Resources

[Printable User Guide](#)
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Printable User Guide

[Complete User Guide](#)

PDF

(8.33 MB, last updated December 2, 2003)

[Complete QuickStart Guide](#)

PDF

(113 KB, last updated December 2, 2003)

Both guides contain links that work between other pages.

The printable version of the User Guide is also available as separate Adobe Acrobat PDF files for more convenient downloading and printing. These printable, sectioned versions of the User Guide contain links that work only within the document itself. For links that work between sections, you will need to download the full printable version of the User Guide.

1. [Administration](#) (429 KB last updated November 10, 2003)
2. [Editor](#) (726 KB last updated November 10, 2003)
3. [Components](#) (1.18 MB last updated November 10, 2003)
4. [Toolbox](#) (1.37 MB last updated November 10, 2003)
5. [Ecommerce](#) (4.61 MB last updated December 2, 2003)
6. [Resources](#) (209 KB last updated December 2, 2003)

[Download Adobe Acrobat Reader](#)

New Features

January 2004

- Enhancement for [Page Editor Options](#) - you can turn on or off the cursor auto focus

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December 2003

- Enhancement for the [website permissions tool](#) - more sections of the administration are available to apply permissions to designated users.

November 2003

- Enhancement for the [Product Catalog](#) - tweaks and minor additions to the entire E-commerce system including shopper management, block shoppers unless a minimum order amount is reached, more merchant accounts compatible with the system, the option to require the email address, and much more!

Log of Features

Features added in 2003

Initial Release - April 2003

Highlight features:

- [WYSIWYG - What You See Is What You Get](#). Each page of the Web site can be edited on screen, in a view that is very close to what the published page would look like on the site.
- [Common Components](#) - Updating the component once will update the component everywhere
- [Flash Components](#) - Flash animation can be added to any location on any page.
- Separate [Template](#) and [Business Type](#) - Choose the layout you like and automatically enhance it with any one of our business templates.
- [Advanced Mode/Simple Mode](#) - Site owners are free to edit the site in the mode that best suits the task at hand.
- [Better Statistics Processing](#) - The new and improved statistics engine will allow faster retrieval of statistics.
- [Website Permissions](#) - Assign permissions to users that you would allow access to certain sections of your Administration.
- [Language Translation](#) - Allow your customers to choose from a variety of languages to view your Web site in.
- Online User Guide - An in-depth User Guide covering all aspects of the 3.0 administration and accessible by clicking "Help"; the User Guide is searchable and frequently updated, with additional resources including screenshots, FAQ (Frequently Asked Questions), troubleshooting tips, and glossary.
- [Domain Manager](#) - Online tools to register new domains, transfer existing ones, set up their e-mail information, and manage where they point on the Internet.
- [Website Analyzer](#) - Analyze your Web site for broken links, download times for your pages, and current image usage.
- Ecommerce:
  - [Fully Customizable Shopping Cart](#) - Add products, categories, item groups, and

packages and manage rules (discounts, shipping, handling, and taxes) for them.

- [Variable Pricing](#) - Collect donations, allow customers to pay invoices online, or sell gift certificates.
- [Custom Units](#) - Define a custom unit of measure to use with individual products (such as ounces, feet, or packs), use units in place of a standard quantity, or use both quantity and units.
- [Express Order Forms](#) - Create one or more categories that allow customers to quickly purchase multiple items on one page.

May 2003

- [Contact Manager](#) - Manage contacts, maintain mailing lists, send e-mail, and manage a to-do list.
- Enhancement for [Shopping Cart](#) - ability to specify whether an item description will appear above or below the "Add to Cart" button.

June 2003

- [Calculators](#) - easily add specialized calculators to your Web pages, including "Cash Flow Calculator", "Retirement Savings Calculator", "Variable Compound Savings Calculator", "Resting Metabolic Rate Calculator", and "Typing Test", to name but a few.
- [Calendar](#) - Interactive calendars now can be added to your 3.0 website. Just a few possible uses include online team signups, reservations at your bed & breakfast, requesting an appointment for your services, displaying the hours that you are open, and much much more. You control whether visitors can add events, what types of events they can add, what information they must enter when adding an event, where you want your e-mail notification sent whenever a visitor adds an appointment, the calendar's initial timezone, etc. These and other calendar controls are provided in the new [Calendar Manager tool](#).

  Display options such as where and how a calendar is displayed in your website are provided in the new [Calendar Component](#).

July 2003

- Enhancement for [Shopping Cart](#) - ability to customize the creation of [categories](#) as well as the ability to easily assign [products](#) to those categories.
- [Item Component](#) - allows you to sell any item in your catalog from any page of your Web site. For example, add an item component to your Web site's home page to offer a "Special of the Month" or "Featured Product" which visitors can add directly to their [shopping cart](#).

August 2003

- Enhancement for [Form Component](#) - ability to specify whether form input components will be required as well as the ability to further specify which form processor you would like to use with your form.
- Enhancement for [Change Template](#) - ability to specify additional options for importing calendars, forms, and the product catalog from the applied template.

- Pre Publish Check - the Pre Publish Check tool will verify whether form, calendar, and item components are set up correctly; if they are not, the system will inform you how to correct the problem.
- Enhancement for Website Permissions - the Website Permissions tool has been modified to be more intuitive and detailed about applying permissions for existing users.
- Enhancement for Website Permissions - Publishing the Web site and managing calendars have been added to the Website Permissions tool.

September 2003

- Enhancement for the button form input component - ability to specify your own images for the button as well as a Print function that will print the page when the Web site visitor clicks on the button.
- Java Filing Cabinet - a filing cabinet tool built in Java that allows you to quickly upload and download files from your Web site.
- Enhancement for the Upload Items tool - ability to specify package options and apply them to many items at once.
- Enhancement for the Shopping Cart - a preliminary check will be run on your Web site to check your e-commerce settings.
- Enhancement for the Ordering system - ability to customize how orders are displayed.
- Enhancement for the Product Catalog - ability to define related products for items and related products for packages.
- Enhancement for Site Search - customize the search ability to focus on all pages or on your product catalog. These changes are detailed under the Search Component and Search Result Component.
- Enhancement for the Rebuild Search Engine tool - the tool now displays the last time the Web site was indexed.

October 2003

- Enhancement for the Catalog Component - ability to designate a non-cart page where product information would be sent to a specified form page.
- Create Users - Website owners now have the ability to create usernames for their own personnel.
- Enhancement for the Search Component - ability to specify line breaks to separate the search boxes and search buttons.
- Enhancement for the Product Catalog - large product catalogs (more than 1000 products) now display more elegantly in the Administration.
- Enhancement for the Product Catalog - inventory management is now easier to apply and manage.
- Enhancement for the Product Catalog - ability to easily designate which items go in to which categories
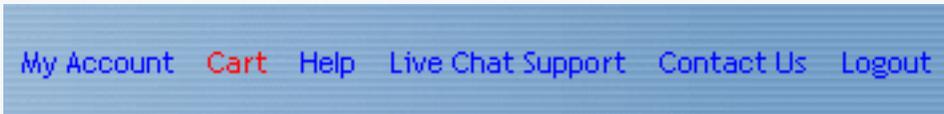
Obtaining Help

Related Links: [Glossary](#) | [FAQ](#) | [Troubleshooting Tips](#)

[Help](#) | [Live Chat Support](#) | [Contact Us](#)

Help

The Help section of Administration provides helpful information on all of the tools and options that you may perform within the Administration. You may browse through the information by clicking the "Help" link in the Administration main navigation menu and clicking through the categories and subcategories to access the topics that they contain. The link to the User Guide is in the top-right corner of the Administration.
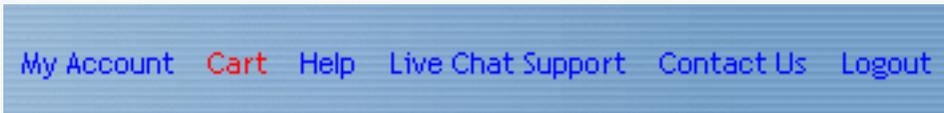

Help in context is available in an increasing number of the Administration windows. A question mark indicates when contextual help is available. Click on the question mark and a small window will pop up offering an overview of that part of Administration plus link(s) to learn more.

These question mark icons will only be displayed if you have enabled "Bubble Help". You do so from the [Options](#) menu link provided on the top navigation bar of the [page editor window](#).

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Live Chat Support

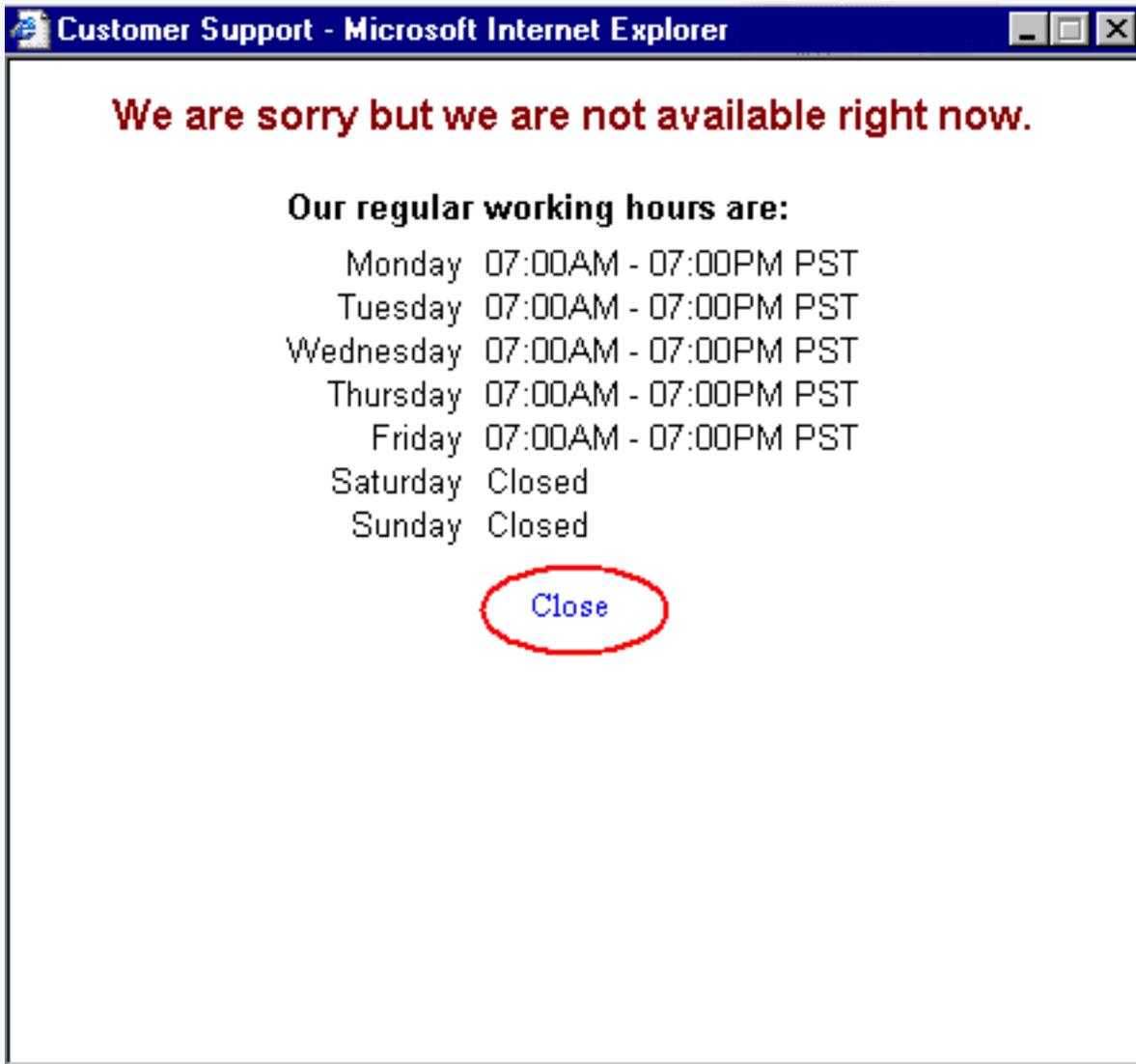During Technical Support hours (Monday through Friday, 7 AM to 7 PM Pacific Standard Time), you can click on the link "Live Customer Support" to chat online with our Chat Technical Support Representatives. The link to "Live Customer Support" is in the top-right corner of the Site Administration pages.


If you access the Chat Technical Support during our off hours, you will see the following page:

Customer Support - Microsoft Internet Explorer

We are sorry but we are not available right now.

Our regular working hours are:

Monday	07:00AM - 07:00PM PST
Tuesday	07:00AM - 07:00PM PST
Wednesday	07:00AM - 07:00PM PST
Thursday	07:00AM - 07:00PM PST
Friday	07:00AM - 07:00PM PST
Saturday	Closed
Sunday	Closed

Close

If you receive the above message during normal business hours (Monday through Friday, 7 AM to 7 PM, Pacific Standard Time), please contact Technical Support by phone.

Once the Java plug-in for your Internet browser finishes loading, you will see the following screen.
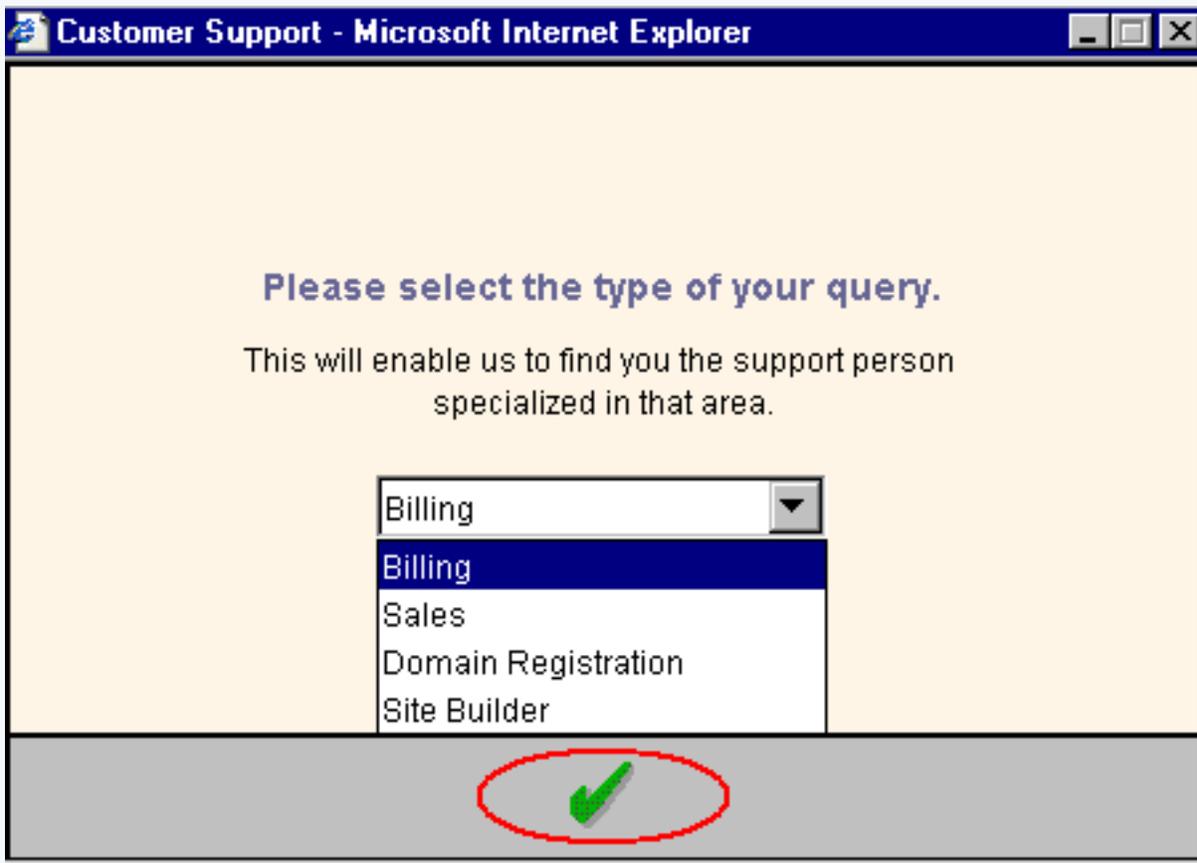
Select the problem category that best generalizes the issue you want to address with the Chat Technical Support Representatives, then click on the green checkmark to log in to the Live Customer Support system.

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Contact Us
This section of the Administration offers ways that you may contact us for assistance. Telephone and live chat support are available from 7 a.m. to 7 p.m. Pacific time, Monday through Friday. You may email support or complete an online help request form at any time. A support representative will contact you at the next opportunity. The link to contact us is in the top-right corner of the Administration.

The Administration will then display the following screen:

How may we help you?

Please choose which product(s) or program(s) you are having trouble with:
Check all that apply.

☐ Website Builder
☐ I have a question or comment

○ I am a webcenter owner
○ I am a website owner

First Name:	
Last Name:	
Home Phone Number:	
Work Phone Number:	
Alt. Phone Number:	
Alt. Phone Number:	
E-Mail Address:	
Your Sitename:	
Subject:	

Please describe your problem in detail below:
(Please don't enter any credit card information here)

[Submit]

Fill out as much detailed information in the form so that our representatives would be able to assist you

in the best possible fashion in the shortest amount of time.

Frequently Asked Questions

How do I?

- Access Technical Support through the Internet?

    You may contact Technical Support via Live Customer Support or through a Contact Us form.

- Add buttons?

    Buttons may be added to a Web site individually, via button, or as a menu, via the navigation component. Click here for an expanded discussion on the issue of adding buttons.

- Add a calculator to the page?

    You can add a component to the page as normal, but you add a Calculator Component to the page.

- Add a calendar to the page?

    Add the component to the page normally, then add a Calendar Component to the page.

- Add a component in general?

    There are a number of ways to add a component to a page, so click here for an expanded discussion on adding components to a page.

- Add a domain name to the site database?

The secondary navigation menu link "Domains" in the section My Account will allow you to manage your domains.

- Add meta tags to my Web pages?

  You can add meta tags to your pages by going to the Page Editor. Under the Page menu, click on Page Properties.

- Add/modify a chat room?

  You can manage your chat rooms via the Chat Room Admin Tool that is in the Toolbox.

- Add/modify Flash?

  The Flash introduction page (or splash introduction page) can be modified by using the Flash Component.

- Add/modify a Flash introduction page?

  The system can add a Flash introduction page by clicking on the link "Add Splash Page" in the Website Editor.

- Add/modify Javascript?

  To add Javascript to your Web page, you would place the code in to a Literal Component or in the Page Header.

- Add/modify a map?

  Add a component to the page normally, then select the Map Component to add to the page.

- Add/modify password-protection for folders?

  Password protection is managed by the tool Password Protection in the Toolbox.

- Add/modify a weather forecast?

  Add a component to the page as normal, then select Weather Component to add to

the page.

- Add/organize products?

    Organize the products in your Product Catalog by using the [Product Catalog Management](#) tool in the section E-commerce.

- Add a page?

    Add a page to your Web site by clicking on the link ["Create New Page"](#) in the Website Editor main menu.

- Add a product to a page other than the catalog page?

    You can create a "buy an item form" on any Web page by using the [Item Component](#).

- Align my item and category images?

    The alignment of thumbnails for both items and categories in your online catalog is set in the "Category" tab of the [Catalog component](#).

- Analyze the approximate download time for my Web pages?

    You can request a report for the download time for all of your pages by using the [Website Analyzer](#) Tool.

- Analyze my Web site for broken links?

    You can request a report for the broken links on all of your pages by using the [Website Analyer](#) Tool.

- Analyze my Web site for images in use?

    You can request a report for all of the images in use on your Web site by using the [Website Analyzer](#) Tool.

- Arrange the layout of my products in the Product Catalog?

    The layout of your products in the Product Catalog are handled in a number of

different areas. Click here [for an expanded discussion on the layout of your products](#).

- Change the password?

  You can change the password in the section My Account under the tab [User Profile](#).

- Change the sitename?

  The sitename of your Web site can be changed under the Website Editor's tab [Properties](#).

- Change the sort order or position of elements?

  The sorting order of components on the page can be changed by clicking on the component and selecting "Move Ahead" to move the component DOWN the page or "Move Behind" to move the component UP the page. Click here for [an expanded discussion on moving components](#).

- Change the template of the Web site?

  You can change the template of the Web site by clicking on the link ["Change Template"](#) in the Website Editor main menu.

- Copy components?

  When you add a component to the page, you have the option to assign a [copy of the component](#) to the page.

- Copy or Move files?

  You can copy or move files from your storage area by using the [File Cabinet Manager](#) tool from the Toolbox.

- Create a new calendar?

  Create a calendar using the [Calendar Manager](#) Tool in the Toolbox. You would still need to assign the calendar to the page by using a [Calendar Component](#).

- Create a new username?

  Create a new username using the Create A New User Account Tool in the Toolbox. You would still need to assign permissions for the username by using the Website Permissions tool.

- Customize the "Continue Shopping" link from the checkout process?

  The option to customize the "Home" link can be found in Cart Component.

- Delete a page?

  You can delete a page from the Website Editor by clicking on the either the Title, Filename, or Menu Name of the page you want to delete. All three of the above links will open up the same window. Click on the button "Delete" to delete that page.

- Disable a page?

  Disable a Web page (so that it is not accessible on the Web site but the page still exists for you to modify it) by clicking on the checkbox to the left of the page name and clicking on the link "Set Pages to Disabled" in the Website Editor main menu.

- Do mouse-overs for images?

  If you already added an Image Component to the page, the Image Component has options to include a mouse-over effect when the mouse pointer hovers over the image.

- Edit a component if I cannot find it?

  Use the tool Find Component in the Page Editor (under the menu "Main") or from the Website Editor main menu.

- Get statistics for my Web site?

  Statistics for your Web site can be obtained from the tool Website Statistics from the Toolbox.

- Manage all of the products at one time?

You can apply many settings to all of your items at once by clicking on the link "Manage Items" in the Item section on the Product Catalog Management main window. You can also upload all of your products at one time by using the "Upload Items" link in the Item section on the Product Catalog Management main window.

- Manage the inventory for my products?

  For each item, you can manage the inventory from the Item's modification window.

- Modify calendars?

  You can modify the calendar by using the tool Calendar Manager in the Toolbox. You can modify the display of the calendar by using he Calendar Component.

- Register a new domain name?

  Register a new domain name by using the tool Domains in the My Account section.

- Set up e-mail aliases?

  E-mail aliases may be set up using the Domains tool in the My Account section.

- Set up forms to go to the Contact Manager?

  All of the Form Input Components must have field names that match what the Contact Manager is set to look for. Click here for an expanded discussion on the issue of setting up forms to go to the Contact Manager.

- Set up MX records?

  MX records can be set from the Domains tab of the section My Account.

- Set up my product catalog?

  A 10-step guide to setting up your Product Catalog gives an outline of the steps that you need and would like to take in order to set up your Product Catalog.

- Set up subdomains?

Subdomains, or hostnames, may be set up by using the tool "Domains" from the section "My Account".

- Submit my site to search engines?

  The tool "Website Promotion" in the Toolbox allows you to submit your Web site to search engines.

- Translate my Web site?

  To task of translating your website falls to the Language Component.

- Upload files?

  The File Cabinet Manager allows you to upload files to your Web site storage space.

- Upload products or categories to my Product Catalog using a excel spreadsheet?

  You can upload products and categories by using the approriate links in the Product Catalog Managment tool of the E-commerce section. Click here for an expanded discussion on the issue of uploading products and categories.

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</div>

What are?

- The basics for editing pages?

  The User Guide page called "Getting Started" gives a summary of the steps that are needed in order to start editing your Web pages.

- The differences between Classes, Styles, and Stylesheets?

  Styles, Classes, and Stylesheets allow you to customize the entire look of your Web site easily. Click here for an expanded discussion on the issue of styles and classes.

- The differences between Copy and Use?

  "Copy" and "Use" have different meanings in version 3.0. Click here for the [full discussion on the differences between Copy and Use](#).

- The different components that I can add?

  Click here for a [list of all the available components in version 3.0](#).

- The steps to promote a Web site?

  Here are [tips to use the Website Promotion tool](#) as well as [tips to improve the promotion of your Web site](#).

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Where is the?

- Calendar Editor? [Answer](#)
- Contact Manager? [Answer](#)
- Domain Manager? [Answer](#)
- Image Editor? [Answer](#)
- Language Translator Tool? [Answer](#)
- Page Characteristics? [Answer](#)

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[Troubleshooting](#)

Troubleshooting

Related Links:

Domains and E-mail

- Why doesn't my domain name or e-mail aliases work?
    1. Please check to make sure that the domain name has not expired. Go to a Whois Web site, such as betterwhois.com or whois.com and search to find your domain name. A Whois Web site will report to you whether your domain name is expired. If the domain is expired, you will have to renew the domain with your registrar (click here if you registered this domain with us) or register a new domain (click here to register a new domain with us).
    2. Confirm that you have specified a Web site that the domain will point to. The reason for this is because initially, domain names are attached to your username and not a sitename.
    3. Please check to confirm that your Web site has not been disabled due to a billing issue. If you are able to log in to the Administration of the Web site, your Web site has not been disabled due to a billing issue. If you do have a billing issue, please contact Technical Support so that we may resolve the problem.
    4. Please run the Checkup option in the Domain Manager to make sure that your Domain is functioning correctly and has been set up correctly on our servers.
    5. If the above listed information does not correct the problem, please contact Technical Support so that we may better assist you.

- Why isn't my e-mail associated with the domain working?
    1. Please check to make sure that the domain name has not expired. If the domain name has expired, your e-mail associated with the domain will also cease to function. Go to a Whois Web site, such as betterwhois.com or whois.com and search to find your domain name. A Whois Web site will report to you whether your domain name is expired. If the domain is expired, you will have to renew the domain with your registrar (click here if you registered this domain with us) or register a new domain (click here to register a new domain with us).
    2. Please check to confirm that your Web site has not been disabled due to a billing issue. If you are able to log in to the Administration of the Web site, your Web site has not been disabled due to a billing issue.
    3. Please run the Checkup option in the Domain Manager to make sure that your Domain is

functioning correctly and has been set up correctly on our servers.

4. Please check with your E-mail server company to make sure that their servers and your account is up and running.
5. If you are not receiving e-mails, check to make sure that you do not have SPAM filters or SPAM blocking in place that could possibly prevent the receiving of e-mails.
6. If the above listed information does not correct the problem, please contact Technical Support so that we may better assist you.

Ecommerce and Orders

- Why can't I add item groups or packages to my category?
    Make sure that you have unchecked the "express order form" option for that category.

- Why can't I view my product catalog and/or checkout page from the Web site?
    1. In order for the online catalog and checkout page to display on the Web site, you must have a catalog component and a cart component added to the site and properly configured. Make certain you have created a catalog page, a shopping cart page, and added each component to the proper page.
    2. Verify that the catalog component is pointing to the correct cart page.
    3. Make certain that the correct catalog page is specified in the ecommerce administration.

- Why aren't some of my items or categories displaying in the online catalog?
    1. Please keep in mind that only active items and active categories will display on the Web site.
    2. The Web site must be Published after any changes are made in the Administration, Website Editor, and the Ecommerce section.
    3. Make certain that any missing items are added to at least one category.

- Why aren't some of my category/item images visible when viewing the online catalog?
    1. Verify that the image is allocated to the proper item or category.
    2. Any time images to be used in the catalog are added or changed, the catalog images must be updated.
    3. Verify that images for the category, item, or package are enabled by editing the catalog component.

Errors

- What do I do if I continue to get Internal Server Errors?
    1. Verify that you are able to go to other Web sites without the same error, such as www.yahoo.com, www.microsoft.com, www.apple.com, or www.mozilla.org.
    2. Confirm that any anti-virus program or pop-up blocking program is not interfering with the 3.0 Administration. If you are unsure, simple disable those programs during the time that you are working in the 3.0 Administration.
    3. Close all internet browser windows. Clear out all of your internet cookies and empty out all of your temporary internet files. Log back in to the 3.0 Administration.
    4. If the above information does not solve your problem with Internal Server Errors, please contact Technical Support so that we may better assist you.

Forms

- How do I modify my HTML form to send information to the Contact Manager?
    1. Create a form processor via the Form Processor Manager tool.
    2. Add a form component to the page(s) as desired, setting it to use your form processor from step1.
    3. Add a literal component to the form component and then paste in the HTML code of your form.
    4. Edit the HTML code in the literal component, deleting the FORM tag and any hidden inputs.
    5. Name your form fields under the list here to make sure that the Contact Manager knows what to do with the form fields.
    6. Publish the website to see your changes and to test the form.

- Why doesn't my form require certain field after I have set up the Required Fields option?
    1. Confirm that the Required Field option is referencing the name of the field exactly. For

example, if the form's field is called "first_name", then in order to require that field the name must be listed as exactly as "first_name".

  2. Confirm that the required field option for that field has BOTH "Min Chars" and "Max Chars" filled out. Max chars should never be lower than Min chars.

- Why don't my forms work?
  1. After you create a form on your Web page with the use of a [form component](#), you must [specify a form processor](#) to handle the information from the forms. If you [create a custom form processor](#) using the [Form Processor Manager](#), you will be able to use the [Form Processor Browser](#) to view the forms from your Web site.
  2. Please make sure that the e-mail address that is receiving the forms from your Web site does not have any SPAM filtering in place. If it does, you can create e-mail filters that will allow e-mails with the [subject line that you specify](#).

Internet Browser

- How do I clear my Internet cookie files?
  1. If you are using Internet Explorer for Microsoft Windows, in the file menu at the top-left corner of the Internet browser, click on "Tools". Click on "Internet Options". In the new window that appears, click on the button "Delete Cookies...". In the new dialog box that appears, click on the button "OK". When the system is done, click on the button "OK" again.
  2. If you are using Internet Explorer for Macintosh, in the file menu at the top-left corner of the Internet browser, click on "Edit". Click on "Preferences". In the new window that appears, go to the section "Receiving Files". Click on "Cookies". For the section to the right, click on every website's cookie and click on the button "Delete". When you are done, click on the button "OK".
  3. If you are using Mozilla, open the Edit menu and choose Preferences. Under the Privacy & Security category, choose Cookies. If no subcategories are visible, double-click the category to expand the list. Click on the button "Manage Cookies". In the new window that opens up, click on the button "Remove Cookies". Click the button "Close" to close the window, and then click on the button "OK" to close your preferences.
  4. If you are using Netscape, in the file menu at the top-left corner of the Internet browser, click on "Edit". Click on "Preferences". Click the "+" sign next to the text "Advanced". Click on "Cache". For the section to the right, click on the button "Clear Disk Cache".

Depending on the size of your temporary Internet files folder and the speed of your computer, this can take anywhere from 5 seconds to 15 minutes. When you regain control of the mouse cursor, click on the button "OK".

5. If you are using any other browser type, the steps listed above should be similar to the other browsers.

- How do I clear my temporary Internet files?
    1. If you are using Internet Explorer for Microsoft Windows, in the file menu at the top-left corner of the Internet browser, click on "Tools". Click on "Internet Options". In the new window that appears, click on the button "Delete Files...". In the new dialog box that appears, click on the button "OK". Depending on the size of your temporary Internet files folder and the speed of your computer, this can take anywhere from 5 seconds to 15 minutes. When you regain control of the mouse cursor, click on the button "OK" again.
    2. If you are using Internet Explorer for Macintosh, in the file menu at the top-left corner of the Internet browser, click on "Edit". Click on "Preferences". In the new window that appears, click on "Advanced". For the section to the right, click on the button "Empty Now". When the Internet browser is finished (you will regain control of the mouse pointer), click on the button "OK".
    3. If you are using Netscape, in the file menu at the top-left corner of the Internet browser, click on "Edit". Click on "Preferences". Click the "+" sign next to the text "Advanced". Click on "Cache". For the section to the right, click on the button "Clear Disk Cache". Depending on the size of your temporary Internet files folder and the speed of your computer, this can take anywhere from 5 seconds to 15 minutes. When you regain control of the mouse cursor, click on the button "OK".
    4. If you are using Mozilla, click on "Edit" in the browser menu. Click on "Preferences". A new window will appear. Click on the "+" next to the text "Advanced". Click on "Cache". Click on the button "Clear Cache". Depending on the size of your temporary Internet files folder and the speed of your computer, this can take anywhere from 5 seconds to 15 minutes. When you regain control of the mouse cursor, click on the button "OK".
    5. If you are using any other browser type, the steps listed above should be similar to the other browsers.

- How do I enable Javascript for my Internet browser?
    1. If you are using Internet Explorer for Microsoft Windows, in the file menu at the top-left corner of the Internet browser, click on "Tools". Click on "Internet Options". Click on the tab "Security" at the top of the new window that appeared. Click on the button "Custom Level". Scroll down the list and click on the circle to the left of "Enable" for the option "Active scripting". Click on the button "OK". Alternatively, you may select a security setting of "Low" or "Medium-Low" to automatically enable Javascript for your Internet browser.
    2. If you are using Internet Explorer for Macintosh, in the file menu at the top-left corner of the Internet browser, click on "Edit". Click on "Preferences". In the new window that appears, click on the "+" sign next to the text "Web Browser". Click on "Web Content".

For the section to the right, checkmark the box next to the text "Enable Scripting". Click on thge button "OK" to apply your changes to the Internet browser.

3. If you are using Netscape, in the file menu at the top-left corner of the Internet browser, click on "Edit". Click on "Preferences". Click on "Advanced". Checkmark the option "Enable Javascript", then click on the button "OK". You may have to restart your Internet browser for the changes to take effect.

4. If you are using any other browser type, the steps listed above should be similar to the other browsers.

Minimum Technical Specifications

Below is a link that will analyze your computer as a preliminary test to see if your system is compatible with our 3.0 Administration. Please keep in mind that the best way to test if your system can run our software is to run a risk-free, trial Web site.

Click here to run a preliminary test on your system.

My Account

- I'm having trouble logging in to the Administration?
  1. Please confirm that you are using your username and not your sitename.
  2. Your username and password are case sensitive so you would need to make sure that your Caps Lock on your keyboard is not on.
  3. If you have just forgotten your password, you may click here for more information on having the system send you a temporary password to the e-mail address that we have on file for your username.
  4. If you continue to have problems logging in to the Administration, please contact Technical Support so that we may better assist you.

- Why won't the system accept my change of password?
    1. The system requires that the password have both at least one letter and at least one number. For example, "abcdefg" and "123456" would not be valid passwords but "abc123" and "123abc" would both be valid passwords.
    2. Please avoid using special characters such as ", !, @, #, $, %, and so on...
    3. If the system is reporting that you must supply a password hint question and password hint answer, these must be supplied before setting a password.
    4. If the above listed information does not correct the problem, please contact Technical Support so that we may better assist you.

Website Editor

- For a table component, why is the table larger than what is specified?

    The width of a table is dependent on the width of the table cells. For example, if you have the table width set to 400 pixels but you have two table cells in a row with each table cell set to 500 pixels, the true width of the table is 1000 pixels and not 400 pixels.
    The width of each table cell can only be as small as the largest item inside the table cell. For example, if you have a 500 pixel wide image inside of a table cell with a width of 400 pixels, the width of the table cell is going to be 500 pixels.
    If the table has properties of spacing and padding, these properties will also serve to increase the actual width of the table.
    If the table has a class assigned, this class could apply a style that would increase the width of the table or the widths of the table cells.
    No matter how you're specifying table width, each table has a minimum size and it will never display smaller than that size. The minimum size of a table cell is calculated by the length of the longest single word or the widest component. The minimum width of the table would be the widest table row, which of course is based on the width of the table cells for that row.

- For a text component, how do I select text under the Advanced section?
    1. If you want to select all of the text in the text component, click on the blue text "Select All".
    2. If you want to select specific words, click on the words themselves to select the words.
    3. If you want to select a string of continuous words, click on the blue text "Select Block", then click the very first word and then click the very last word that you would like

selected. Everything in between the first and last word will be selected.

4. Please keep in mind that you cannot select an individual letter in a word. To do this, you can either separate the specific letter from a word in the same component (such as, by using a space) or add the letter as a separate text component that is next to the rest of the word in another text component.

- How do I add text to an image?
    1. You can use free websites to modify these images, such as myimager.com and gifworks.com.
    2. Add a navigation component to the page. Set automation for the navigation component to no. Remove all the buttons. Create a "button" by indicating the text you want on the image. If you want the image to link like a button, specify where it will link to in the field "Link".
    3. Add a table component to the page. Specify the image that you want text on to be the background image of the table itself and specify the dimensions of the table to be the size of the image. Add a text component to the table itself.

- How do I align the text that appears on the Flash pages?
    The Flash templates only have certain sections where the text would appear. You can not apply alignment settings to text on Flash components. You may either choose another Flash template to meet your needs or build a Flash file of your own for use with the Flash component.

- How do I get text to wrap around an image?
    For text to wrap around an image component, the "float" option must first be enabled for the image component:
    1. On the Website Editor's Edit Pages menu, click "Edit" for the page whose text is to be wrapped.
    2. If you do not have a class whose main style sheet has the "float" option set, you'll need to create one. Here are the steps:
        - On the top navigation bar, click Main and then click Edit Others - Style Sheets.
        - Click the Style Editor tab and create a new style with a name such as "image float left".
        - Click the Box Properties tab and select "left" from the Float dropdown menu (you may need to scroll down to find "Float") and click the "Update" button.
        - Click the Class Editor tab and create a class named imagefloatleft (you can't have spaces in a class name).
        - Click your new Class's name to edit it, select your new stylesheet in the Main dropdown menu, and click the "Update" button; close the pop-up window.
    3. Click the image that you want to wrap text around, click "Edit", click the Properties tab, and select your float class ("imagefloatleft" if you followed the steps above) in the Class Name dropdown menu. Click Update and close the edit pop-up.
    4. Click the text that will wrap around the image, click "Edit", click the Properties tab, and make sure the text is assigned to a class that does not have the float option.

5. Click "Back to Main Menu" on the top navigation bar to return to the Edit Pages menu, and click "Publish" to update your Web site with the changes you have made.

- How do I get the correct map to display for my map component?
    1. You may try different spelling versions of the street address, for example replacing "Road" with "Rd." or "Rd".
    2. Use the 9-digit zipcode for the address you want to display.
    3. To display an intersection, use the word "and" or the ampersand ("&") or the word "at". Examples: "First & Broadway" or "Interstate 25 and Colorado Blvd" or "Smith Road at Blake St."
    4. To display interstates or highways, spell out the word "interstate" or "highway" completely. Some abbreviations may not be accepted.
    5. For "North" and "South" in the street name, north and south may be abbreviated "N" and "S." The abbreviations "No." and "So." are not accepted.
    6. For the city name, do not appreviate the cityname. For instance, New York should not be entered as NYC. In addition, cities like North Hampton should not be entered as N. Hampton.
    7. For suite and apartment numbers, MapQuest does not recognize suite numbers and apartment numbers so it is best to omit them when entering addresses.
    8. When a building's address is represented as an address range (for example, 24-58 Elm St.), you should select a single address within that range (for example, 24 Elm St.). MapQuest does not accept address ranges.
    9. The Website Editor uses [MapQuest](#) to generate the maps on the Web site. MapQuest locates addresses through a process known as "[geocoding](#)". MapQuest uses a wide variety of information from many sources to provide geocoding, mapping and routing services. If you are still unable to get the correct map, it is very likely that MapQuest does not have the correct address for your location; you can report the map error to MapQuest by [clicking here](#).

- How do I edit my Flash components if there is no Flash Editor?
    There is no explicit tool to modify Flash, instead the [Flash component](#) itself allows you to designate the changes to the Flash on the page.

- How do I remove the "Activate Site" and "Modify Site" links at the top of the Web site?
    The "Activate Site" and "Modify Site" links can only be removed if the Web site is activated. After the [Web site has been activated](#), you must [Publish](#) the site in order to remove those links.

- I just added a [calendar component](#) to the page but cannot see the calendar on the Web site?
    1. Make sure that you have [published the Web site](#) and refreshed your view of the Web site.
    2. Confirm that the [calendar component](#) actually has an [assigned calendar to use](#). If you never created a calendar, you must do so from the [Calendar Manager](#).

- I just added a search component but cannot search for anything?
    - In order to search your site properly, you must have a designated page for the search component and another page for a search result component. Ideally, both components would be on separate pages. Also, you must index your Web site using the Rebuild Search Engine Tool before you will be able to search your site.

- I just assigned Web site permissions for a user, why doesn't it work?
    - After new permissions have been applied, one must click on the button "Update" to save the changes and Publish in order to apply the changes.

- I just uploaded a file (image file, text document, spreadsheet document, etc...) and I cannot see it on the Web site?
    1. Confirm that there are no illegal characters in the name of the file. For best results, use letters and numbers only.
    2. Verify the upper and lower case of the letters used in the filename. For example, "myFILE.txt" is not the same as "myfile.txt".
    3. You must Publish the Web site in order to see your files outside of the Administration.
    4. Verify that the path to your file is correct. If you have the file in a folder/directory, this directory must also have no spaces or illegal characters in the name.
    5. If the above information does not resolve the issue, please contact Technical Support for further assistance.

- Why aren't changes to my template page being done to my other pages?
    1. Please verify that you have Published the site and refreshed your browser's Internet window to see the latest information.
    2. For more information about copied pages and the effect a change will have on the other pages, click here.

- Why can I edit a page but cannot view it on the Web site?
    1. Check to make sure that the page is active and enabled.
    2. Have you Published the site?
    3. Verify that you still have a link to the page in question.
    4. Verify that you do not have two pages with the exact same filenames. If you do, you must change the filename of the page that you do not want or you can delete the extra page.
    5. If the above listed information does not correct the problem, please contact Technical Support so that we may better assist you.

- Why can't I access files in my Web site directories?
    1. Please keep in mind that the system-generated directories have an underscore "_" in front of the directory name. For example, the images directory is "_images". Any directories created by yourself can have "_" in them, but it is not necessary.
    2. Confirm whether the directory itself is password protected. If it is, you will have to disable

[password protection](#) in order to view the files or [assign users for password protection](#).

- Why do I get a "Forbidden" error when attempting to access my password protected folder?
    1. Please keep in mind that if you set up a password protected directory, a file in this directory must be linked to directly. For example, let's say you create a folder called "mynewfolder" and you move (or copy) a file to that folder called "testfile.txt". If your domain name is "mydomainname.com", then the link to that file would be www.mydomainname.com/mynewfolder/testfile.txt. You would not be able to just link to "www.mydomainname.com/mynewfolder" as this will give you an error since the listing of the entire contents of the directory is not permitted. The error that will appear will be "Forbidden... You do not have permissions to view..."
    2. If you do not have a home page called "index.html" and you do not have an active splash page called "splash.html", the system will not be able to identify a home page. You must have your home page as the filename of "index.html" in order for our system to identify a starting page for your Web site visitors.

- Why doesn't my Flash component come up on the Web site?
    1. The system will only display [Flash components](#) if the [height and width of the component have been specified](#).
    2. You may have password protection [enabled](#) for the directory in which the Flash introduction file is in. You will need to [disable](#) it.
    3. Please confirm that you have the latest Flash Player for your computer. You can [download the latest free Flash Player here](#)

- Why isn't my Web site being translated correctly?
    1. Please verify that you have set up a [Language Translator component properly](#).
    2. If you have changed your sitename and you are currently translating your Web site via that Web address, you will need to re-translate your Web site by editing the [Language Translator component](#) and clicking on the "Update" button again. You will then need to Publish your Web site as well.
    3. If you have multiple domain names, only one can be used as the Web address of your site to provide to [Systran](#) to translate your Web site.
    4. Use shorter sentences to improve the translation tool's ability.
    5. Verify that you are using proper grammar and correct spelling.

- Why doesn't my Navigation component create new buttons for my new pages?
    1. Confirm that your newly created pages are [active](#) and have a [menu name](#) applied.
    2. Confirm that your Navigation component is set to [automated](#).
    3. If your Navigation component is using the [image](#) or [3-image](#) style, that image file **must** exist in your image directory (you can check by browsing through the [File Cabinet Manager](#)). If the image file is incorrect, please specify the correct image to use for your buttons.

4. Confirm that you have [published](#) the website and [viewing the actual website](#) (and not a [preview of the page](#)).

- Why don't my buttons wrap the way I want?
    1. Confirm that the width of the table cell is actually given in pixels and not in percentages. Also, edit the table cell and give it less width than your computer screen.
    2. Make sure the Navigation Component is set to Horizontal layout and set to wrap.

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Website Promotion

- How can I learn more about optimizing and submitting my site?

    Here are some sites which we have found to be informative and up to date. The search engine world keeps changing, so even these sites can become outdated occasionally. For example, even Microsoft's submit-it.com site listed below has outdated information regarding how long it takes to get listed. We advise paying most attention to these sites' tips on what to do and what NOT to do when optimizing your sites:

    www.searchenginewatch.com
    www.submit-it.com/subopt.htm
    www.rankwrite.com/
    www.sofer.com/research/searchmain.html
    www.bruceclay.com/

- How do I get my site ready for the search engines?

    In addition to the information that you provide when submitting your site via the Website Promotion tool, you also need to provide "meta tags" that the search engines can review when they visit the site later. Start with your home page; optionally, set up meta tags in the other pages too. Make the meta tags reflect the page's actual content. A page about services shouldn't have keywords about products. To set up meta tags on a page, edit the page. Click on "Page" in the top-left corner. Click on "Page Properties". A new window will appear. Click on the tab "Meta Data". Enter your keywords in the field "Key Words" and your description in the field "Description".

- Why does it take so long for my Web site to appear in the search engines?

    It takes time to process the millions of Web site submissions that search engine companies

receive each day. As a result, every search company has its own time table for updating its search database. For example, Google may revisit your Web site no more often than every 6 weeks. If the company shares its information with other "partner" companies, those companies have their own time tables too. If the search company uses human editors instead of automatic "spidering" software to review your Web site, then more time is required. And some search companies may not accept your Web site at all. They are independent companies. We include a Website Promotion Tool in your Web site's software to help you to submit your site, but we cannot force those other companies to list you or to speed up the review process.

- Why is my Web site not coming up under search engines?
    1. Have you submitted your site to the major search engines and directories? These are listed in your Web site's Website Promotion Tool, which offers automated submission to the search engines that permit it, and links to the ones that do not but that still offer free manual submission. (Many also offer paid submission programs; refer to their sites for more information and for submission instructions.)
    2. Is your domain name working? Your site can't be reviewed by search engine "spider" software or by directory editors if the domain name that you submitted is broken. Correct the domain name problem and then resubmit your site. And domain name problems might cause your site to be dropped from directories and search engines.
    3. Is your site ready? You need good readable page content without "under construction" text or other wording that makes your site seem unready. DMOZ editors especially do not want submissions from sites that aren't ready. Google is one of the most important search engines that relies upon the readable page text to collect information about your site. Other search engines compare meta tags to page text to prevent cheating. Play it straight and put good content on your site, and you'll generally get better results. You may also run the Website Analyzer Tool to verify if you have any broken links on your Web site.
    4. Are you looking for your site using words or phrases that don't actually occur in your site's content or meta tags? Or are you using a search word or phrase that's too vague? For example, a site that sells English grammar textbooks can rank reasonably well in a search for "English grammar textbooks", but it will have a hard time ranking well if your only search word is "grammar". The Web has educational sites about grammar as well as commercial sites; and it is international, offering sites about the grammar of many languages, not just English.
    5. Does your site have an introductory Flash page or other "splash" intro activated? These can interfere with search engine "spider" software, causing them to collect little or no information about your site. And they aren't liked by people who are searching the Web either. If submitting your site manually, you can bypass the Flash intro by specifying a page name in the Web address, e.g. http://www.myowndomain.com/index.html. If you are using the Website Promotion Tool to submit to search engines, you should keep the Flash intro page (splash.html) disabled, since you never know when the search engines will revisit your site.
    6. Are you using any tricks that could get you in trouble? Examples of what NOT to do

include using text that is the same color as the page background; using keywords that have nothing to do with what your site is really about; submitting a Web address that redirects to a different place on the Web, stuffing the same keywords over and over in your page or within your meta tags. Again, play it straight, provide good content, and you'll do better than if you try to trick the search engines.

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Glossary

A Record - Address Record. Assigns an IP address to a domain name.

border - the border is the outline of the table. The border is also called the frame of the table. Click for an explanatory diagram

Canonical Name - The real name of a host. Used in CNAME records, PTR records, NS records and MX records.

cell padding - Cell padding is the area around the contents of the cell. Click for an explanatory diagram

cell spacing - Cell spacing is the area around the cell itself. Click for an explanatory diagram

class - By creating classes in your style sheet, you will be able to specify the look and feel. You can apply one or more classes to HTML components. When the Web page is viewed by an Internet browser, the rules of the class gets applied to designated components.

CNAME Record - Canonical Name Record. Creates an alias of a canonical name. The alias gains all properties of the original, including IP addresses and mail routes.

components - Components refer to the individual parts of your Web site. When the individual items on your Web site are categorized as components, they become easier to handle and work with. For example if you think of a box of crayons as a component, it is much easier to handle the crayon box than all of the individual crayons.

Domain Name Servers - Domain Name Servers are servers that manage domain names using DNS. The Domain Name Servers figure out whether and where to forward a request for a Web page by using the domain name.

DNS - DNS stands for Domain Name System. DNS is the way that the Internet domain names are located and translated in to IP address. The domain name is used as a meaningful and easy-to-remember "handle" for an Internet address.

e-mail aliases - An e-mail alias allows you to create a number of different e-mail addresses which will re-route and deliver e-mail to a specified e-mail address. An e-mail alias is also referred to as e-mail

forwarding.

e-mail forwarding - This is an e-mail service in which your e-mail is automatically re-routed from an e-mail address(es) to another specified e-mail address(es). E-mail forwarding is more commonly known as e-mail aliases.

Flash - Flash, a popular authoring software developed by Macromedia, is used to create vector graphics-based animation programs with full-screen navigation interfaces, graphic illustrations, and simple interactivity in an anti-aliased, resizable file format that is small enough to stream across a normal modem connection. The software is popular on the Web, both because of its speed (vector-based animations, which can adapt to different display sizes and resolutions, play as they download) and for the smooth way it renders graphics. Flash files, unlike animated images such as GIF and JPEG, are compact, efficient, and designed for optimized delivery.

Form Processor - All forms on the Internet require a Form Processor to handle the contents of the form when the form is submitted by a visitor. The Form Processor gathers and sends out the information of the form to a designated location, usually an e-mail address.

frame - On a table component, the "frame" refers to the border around the entire table whereas "rules" refers to the borders of the table cells inside the table.

Get - There are two methods to send form data to a server. GET, the default, will send the form input in an URL, whereas POST sends it in the body of the submission. The latter method means you can send larger amounts of data, and that the URL of the form results doesn't show the encoded form.

hostname - A hostname (or sitename) can be thought of as a domain name. The hostname is translated in to an Internet address by the Domain Name System.

HTML - HTML stands for HyperText Markup Language. HTML is the standard coding language used to display Web pages on the Internet.

HTTP - HTTP stands for HyperText Transfer Protocol. HTTP is the set of rules for exchanging files on the World Wide Web. Viewing Web pages on the Internet is considered file exchange (from the Web site server to the Web site visitor's computer).

IP address - IP address stands for Internet Protocol address. An IP address is a 32-bit number that identifies each sender or receiver of information on the Internet. Every computer that is connected to the Internet has a unique IP address to identify them.

Java - Java is a programming language expressly designed for use in the distributed environment of the Internet. Java can be used to create complete applications that may run on a single computer or be distributed among servers and clients in a network. It can also be used to build a small application module or applet for use as part of a Web page. Applets make it possible for a Web page user to interact with the Web page.

Java applet - A Java Applet is Java code that is stored on your Web site host server where the Web page has instructions to execute the Java applet. The Java code does not appear on the Web page.

Javascript - JavaScript is an interpreted programming or script language from Netscape. In general, script languages are easier and faster to code in than the more structured and compiled languages such as C and C++. Script languages generally take longer to process than compiled languages, but are very useful for shorter programs.

MX record - An MX record is the Mail eXchanger record. The MX record on a Domain Name Server tells the world where the e-mail server is located so that you can receive e-mail. It creates a mail route for a domain name.

Merchant Account - A Merchant Account is an account a merchant (or store), like yourself, has with a bank in order to accept credit card orders from customers. Funds are collected by a bank from credit card purchasers and disbursed to the merchant. Once the merchant has a merchant account set up, the merchant can accept credit card information from customers online.

Merchant Account Processing - Merchant account processing services are provided by a bank or a third party processor (on behalf of the bank) to the merchant. These services include authorization of credit cards, settlement of funds through the bankcard associations (MasterCard and Visa), depositing of funds to checking accounts, merchant billing, and account activity reporting.

package - a method for presenting a product to your shoppers with options that can alter the final price. An example would be a custom floral arrangement whose final price depends upon what flowers the shopper selects and what type of vase, if a vase is requested.

Post - There are two methods to send form data to a server. GET, the default, will send the form input in an URL, whereas POST sends it in the body of the submission. The latter method means you can send larger amounts of data, and that the URL of the form results doesn't show the encoded form.

registrar - A registrar is the company that manages your domain name. When a domain name is registered with a registrar, the registrar's servers tell visitors what domain name server that the domain name is pointing to.

royalty-free - In general, images provided to other people for computer use are made available if the user pays a fee. This fee is caused a royalty fee. Our collections of images that are provided to computer users are "royalty-free", meaning that you do not have to pay any fee for the use of our images.

rules - On a table component, "rules" refers to the borders of the table cells inside the table whereas the "frame" refers to the border around the entire table.

Site Builder - The technology that allows you to build and modify your Web site through the Internet.

sitename - The sitename is how Technical Support refers to your Web site. Your sitename is different from your username.

style sheet - A style sheet refers to the definition of a document's appearance in terms of elements such as: default typeface, how the individual sections should be laid out, line spacing, etc...

URL - URL stands for Uniform Resource Locator or Universal Resource Locator. A URL is the address for a file (resource) accessible on the Internet. The type of file or resource depends on the Internet application protocol. Using the World Wide Web's protocol, the HyperText Transfer Protocol (HTTP), the resource can be an HTML page, an image file, a program such as a common gateway interface application or Java applet, or any other file supported by HTTP. The URL contains the name of the protocol required to access the resource, a domain name that identifies a specific computer on the Internet, and a pathname (hierarchical description of a file location) on the computer. - your username is the login ID that you would use in order to log in to the Administration. Your username is also how Technical Support refers to your account.

WYSIWYG - WYSIWYG stands for What You See Is What You Get. A WYSIWYG editor contains an interface to create content while seeing what the end result will look like while the content is created.

Search the User Guide

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