

## MANAGING YOUR JOOMLA WEBSITE

### What is Joomla?

Joomla is a *content management system* (CMS) that provides a user-friendly interface for managing web content and other features. As an *open-source* solution, it is freely available to everyone. Third Sun has a specific and optimized implementation for Joomla that is customized for our clients, so our training is also customized to help clients manage things without hunting through support forums and outside tools.

*Note: When using the Joomla management tools (i.e. logged into the backend and trying to edit and/or create content), please use Firefox or Chrome (both free browsers).*

### Support Requests

Third Sun wants you to be successful managing your website, and we expect that you will have questions or needs that arise on occasion. To serve all of our clients' needs efficiently, we prefer you to email [support@thirdsun.com](mailto:support@thirdsun.com) because we usually need to be in front of a computer with your website pulled up to help you, and this ensures you get speedy help from the team member best suited to help you. When you submit your question or request, consider also sending the following:

- Your question or need stated clearly
- Link of the page you are referencing (if applicable)
- Screenshot of what you are seeing (or not seeing and if applicable)

When we have all the details about an issue, we can help you more quickly. For urgent issues (site downtime or other occurrences), email is still best. For more resources and Help Docs, go to [thirdsun.com/help-docs](http://thirdsun.com/help-docs)

### Training Guide

To access a digital version of this document, navigate to the backend Control Panel of your Joomla website. Select "Style Guide" and the file will be under the heading "Do you need more help?"

### Logging In to Backend

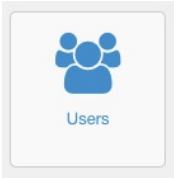
Open your browser to [underdogrescuemoab.org/administrator](http://underdogrescuemoab.org/administrator) and bookmark for future use. Login with your current username and password. If you do not have one, one of your administrators can make you a user account by logging in and following instructions below under User Manager.

### Backend Navigation

The backend of Joomla navigates like a website itself. You can access Menus, Content, Components, Extensions, etc. Most of your commonly used will be Items/K2 and Components area.



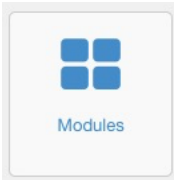
In the top righthand corner of the backend, there's a shortcut to the frontend of the site.



**User Manager:** Add new users or disable who can manage the site by clicking the Users button on your dashboard. Click the “New” icon (top right of the page) and complete information on the left (no need to do anything on the right as these will just default to proper settings). Then toggle to the “Assigned User Groups” tab and assign a trusted user at the “Administrator” level. **Don’t delete users**, this can cause issues on your site. Only *disable* past users. Each user needs a distinct email address, i.e. you can’t use the same email for everyone to use as a generic user like “Admin”.

## Menu Manager

Your website should not require frequent changes or additions to the menu navigation (it isn’t a good practice for your returning site visitors because they should be able to depend on the organization of your website to be relatively consistent). To access the Menu navigation and understand its structure, go to Menus > Main Menu. From here, you can add or delete options, but setting up menu items requires having already created the content and knowing how to link that content. See our [Help Docs on Menus](#) for more details, and if you need slight adjustments (i.e. adding an item or deactivating an item) you can contact [support@thirdsun.com](mailto:support@thirdsun.com) with your request.



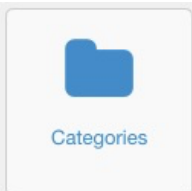
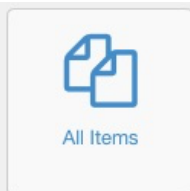
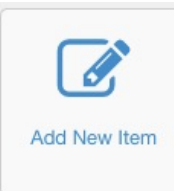
## Homepage and Modules

Many components throughout your site, including homepage tiers, sidebars, and footers are controlled in the Module Manager, which you can view by going to Extensions > Module Manager. Modules are custom-tailored to your website, so **do not edit or delete modules** unless you know what you are doing.

## Edit the Language on Your Homepage

*Remember: your homepage content is not in Items.* Start with finding the respective module (color coded with a blue square), i.e. Banner, and then change the text. We recommend being very cautious with homepage edits, like adding images or too much formatting as it can interfere with the design. We are happy to help with changes, for assistance finding or editing a module, please email [support@thirdsun.com](mailto:support@thirdsun.com) or find a “Help Docs” tutorial at [thirdsun.com/help-docs/editing-modules](http://thirdsun.com/help-docs/editing-modules)

## Adding or Editing Site Content



**K2** — is a component that allows for additional features in the content management system, Joomla.

**Structure** — Your website is organized by Categories and Items.

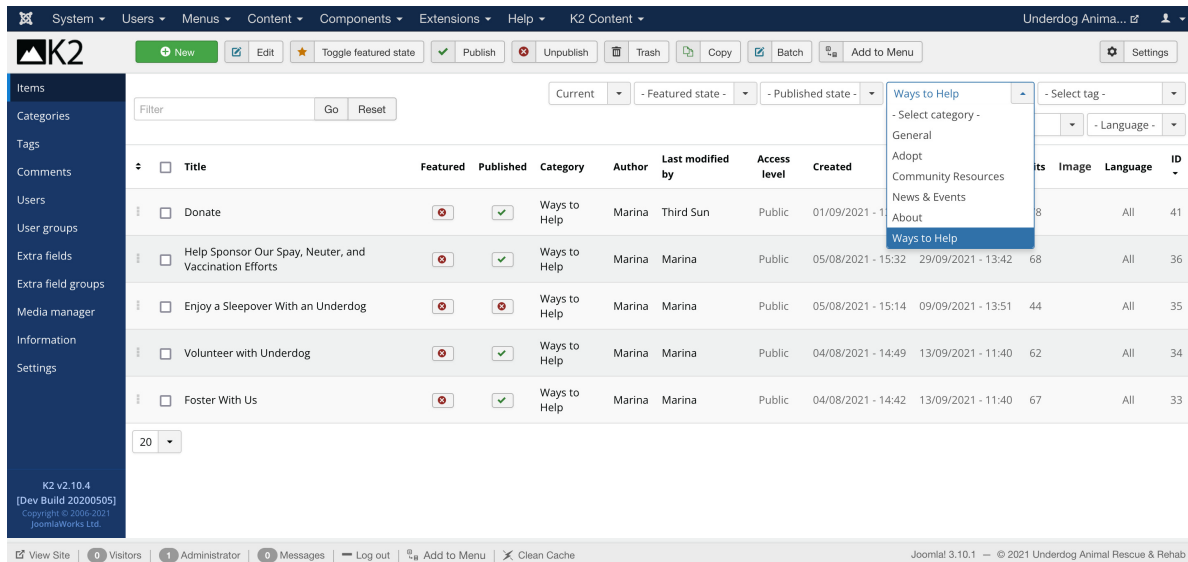
**Categories** — main groups you organize items into.

**Items** — individual pieces of content that work often like pages on your website.

## Creating or Editing an Item

**Step 1:** Navigate to **K2** via the **top menu** or navigate to **All Items** from your Control Panel

- Once you are in the “Items” area, you will see a list of existing items.
- From the K2 Items list, filter them by using “Select category” to view items in a particular category.



**Step 2:** Select your item or create a new one.

- Edit an existing K2 Item by clicking on the title.
- Create a new K2 Item by clicking “+ **New**” green button in the top right.

**Step 3:** Give your new K2 Item a good **Title**. Assign it to the proper **Category** according to your site’s organization. The “*Title alias*” will auto-complete when you save, so you don’t need to add it.

**Step 4:** Create your text in the text editor either by pasting from a document or typing directly in the editor area. For headings, Use the dropdown that says “Paragraph” and select “Heading 2” or “Heading 3.” And so on.

**Step 5:** *This is optional depending on how you’d like the page to look.* Some items need main images. See the directions below under “Insert/edit Image”.

**REMEMBER:** Always click **Save** or **Save & Close** for your changes (click **Cancel** if you do not want your changes to take effect). Please note that if you delete or unpublish a K2 item connected to a Menu item, you will need to reassign that Menu item to a published item or retire it (email [support@thirdsun.com](mailto:support@thirdsun.com) if you need help).

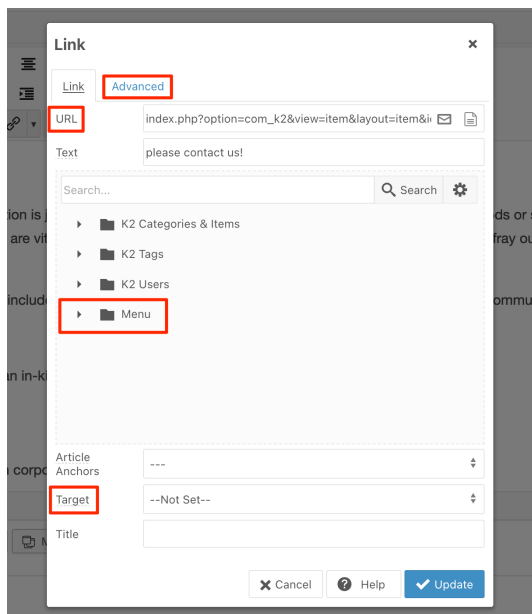
**The Basics:** Maintaining your website is easy, here are some useful tips:

- Keep your content clean! Write compelling, concise, and clear content. **Avoid ALL CAPS** for consistency.
- Give your items/articles an appropriate **title** and **assign to correct category**.
- **Headings – Note: the purple intro text above the images on most of your pages is in Heading 5.** To create headings (and keep things consistent in the site), highlight the text to be made a heading and click format then for most headings start with Heading 2 then Heading 3 (Heading 1 is usually used already by the page title). You can preview your headings from the Style Guide shortcut in your dashboard. Be consistent and


work from h2 down for best accessibility. Don't add links to headings.


- **Line break (but not hard return)** - Click **Shift** and then **Enter** to get a line break. In the site's code this differs from a hard return which will create a paragraph space between lines.
- **Bullets or Number Lists** - Enter your text with hard returns between the lines you want to bullet point (or number). Select the lines and click the Bullet List or Numbered List icons.
- **Bold, Underline, or Italics** - Use these sparingly for impact, avoid underlines as they tend to look like links and are bad for accessibility.
- **Alignment** – Avoid centering text whenever possible for best accessibility/useability best practices. Also avoid justified alignment. Left-aligned is best.

## Adding Links, Images, and More to Your Item's Content



- **Insert/Edit Link:** Highlight the text (or image) to link and then click link icon to open link manager.
- **To add a link to another page on your site,** use the link manager, select your page by clicking Main Menu folder and finding the correct page, (don't adjust the Target) then click Insert. *If you can't find it under Main Menu look under K2 Categories & Items.*
- **To add a link to a page that's not on your site,** enter the URL (complete with *https://*), change the Target "Open in new window." Then click Insert.
- **Button Style Links:** Create a link button by following the link steps above, but before clicking Insert go to the "Advanced" tab and type 'btn' in the "Classes" field. Then Insert.
- **NOTE:** Don't add links to headings.


 **Insert File Link (like a newsletter):** To insert a document for users to download (pdf, doc, xls, jpg) into your K2 Item, write a phrase (i.e. Download this file) and highlight. Click the Insert File Link icon. Select an existing or upload a new document by clicking the Upload icon (arrow pointing up on the right side of the File Manager pop-up). Once uploaded, select the file to link.


 **Insert/Edit Image:** To insert an image directly in the content, click your cursor in the spot where you want the photo to appear and click the Insert/Edit Image icon. Upload an image by clicking "Upload" in the Image Manager Extended pop-up. Avoid extremely large images (over 1-2mb.) or poor quality/grainy images. Aim for 200-300kb sized image files. **Most of your main images are 1600x1067 pixels, except for square staff photos.** Once uploaded, click on the file and so the URL line populates. Add alt text if desired. Your main images are full width (this is often best these days with mobile phones – as long as the photos are not vertical). For full width, have the width dimension be "100%" and delete the height or leave blank. For non-main images you can play around with them a little, align right or left and set a margin (like 5-10 pixels) or use columns to organize them. (More on columns below.)

**Insert a Video:** First, upload the video to the platform of your choice, this is ideal so that the site isn't hosting the video file itself. then locate the video ID:

- On Youtube videos this is after "V=" in the URL, i.e. <https://www.youtube.com/watch?v=dQw4w9WgXcQ> so the Video ID is "dQw4w9WgXcQ".
- On Vimeo the Video ID comes after "vimeo.com/".

Insert in the content into the code found under "Short Codes" in the editor in place of "videoID" . i.e. {youtube}videoID{/youtube} (same for Vimeo or Soundcloud using {vimeo}videoID{/vimeo}, etc.).

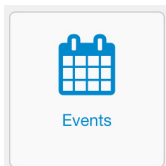
 **Insert Columns:** These are used throughout your site to organize how content is displayed. To insert columns, click the columns icon and then select the number of columns and width – we don't suggest more than 3 for best mobile experience.

 **Insert Quote-style Text (the orange blocks with quotes):** To make a box with a quote in it, add the text first, then select it, and click the quote icon. This will automatically display with the orange box on the front end of the site. You can remove it by highlighting the text and clicking the quote icon, and can edit it like normal text.

**Insert Sliders (used on FAQ page):** Below the content editor there's a row of buttons, click on Short Codes and then Sliders to insert the code to create sliders. The code will say "{slider Slider Title 1} Your text..." just change out the "slider title 1" with your title and add in your text below.

## Managing Events

All your upcoming events appear on the site under News & Events, and clinic events appear on the clinic page and adoption events appear on the adoption page.



Your events are managed in a component called Event Booking that you can access by clicking on the "Events" shortcut on the Control Panel. It allows you to create events (both free and paid), allows registrants to register for these events (Individual or Group registration) and it can process payments via an online payment portal (we recommend Stripe – contact us about incorporating this into your component.)

### Create New Event Location (if you're not using an existing location – *this is optional*)

- First, open **Google Maps** and search for the location. Can be approximate area or address. In the URL you'll see the latitude/longitude coordinates. Copy them.
- Next, from the Events dashboard click Locations, and then the green New button. Add in title, address (can be approximate) and then the latitude and longitude from Google Maps in "Coordinates". Save & close.

### Create New Event/Registration

Navigate to **Event Registration** from the Control Panel.

- Click "New" to create a new event. Enter "Title" of your event. Select the appropriate category, select location (if using). Select start date and end date for the event.

- If you are using for registration, set the price and capacity if you want to control the number of seats available. Under Registration Type, you can choose “Only Individual Registration” or “Group Registration” or both. Clinic events have been set up as only group registration – **for new clinic events we’d highly suggest copying an existing one to keep the correct formatting. *Note: to see past events, there’s a dropdown that says “Hide Past Events” change it to “Events Filter”.***
- Enter a description if you would like in the “Description” box – don’t need to use the “Short Description”.
- No other action is required on the tabs.
- Remember to click “Save” to create your event or apply the changes/edits you have made.

**View Registrants:** To view registrants, go to the Registrants tab and you will see name and basic info. You can select the event with the drop down (right side of page above names) and click “Export Registration” in the top right to export the list.

We’ll provide you with a separate handout on Event Booking, and you can also view our more in-depth how-to guide on setting up Events here: <https://thirdsun.com/help-docs/event-booking>. If you need help with other settings, please email [support@thirdsun.com](mailto:support@thirdsun.com).

## Staff & Sponsor Page Formatting

Your staff page and sponsor page both use columns for formatting the layout. See the section on adding columns above to learn how to add them. To add an image in a column (like a staff pic or sponsor logo), add a column, out your cursor where you’d like the image to go, upload the image following the directions above and select the image width as 100% and leave the height blank, then insert.

## Contact Form

From the Control Panel, click “Forms”, this will take you to the form component being used on your site. On the left side there are “Submissions” where you can see what has been submitted through your online form (though you should get an email directly notifying you of the contact). To edit the contact form go to Forms and click on the Contact Form and make your adjustments. Contact us for help! We have a training on the Forms component a few times a year where you can learn how to customize forms and use them for all kinds of things. **To change who receives the forms follow the instructions here:** <https://thirdsun.com/help-docs/forms/how-do-i-change-what-admin-receives-form-submissions>

## Other Notes on Your Site

### Not Seeing Your Edits?

The most common culprit when you're not seeing your edits on the front end of the site is your browser's cache. First, make sure you're refreshing the page on the front end. Then, try clearing your browser's cache. More notes on this here: <https://thirdsun.com/help-docs/edit-items-and-categories/why-aren-t-my-changes-showing-up>

### Special Homepage Announcement

You may remember from the site draft that there's a place for special announcements on the homepage. To add this announcement, go to Modules > Special Announcement > and edit the text to your announcement (keep it brief) add a link to your event or fundraiser, if relevant. Then select "Published" and save & close. When you want it to no longer be visible, just unpublish it.

### An Underdog's Journey

The Underdog's Journey page uses a special tool to display the images. The text can be edited by going to Components > WIDGETKIT. If you need help let us know!

### The Instagram Galleries

These are managed in a component called InGallery, you can find it under "Components". This is used for the highlighted pet of the month on the homepage under "Adopt" – this shows the latest dog you've posted with the hashtag "adoptables" but can be changed, and this is also used for the main Instagram gallery on the homepage.

### The Main Images on Your Homepage

These are specifically formatted. If you need to change them, please send us the new images you'd like – at least 1600x1200 in size. No images with text on them, we know that people want to do this for announcements but these aren't good for accessibility or getting messages across, and we have other ways to make announcements if needed.

### To Create a Custom URL for Your Site

Sometimes it's handy to have a short URL for easy linking and reference – i.e. [underdogrescuemoab.org/yoga](http://underdogrescuemoab.org/yoga)

To create these short URLs, you'd set them up as a hidden menu. Instructions can be found here:

<https://thirdsun.com/help-docs/editing-menus-and-navigation/using-hidden-menus-for-shorter-urls>

NOTE: Hidden menus are handy, but shouldn't be used for every page on your site. Hidden Menus have their place, but overall Troy has a good rule of thumb: *It is ideal to just send people to your homepage. If whatever is going on isn't obvious from there, then that is a problem.*

### Engagebox Popup Window

To have a popup that shows up when you enter the site (like for advertising an upcoming event) is an option managed in EngageBox. If you'd like to add or remove a popup or change the message or settings, you can find steps here: <https://thirdsun.com/help-docs/engage-box-pop-ups>

*If you need help, please email [support@thirdsun.com](mailto:support@thirdsun.com). Or Visit "Help Docs" <https://thirdsun.com/help-docs> for many of these things outlined.*