1. THE KWIKWAP MANAGEMENT PORTAL

1.1   WHAT IS COVERED

➤ How to login to the Management Portal (MP).
➤ The layout of the MP Screen.
➤ How to navigate to the different sections of the MP.
➤ What each section of the MP contains, and the functionality of these options.

1.2   INTRODUCTION

Welcome to Kwikwap – **The World's Easiest Website Creation Tool!** Once you have decided to use this great South African product to develop and maintain your own website, you will **get a Username and Password** from your consultant to log into Kwikwap, and start creating your own website.

Point your browser to www.kwikwap.co.za. You will see the following page displayed:

Figure 1 The Kwikwap home page

Now scroll down to see the bottom of the page. You will see the following displayed on your screen:

Figure 2 The Kwikwap login screen

	Action
	At the bottom right of the screen, **login** using your username and password (which you got from your Kwikwap consultant).

	Additional Information
	Your Kwikwap Agent / Consultant reports to a License holder (or franchisee) who in turn is in contact with the Kwikwap head office. Should you have any queries or questions regarding Kwikwap or the service levels you experience, please **FIRST** contact your consultant. If your query is not resolved by the consultant, you can **THEN** contact the License holder. Only after you have exhausted these two avenues of communication are you invited to contact head office directly.

1.3   OVERVIEW OF THE MANAGEMENT PORTAL

Logging in will bring you to the Kwikwap "**Management Portal**" (see graphic below), which is your **command centre** from where you will control your website like a professional web developer!
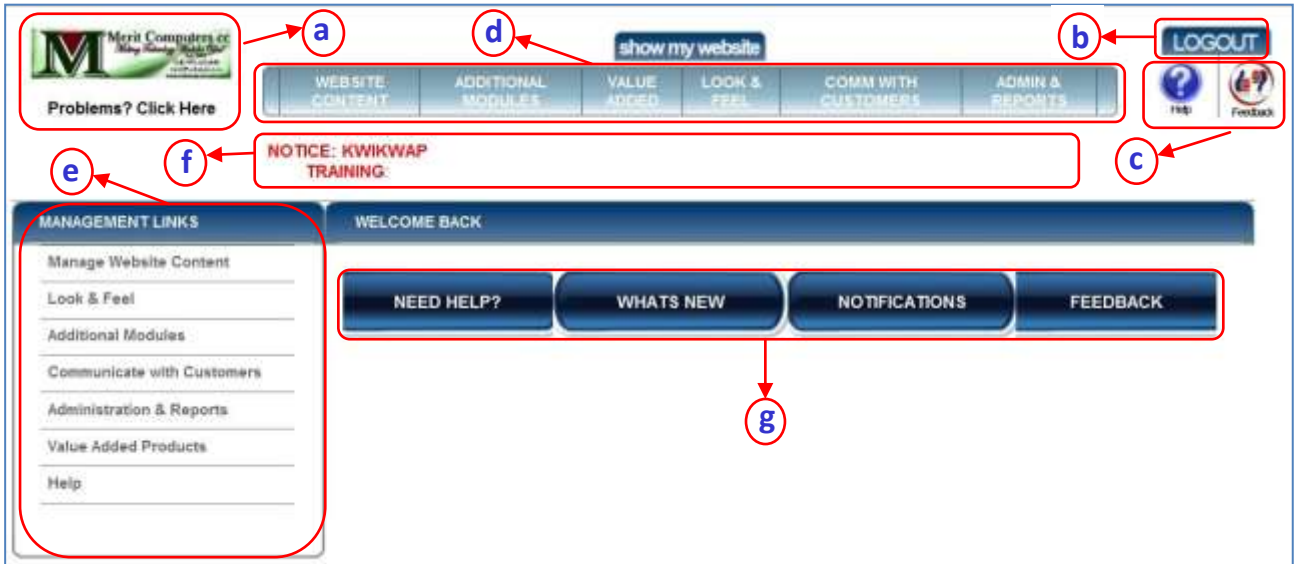
Figure 3 The Management Portal screen

	Additional Information This section is an overview of the Management Portal. Please refer to the detailed instructions on the specific sections later-on in this manual.

Let's pause here for a moment, and look at the different regions of the Management Portal screen: (*The sections have been labelled a, b, c, etc. in blue on the graphic above.*)

1.3 a   Your Logo

If you have a logo loaded on your website, it will be displayed in the top left corner.

	Tip If you have any difficulties in updating your website, click on this logo. Kwikwap back-office will then do a "deep save" of your new website.

Once you have made changes to your website, the logo will be replaced with a red, flashing block, reminding you to "publish" your changes. This will save the changes you have made to your live website.

	Tip For the easiest way to edit your web page, and see the changes immediately (without loggin in-and-out of the Management Portal repetitively), follow the steps below once you have logged into the Management Portal: 1) Open a second "Tab" in your browser (click the "+" sign to the right of your currently open tab, or press "Ctrl-T") 2) Type your web site URL in the newly opened tab of the browser address bar. (Eg. www.yoursite.co.za) 3) Switch between the two tabs (Management Portal / Your own site) by clicking on the tab you want to make active. 4) Make the required changes in the Management Portal and click on "Publish". 5) Click on the browser tab displaying your web site. 6) Press F5 (or Ctrl-F5) to refresh the screen (on which your site is showing). 7) Your published changes will now be displayed on your web site. The above procedure will enable you to easily and quickly view the changes you have just made on your web site without having to log out of the Management Portal.

1.3 b   Logout

 When you have completed the editing of your website, you can click on this icon to log out of the Management Portal. If you have remembered to publish your last changes, you will be shown a logout screen, after which you will be re-routed to view your website.

If you did not publish your latest changes, the logout screen will display the following message:

	Action Click on the "Publish" button to save your changes, or on "click here" to discard them.

Additional Information
If you are logged in, but not actively working on the Kwikwap system, you will be logged out after a specified time-lapse. This is a security feature, preventing unauthorised people to access your Kwikwap website when you forget to log out.
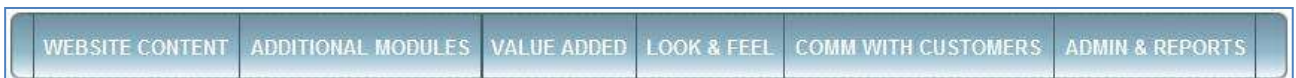
1.3 c   Help & Feedback

If you click on the help icon, you will be taken to the help section.

The "Feedback" section is where you can give us your Compliments, Complaints and Suggestions.

1.3 d   The main menu bar (Divisions)

This is the **main "console"** which you are going to be using most to develop and maintain your Kwikwap website. **Get to know the contents of these 6 divisions well**, and you will soon be making changes to your website effortlessly and fluently.

> The "**Manage Website Content**", is where you are probably going to be spending most of your time, as this is the division in where you insert and update content (text and graphics) which the visitors to your site are going to be viewing.

> In "**Additional Modules**" you can activate modules or web pages that are optional in the Kwikwap web development tool. (For instance Events calendar, Forum, or On-line booking pages.)

> There are several "**Value Added**" modules and functions you can now integrate on the Kwikwap web development tool. These include SMS shortcode, fax-to-email, Desktop SMS management, etc.

> If you want to change the default font, text, background and web page colours, the "**Look & Feel**" division is where you go to.

> To set up your mailing lists (customer contact lists), you need to go to the "**Communicate with Customers**" division. Here you can send out your newsletters and marketing messages via e-mail or SMS.

> Under the "**Administration & Reports**" division, you can change your login password, slogan and other more static business information. Here you can also view reports on how many visitors your site has been attracting.

1.3 e   The sub-menu (Sections)
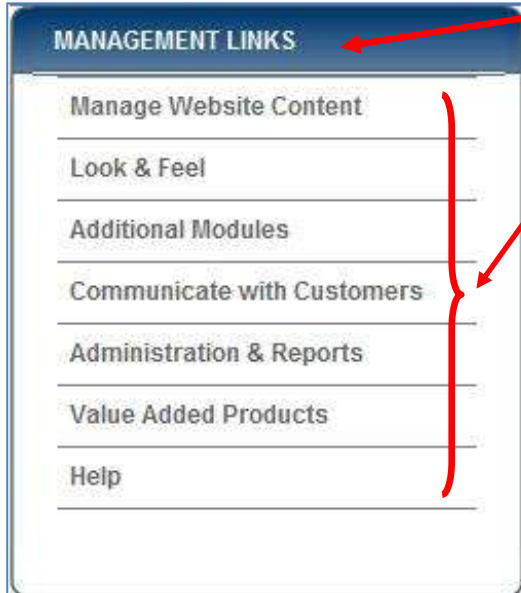
The heading in the blue section at the top of this menu will reflect the division you have selected from the main menu bar (see above).

The menu options below the heading (on the white background), will display the appropriate sections you can select from this division.

When you have just logged into the Management Portal, and therefore have not yet selected any of the divisions from the main menu bar, this menu will display the main divisions and a link to the "Help" function, as is shown here). For more detail, please go to the appropriate chapter(s) dealing with the particular division listed.

1.3 f   Notices

Just below the main menu bar on the Management Portal (*See Figure 3 The Management Portal* above), is an area that is used to display important training notices that Kwikwap Head Office wants to bring to your attention. In the example here, the next scheduled Kwikwap training date and town are shown.

Tip
You click on the date to go straight to the **Kwikwap Training website**, where you can read more about the advertised course, or make an enquiry or a reservation.

1.3 g   The lower menu buttons

▶ The "**Need Help**?" button is a shortcut to take you to the Q&A portion of the "Help" section.

▶ If you click on the "**What's New**" button, a list of the latest changes to the Kwikwap system will be displayed. Check here regularly to keep up to date with new features, which will enhance your web experience for you AND your website visitors.

▶ If you see a red display on the "**Notifications**" button (as shown above), it means that Kwikwap head office has posted a new notice which you haven't read yet. Click here to read the latest info straight from the boss! It is important to note that certain enquiries that are made by visitors to your website are also shown here. If it only displays the white title text, there are no unread notices for you.

▶ The "**Feedback**" button is another way to take you to the section where you can give us your Compliments, Complaints and Suggestions.

	Additional Information These buttons are **"Toggle" switches**, meaning that clicking it once, will display the feature, and clicking it again, will remove the displayed feature. If you have clicked the "What's New" button, and then also click on the "Notifications" button, this info **will be displayed below** the "What's New" information on your screen.
	Tip These buttons disappear once you make a menu selection from the "Menu Bar" (*See par '1.3 d' above*) Be sure to check them out first, before moving on to your website editing!

2. HELP

2.1   WHAT IS COVERED

➤ Where to find support or solutions to your problems as a Kwikwap user.
➤ How to search for an answer to your question.
➤ How to submit a question to be answered.
➤ Get the contact details of your Kwikwap consultant.
➤ Access documents to help you to set up your e-mail retrieval.
➤ Access further info on improving your web presence.

2.2   INTRODUCTION

2.2 a   Where to get answers if you are stuck

1) First try to get an answer on the **"Help" section** of your Kwikwap Management Portal (*see par 2.3 below*) or view the Online Help button on the screen (top left)

2) **Contact your consultant** via e-mail or telephone to get help in resolving your problem. (*Look at the bottom of your website **or** par 2.4 below to find the contact details of your consultant.*)

3) **Contact** your consultant's **Franchisee / License Holder** (*Look at par 2.4 below to see where to find your License holder contact details.*)

4) Only after you have tried both of the above steps and still have a problem, are you invited to contact the **Kwikwap technical team** via e-mail on : technical@kwikwap.co.za.

|	**Important**
	Your consultant gets paid a commission from your monthly hosting fees. It is his/her responsibility to be your first-line personal contact in case you need help.
	Only if your consultant AND License holder are unable to help you, should you contact Kwikwap head-office.
	Please review the "**Client Charter**" document to see the level of support you can reasonably expect from your consultant. You can access this document by going to "Admin & Reports", and clicking on the "Legal Matters and Welcome E-mail" option.
	(If you are unhappy with the support offered by your consultant, you may request to be allocated to another consultant. Please contact your License holder in this regard.)

	Action From the Management Portal (*See section above*), click on the "Help" button at the top right of your screen.

The following options will now appear in the "Menu bar sub-sections" part of your screen (*See par 1.3 e above*) :
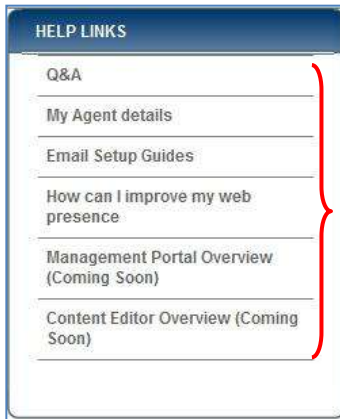
These sub-sections with their functionalities are discussed in detail in the following paragraphs.

2.3   Q&A

Selecting the "Q&A" option from the "Help Links" menu will display the following on your screen:

Click on the "Ask a New Question & View the Answers" radio-button.
Now type your question in the box next to "Your Question:".

	Tip While you are typing the question, you may see a list of similarly worded questions. If you see the question you would like to ask, click on it to auto-complete the question for you.

Now click on the "Search Q&A" button.
A list of questions containing similar keywords will be displayed for you. Read through them to find the answer you are looking for.
Should your question not be listed, click on the "Add as New Question" button.

	Important Before you **add a new question**, please make sure your question makes sense, and is very specific to what you want to know. The more complete your question is, the more accurate your answer will be. When you **e-mail the technical team**, please ensure that you supply them with **all** relevant background information about your problem, as well as your website address and your Kwikwap Username.

2.4   MY AGENT DETAILS

When you click on "My Agent Details", you will see a screen like the one below, listing your consultant's AND License holder's name and contact details. Your agent reports to the License holder / Franchisee listed here. If your consultant can not help you, please contact the Licensee.

2.5   EMAIL SETUP GUIDES

When you select the "E-mail setup guides" link, you will see a list of documents that will explain how to set up your e-mail program to retrieve and send e-mail from your account.

	Tip You can **read the document on-line** by clicking on the document name, or you can **send the document to an e-mail** address by selecting the tick-box(es) of the documents you want to send, and entering a valid e-mail address. You can also **type a message** for the e-mail in the "Comments" box before clicking on the "Send Documents" button.
	Additional Information E-mail account setup is only applicable to packages 2 and 3. The base package (package 1) does **not** include an e-mail address.

2.6 HOW CAN I IMPROVE MY WEB PRESENCE

Selecting this option from the menu will display a list of documents and articles which you can read on-line or send to a valid e-mail address as attachments.

To read the document on-line, click on the name of the document.
To send the document(s) to an e-mail address, select the check-box(es) of the required document(s), type an e-mail message in the "Comments" box, and click on the "Send Documents" button.

	Important **Search Engine Optimisation** (SEO) is very important if you want people to find your site via search engines like Google and Yahoo! Although the Kwikwap back-office and programming is very efficient in making these search engines aware of your site, and structuring your website optimally, **it is still up to you** to include proper content and labelling. The guidelines in the documents listed here are very important if you would like to improve your search engine results
	See Also You can also have a look on the Kwikwap Training site (www.kwikwaptraining.co.za) for advanced SEO and web design courses in your area.
	Further Reading **Book :** A must-read for serious web developers - "Search Engine Optimization for Dummies", Peter Kent, ISBN: 0-471-97998-8 Book : "Doing Business Digitally", Godfrey Parkin, ISBN 978-1-77022-021-8 **On-line :** Google's webmaster guidelines - http://www.google.com/support/webmasters/bin/answer.py?answer=35769

2.7 "MANAGEMENT PORTAL OVERVIEW" AND "CONTENT EDITOR OVERVIEW"

Clicking on these links will open up this document you are reading now (Management Portal Overview), and the "Web Page Content Editor" manual respectively.