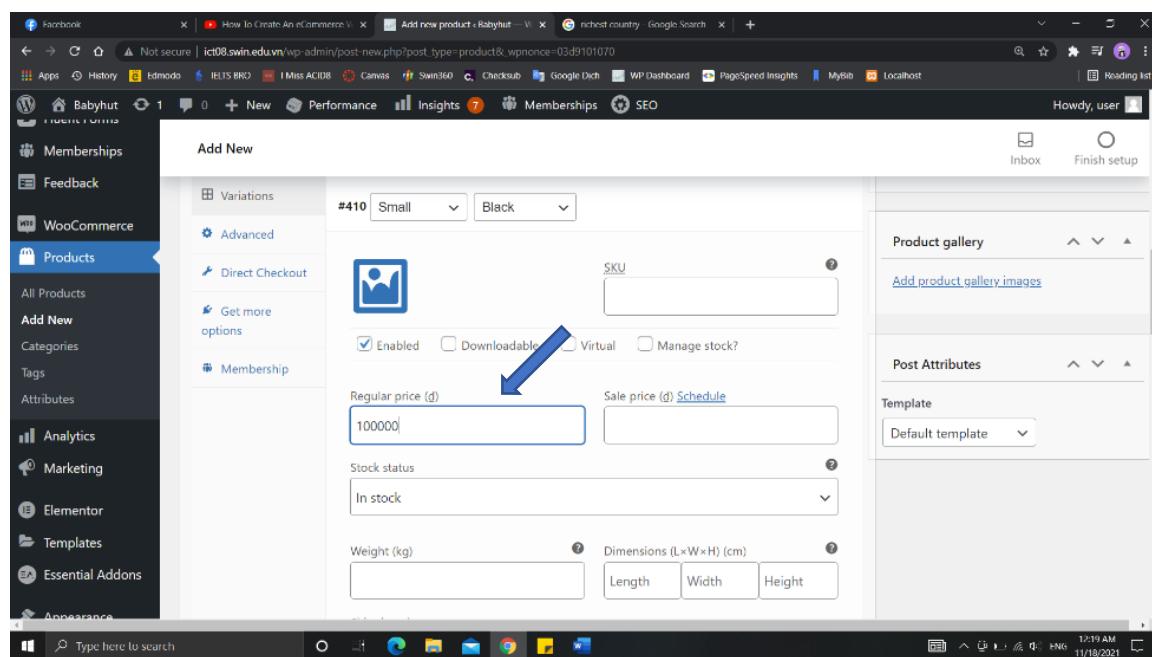
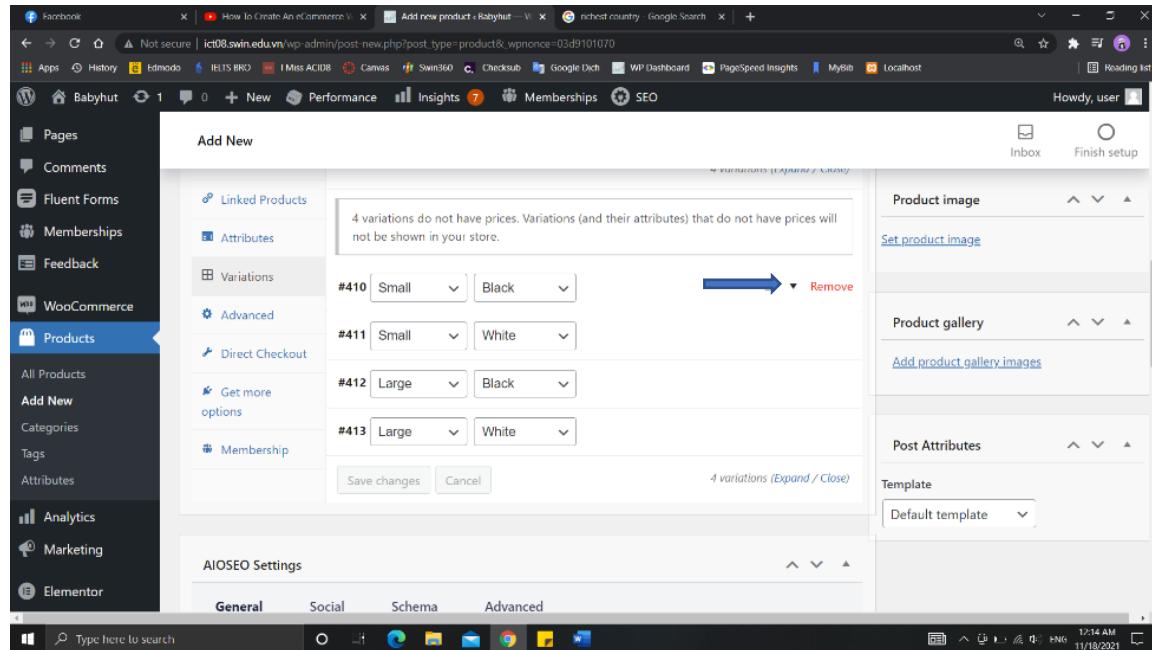
again until you create all the attributes you need (size, color, etc.). Finally, click on the **Save attributes** button.



5. Go to Variations on the left-hand side menu. Click on the Add variation bar. Choose Create variations from all attributes and Go.



6. On each variation, hover the mouse and click on the down arrow button. From here, you can add different details to your variations, including Stock-keeping unit, picture of the product, weight, description, etc. **But you must remember to add the price to each variation or else the product will not be functional.**



*4. Always remember to add the price to each variations\**

After adding all the necessary details, click on **Save changes** at the bottom of the section and **Publish Product**.

The image consists of two screenshots of the WordPress admin interface, specifically the WooCommerce 'Add New' product screen.

**Screenshot 1: Variation Settings**  
This screenshot shows the 'Variations' section of the product editor. It displays three variation options (#411, #412, and #413) with dropdown menus for 'Size' and 'Color'. A blue arrow points from the text above to the 'Save changes' button at the bottom left of the variation panel.

Variation ID	Size	Color
#411	Small	White
#412	Large	Black
#413	Large	White

**Screenshot 2: Main Product Creation Screen**  
This screenshot shows the main 'Add new product' screen. The left sidebar is the standard WordPress dashboard with the 'Products' item selected. The right side has a 'Product name' input field, a rich text editor toolbar, and a 'Publish' sidebar on the right. The 'Publish' sidebar includes buttons for 'Save Draft', 'Preview', and 'Publish'. A blue arrow points from the text above to the 'Publish' button.

## 7.2. View and manage your orders

From the WordPress Dashboard menu, click on **WooCommerce** and choose the **Orders** sub-section. The system will list out your new orders onto a list. You can click on each order to view them and begin your shipping/processing progress.

The screenshot shows the WordPress dashboard with the WooCommerce Orders page selected. The left sidebar has a red circle with the number '1' over the 'Orders' link. The main area displays a table of orders:

	Date	Status	Total
#414 Anh Duc	15 mins ago	Processing	410.000 ₫
Order	Date	Status	Total

Below the table are 'Bulk actions' dropdown menus with 'Apply' buttons.

To change the status of the order from processing to completed, cancelled, or pending payment, etc. click on the button as instructed below

The screenshot shows the 'Edit Order' page for Order #414. The left sidebar has a red circle with the number '1' over the 'Orders' link. A blue arrow points to the 'Status' dropdown menu, which is currently set to 'Processing'. The right side of the screen shows the order details and a note section:

**Order #414 details**  
Payment via Cash on delivery. Customer IP: 42.118.6.39

**General**  
Date created: 2021-11-18 @ 00:30  
Status: Processing  
Customer: user (#1 - user@example.com)

**Billing**  
Anh Duc  
1 Tran Huy Lieu  
Email address: luongtrac.ducanh@gmail.com

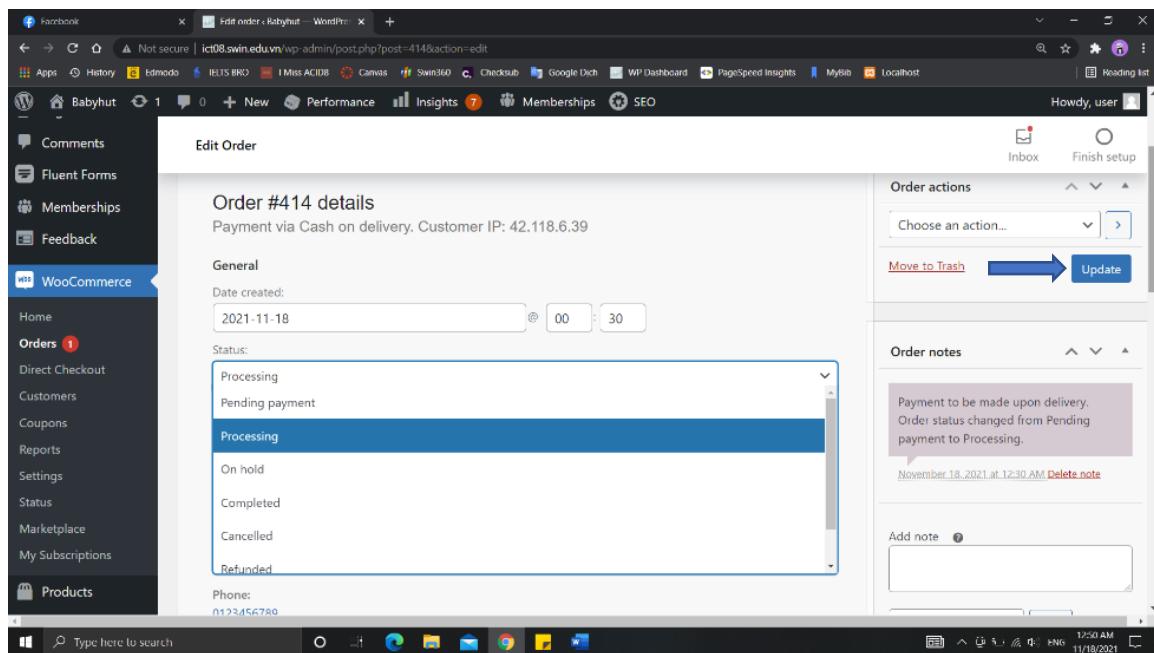
**Shipping**  
Anh Duc  
1 Tran Huy Lieu

**Order actions**  
Choose an action...  
Move to Trash  
Update

**Order notes**  
Payment to be made upon delivery.  
Order status changed from Pending payment to Processing.  
November 18, 2021 at 12:30 AM Delete note

Add note:

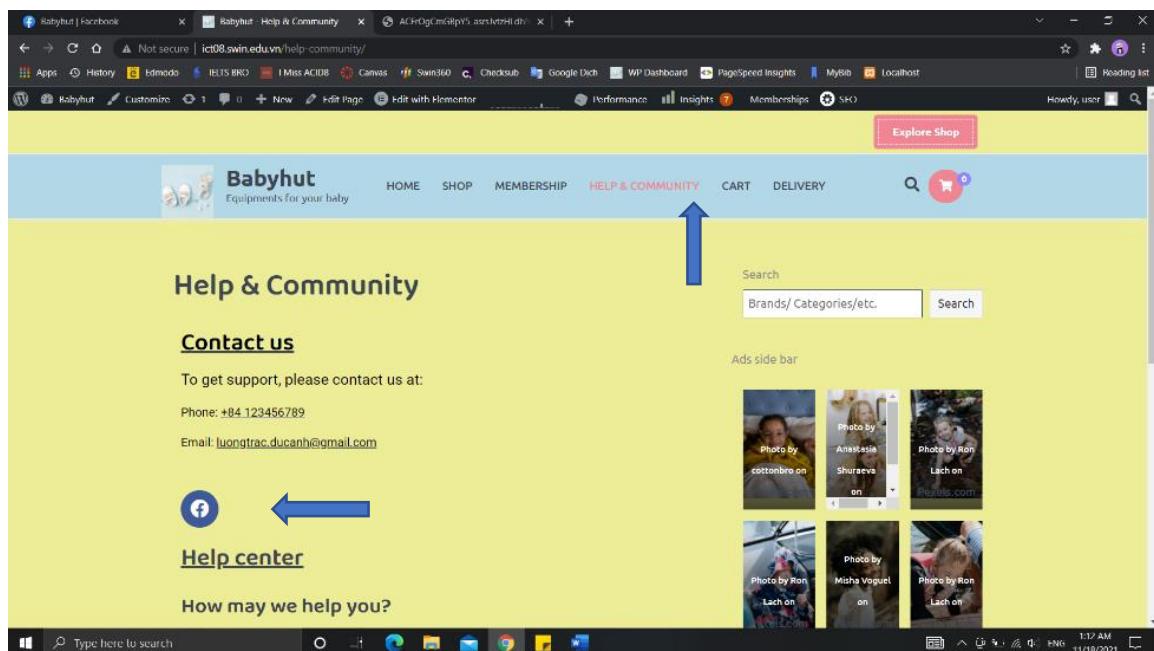
After updating necessary information to your order, click on the **Update** button.



## 8. Communicating with customer

### 8.1. Social media

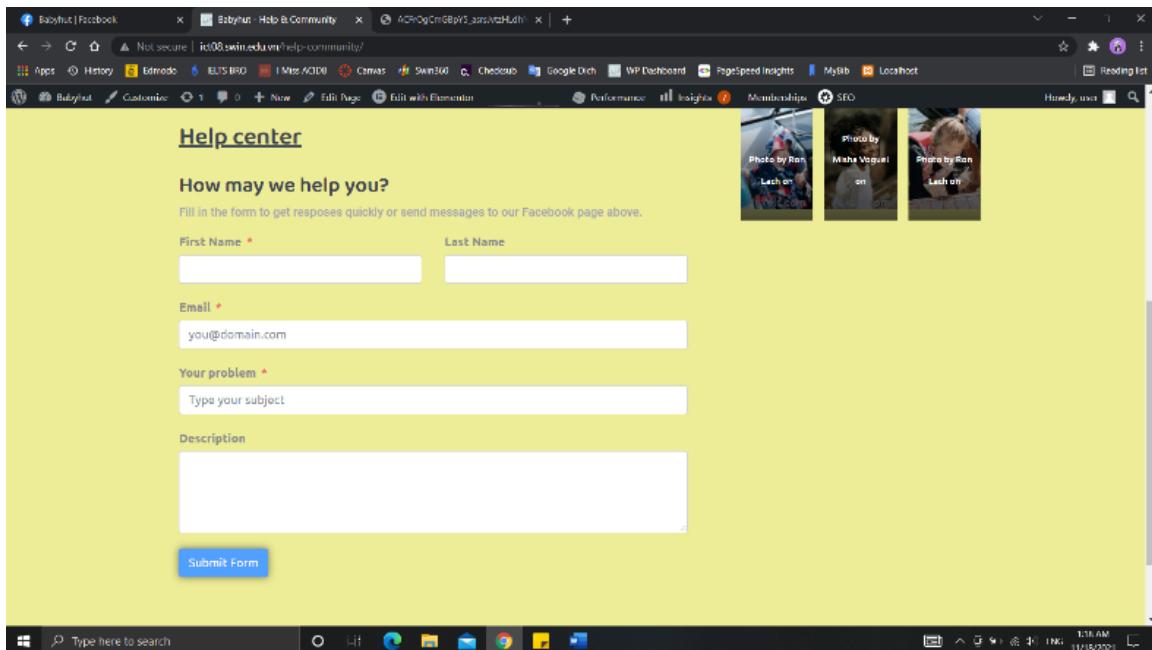
In the main website (<http://ict08.swin.edu.vn>) if you click on the **Help & Community** link, there will be a Facebook logo that redirects you to the Baby Hut page, as shown below. You will be given the account information to login. This social media platform allows you to interact with your customer, promote your products as well as receive feedbacks for future development.





## 8.2. Feedback form

In the page **Help & Community**, there will be a **Help center** where your customers fill in a form about their existing problems (unable to place order, cannot login to account, etc.)



To view these feedbacks, go to the WordPress Dashboard. Hover on the button **Fluent Form** on the left-hand side menu and click on the **All Forms** link. In this page, you can see the number of Entries to each of your form. To view the full detail of the form, click on the number under **Entries**.

The screenshot shows the WordPress Fluent Forms 'All Forms' page. On the left sidebar, 'Fluent Forms' is selected. The main table lists three forms:

ID	Title	Short Code	Entries	Views	Conversion
3	Support Form (#3)	[fluentform id="3"]	1	0	0%
2	Subscription Form	[fluentform id="2"]	0	0	0%
1	Contact Form Demo	[fluentform id="1"]	0	0	0%

A blue arrow points to the 'Entries' column for the 'Support Form (#3)' row. Another blue arrow points to the 'Actions' button for the 'Subscription Form' row.

Click on the eye button under the column **Actions** and view the full details of the form.

The screenshot shows the 'Entries' tab for the 'Support Form (#3)' form. The table displays one entry:

#	input_name	Email	Your problem	Description	Entry Status	Submitted at	Actions
1	Duc Anh	luongtrac.ducanh@gmail.co...	Cannot place order	I did many attempts to plac...	Read	Nov 18, 2021	

A blue arrow points to the 'Actions' column for the first entry.

You can resolve the customer's problem or question by sending an email to the email address they have already provided.

The screenshot shows the 'Entries' tab of the Fluent Forms plugin in the WordPress dashboard. On the left, there's a sidebar with various menu items. The main area displays an 'Entry Details #1' for a form with ID 3. The 'Form Entry Data' section contains fields like 'input\_name' (Duc Anh), 'Email' (luongtrac.ducanh@gmail.com), 'Your problem' (Cannot place order), and a 'Description' (I did many attempts to place an order but the product somehow was not added to my cart.). To the right, a sidebar titled 'Submission Info' lists details such as Entity ID: #1, User IP: 42.118.6.39, Source URL: http://ict08.swin.edu.vn/help-community/, and Browser: Chrome.

## 9. Using Google Analytics

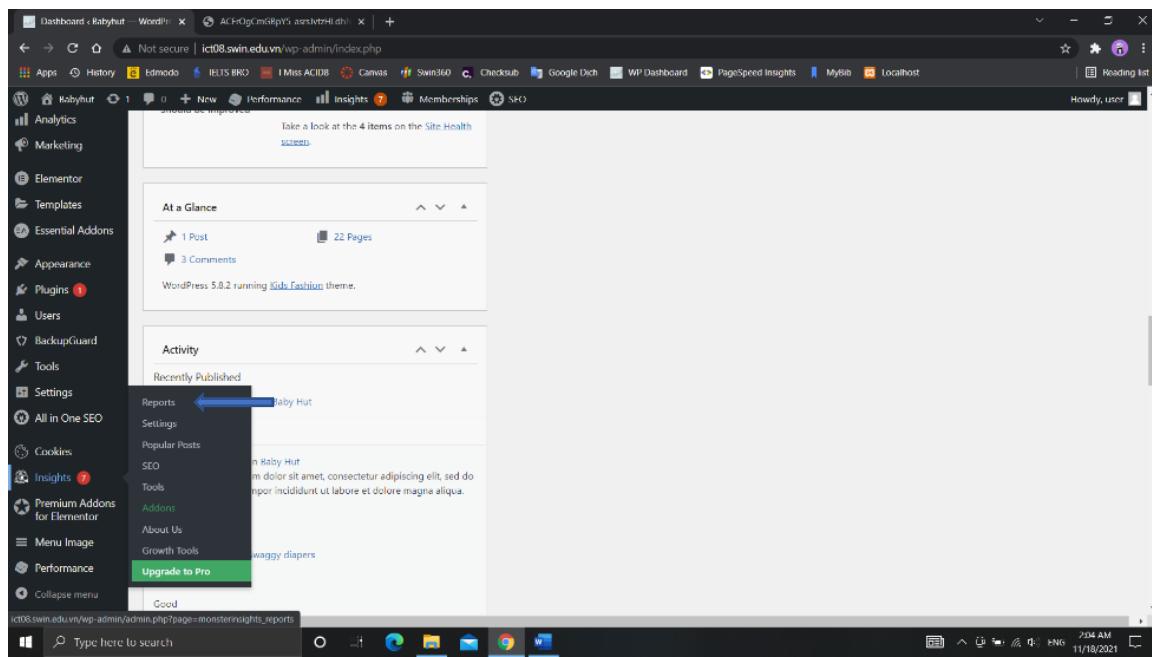
### 9.1. Viewing data on WordPress Dashboard

To view your website data on traffic numbers, we have already installed the **Google Analytics** plugin.

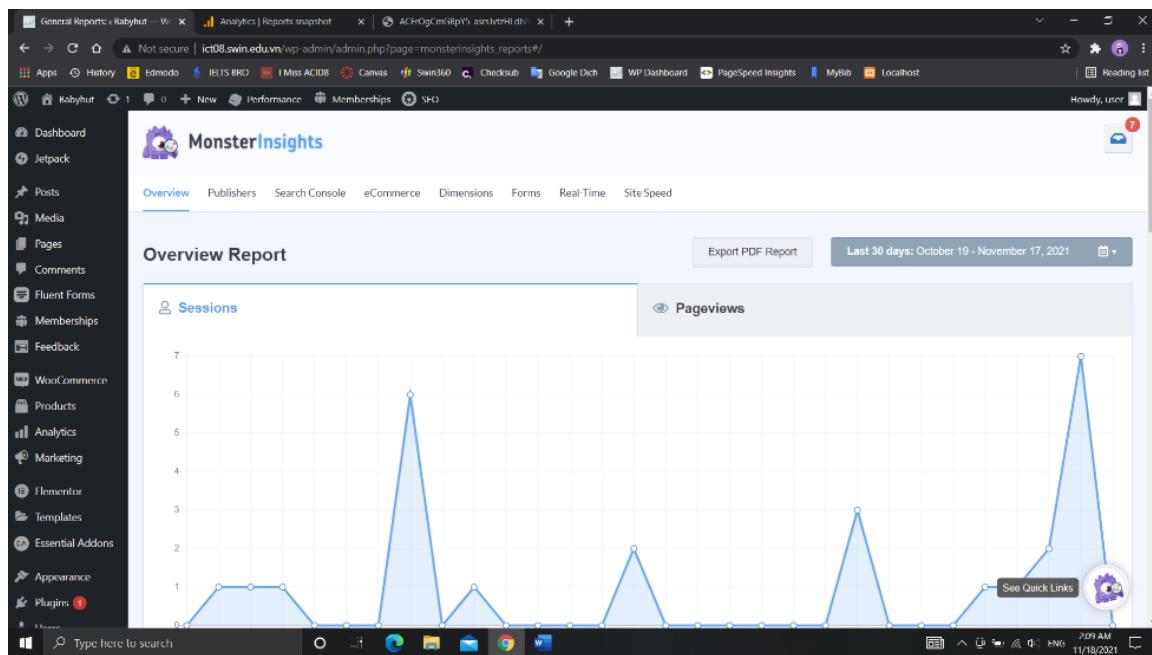
To have a brief look at the page insights, from the WordPress Dashboard, click on the button **Insights** on the top menu bar.

The screenshot shows the WordPress dashboard with the 'Insights' button highlighted in the top navigation bar. Below it, the 'Last 30 Days Insights for: Your Website' section displays metrics: Sessions (26), Pageviews (83), Avg. Duration (28s), and Total Users (23). The dashboard also features a 'WooCommerce Setup' sidebar with a 'Start selling' button, an 'Elementor Overview' sidebar showing recent edits, and a 'Quick Draft' editor on the right.

To have a detailed look at the page's traffic reports, hover on the **Insights** button on the left-hand side menu and choose the **Reports** sub-section.

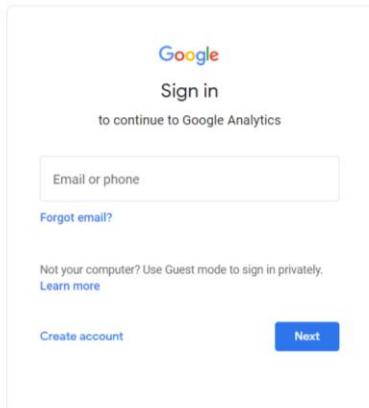


The page will include the overview reports of sessions and page views, new vs. returning visitors, device breakdown, countries in which the websites traffic are from, as well as the pages/posts that got the most access.

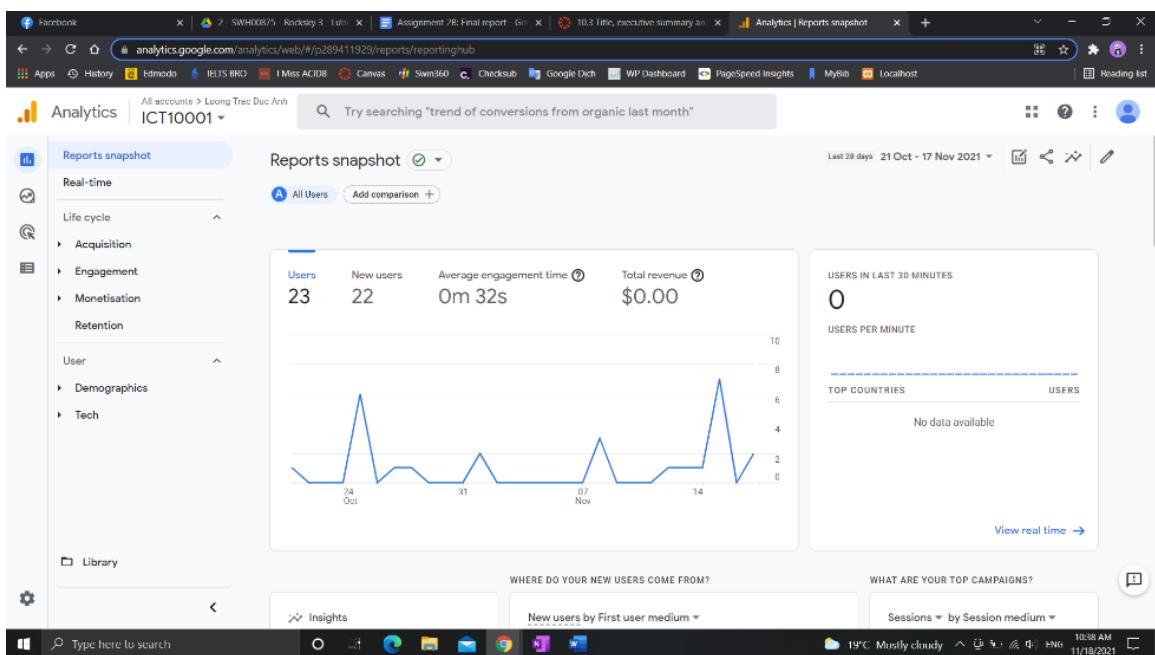


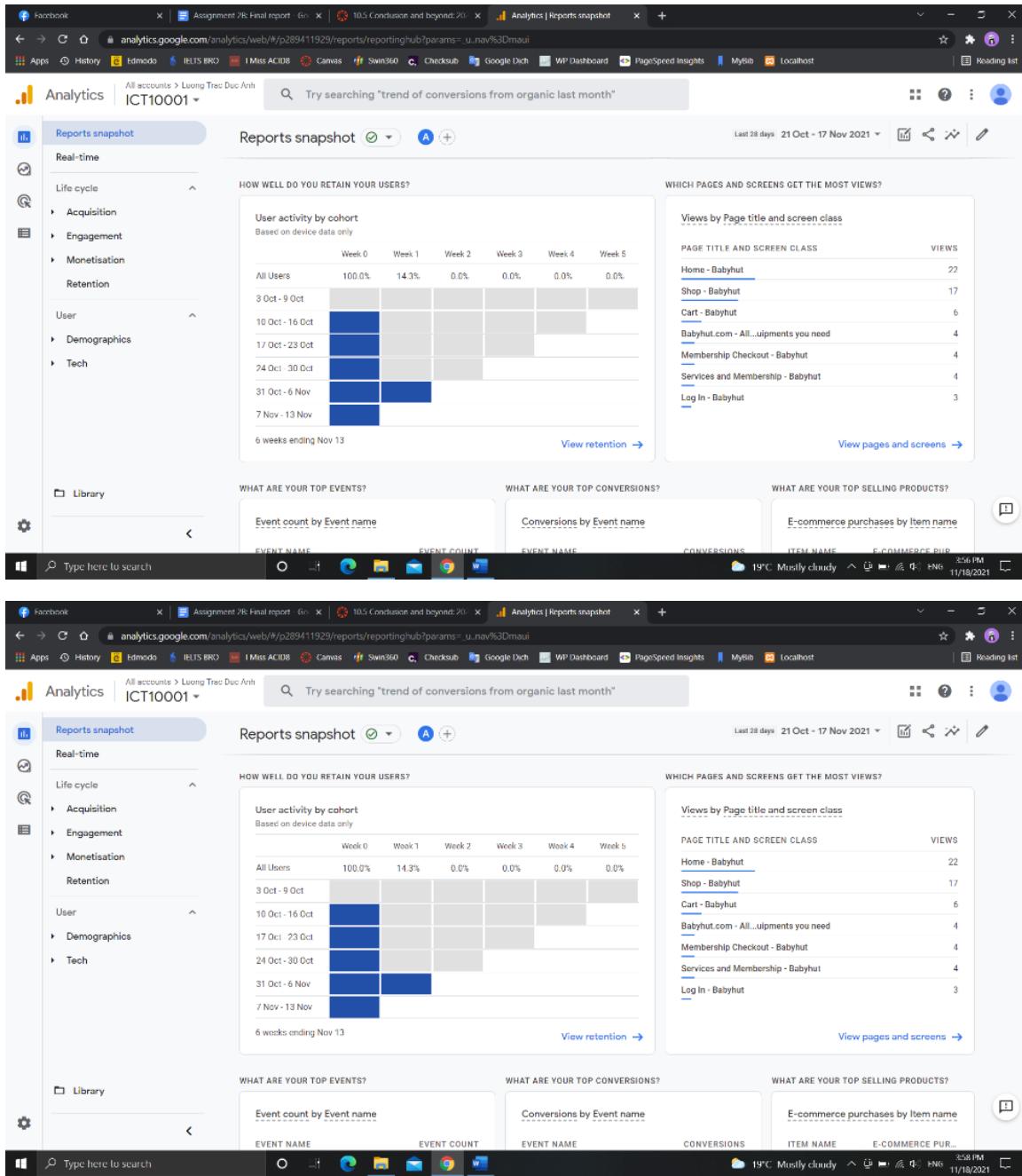
## 9.2. Logging into Google Analytics

In case you want more detailed numbers on the website traffic to further improve your page's performance, open your browser and go to <https://analytics.google.com/analytics/web/> and login to the provided account that was linked to your WordPress Analytics plugin.



After you have successfully login, the page will take you to deep analytics of your page, including page snapshots, real-time overview, mapping etc. This will provide you with the data needed to develop your shop page in the future. Here are some of the graphs from Google Analytics.





## 10. SEO site scores

### 10.1. SEO definition and application

SEO (Search Engine Optimization) is the tool you use to improve the visibility of a website, therefore making it easy to look up for on the search engine results page. Many factors will be included in the SEO score, including titles, keywords, image size, response time, HTML size, etc. The site's checklist will give you details on what to improve to make the page more approachable to customers.

## 10.2. View SEO site scores

On the page's top menu, click on **SEO**. This link will take you to the SEO Dashboard.

The screenshot shows the AIOSEO SEO Dashboard. On the left, there is a sidebar with various WordPress plugin options like Jetpack, Posts, Media, Pages, etc. The main dashboard features a large circular progress bar with a green outer ring and a grey inner ring, displaying a score of "74 / 100 Excellent!". Below the bar, there are three categories: "Critical Issues" (8), "Recommended Improvements" (6), and "Good Results" (14). A blue arrow points from the text "You can see your good results of the site and critical issues by clicking the link [Complete Site Audit Checking](#)." to the "Complete Site Audit Checklist" link located next to the "Good Results" section. To the right of the dashboard, there are sections for "New Notifications" (no new notifications), "Support" (links to user guide, premium support, changelog, and beginner's guide), and a weather widget showing 19°C Mostly cloudy.

You can see your good results of the site and critical issues by clicking the link [Complete Site Audit Checking](#).

The screenshot shows the AIOSEO SEO Analysis page. The sidebar on the left is identical to the SEO Dashboard. The main content area has tabs for "All Items", "Critical Issues" (selected), "Recommended Improvements", and "Good Results". Under the "Basic SEO" section, there are three items: "Your meta description is 344 characters long, which is too long.", "No keywords were found in the page title.", and "The ratio of internal links to external links is uneven.". Under the "Advanced SEO" section, there is one item: "The www and non-www versions of your URL are not redirected to the same site.". Under the "Performance" section, there is one item: "Your server is not using "expires" headers for your images.". A blue arrow points from the text "You can see your good results of the site and critical issues by clicking the link [Complete Site Audit Checking](#)." to the "Critical Issues" tab.

A list will now appear, and you can go to Critical issues and click on the Arrow Button (>) to view the problem in detail and directly edit your page by clicking on the button **Edit** in the section. This will take you to the editor (you can also edit with Elementor for more options) which you can edit as instructed in section **6. Managing web pages**.

The screenshot shows the AIOSEO SEO Analysis dashboard. On the left, there's a sidebar with various SEO tools like Marketing, Elementor, Templates, etc. The main area is titled 'Basic SEO' and lists three critical issues:

- Your meta description is 344 characters long, which is too long.
- No keywords were found in the page title.
- The ratio of internal links to external links is uneven.

For the first issue, there's a text input field with placeholder text and a blue 'Edit Your Meta Description' button. A blue arrow points to this button. Below the input field, there's a note: 'Write a meta description for your page. Use your target keywords (in a natural way) and write with human readers in mind. Summarize the content - describe the topics your article discusses.' There's also a note about the description stimulating reader interest.

On the SEO Dashboard, there are also advance option of managing search appearance, social networks, or local SEO. You can gain access by clicking the link [Manage →](#).

The screenshot shows the AIOSEO Dashboard. The sidebar includes 'All in One SEO' under 'Marketing'. The main dashboard has several sections:

- Search Appearance:** Configure how your website content will look in Google, Bing and other search engines. A blue 'Manage' link is visible.
- Local SEO:** Improve local SEO rankings with schema for business address, open hours, contact, and more. A blue 'Manage' link is visible.
- Tools:** Fine-tune your site with our powerful tools including Robots.txt editor, import/export and more. A blue 'Manage' link is visible.
- Sitemaps:** Manage all of your sitemap settings, including XML, Video, News and more. A blue 'Manage' link is visible.
- SEO Analysis:** Check how your site scores with our SEO analyzer and compare against your competitor's site. A blue 'Manage' link is visible.
- Social Networks:** Setup Open Graph for Facebook, Twitter, etc. to show the right content / thumbnail preview. A blue 'Manage' link is visible.

On the right side, there's a 'Upgrade to Pro' section with a list of features available in the pro version, each preceded by a green checkmark. A blue arrow points to the 'Manage' link in the 'Search Appearance' section.

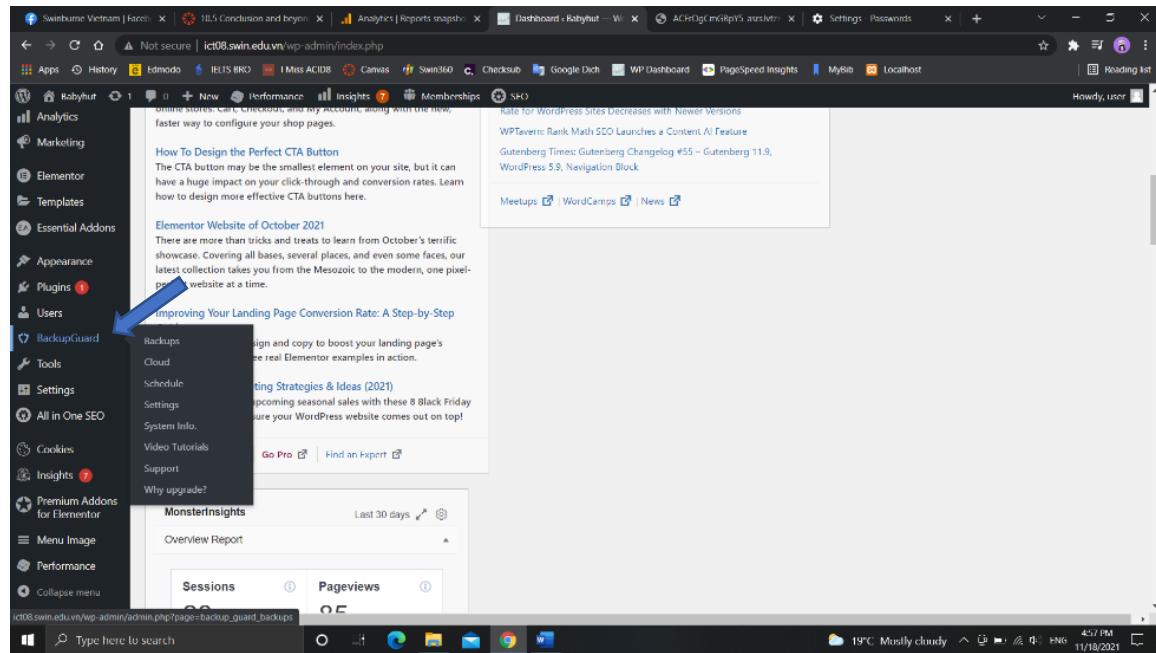
## 11. Backing up your website

### 11.1. The importance of backing up

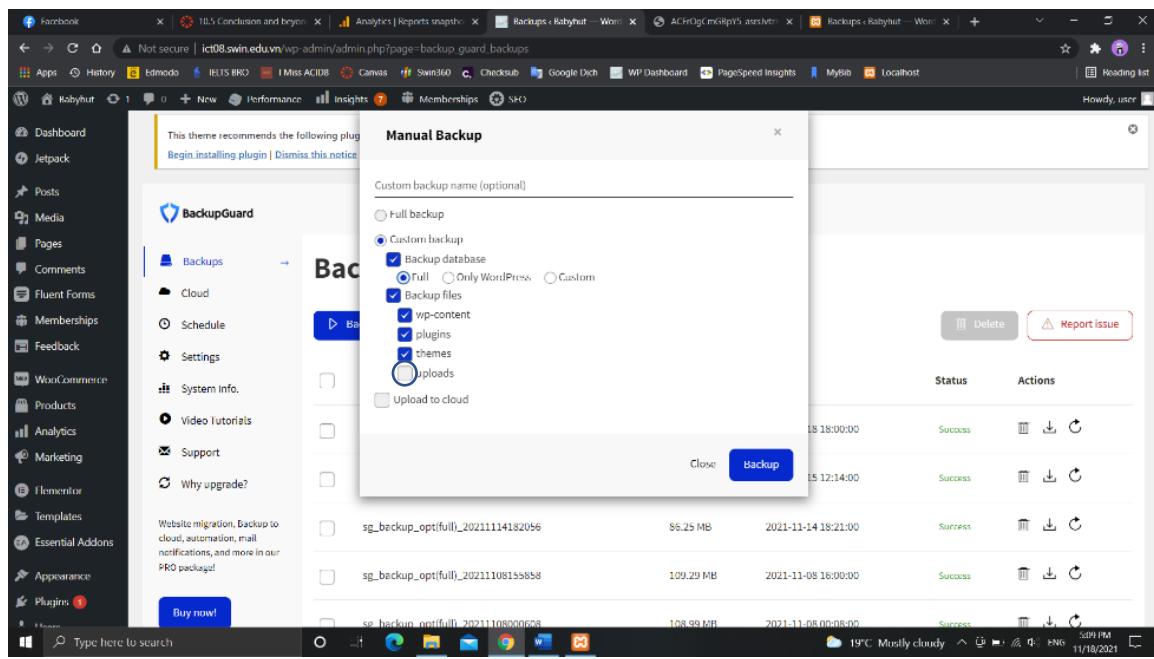
Backing up your website is a must in case of when technical errors happen (broken website, missing files, important data being accidentally deleted, hackers, etc.). Back ups will give you a second plan to prevent any data loss.

### 11.2. How to backup

In the WordPress Dashboard, on the left-hand side menu, click on the button **BackupGuard**. This is a plugin that can help you with backing up your website.



Click on the Backup button and choose the option of Full backup or Custom backup. It is recommended that you do Full backups to your local computer. However, if your computer has limited storage space, choose Custom backup and remove the option uploads from Backup files. These are usually the pictures that is already stored on your computer when you create the website and removing them from the backup option can save a large amount of space.

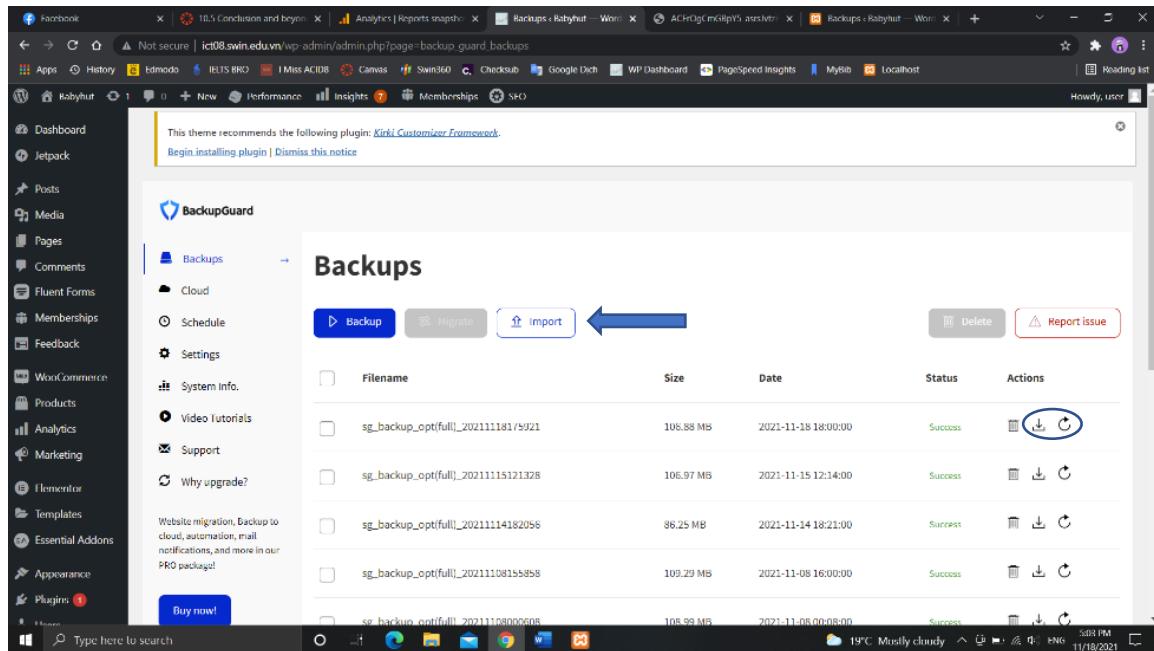


Once the backup file has successfully downloaded, click on the Download button to download the SGBP file to your local computer. This file will contain all the data that constructed your website.

## 11.3 Restoring your website

### 11.3.1. Restoring your website online

You can directly restore the website through the online file by clicking the Restore button or through the SGBP file that you have downloaded on your local computer through the **Import** button.



### 11.3.2. Restoring your website on a local computer

\*Please do note that when you create a WordPress local link, it will be different from the online website URL, therefore importing the SGBP file will be considered as migration, and this is not available in the free plugin. You must use the paid version of BackupGuard for this to work.

#### 1. Install XAMPP web server

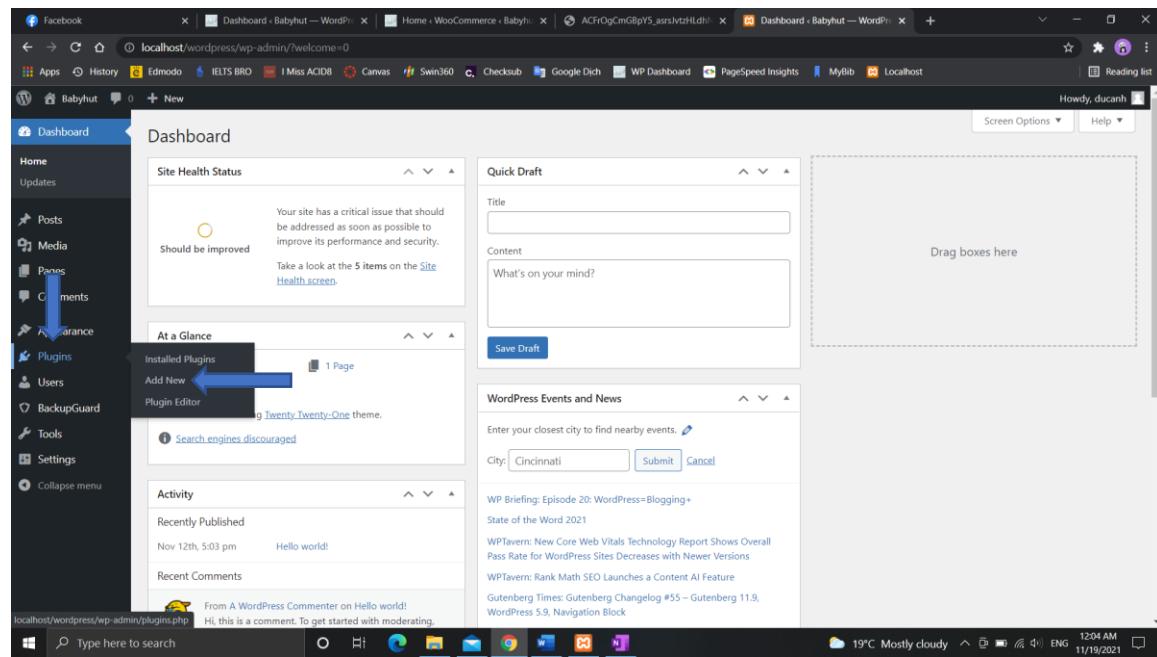
Instruction link: [https://youtu.be/21tE0MXz\\_yI](https://youtu.be/21tE0MXz_yI)

#### 2. Download and install WordPress site into your XAMPP server

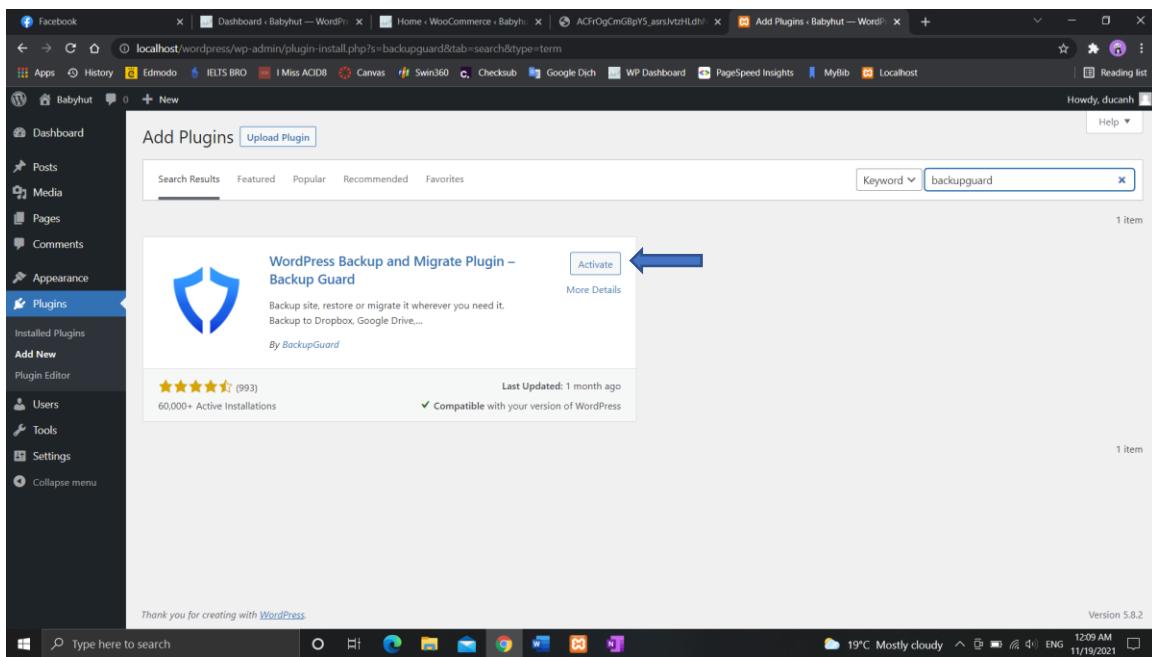
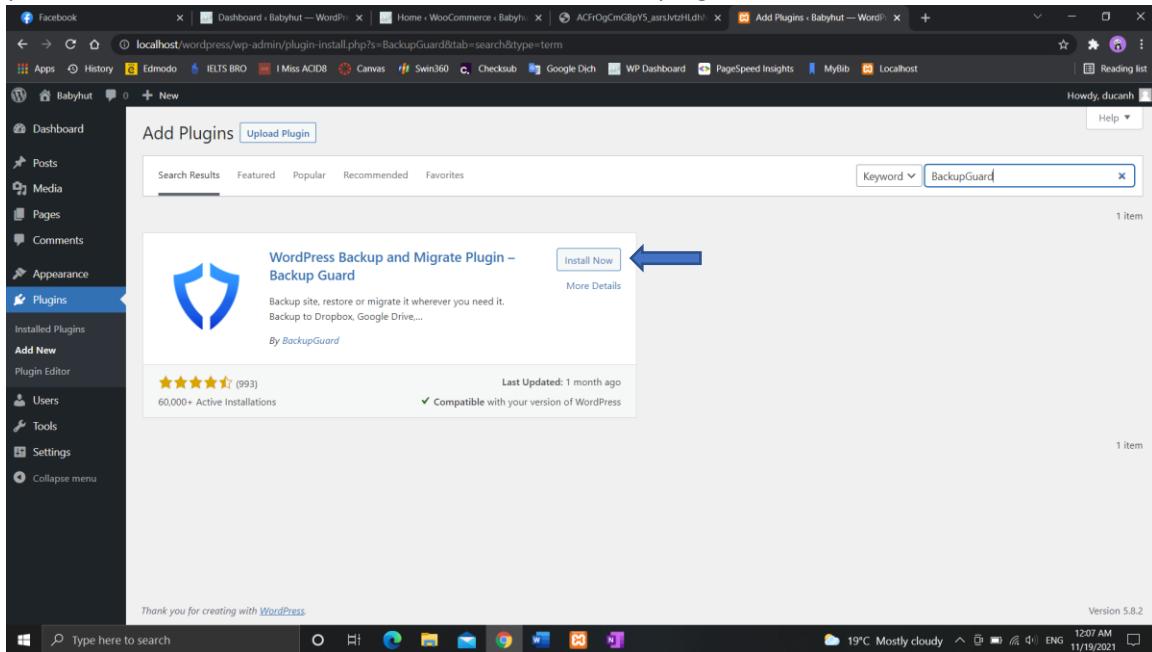
Instruction link: <https://youtu.be/BLq6MfUL8BU>

#### 3. Restore the website using SGBP file

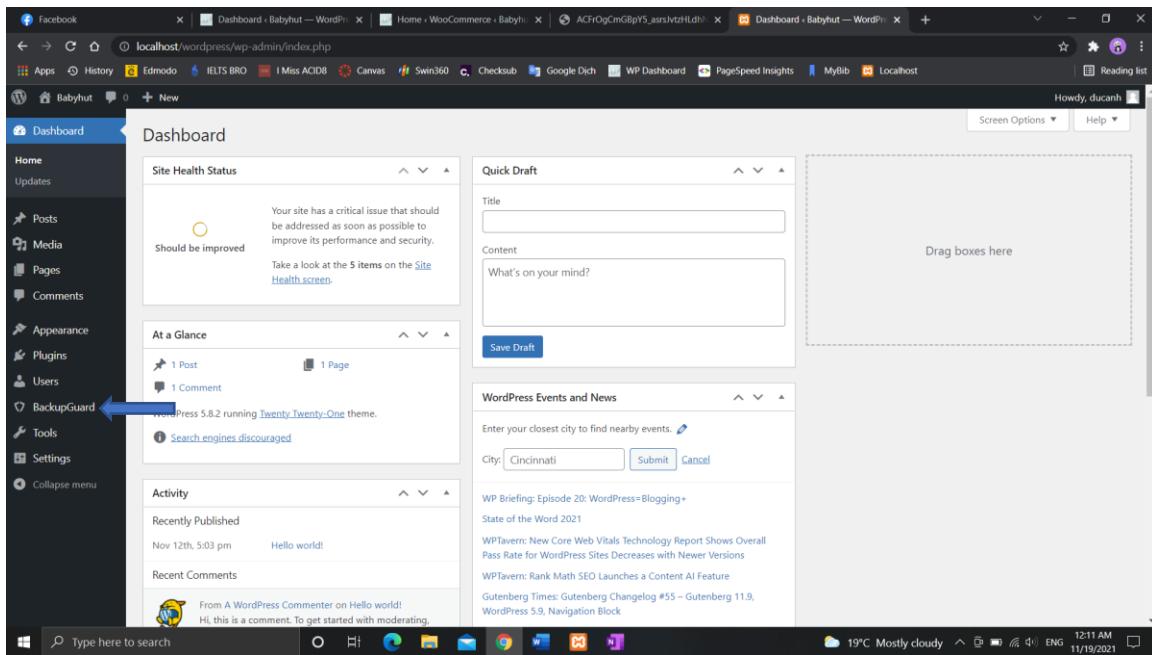
After downloading the SGBP file as instructed in [11.2. How to back up](#), open the WordPress local link that you have just created, hover on the button **Plugins** on the left-hand side menu and click on **Add New**.



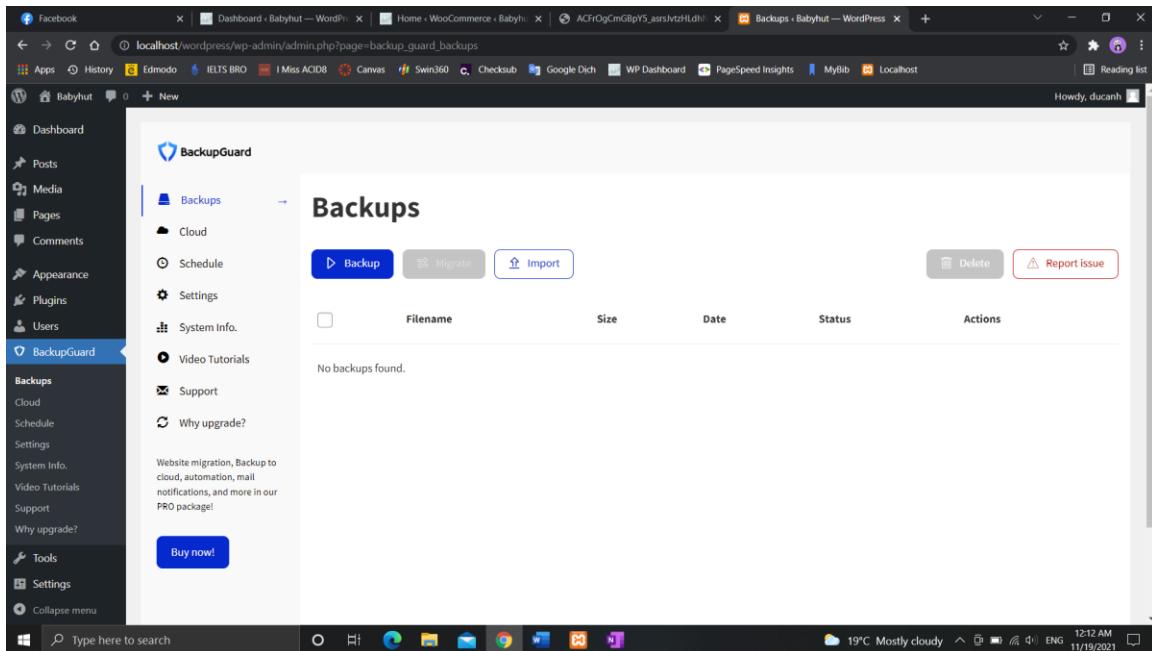
In the search bar, type in “BackupGuard”. The page will only show one result and that will be the plugin you need. Click on the button **Install Now**, wait for the plugin to install and click on **Activate**.



After that, the BackupGuard button should appear on the left-hand side menu. Simply click on it.

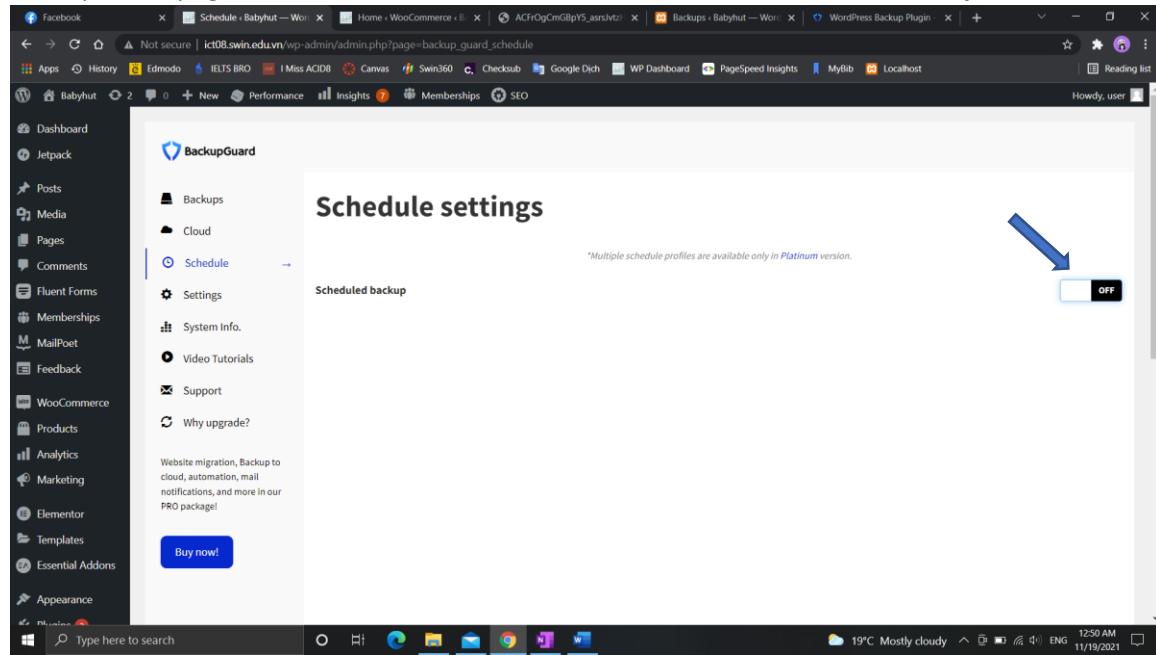


In the BackupGuard page, repeat the steps as instructed in 11.3.1 Restoring your website online.



## 11.4. How often to backup and scheduled backup setting

Backups should be happening once a week to protect the site and data. This will not be a hassle as BackupGuard has a scheduling function that allows the website to automatically backup. In the BackupGuard page, click on **Schedule** in the menu and turn on **Scheduled backup**.



Set a label for the schedule, set the section Perform backup every to Week, choose the option Full backup and click save. Your site will now be well-protected.

