



Redback Solutions

# Visionscape Manual

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## Terms & Conditions

Redback Solutions is a provider of high quality internet and marketing solutions, aimed at growing your brand in the marketplace, growing your enquiries and growing your sales.

1. The CMS has been tailored to work only with the website it has been provided with, and no alterations must be made to the functioning of the CMS without the consent of Redback Solutions.
2. Redback Solutions Pty Ltd accepts no responsibility for the inappropriate use of the CMS, including the following:
  - Unauthorised access to the CMS
  - Unauthorised updating of information through the CMS or any other channels where updating of the website could occur
  - All editable content accessible by the CMS is the responsibility of the website owner.
3. Any additions to the functionality of the CMS will be charged at a standard hourly rate.

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# User Guide

The Visionscape Content Management System (CMS) will make it easy for you to make changes to your website. It is accessed through a username and password at a website address provided to you. Once in the CMS, changes are made to your website using formatting features similar to Microsoft Word. The CMS allows you to edit the copy in your website and insert new images and links.

## Security Measures

A number of security measures have been taken to ensure that your website is not updated by anyone but who you intend to do the job. These security measures include:

- Password Protection
- User Access Levels
- Designated website administrator to grant / deny various security levels to each user of the CMS.

Please note that although these security measures exist, Redback Solutions cannot accept responsibility for anyone gaining unauthorised access. For more information see the terms and conditions.

### Password Protection

When your CMS is operational, you will be assigned a user name and password. **Do not forget your username and password.** Without it, you won't be able to update your website. If you want to change your password, you can do so later on. Please note though that you cannot change your username.

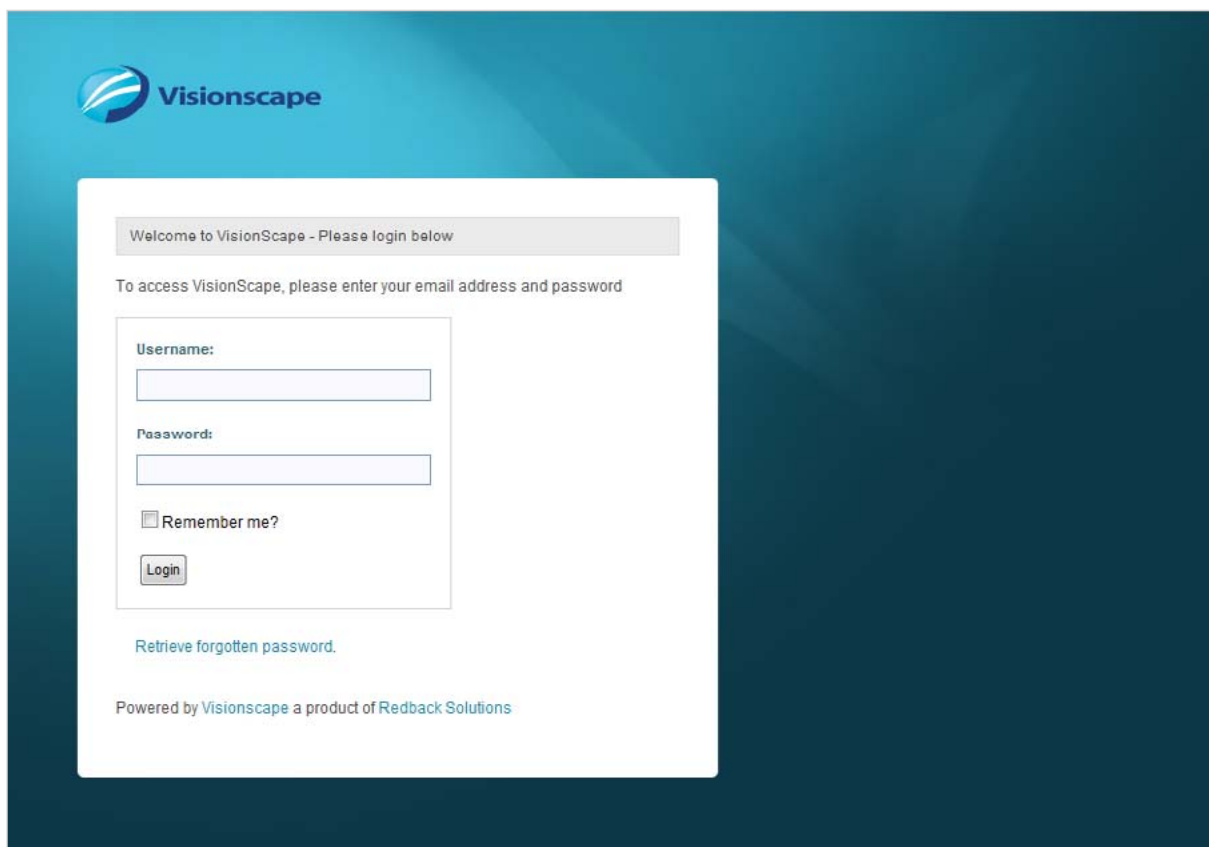
Caution must be taken not to let anyone else know this password. Anyone who has your username and password can update your website without your consent. The last thing you want is questionable content on your new website.

# Getting Started

Visionscape is a web-based program and as such you can edit your website from any computer with an internet connection. To log in, go to the following website: **www.control.visionscape.com.au**. Once you are at this address in your web browser, you will be required to log in with your assigned user name and password. See figure 1.

## Login

1. Enter username
2. Enter password
3. Click Login



Welcome to VisionScape - Please login below

To access VisionScape, please enter your email address and password

Username:

Password:

☐ Remember me?

Login

[Retrieve forgotten password.](#)

Powered by Visionscape a product of Redback Solutions

**Figure 1** - Visionscape Login Screen

**Note:** If you enter the wrong username or password, you will be presented with an error and will have to re-log your username and password.

## Options / Modules / Help

The Options, Modules and Help sections on the left allow you to edit various sections of your website:

- **Options** – these are standard editing options all Visionscape users have access to.
- **Modules** – users can purchase additional modules depending on the requirements of their website. The modules you see are ‘extras’ that you have purchased with your standard Visionscape site to satisfy your functionality requirements.
- **Help** – here you can log a support ticket if you need help editing in Visionscape or if you are experiencing an error.

### Sitemap

The sitemap lists all pages on your website. Under the Page Name section are pages that make up your website’s main menu, as well as subpages which are shown indented.

Under the Orphaned Pages section (you will probably need to scroll down in your browser) you will see pages that exist as part of your website but have not been included in the main menu. You can link to these by inserting an internal link onto a page (see section – **Insert Internal Link**).

To edit a page, click on one of the page names. Then go to section – **Edit a Page**.

In the Sitemap section, you can also preview a page after you’ve edited it, to make sure it looks OK before you publish it live to the web. Press the **Preview Page button** – see **Figure 2** on the following page.

Once you’ve previewed it and are happy with it, you will need to press the **Publish Page button**. This will make the page ‘go live’ so other web users can see it. See **Figure 2** on the following page.

Welcome Redback Solutions
Sign Out

Add Page
Reorder Pages
Page List

1
OPTIONS
-

- Sitemap
- Site Settings
- File Manager
- Image Manager
- User Accounts

2
MODULES
+

3
HELP
+

Page List

ID		Page Name	Friendly URL Name	Template			Publish
19530		Home	Home	Homepage			
19531		About	About Us	Us			
19540		Services	Services	Services			
19541		Portfolio	Portfolio	Content			
19543		01. Web	Web	Portfolio - Web			
19544		02. Graphic Design	GraphicDesign	Content			
19545		03. eMarketing	eMarketing	Content			
19542		Contact	Contact	Contact Us			

ID		Orphaned Pages (ordered alphabetical)	Friendly URL Name	Template	Publish
20999		Careers	Careers	Content	
20997		Community Support	CommunitySupport	Content	
20998		Other Services	Other-Services	Content	

7

**Figure 2 - Table of Contents**

- 1 - Options
2 - Modules
3 - Help
4 - Friendly URL Name
5 - Template Selection
- 6 - Preview Page

7 - Publish Page



## Edit a Page

This section will allow you to add, remove and edit content on a specified page.

In the Sitemap section, click on the page you want to edit. This will bring you to a page preview area. Your page comprises of two components – the **template** (which is created by our graphic designers and can only be altered by Redback) and **editable content areas**. As you move your mouse over the page preview area, **editable content areas** will become blue and say 'Click here to edit this text'.

To edit this area, click the blue area. This will open a text editing box.

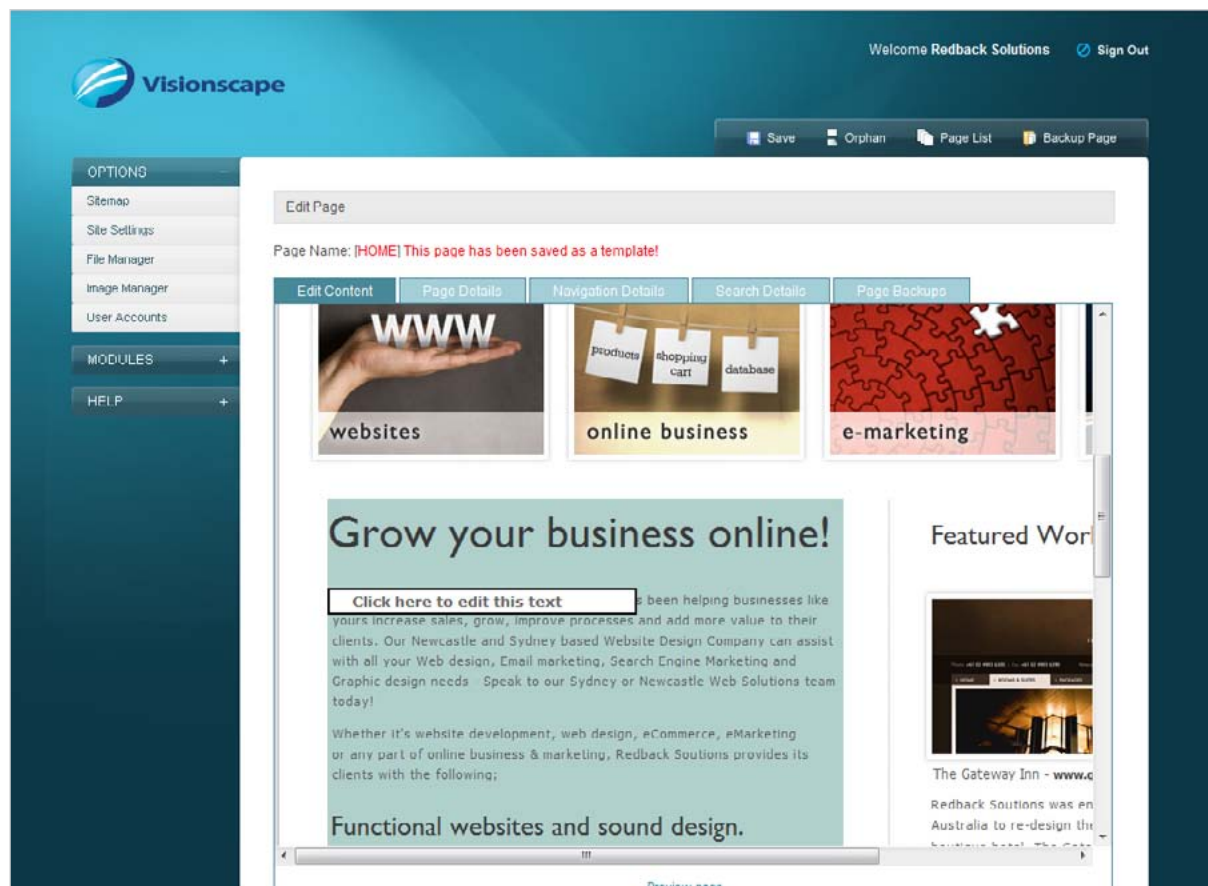
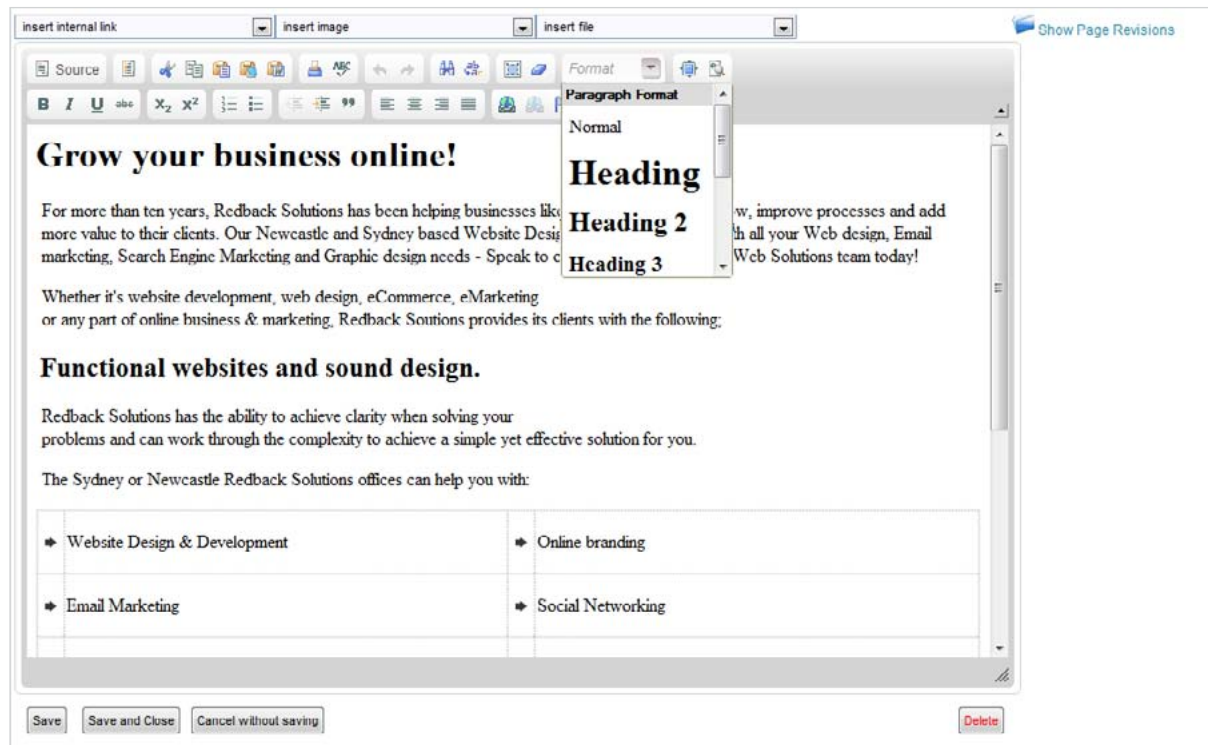


Figure 3 - Editing a Page

# Edit Text

*Remember any changes you make will not be immediately uploaded to the live website until you have published the page.*



**Figure 4 - Editing Text and Paragraph Format Dropdown List**

## Heading Styles

Heading styles are created by the Graphic Design team to make headings easy for you to apply as well as ensure your website displays a neat, consistent design. You cannot change a style itself but you can apply a style to text and then add other formats to the text such as bold or underline. This will ensure all your headings and formatting are the same or similar for each page. When you apply a style, the style is applied to the entire paragraph

To apply a style to text:

1. Select the text (or just put your cursor somewhere in the paragraph you want to apply it to)
2. Click on the Paragraph Format dropdown list (see **Figure 4**) and choose the required style.

**Note:** your text will look plain in the text editor, ie. you will not see the styles you've applied. It is when you hit Save and Close and are returned to the previous window that you will see your styles applied.



## Visionscape's Text Editor

A quick explanation of the above buttons, from left to right:

### **Source**

This allows you to view the source code (html view). If you are in source View, click the Source button again to return to normal view.

### **Templates**

This allows you to select from some pre-prepared layouts which organise your information in a table.

### **Cut / Copy / Paste**

You can use these buttons to cut, copy or paste text from other applications into Visionscape. You can also use standard hotkeys if you prefer such as Ctrl C (copy), Ctrl X (cut) and Ctrl V (paste).

The Paste as Plain Text button allows you to paste information into Visionscape from another application removing all its formatting. You can then apply Visionscape formatting such as heading styles, bold, etc to your text.

The Paste from Word button is the recommended way of copying text from Microsoft Word. It converts Word's styles into Visionscape styles as best as possible.

### **Print**

Press print to print this page. Please note however, websites are not generally designed for printing like word documents or PDFs are.

### **Spell Checker**

This allows you to check the spelling of your work in the same way you would in Microsoft Word. If an error appears saying 'Netspell Libraries not linked', you need to download the spell checker program. This is easy – go to Google and search 'Netspell' or go to this website: <http://sourceforge.net/projects/netspell/> to download it for free.

### **Undo / Redo**

The two arrow-shaped buttons allow you to undo or redo your work. If you are more familiar with hotkeys, use Ctrl Z to undo and Ctrl Y to redo.

### **Find**

Find a particular word or phrase on your page.

## **Replace**

Find a particular word or phrase on your page and replace it with another word or phrase. Useful if you've misspelt something throughout the entire page.

## **Select All**

Select all the text on the page.

## **Remove Format**

To remove formatting from a selection of text, highlight the text you want to change, then hit this button. It will remove formatting such as bold, underline, italic, superscript and subscript. It will not remove heading styles such as Heading 1, Heading 2, etc.

## **Paragraph Format (and Heading Styles)**

Our graphic designers create a default paragraph style along with a series of heading styles that align with the design of your website.

This dropdown allows you to apply a heading style to a phrase, sentence or paragraph of text. For example, to apply a main heading, place your cursor in the paragraph you want to change (you don't need to highlight, as a heading style gets applied to the entire paragraph) and choose Heading 1 from this dropdown.

While there are 6 heading styles listed in the dropdown, we usually only create a Heading 1, Heading 2 and Heading 3 (as we find most clients don't need more styles than this). Creating a heading style is simple, so if you are after something specific, give us a call on 02 4962 2236 and we can add your new style as Heading 4, 5 or 6.

To change a paragraph back to normal text, place your cursor in the paragraph to be altered and choose 'Normal' from the dropdown list.

## **Maximise**

This maximises the editing window so you have more space to work.

## **Show Blocks**

You can view the page as a series of blocks which show what format each paragraph is in, eg. Heading 1 <H1>, normal/paragraph text <P>. To go back to normal view, click this button again.

## **Bold / Italic / Underline / Strikethrough**

To format your text in bold, italic or underline, highlight the word or phrase you want to change, then click one or more of these buttons. To restore back to normal, click the buttons again so they are no longer highlighted blue.

## **Subscript / Superscript**

Subscript is text that is set below the normal text eg. Text<sub>text</sub> and superscript above, eg. 3m<sup>2</sup>.

### **Numbered List**

Turn your paragraphs in to a numbered list by highlighting several paragraphs and clicking this button. The result will look like this:

1. Apples
2. Bananas
3. Oranges

### **Bulleted list**

Turn your paragraphs in to a numbered list by highlighting several paragraphs and clicking this button. The result will look like this:

- Apples
- Bananas
- Oranges

The look of the bullet is determined by our designers to align with the design of your website.

### **Decrease Indent / Increase Indent**

To indent a paragraph (or paragraphs) place your cursor inside a paragraph and press the Increase Indent button. You can press it multiple times to increase the indent further. If you need to decrease it, press the Decrease Indent button.

### **Block Quote**

Place your cursor in a paragraph and click Block Quote – this will increase the indent on the left and on the right of the paragraph. A useful application of this is to take a quote or a testimonial, apply Block Quote and then apply a heading style, eg. Heading 3. This will give your page a magazine-style format by placing a nicely formatted paragraph in the middle of the page.

### **Paragraph Alignment**

There are four types of paragraph alignment to choose from – left align, centre align, right align and justify – similar to Microsoft Word. Place your cursor in the paragraph (or highlight several paragraphs) and apply the alignment you want.

### **Link**

You can use the Link button to create a hyperlink to another website. For example:

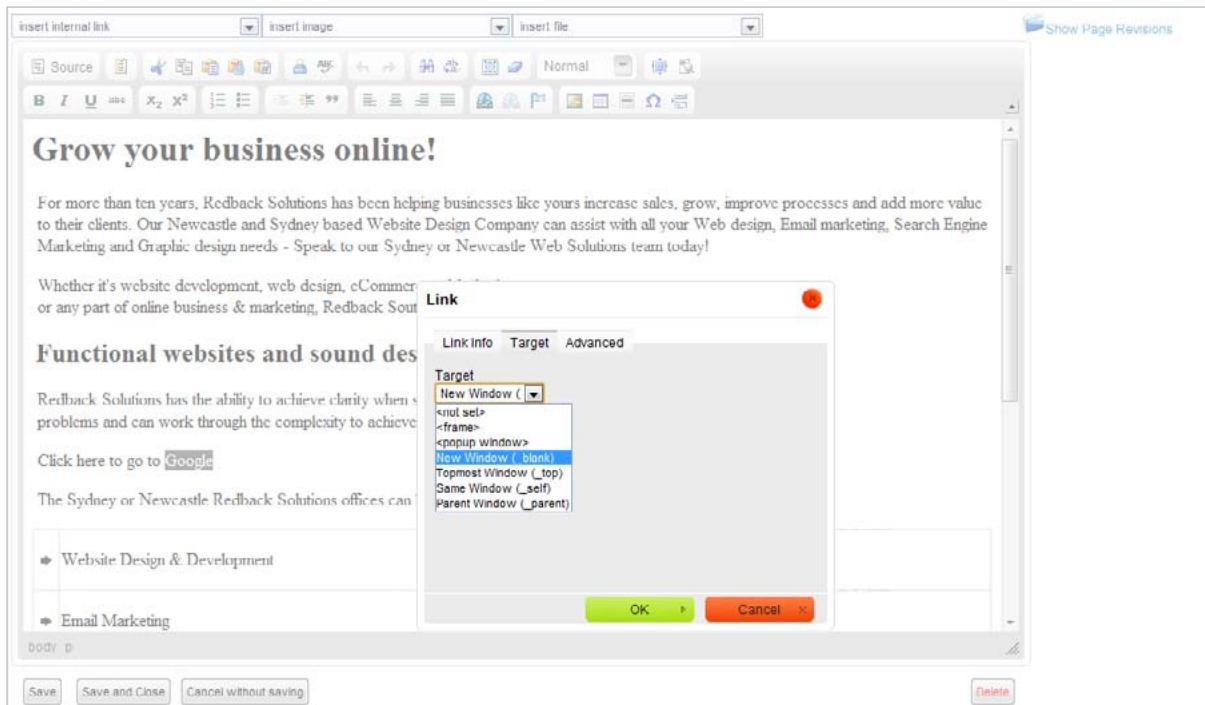
Click here to go to Google

Highlight the word 'Google'

Click the Link button which will open a pop-up box.

Paste or type the website URL into the URL field under the Link Info tab in the pop-up box, eg. [www.google.com.au](http://www.google.com.au)

To ensure users open the hyperlink in a new window click on the Target tab and select new window (see **Figure 5** on the following page).



**Figure 5 - Opening a Website in a New Window**



### Unlink

To remove a hyperlink, place your cursor on the hyperlink, then click the Unlink button. The text will remain on the page but the hyperlink will be removed.



### Anchors

An anchor allows you to place a hyperlink at the top of a page and when someone clicks it, they are taken to a specific section on that page. Anchors are good if you have a table of contents at the top of your page; someone can easily choose the section they want and go straight there without having to sift their way through the page's content. See **Figure 6** for an example.

To create an anchor:

Place your cursor in front of a subheading, eg in **Figure 6** we've placed our cursor in front of the subheading 'Functional websites and sound design'. Click the Anchor button, and type in your anchor name.



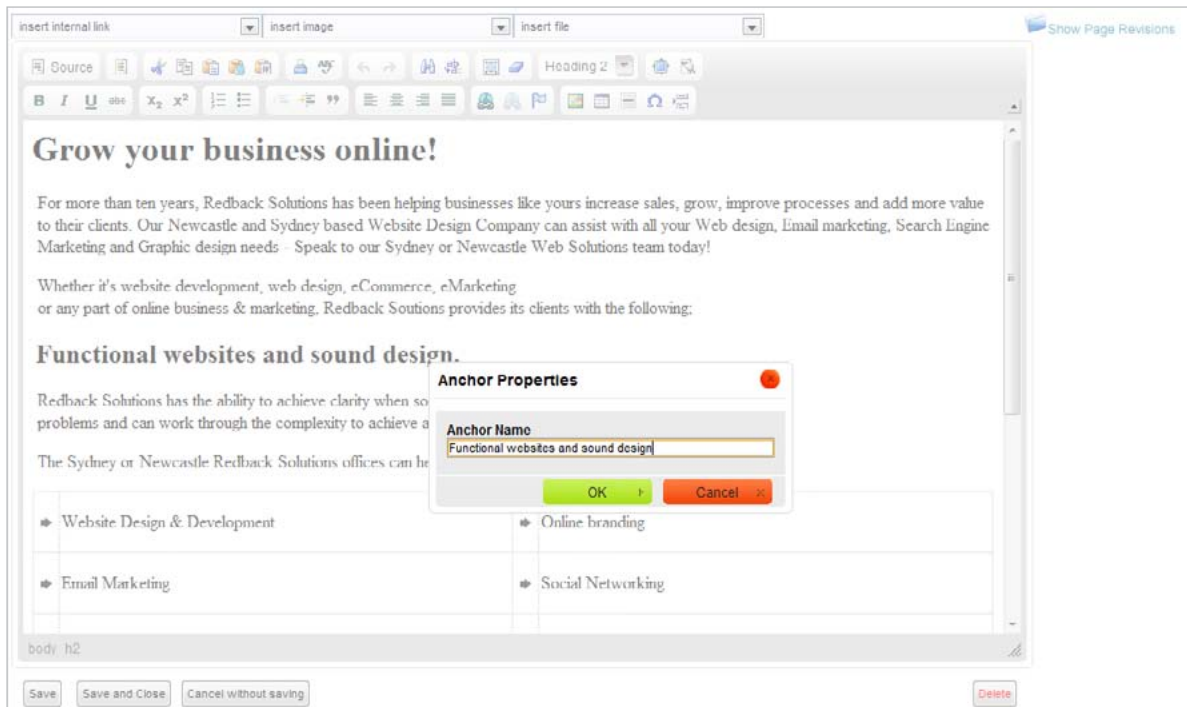


Figure 6 - Creating an Anchor

An 'anchor' will then be placed in front of your subheading, like in **Figure 7** below.

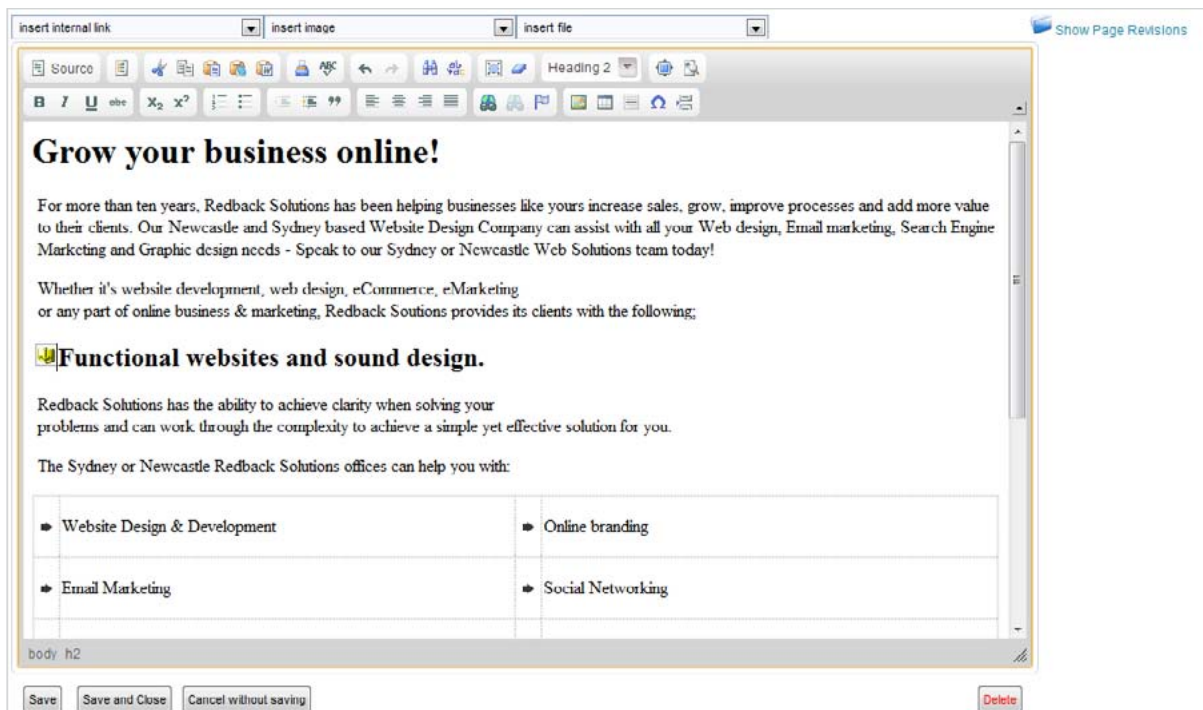

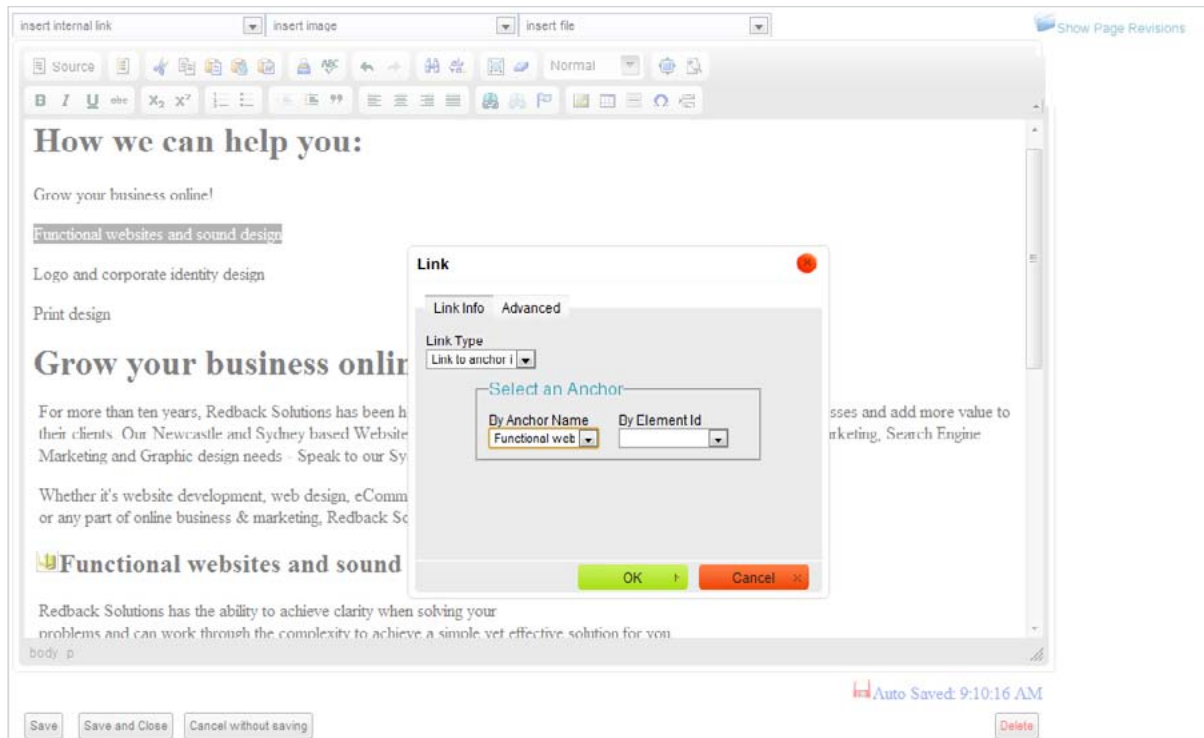


Figure 7 - An Anchor

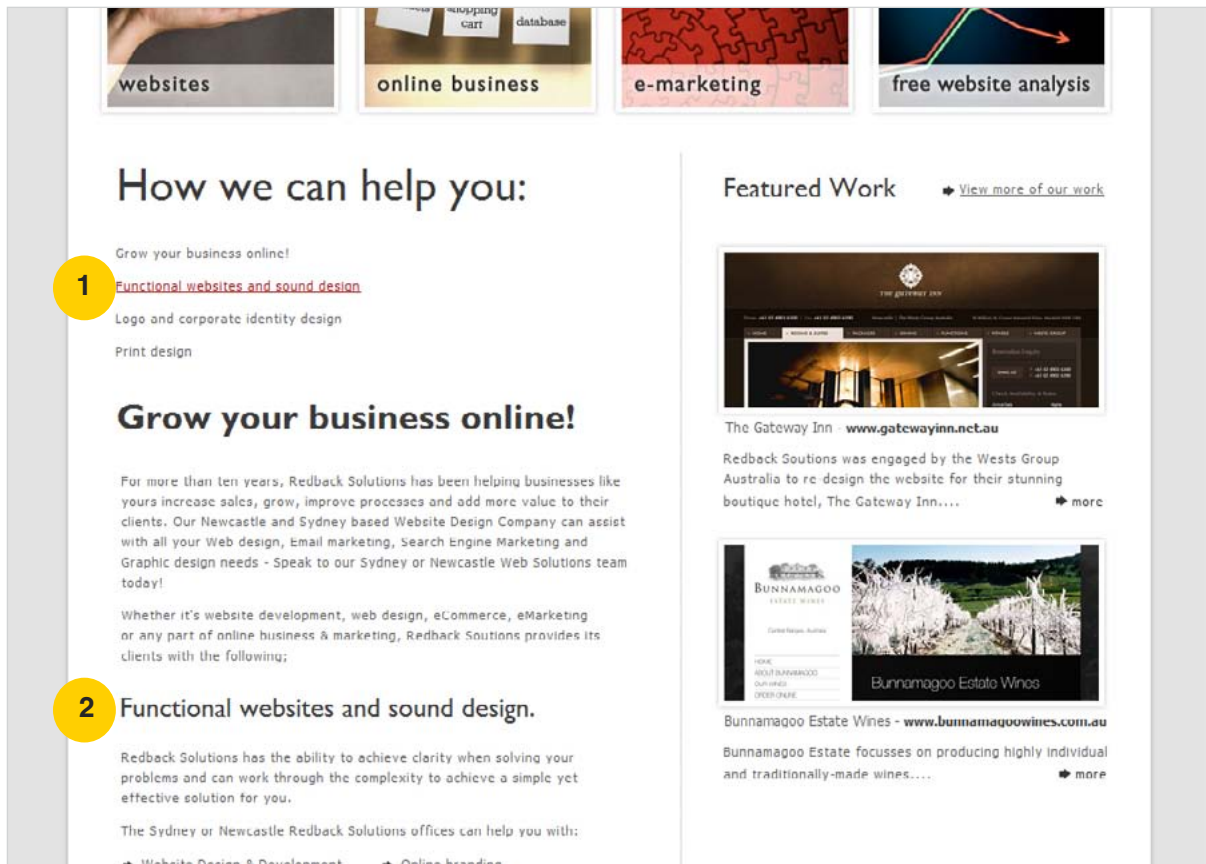
The next step is to create a hyperlink at the top of your page. Highlight the word you want to become the hyperlink, click the Link button [  ] which will open a pop-up box and under the Link Type dropdown in the pop-up box choose Link to Anchor in Text (see **Figure 8**). Then from the By Anchor Name dropdown, choose one of the anchors you have made.



**Figure 8** - Choosing an Anchor for a Hyperlink

The finished result will look like **Figure 9**. In our example, when someone clicks the 'Functional websites and sound design' hyperlink, it will direct them straight to the 'Functional websites and sound design' subheading on that page.





**Figure 9 - Example Hyperlink and Anchor**

1 - Hyperlink

2 - Anchor

### Image

Highlight or click on an image, then click Image which will open a pop-up box for additional image properties. (Alternatively, you can double click on an image to go to the same dialogue box).

Useful properties are:

#### *Alternative Text*

You can create a text description for your image here. This will show up as text in a yellow box when a user hovers over an image. This is useful if someone has a slow internet connection and the image is slow to load (the alternative text will appear while the user is waiting for the image to load), and is also useful for search engines as they can read alternative tags but not see the image itself.

#### *Border*

Insert a numerical value to place a border around the image, eg. Inserting '5' will create a border around the image 5 pixels wide.

#### *Align*

Use this alignment to wrap text around an image. Eg. Choosing Left from the Align dropdown will align the image on the left and wrap the text around it. Once you've chosen this option, click OK then drag and drop your image where you want it to be.

### *HSpace / VSpace*

HSpace = horizontal space, VSpace = vertical space around the image. This is useful for creating some space between an image and text when you've used text wrapping.

Insert a numerical value in this section; 5 or 10 pixels or HSpace is usually enough to create a bit of space between an image and the text.

### *Link*

In the link tab inside the image dialogue box you can place a URL in the URL field to allow users to click on an image and be directed to a website. Eg. You might have a logo that you want a user to be able to click on and go straight to an affiliate's website.

To ensure that website opens in a new window, go to Target dropdown list (under the section where you insert the URL) and choose New Window.



### **Table**

To insert a table, click the Table button and a dialog box will pop up (see **Figure 10a, 10b**). Tables work much the same way as they do in Microsoft Word. You can choose parameters such as rows, columns, table width (the table width can be a pixel dimension or a percentage of the width of the content area), border and alignment.

#### *To edit a table once it has been inserted:*

Place your cursor somewhere in the table and right click. Several options will come up allowing you to insert or delete rows or columns, merge cells, split cells, delete the table or go to the Table Properties.

#### *To go to an individual cell's properties:*

Place your cursor in the table and right click. Click on Cell, then Cell Properties. Here you can specify an exact *cell width*, *background/border colour* and *alignment*.

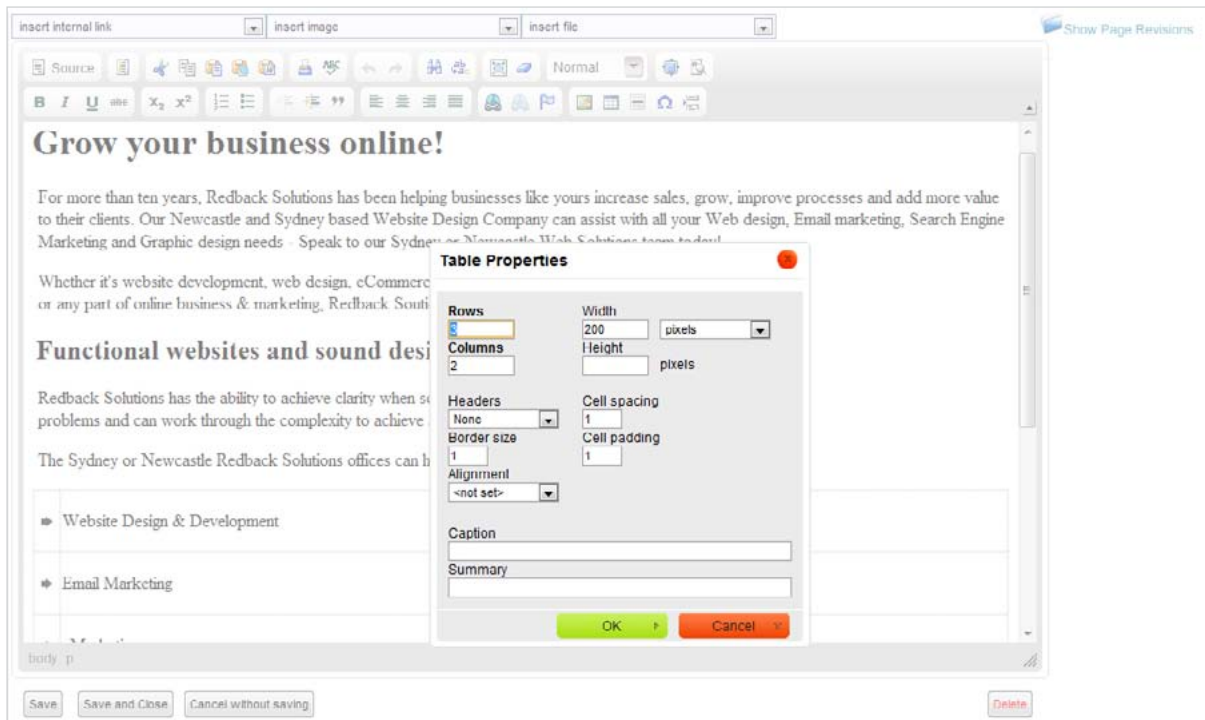


Figure 10a - Table Properties

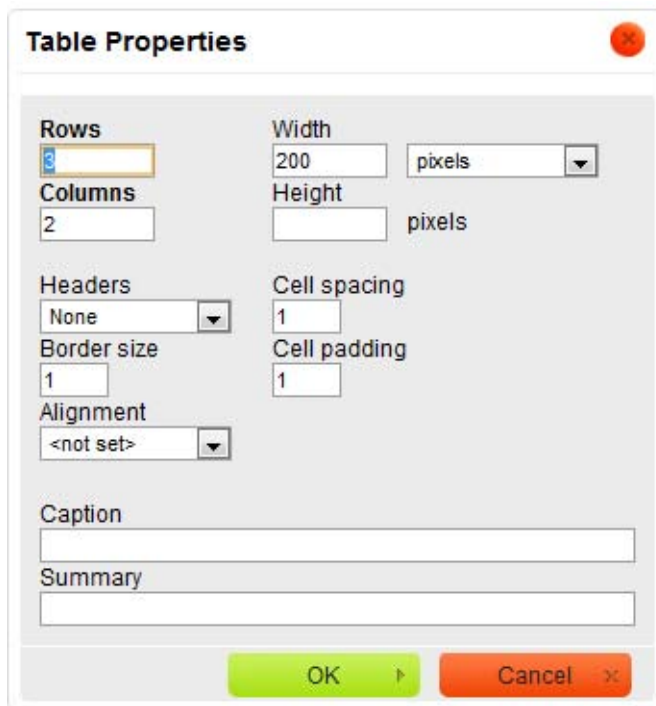


Figure 10b - Table Properties Dialogue Box

## Horizontal line

Place your cursor in the section of your page you want to insert a horizontal line, then click Horizontal Line. The horizontal line will look like this:

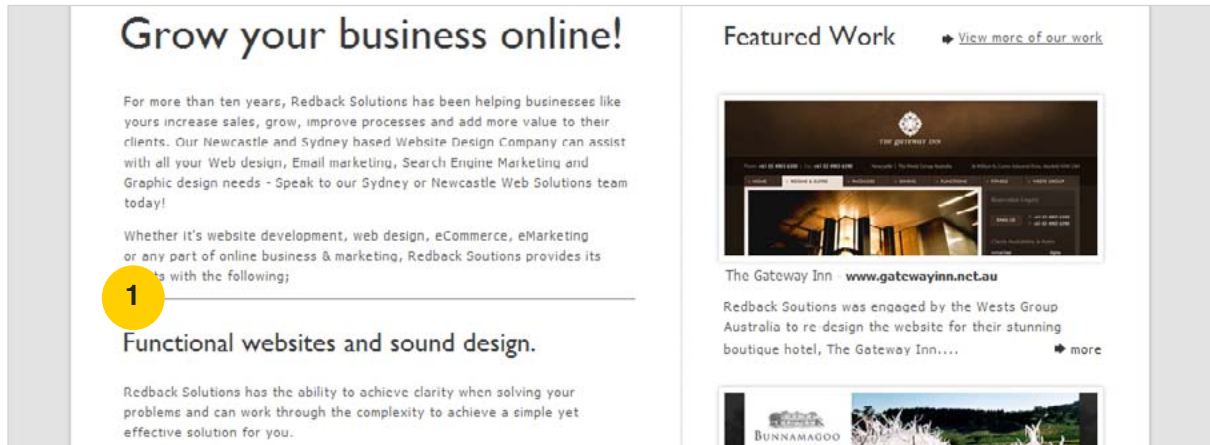


Figure 11 - Horizontal Rule

1 - Horizontal Rule separating content

## Symbols

The Symbols button allows you to choose from a series of special characters. Symbols such as © ® ¢ ¾ are a few examples of those available.

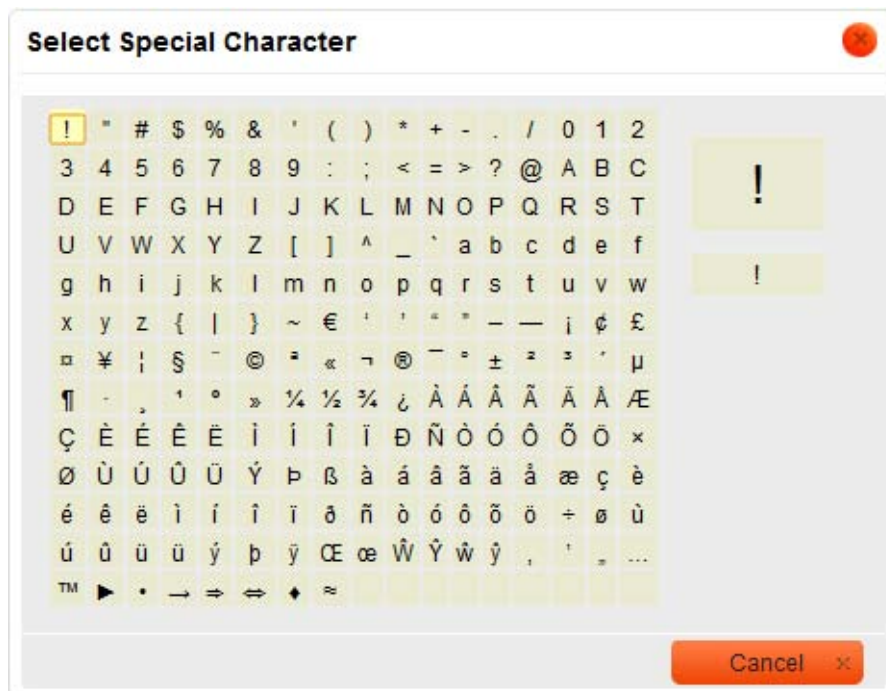


Figure 12 - Special Characters

### **Insert Page Break for Printing**

If you need to print your draft, and want to insert some page breaks, place your cursor where you want the page break to be and click Insert Page Break for Printing.

insert internal link



### **Insert Internal Link**

You can use this dropdown to create a hyperlink to another page of your website. Place your cursor in the position you want the page link, then open this Insert Internal Link dropdown and choose the correct page.

Once the hyperlink is there, you can change the wording of the hyperlink by placing your cursor somewhere inside the link and typing new wording. You can also delete letters, words or characters from your hyperlink to tidy it up. This will not stop the hyperlink from working.

insert image



### **Insert Image**

Once you have uploaded images to your Image Manager, you can place them on a page by using this dropdown. Place your cursor in position on the page, then select your image from the dropdown. You can then double click on the image (or click the **Image** button) to go to Image Properties.

Insert Image quick reference guide:

#### *Save image in Image Manager*

- Click on Image Manager (on left hand side)
- Select File (browse for the file on your computer)
- Add a File Description
- Automatically Resize Image – Thumbnail, Small, Medium, or Large

#### *Place image on page*

- Click on Page List (on left hand side)
- Click on the page you want to edit
- In the page preview, click on the content area you want to edit, this will open the editor for that content area.
- Place your cursor where you want to put the image
- Go to the dropdown at the top called Insert Image, and choose your image.
- For additional image properties, such as text wrapping, tagging or adding a hyperlink, double-click the image to open Image Properties.

## insert file Insert File

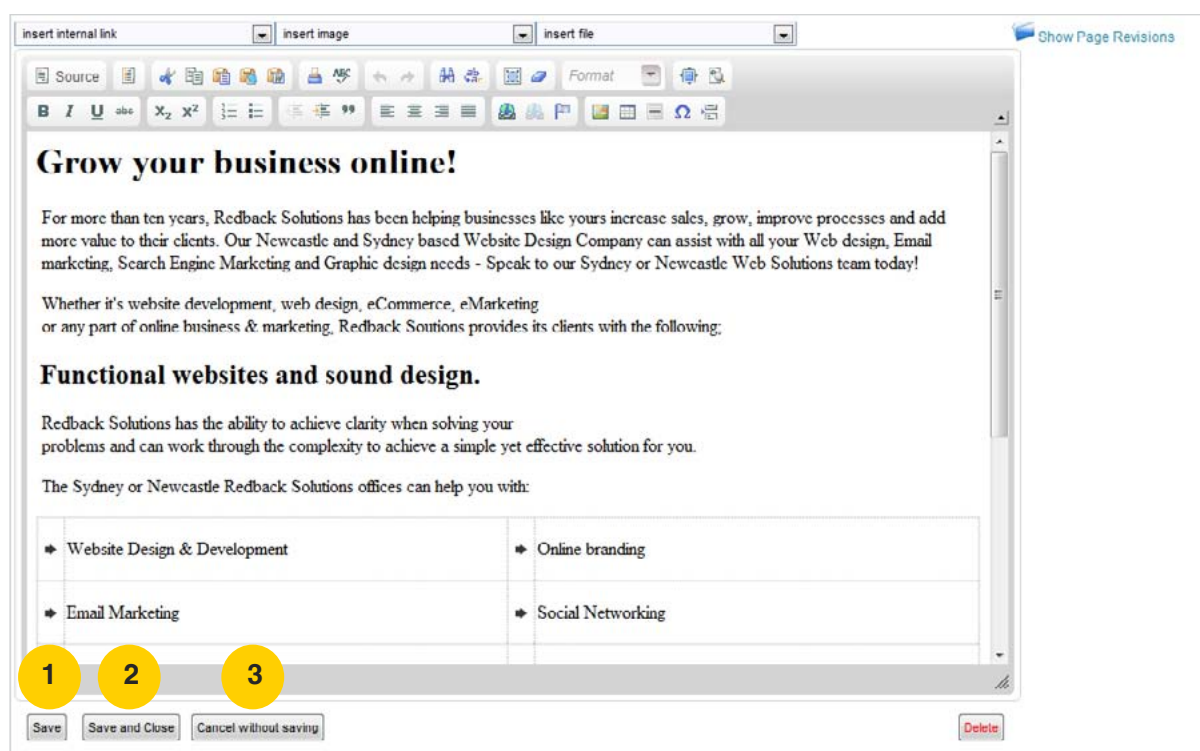
Once you have uploaded files (such as PDF, Excel or Word documents) to your File Manager, you can place them on a page by using this dropdown. Place your cursor in position on the page, open the Insert File dropdown and choose the correct file. It will place this file on the page as a hyperlink for users to open or download the file.

Once the hyperlink is there, you can change the wording of the hyperlink by placing your cursor somewhere inside the link and typing new wording. You can also delete letters, words or characters from your hyperlink to tidy it up. This will not stop the hyperlink from working.

You can also force the file to open in a new window if you prefer (if you don't, some users may close down your entire website when they close the file they are viewing) To make the file open in a new window, go to Target (under the section where you insert the URL) and choose New Window.

## Saving Your Work

Once you've finished adding your content and editing it, you will need to save your work. There are three options in the editing window (see **Figure 13**):



**Figure 13** - Saving or Cancelling Your Work

- 1 - Save
- 2 - Save and Close
- 3 - Cancel Without Saving



### *Save*

Allows you to save your work and continue editing.

### *Save and Close*

Saves your edits and returns you to the previous section (a preview of the page you're working on).

### *Cancel Without Saving*

If you have made a mistake, hit Cancel Without Saving and it will close the edit window without saving the changes you made.

However please note Visionscape auto saves every 10 minutes as a precaution to save you from losing valuable work. In this instance, you can do one of two things to get rid of your unwanted edits:

- Go through the text and delete what you don't want
- Click on Show Page Revisions (top right hand side of your screen). This will present you with a list of previously saved content positioned in the right hand side of the screen. Reverting back to previous content is a two step process:
  1. Find the version you would like to revert to by clicking on date and time (eg 16/08/2011 10:37:49 AM) which will display saved content inside the text editor window.
  2. Once you have found the version you want hit 'Save and Close' which will close the text editor window and show you a preview of this content within your content page. You will need to publish this page to make it live.

# Site Settings

Your website settings section can be accessed through the Site Settings button under Options (see **Figure 14**). Here you can do a few things:

## Site Build

The Site Build button (top right hand side of screen) is like the Publish button, however it allows you to publish every change you've made to your site in one hit. If you've just spent a few hours making various edits on your site, it's easier to use the Site Build button than using the Publish button [🌐] for every single page.

## Google Analytics ID

Redback Solutions sets up Google Analytics for you; you should receive a pdf report from Google at the start of each month to track website statistics such as how many users visit your site, which pages they access, etc. If you don't receive this report each month and would like to, please contact us on 02 4962 2236 or email us at support@rb.com.au.

Visionscape

Welcome Demonstration Sign Out

Save Site Build Welcome Letter Delete

OPTIONS

- Site Settings
- File Manager
- Image Manager
- User Accounts

MODULES +

HELP +

Sites

Google Analytics ID UA-17221336-1

Search Engine Optimisation

Please note that this does not guarantee search engine placings - but assists indexing your site when it gets visited by a search engine "crawler" or "robot".

Site Title Redback Solutions | Website Design

Keywords testKeyword  
testKey  
Keywords  
testKeyword#1  
testKey#2  
testKeyword#2

Short Description Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc sem est, auctor vel egestas at, posuere a erat. Nam porta leo et libero tempus sed varius augue posuitor. In posuere, risus quis imperdiet tempus, dui vel blandit diam, sed scelerisque ligula urna vitae urna.

Member Menu Style

[Click here to edit the member menu style.](#)

**Figure 14 - Site Settings**



## Site Title

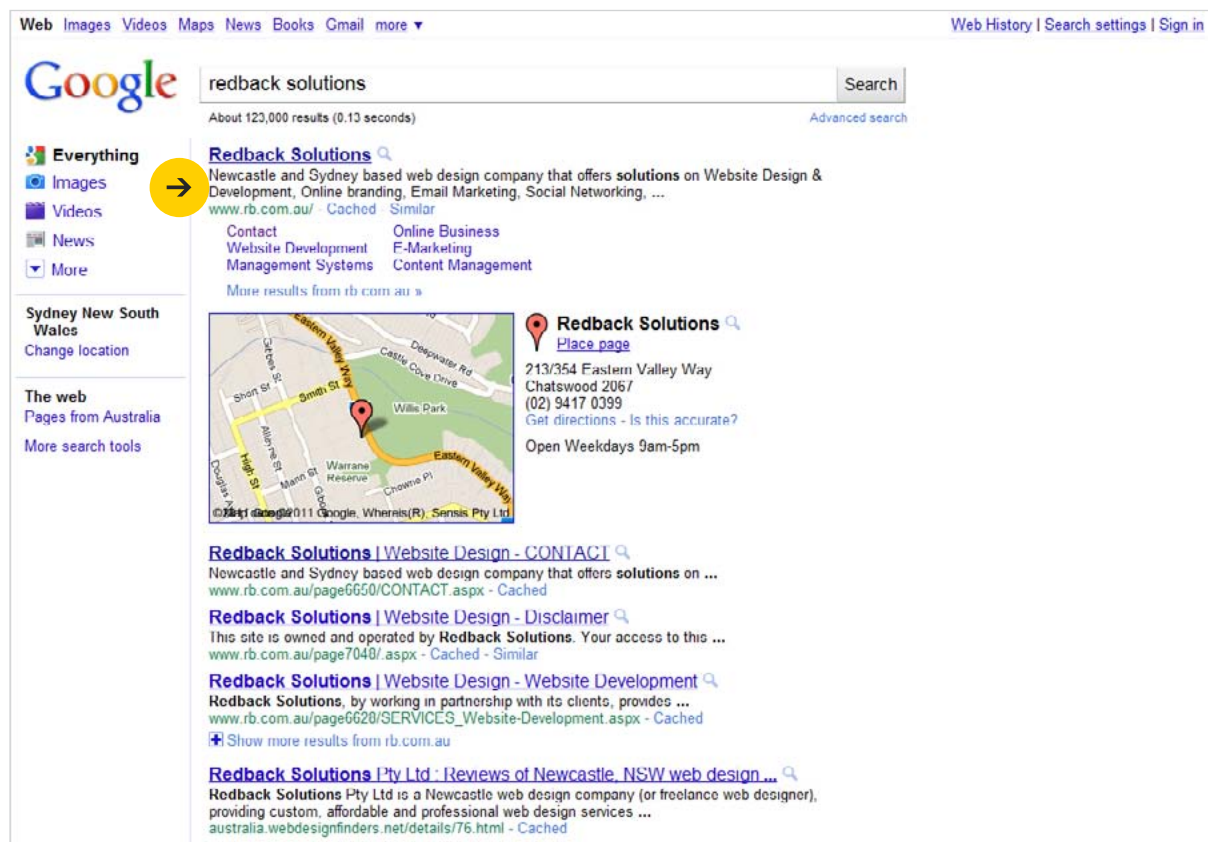
The Site Title is the name of your website and what appears at the top left of your website browser. You can use the name of your business and/or a selection of keywords. If you need to change it, do so then click Save Changes followed by Site Build.

## Keywords

Use this dialog box as a place to store your website keywords. However please note Google is more interested in the written content of your website, so make sure you have included your keywords throughout every page of your website. Search engine optimisation is an increasingly complex field, so if you would like to talk to us in more depth about SEO, please contact us on 02 4962 2236 or email us at support@rb.com.au. Once you've altered this dialog box click Save Changes followed by Site Build.

## Short Description

The short description is the description that appears in your search engine underneath your website title (see **Figure 15**). It will appear exactly as you have written it in this dialog box, but please note you are restricted to around 30 words. Once you've altered this dialog box click Save Changes followed by Site Build. *Note: this change will NOT appear in the search engine immediately. It can take several days to several weeks for search engines to index any changes you have made to your website.*



**Figure 15** - A Website's 'Short Description' Displayed in a Search Engine

# File Uploader & File Manager

To insert images, or place files on a page for users to view, you must first upload them using Visionscape's File Uploader. These files can then be managed in Visionscape's File Manager.

If have been a regular Visionscape user prior to January 2013, you will notice that File Uploader and File Manager are tools that replace the previous File Manager and Image Manager. File Uploader and File Manager is to be used for both images and other file types.

File Manager accepts a wide range of file types including:

- |         |        |         |         |        |
|---------|--------|---------|---------|--------|
| • .jpg  | • .swf | • .mp3  | • .tiff | • .max |
| • .gif  | • .mpp | • .docx | • .tif  | • .rvt |
| • .png  | • .avi | • .xlsx | • .dwg  | • .pub |
| • .pdf  | • .wmv | • .xml  | • .kml  | • .mp4 |
| • .zip  | • .mov | • .htm  | • .kmz  | • .lcf |
| • .doc  | • .xls | • .html | • .css  | • .rfa |
| • .ppt  | • .xlt | • .m2v  | • .dwg  | • .gsm |
| • .pps  | • .txt | • .txt  | • .dfx  |        |
| • .jpeg | • .asf | • .pptx | • .obj  |        |
| • .mpg  | • .wma | • .eps  | • .3ds  |        |

If you are wanting to display images on a page of your website the best image file formats to use are jpeg, tiff, png, and gif. (Note: banner manager, which is a separate module, will only accept jpeg image files.)

In many instances it is best to convert all documents to PDF format (if possible) as this will to retain consistent formatting and to ensure the original document is not altered in any way by website users.

## Accessing the File Uploader

The File Uploader can be accessed from the **Options** menu on the left hand side of the main Visionscape window by clicking on the **Upload New Files** (see **figure 16**).

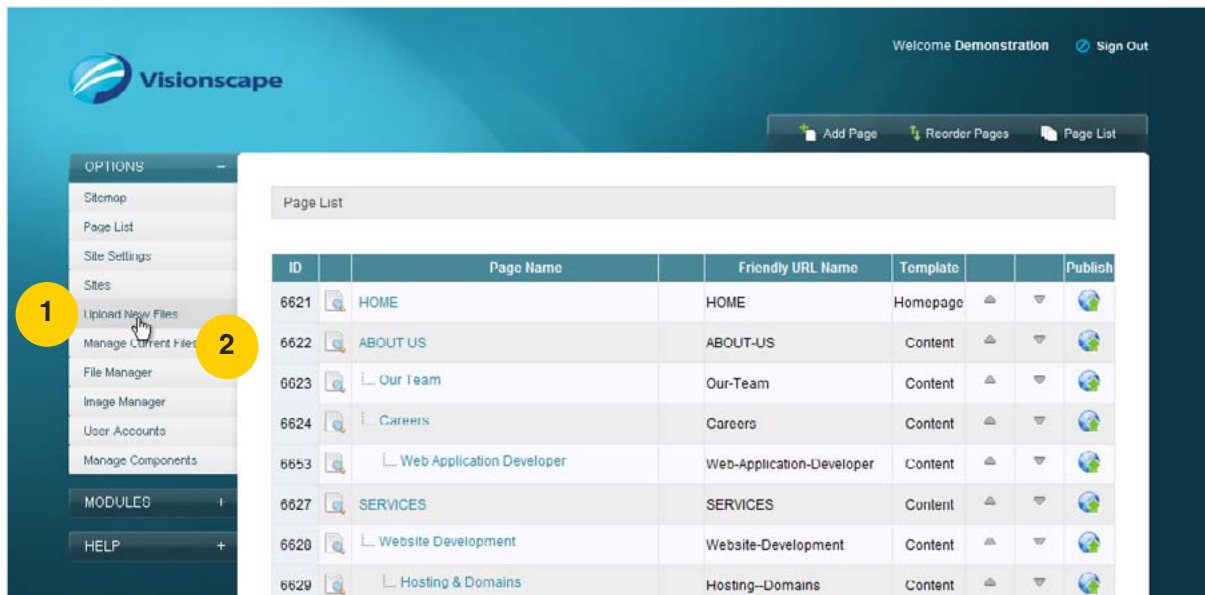
## Uploading New Files

Once you have accessed the File Uploader page (either through the Upload New Files tab or the **Upload File** button on the File Manager page) you have two options for the method of uploading files:

1. You can click the **Add Files** button (see **figure 17**) to add a single file or multiple files at once.

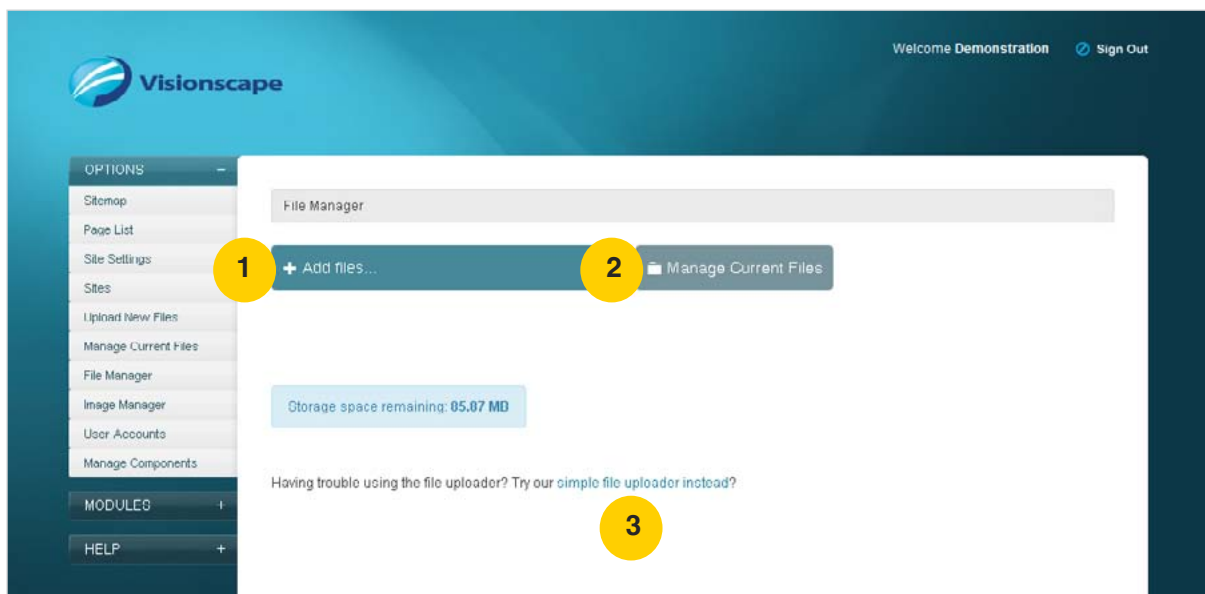
OR

2. You can click the **simple file uploader** link to add a single file (see **figure 17**).



**Figure 16** - Accessing File Manager - 'Upload New Files'

- 1 - Add New Files Tab
- 2 - Manage Current Files Tab



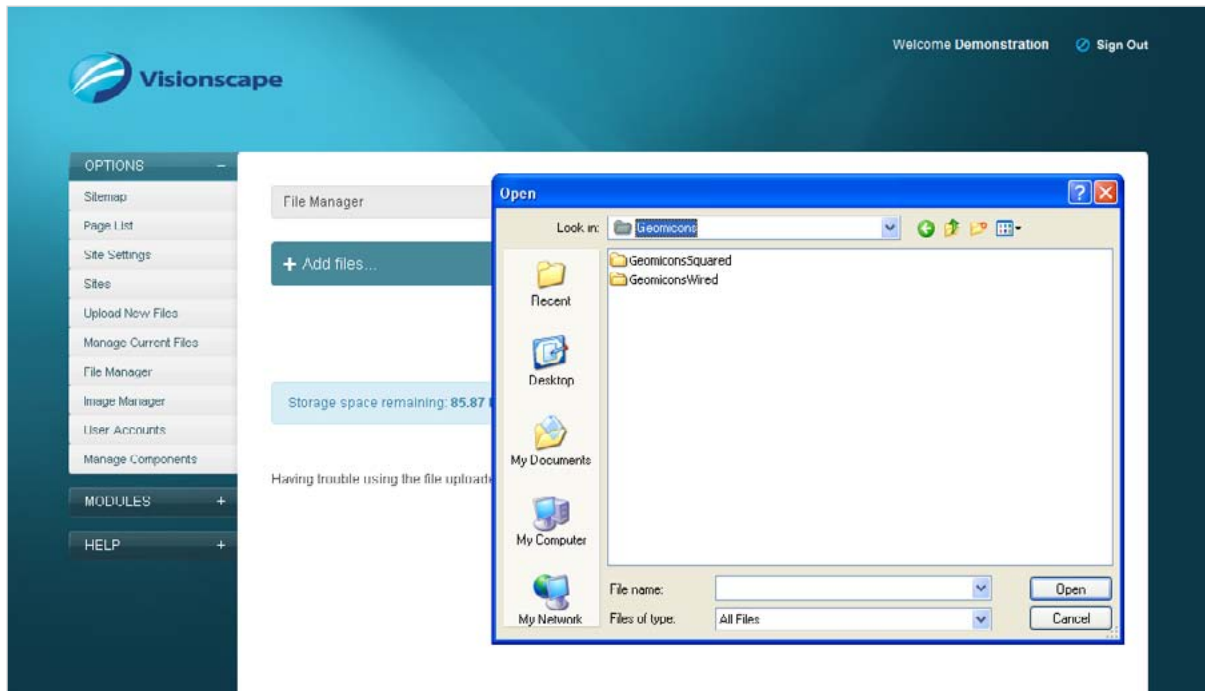
**Figure 17** - File Uploader Page

- 1 - Add Files Button
- 2 - Manage Current Files Button
- 3 - Simple File Uploader Link

## The 'Add Files' Method

Once you have clicked the Add Files button:

1. An **Open** window will be displayed prompting you to choose the file(s) that you would like to upload (see **figure 18**).

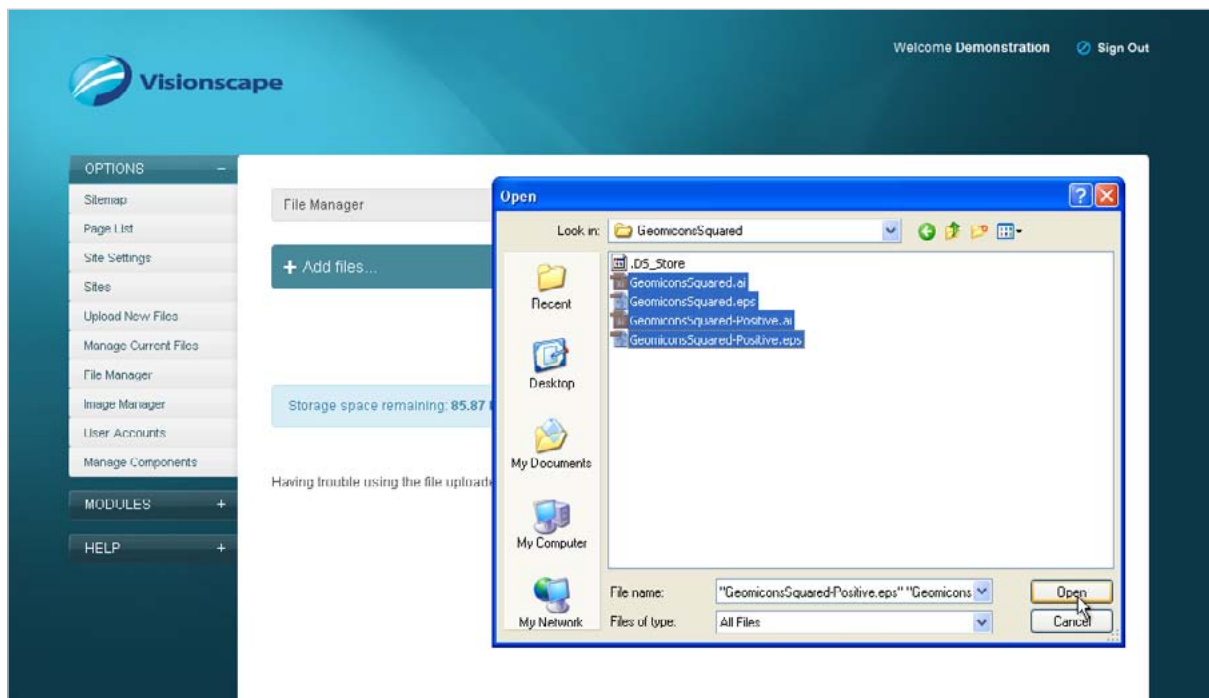


**Figure 18** - Open Window (Uploading Files)

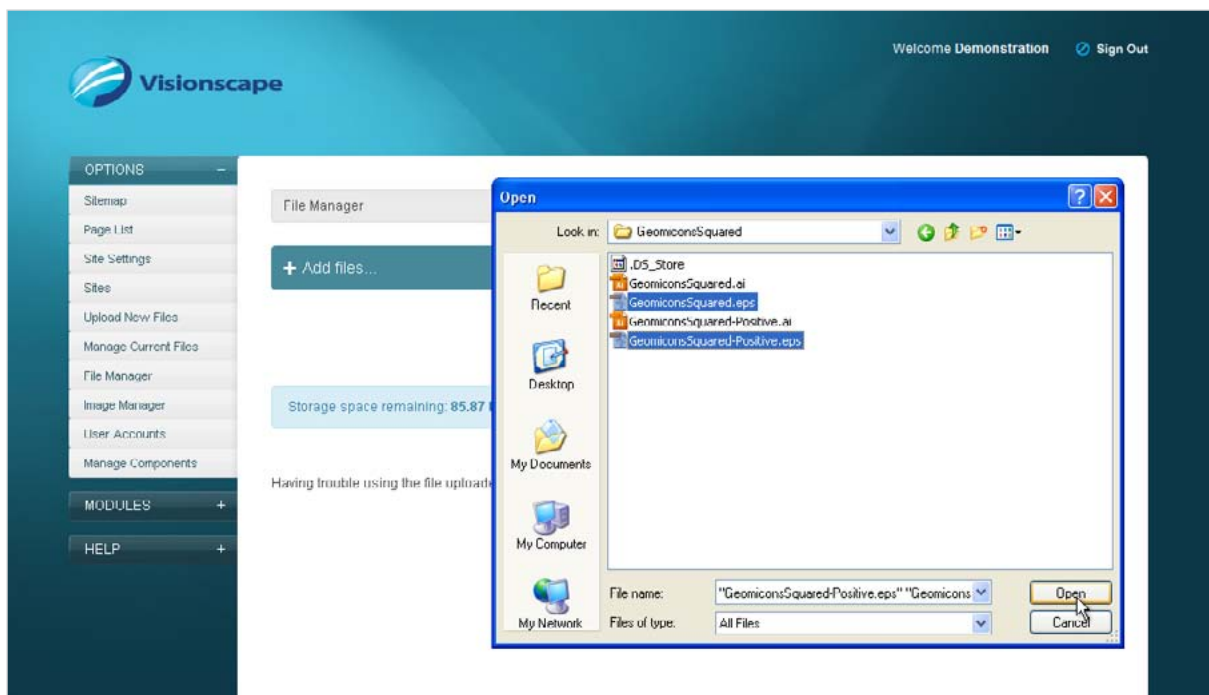
2. In the Open window navigate to the appropriate folder on your computer where the file(s) are located.
3. If you would like to upload multiple files either:
  - click and drag your mouse cursor over the collection of files you want (see **figure 19**) then press the **Open** button OR
  - click and hold the first file you would like to upload then hold down the control key and select the addition files you want (see **figure 20**) then press the **Open** button

**Please note:** some internet browsers, including Microsoft Explorer, do not enable multiple file selection. This feature will work in Google Chrome, Mozilla Firefox, Safari and Opera.

Otherwise if you would only like to upload a single file click on the file you would like and then press the **Open** button.

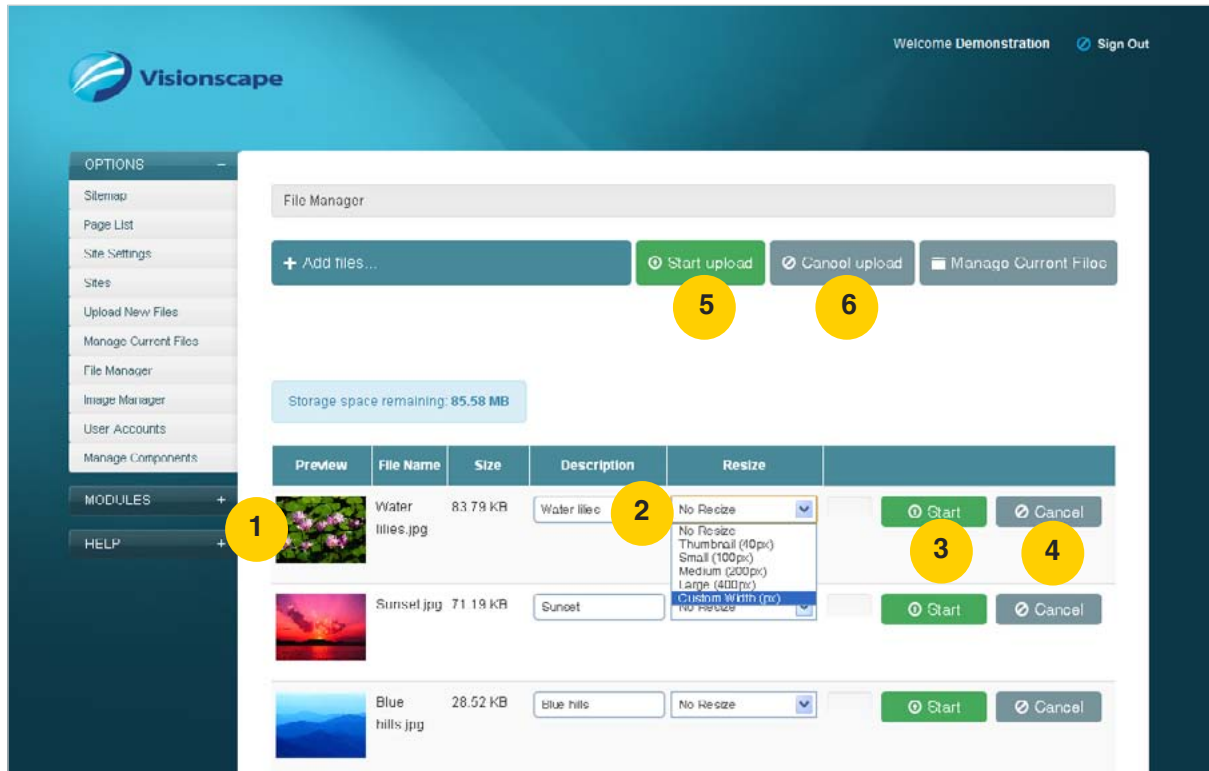


**Figure 19** - Open Window - Dragging Your Mouse Over Multiple Files



**Figure 20** - Open Window - Holding the Control Key to Select Multiple Files

- Once you have hit Open you will be returned to the File Uploader page. Image files will have a preview displayed in a table along with a file name, size, description field and resize dropdown list (see **figure 21**). Other files will just have a filename, size and description field.



**Figure 21** - Files to Upload, Image Preview and Resize Dropdown List

- |                          |                                 |                                      |
|--------------------------|---------------------------------|--------------------------------------|
| 1 - Image Preview        | 3 - Start Button (Single File)  | 5 - Start Upload Button (All Files)  |
| 2 - Resize Dropdown List | 4 - Cancel Button (Single File) | 6 - Cancel Upload Button (All Files) |

You can now change the description of your file(s) to help you distinguish between them in File Manager.

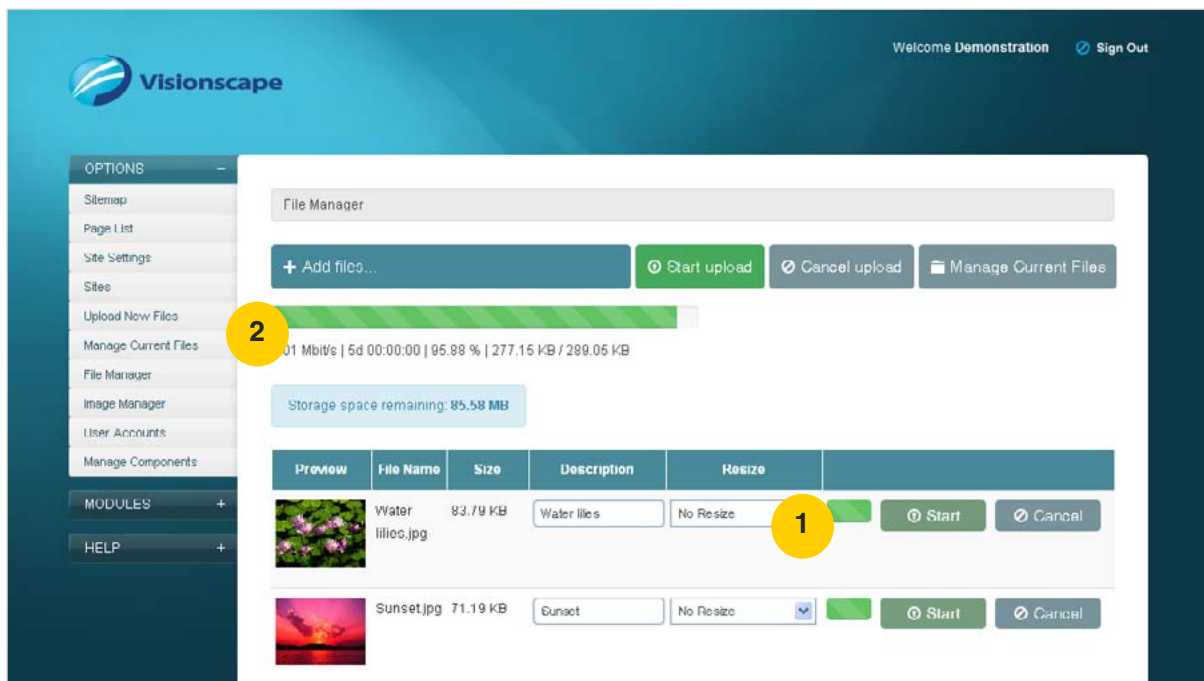
If you are uploading an image(s) you can also select a resize option from the dropdown list (see **figure 21**). The options include:

- no resize (keeps your image at the same size as your original file)
- thumbnail (resizes to 40px in width)
- small (resizes to 100px in width)
- medium (resizes to 200px in width)
- large (resizes to 400px in width)
- custom size (a further field will appear allowing you type in your preferred width in pixels)



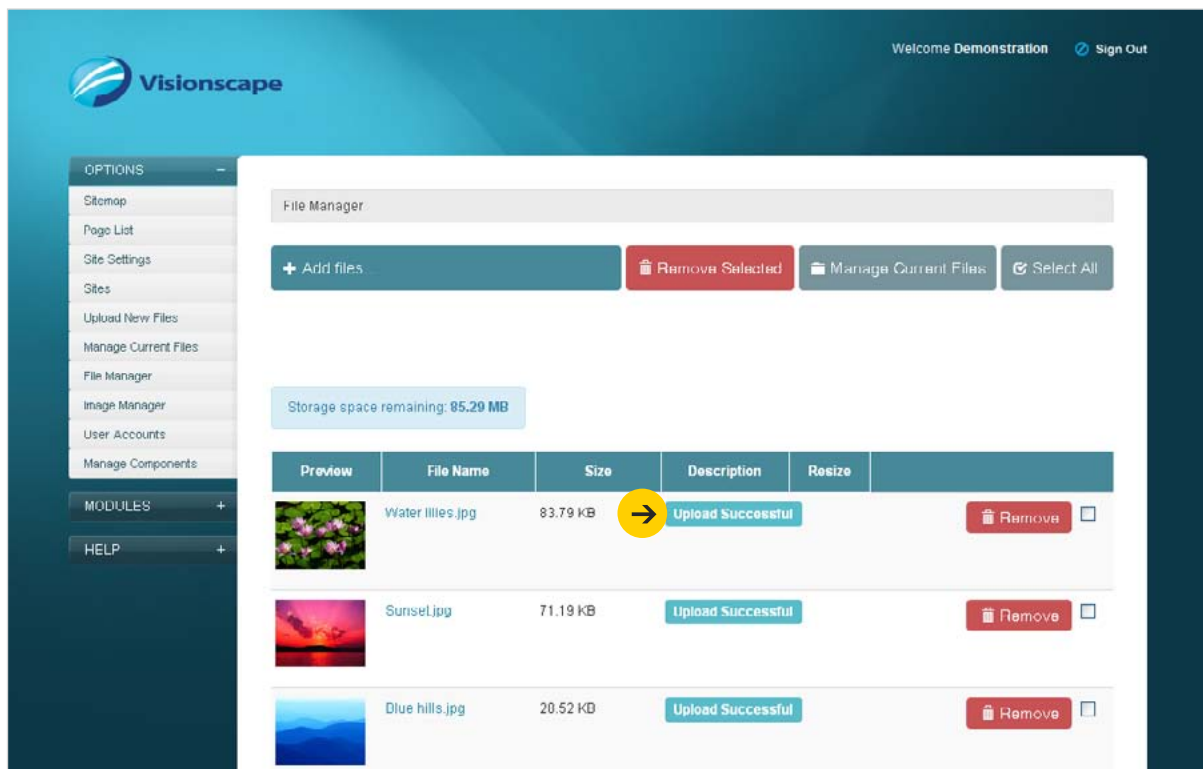
5. Once you are happy with the description (and size if you're uploading images) you can hit the **Start** button (see **figure 21**) to upload each file (you will need to hit Start for each file you want uploaded) or alternatively you can hit the Start Upload button (see **figure 21**) to start uploading all files at once. (You can press the cancel buttons - **Cancel** or **Cancel upload** - to stop the files uploading at this point if you change your mind.)
6. You will see progress bars indicating the status of your files and how much they've got to go (see **figure 22**). Once the upload process is complete you see an 'Upload Successful' message displayed on a blue background in the description column (see **figure 23**).

You have now finished the uploading process and can use your files, remove them or manage them in File Manager.



**Figure 22** - Uploading Files - Progress Bars

- 1 - Individual Progress Bars
- 2 - Resize Dropdown List



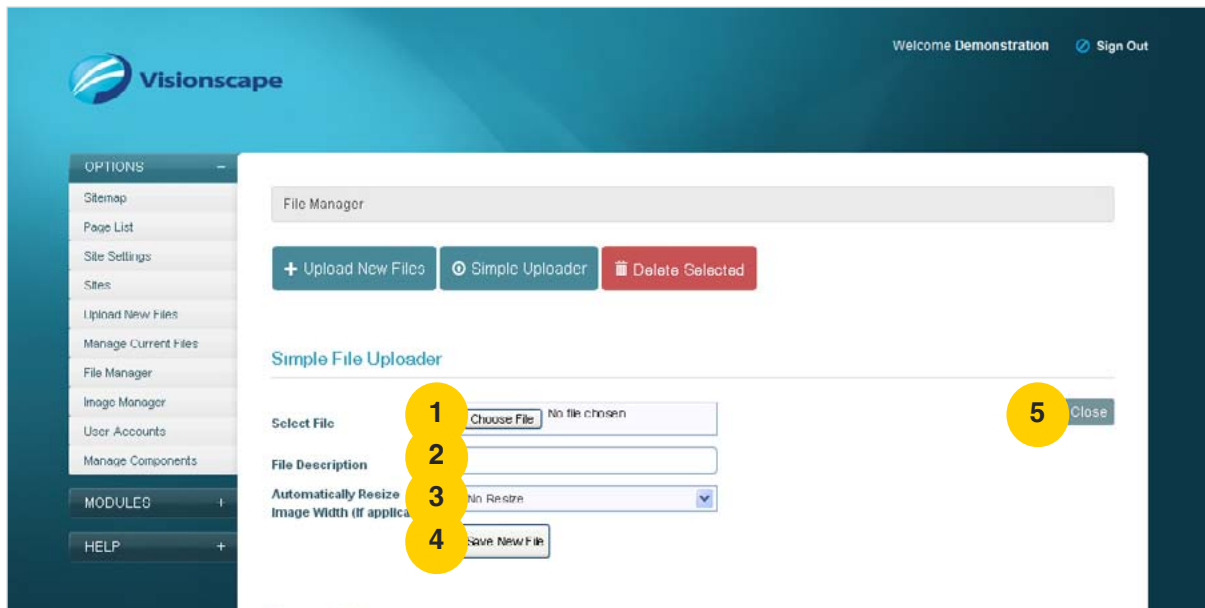
**Figure 23** - Uploading Files - Upload Successful Message

## The 'Simple File Uploader' Method

An alternative method is using the Simple File Uploader. Once you have clicked the simple file uploader link:

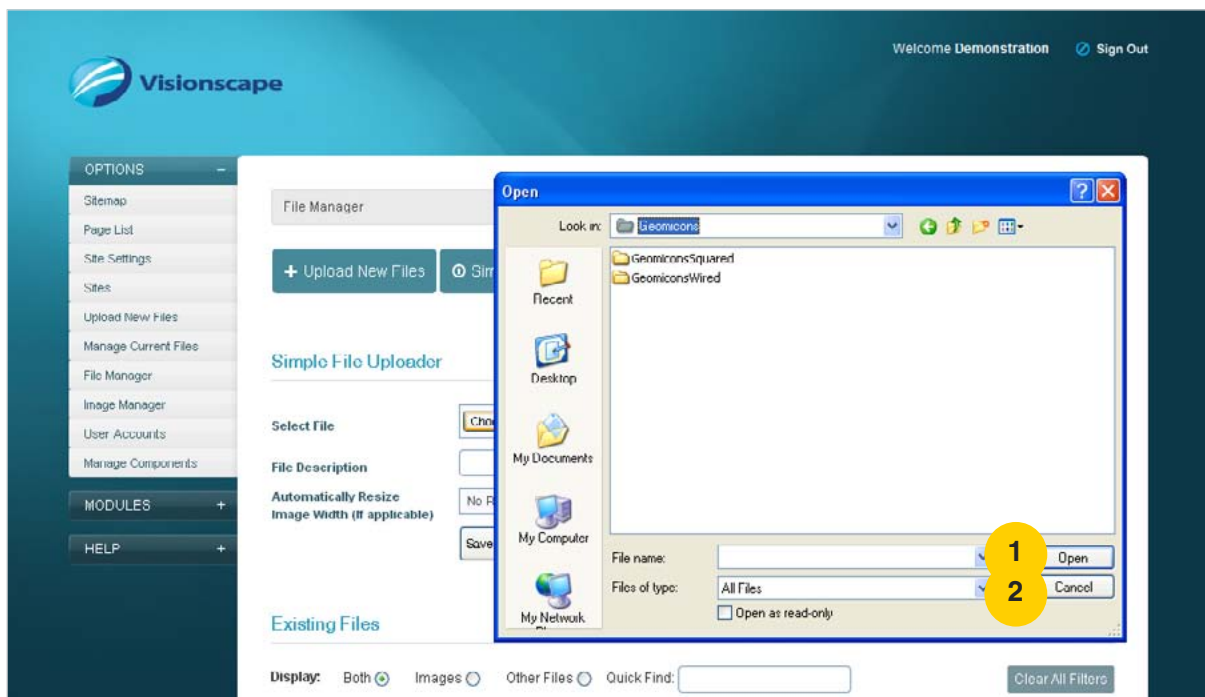
1. You will be taken to the File Manager page with the simple file uploader area expanded (see **figure 24**).
2. Click the Choose File button (see **figure 24**).
3. An Open window will be displayed prompting you to choose the file that you would like to upload (see **figure 25**).
4. In the Open window navigate to the appropriate folder on your computer where the file is located.
5. Click on the file you would like to upload and then press the **Open** button.





**Figure 24 - Simple File Uploader**

- |                            |                           |  |
|----------------------------|---------------------------|--|
| 1 - Choose File Button     | 3 - Image Resize Dropdown | 5 - Close Button (To Close Simple File Uploader) |
| 2 - File Description Field | 4 - Save New File Button  |  |



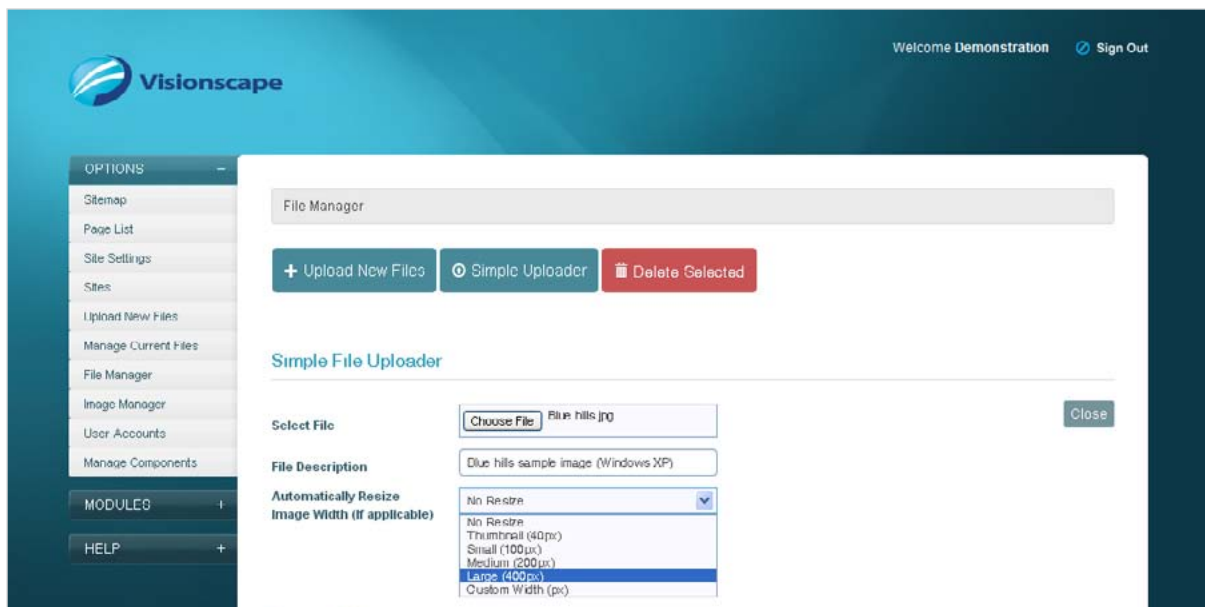
**Figure 25 - Simple File Uploader - Open Dialogue Box**

- |                   |
|-------------------|
| 1 - Open Button   |
| 2 - Cancel Button |

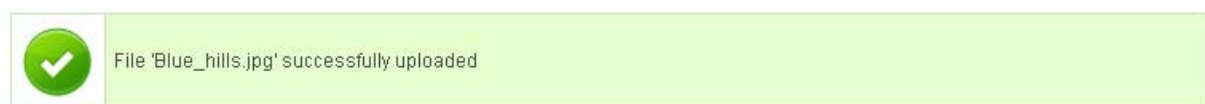
6. You can now enter a description of your file in the **File Description** field (see **figure 24**) to help you distinguish between your other files in File Manager.

If you are uploading an image you can also select a resize option from the dropdown list (see **figure 26**). The options include:

- no resize (keeps your image at the same size as your original file)
  - thumbnail (resizes to 40px in width)
  - small (resizes to 100px in width)
  - medium (resizes to 200px in width)
  - large (resizes to 400px in width)
  - custom size (a further field will appear allowing you type in your preferred width in pixels)
7. Hit the **Save New File** button (see **figure 24**) to upload the file. Once the file upload is complete you will see a message displayed above the simple file uploader communicating that the file has been successfully uploaded (see **figure 27**).



**Figure 26** - Simple File Uploader - Image Resize Dropdown Options



**Figure 27** - Simple File Uploader - 'File ... successfully uploaded'

## Accessing the File Manager

The File Manager can be accessed from the **Options** menu on the left hand side of the main Visionscape window by clicking on the **Manage Current Files** tab (see **figure 16**).

## Managing Files

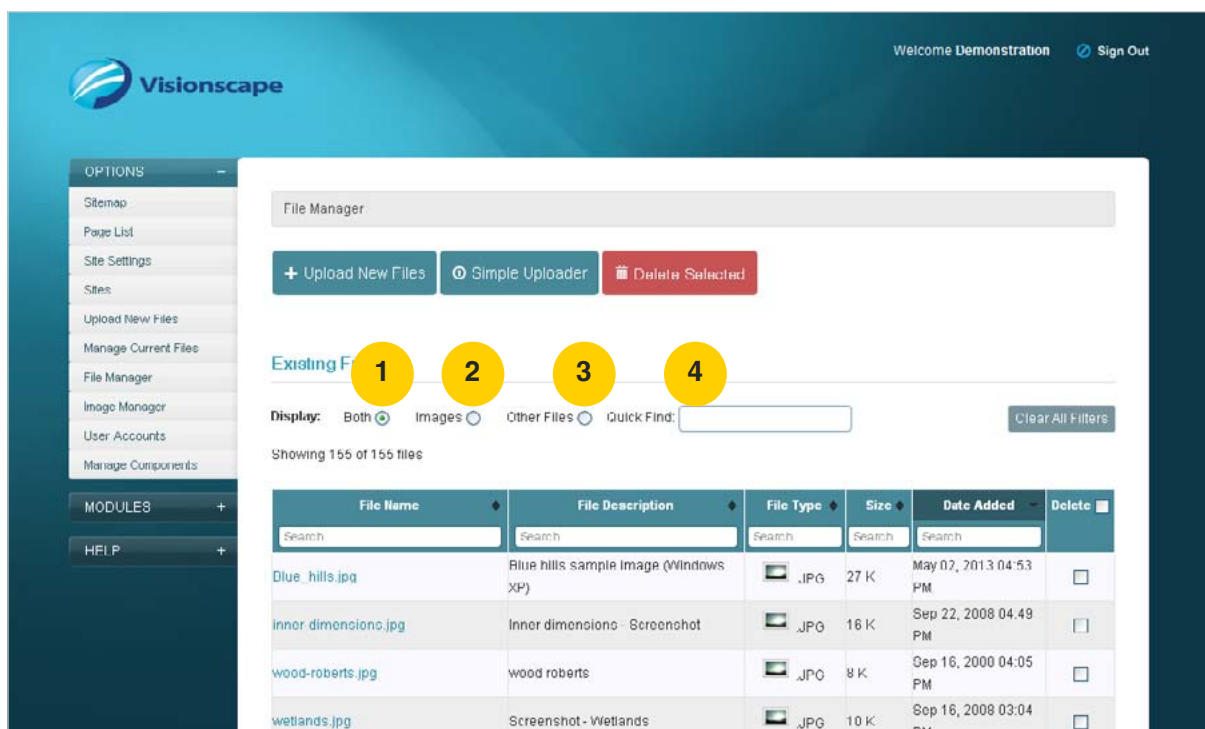
### Search and Display Options

There are a number of search and display options to help you find the file that you are looking for including:

- Image/File Display
- Quick Find Filter
- Specific File Name, File Description, File Type, Size, Dated Added Filters
- Order by File Name, File Description, File Type, Size, Date Added

### Image/File Display

Once you have accessed the File Manager page (see **figure 28**) you will see three (3) radio buttons beneath the Existing Files heading.



**Figure 28 - File Manager Page**

1 - Both Radio Button

2 - Image Radio Button

3 - Other Files Radio Button

4 - Quick Find Filter

To display both images and other file types in file manager select the **Both** radio button (see **figure 28**).

To display images only select the **Images** radio button (see **figure 28**). After making this selection you will notice only image files now appear in your list. Beneath the radio buttons you will see a number of files displayed from your total files (eg '132/155 files').

To display other file types, with no images being displayed, select the **Other Files** radio button (see **figure 28**). Again you will notice the number of files will change according to your selection.

## Quick Find Filter

The Quick Find filter (see **figure 28**) sits to the right hand side of the three (3) radio buttons. This is designed to be used together with the radio buttons, according to the type of file you are looking for. For example, if you wanted to search for images with the word 'hills' in the title you would select the Images radio button and type 'hills' in the Quick Find search field (see **figure 29**). This will now display all images containing the word 'hills'.

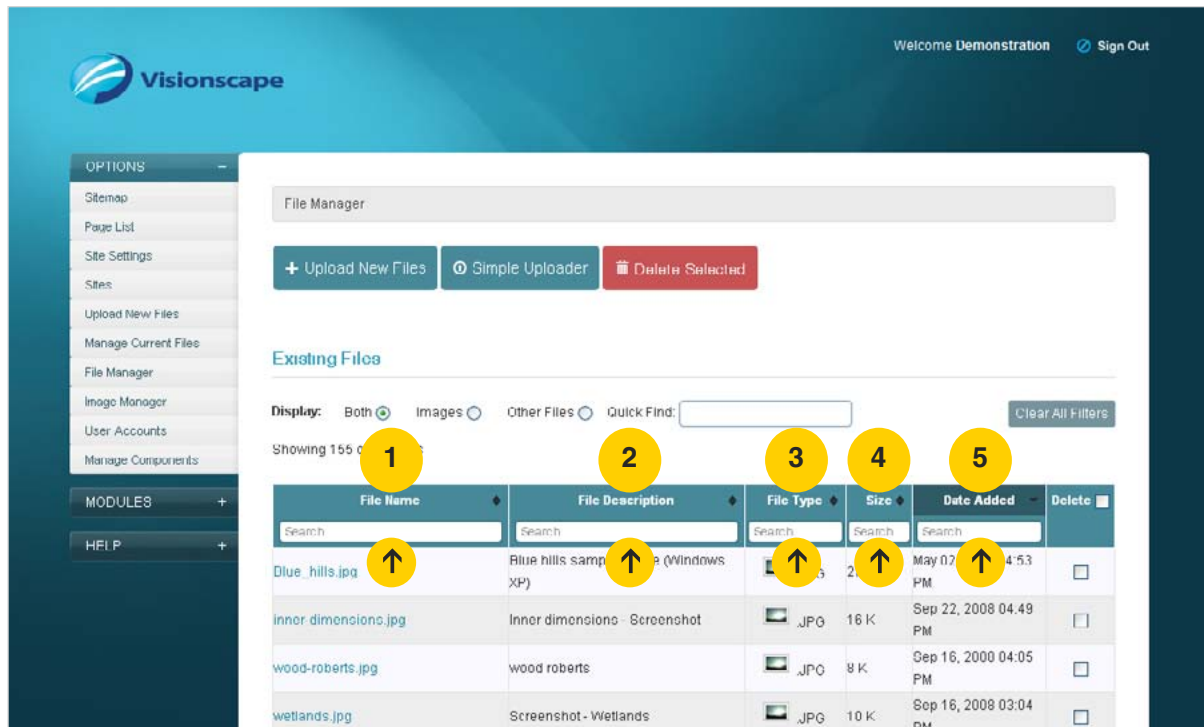
The screenshot shows the Visionscape File Manager interface. On the left is a sidebar with 'OPTIONS' (SiteMap, Page List, Site Settings, Sites, Upload New Files, Manage Current Files, File Manager, Image Manager, User Accounts, Manage Components) and 'MODULES' (HELP). The main area is titled 'File Manager' and includes buttons for '+ Upload New Files', 'Simple Uploader', and 'Delete Selected'. Below this is the 'Existing Files' section. It features a 'Display:' section with radio buttons for 'Both', 'Images' (selected), and 'Other Files'. To the right is a 'Quick Find:' search box containing the text 'hills', with a 'Clear All Filters' button. Below the search box, it says 'Showing 3 of 155 files'. A table displays the results:

File Name	File Description	File Type	Size	Date Added	Delete
Blue_hills.jpg	Blue hills sample image (Windows XP)	.JPG	27 K	May 02, 2013 04:53 PM	<input type="checkbox"/>
Blue hills_large.jpg	Galley Image Blue hills_large.jpg large	.JPG	8 K	Feb 28, 2007 11:09 AM	<input type="checkbox"/>
Blue hills_thumb.jpg	Galley Image Blue hills_thumb.jpg thumbnail	.JPG	2 K	Feb 20, 2007 11:09 AM	<input type="checkbox"/>

**Figure 29** - Quick Find Filter - Sample Image Search for 'hills'

## Specific File Name, File Description, File Type, Size, Dated Added Filters

If you are wanting to search more specifically you will notice that there are search fields that sit beneath each of the headings (File Name, File Description, File Type, Size, Date Added – see **figure 30**). This allows you to filter the files displayed according to your preference of these search fields. (You can further narrow results by entering data in multiple search fields.)



**Figure 30 - File Manager Page**

- 1 - File Name Search Field      3 - File Type Search Field      5 - Date Added Search Field  
2 - File Description Search Field      4 - Size Search Field

For example if you wanted to see all files added in 2013 you would type **2013** in the Dated Added search field (see **figure 31**). Only files added in 2013 will now be displayed in the table.

When you hover over a search field you will see the following text displayed (see **figure 32**):

Quotes (") match phrases. (not) includes a match from the results. (or) can be used to do Or searches. le (red or blue) will match either red or blue. Numeric values support >=, >, <=, <, and != operators.

These rules also apply to the Quick Find filter. One the following page you'll find a more detailed explanation of what these rules enable you to do.

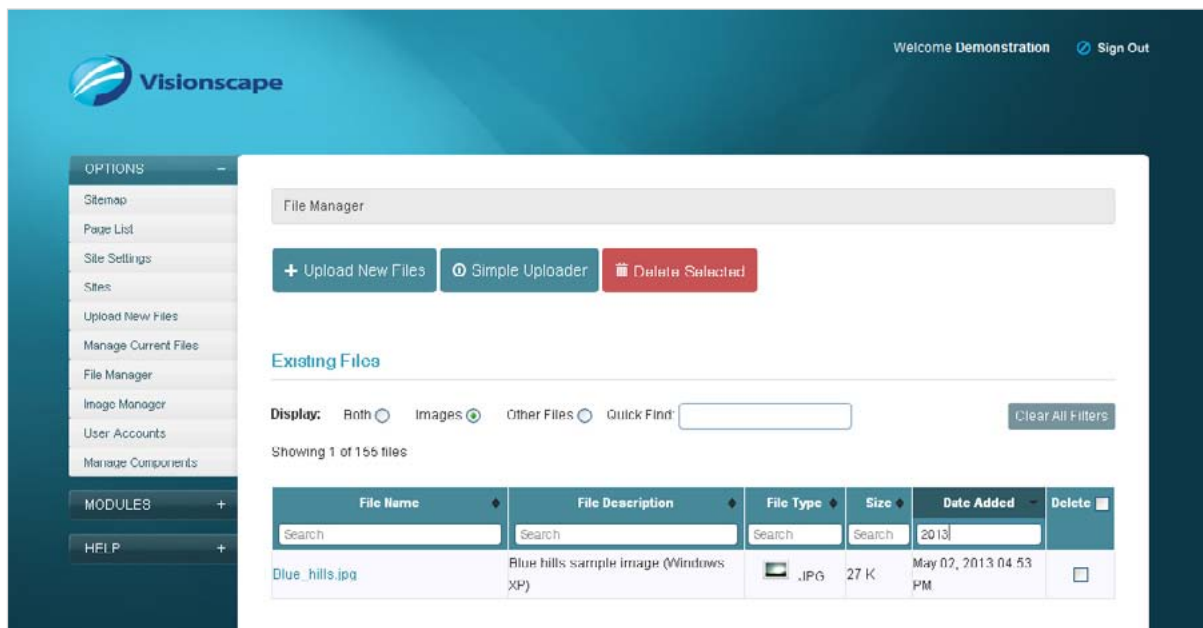


Figure 31 - Date Added Sample Filter for 2013

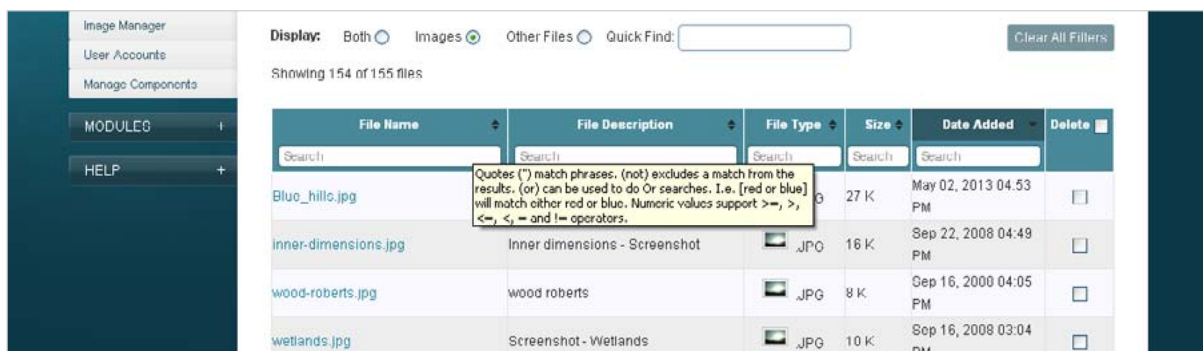
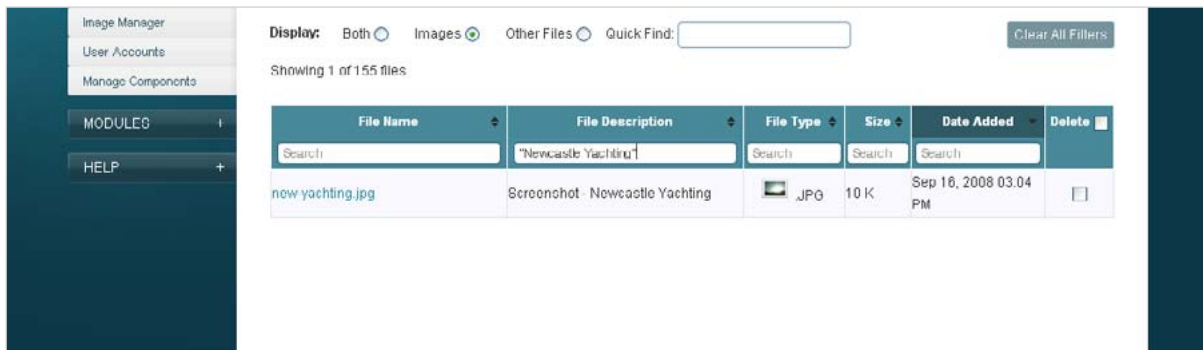


Figure 32 - File Manager Page

### Matching exact phrases

If you are wanting to match an exact phrase (ie rather than just searching for a number of individual words which will list files containing any one of those words) put the phrase in double inverted commas ("..."). For example if you wanted to search for the exact phrase Newcastle Yachting in the file's description type **"Newcastle Yachting"** in the File Description field (see figure 33).

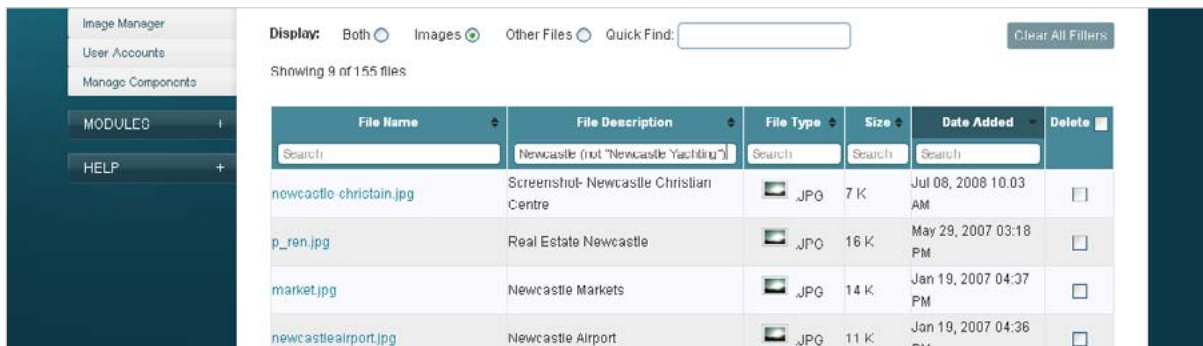




**Figure 33 - Sample Exact Phrase Filter for “Newcastle Yachting”**

### Excluding words and phrases

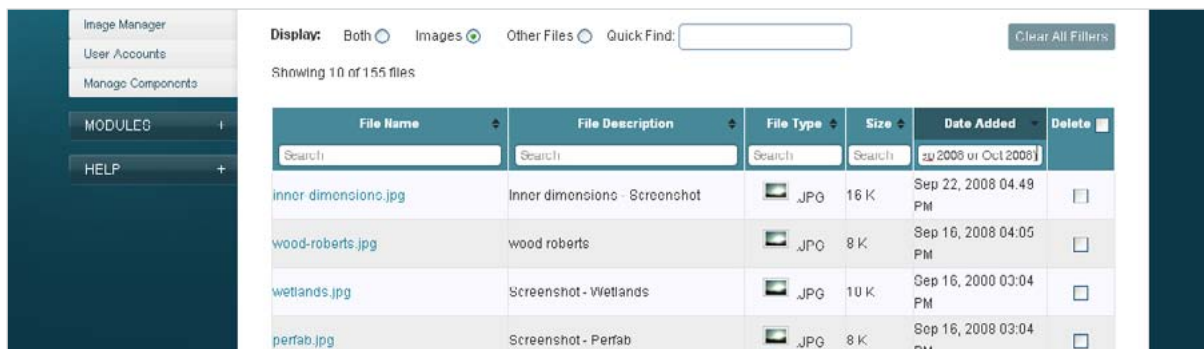
If you are wanting to exclude certain words and phrases from a particular search you can type whichever words you would like to include and then type words you would like to include in brackets. For example if you wanted to search for descriptions including Newcastle but wanted to exclude the phrase Newcastle Yachting you would type **Newcastle (not “Newcastle Yachting”)** in the File Description search field (see **figure 34**).



**Figure 34 - Sample Excluding Word/Phrase Filter for Newcastle (not “Newcastle Yachting”)**

### Searching for one word/phrase or another

If you are wanting to search for one word/phrase or another you can type the words/phrases you are looking for within brackets with the word **or** placed in between. For example if you wanted to search for files added in September or October 2008, you would type **(Sep 2008 or Oct 2008)** (see **figure 35**).



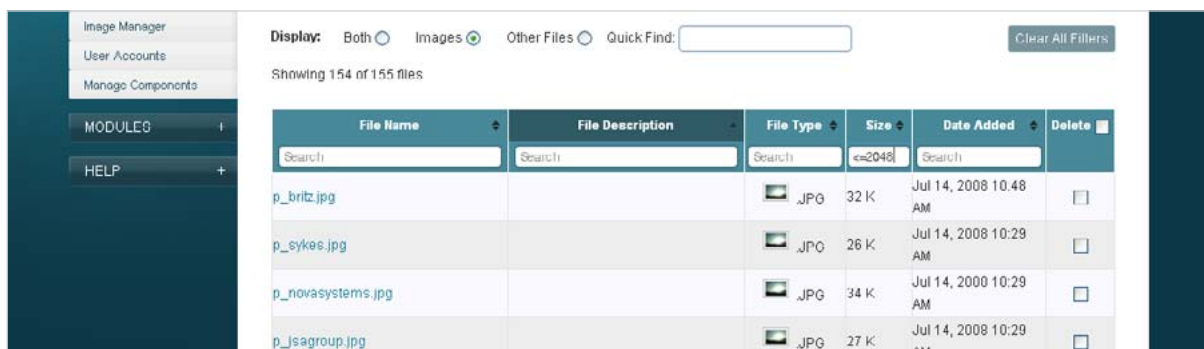
**Figure 35 - Sample Or Word/Phrase Filter for (Sep 2008 or Oct 2008)**

### Numeric operators (for file size)

The following operators can be used when filter files by file size:

- > greater than
- >= greater than and equal to
- < less than
- <= less than and equal to
- != does not equal

If you want to view files less than and equal to 2Mb you would first need to convert Mb to Kilobytes (the measure the file uploader uses). 2Mb equals 2048Kb. To display the files type <=2048 (see figure 36).



**Figure 36 - Sample Less Than and Equal to Filter for <=2048**

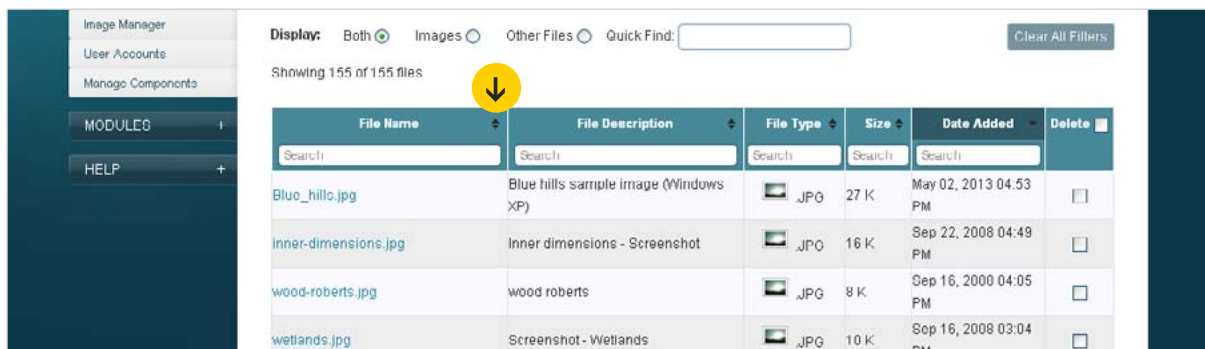


## Order by File Name, File Description, File Type, Size, Dated Added

You can also display files in ascending or descending order by File Name, File Description, File Type, Size and Date Added.

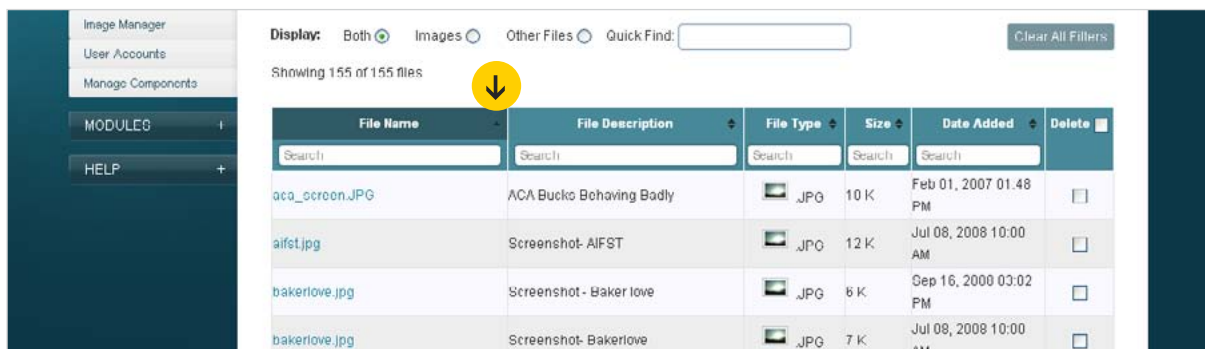
By default files will display in descending order from the most recently added to the oldest file. To change this, say to display in ascending order by file name:

1. Simply click the up and down arrows next to the right of the File Name heading (see **figure 37**).



**Figure 37** - Ordering by File Name - Up and Down Arrows

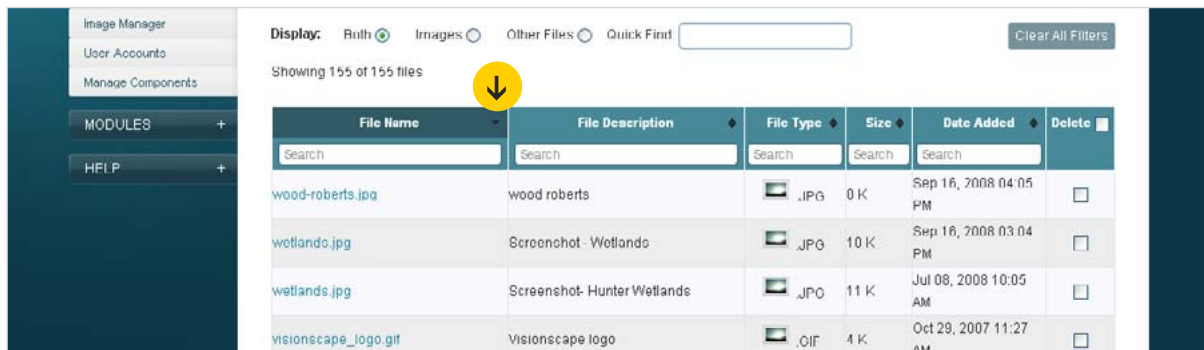
Files will now be listed in ascending order, the colour behind the heading will change to a darker shade of green to indicate that it is selected, and up and down arrow will change to only display an up arrow (see **figure 38**).



**Figure 38** - Ordering by File Name - Ascending Order - Up Arrow Displayed

2. To display files by File Name in descending order simply press the up arrow.

The up arrow will now change to a down arrow and files will be listed in descending order (see **figure 39**).

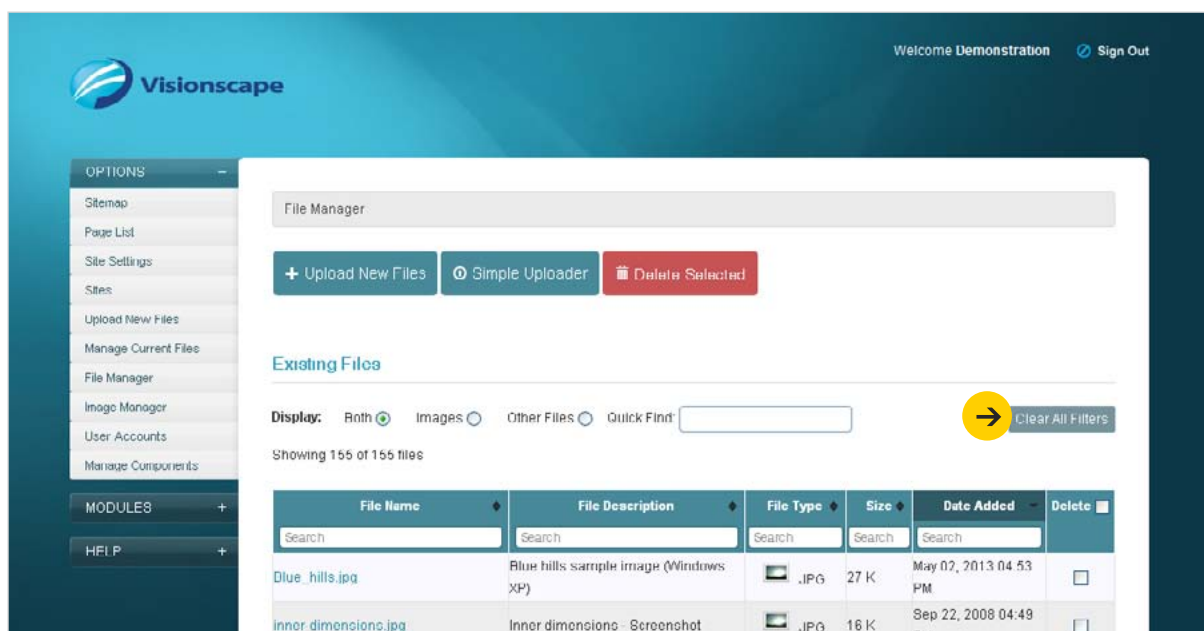


**Figure 39** - Ordering by File Name - Descending Order - Down Arrow Displayed

This process can be applied to any of the table headings, depending on what you would like order your files by (File Name, File Description, File Type, Size, Date Added).

## Clearing Filters

On the far right side, past the Quick Find search field is a **Clear All Filters** button (see **figure 40**). Pressing this will clear any search fields.

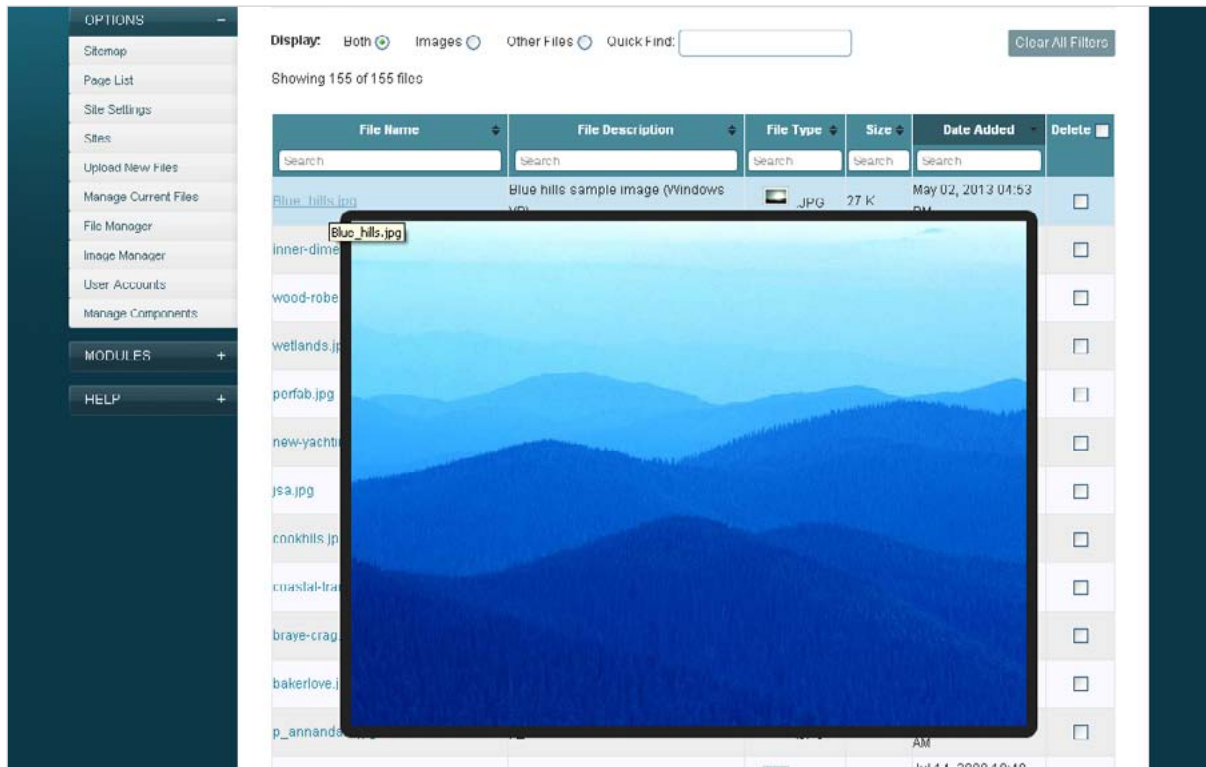


**Figure 40** - Clear All Filters Button

## Previewing and Downloading Files

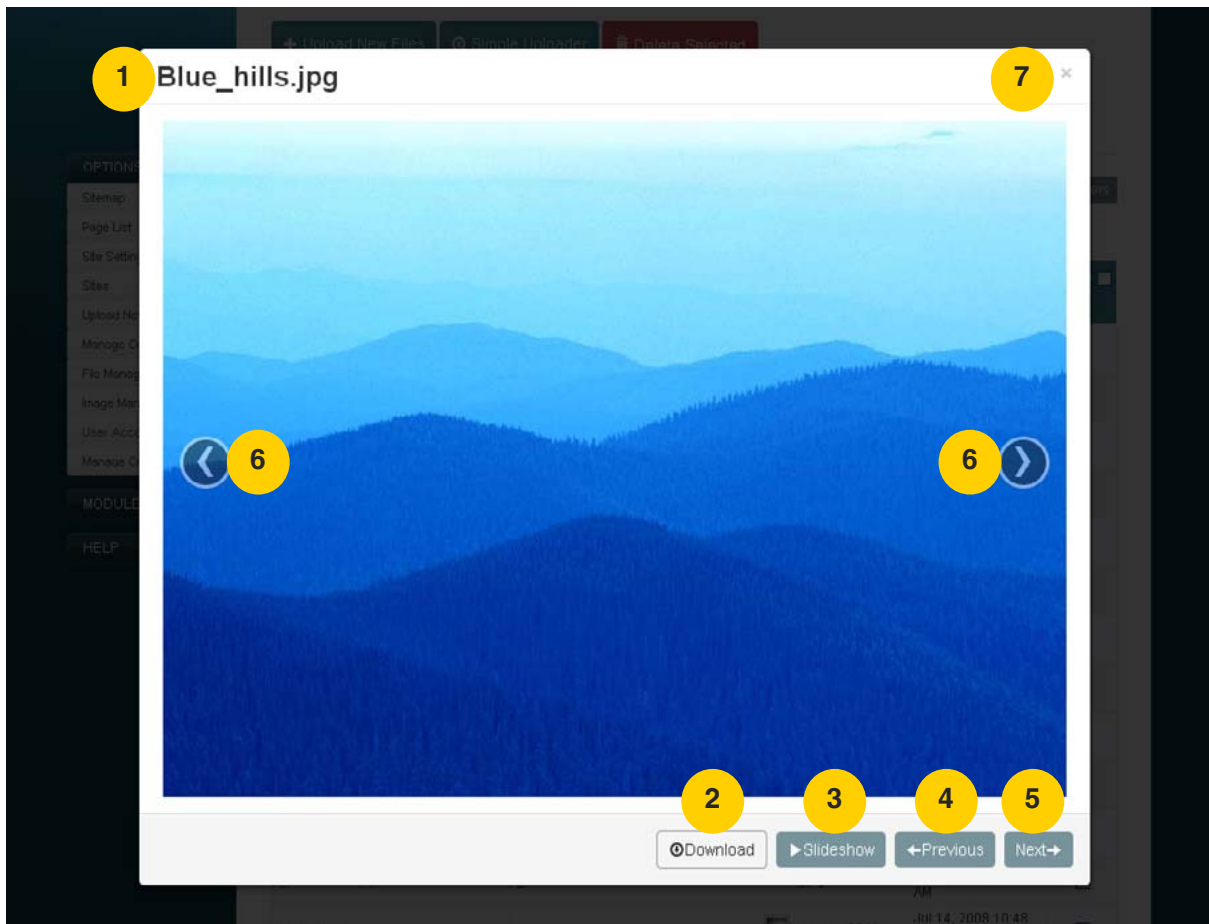
From the main File Manager page you can preview and download files. To do this:

1. Simply click on the title of the image/file you would like to view. (You will notice when you hover over an image file a preview of the image will load – see **figure 41**.)



**Figure 41** - Image Preview on Hover

Once you have clicked on the file a lightbox displaying the file name will be displayed. If the file is an image file the image will also be displayed (see **figure 42**). (If the file is not an image file you will only see the the file name displayed.)



**Figure 42 - Lightbox**

- |                      |                     |                                 |
|----------------------|---------------------|---------------------------------|
| 1 - File Name        | 4 - Previous Button | 6 - Alt Previous & Next Buttons |
| 2 - Download Button  | 5 - Next Button     | 7 - Close (X) Button            |
| 3 - Slideshow Button |                     |                                 |

- From this lightbox you will have a number of options presented (see **figure 42**):

#### **Download**

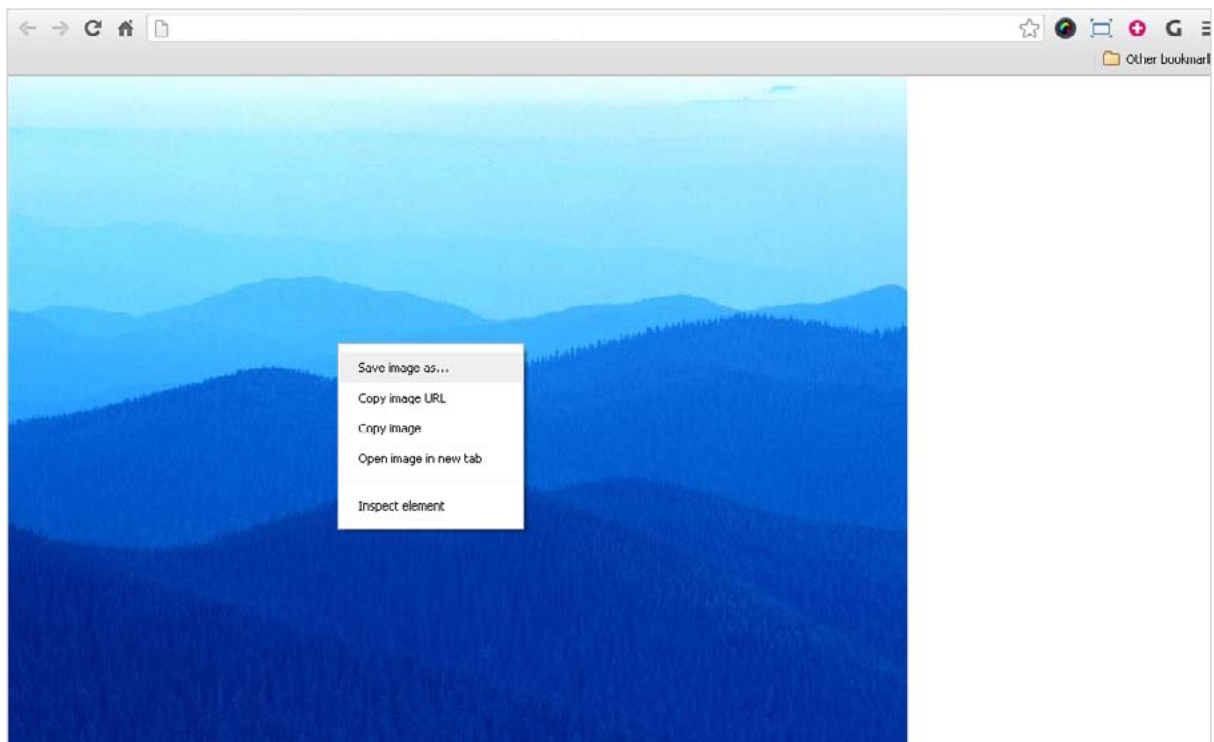
You can click the Download button if you would like to download it. This will open the file in a new window. From here you can right click and select Save As (see **figure 43**) and choose where you would like to save the file to your computer (see **figure 44**).

#### **Slideshow**

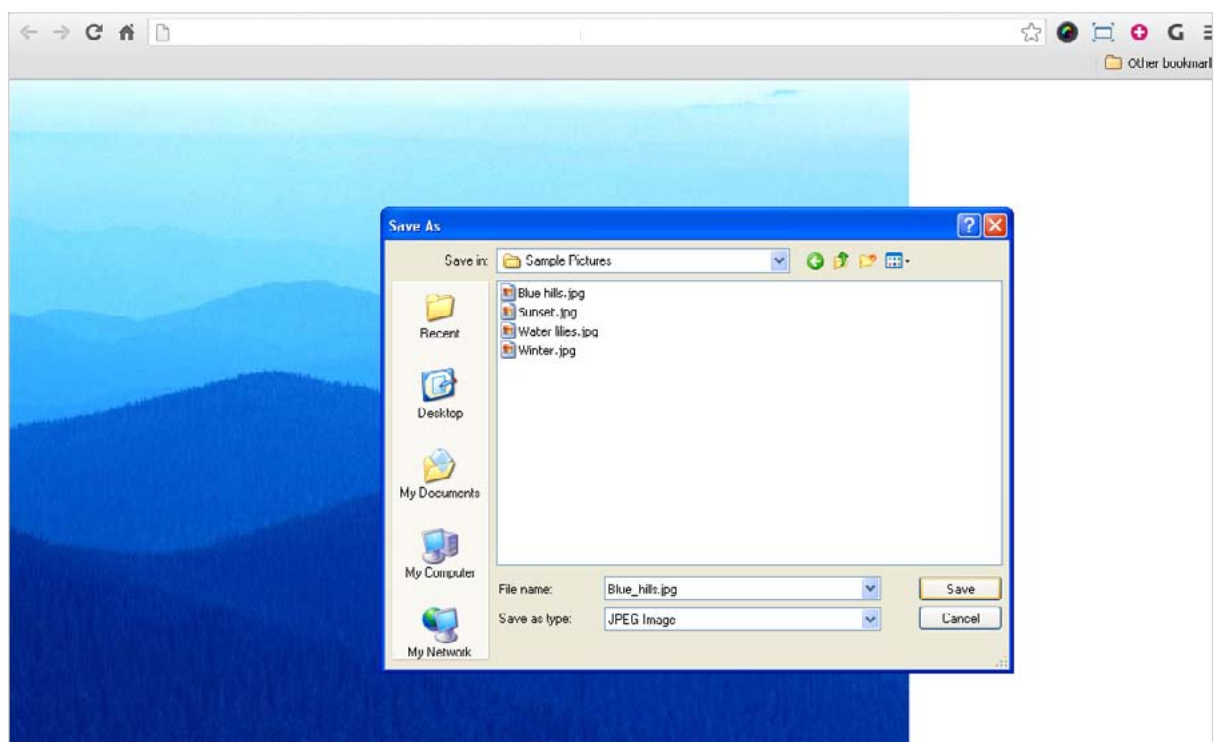
By clicking the Slideshow button the lightbox will play through the files in the order that they are currently listed. By clicking the Slideshow button a second time the slideshow will stop.

#### **Previous and Next Buttons**

The Previous and Next buttons allow you to navigate through the files manually within the lightbox.



**Figure 43** - Right Click - Save Image/File As



**Figure 44** - Save As Diaolgue Box

## Closing the Lightbox

To close the lightbox simply click the close (X) button in the top right hand corner (see **figure 42**) or click the dark background indicating that you want to return to the Visionscape interface in the background.

## Deleting Files

To delete individual files:

1. Select the corresponding checkbox in the right hand column of the File Manager table (see **figure 45**).

The screenshot shows the File Manager interface. At the top, there's a 'File Manager' header. Below it, a toolbar contains buttons: '+ Upload New Files', 'Simple Upload', 'Delete Selected' (annotated with a yellow circle and '1'), and a warning box 'Warning: 4 items marked to be deleted' (annotated with a yellow circle and '2'). Below the toolbar, there's a section for 'Existing Files' with filters for 'Display' (Both, Images, Other Files) and a 'Quick Find' search bar. A table lists 155 files. The table has columns: File Name, File Description, File Type, Size, Date Added, and Delete. Several rows are highlighted in red, indicating they are selected for deletion. The 'Delete' column contains checkboxes, some of which are checked. Yellow arrows point to the 'Delete Selected' button and the warning box.

File Name	File Description	File Type	Size	Date Added	Delete
Blue_hills.jpg	Blue hills sample image (Windows XP)	.JPG	27 K	May 02, 2013 04:53 PM	<input checked="" type="checkbox"/>
inner-dimensions.jpg	Inner dimensions - Screenshot	.JPG	16 K	Sep 22, 2008 04:49 PM	<input type="checkbox"/>
wood-roberts.jpg	wood roberts	.JPG	8 K	Sep 16, 2008 04:05 PM	<input type="checkbox"/>
wetlands.jpg	Screenshot - Wetlands	.JPG	10 K	Sep 16, 2008 03:04 PM	<input checked="" type="checkbox"/>
perfab.jpg	Screenshot - Perfab	.JPG	10 K	Sep 16, 2008 03:04 PM	<input checked="" type="checkbox"/>
new-yachting.jpg	Screenshot - Newcastle Yachting	.JPG	10 K	Sep 16, 2008 03:04 PM	<input checked="" type="checkbox"/>
jsa.jpg	Screenshot - JSA Group	.JPG	9 K	Sep 16, 2008 03:04 PM	<input type="checkbox"/>
cookhills.jpg	Screenshot - Cooks Hill	.JPG	11 K	Sep 16, 2008 03:03 PM	<input type="checkbox"/>

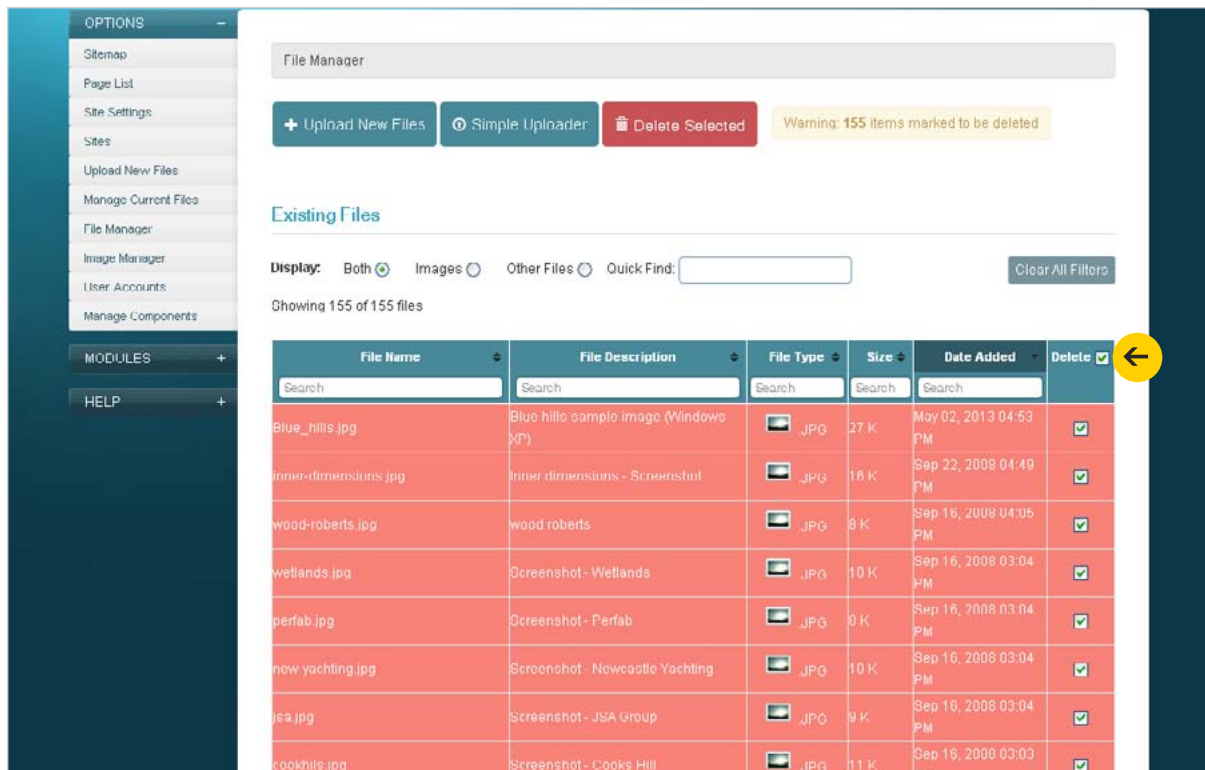
**Figure 45** - Deleting Files - Selecting Individual Delete Checkboxes

- 1 - Delete Selected Button
- 2 - Warning '... items marked to be deleted'

The row of each file you select will be highlighted in a pale red colour and the total number of items you have selected will appear in a warning box in the top right hand side of the page (see **figure 45**).

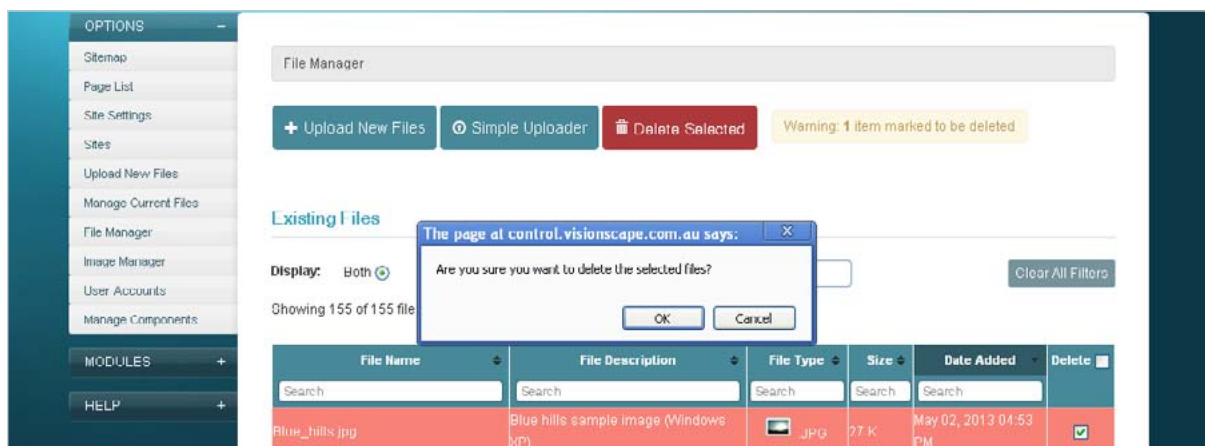
Alternatively, if you are wanting to delete all files at once you can select them all by checking the Delete checkbox at the top of the table (see **figure 46**).





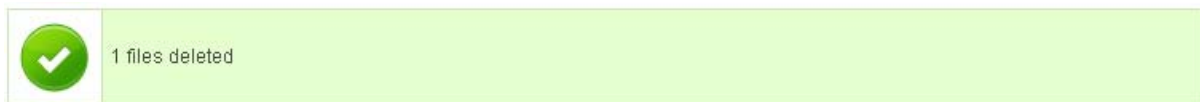
**Figure 46** - Deleting Files - Delete Checkbox to Delete All Files

- Once you are happy with click the Delete Selected button at the top of the page (next to the Upload New Files and Simple File Uploader buttons – see **figure 45**).
- You will be presented with a dialogue box asking, 'Are you sure you want to delete the selected files?' (see **figure 47**). If so click OK (otherwise click Cancel). A message will be displayed confirming how many files have been deleted (see **figure 48**).



**Figure 47** - Deleting Files - 'Are you sure...?'





**Figure 48** - Deleting Files - '... files deleted'

## Image Manager

You must upload images to Image Manager before you can place them on a page. The Image Manager works much the same as the File Manager. The Image Manager accepts jpeg, tiff, png, and gif file types.

### How to Upload an Image

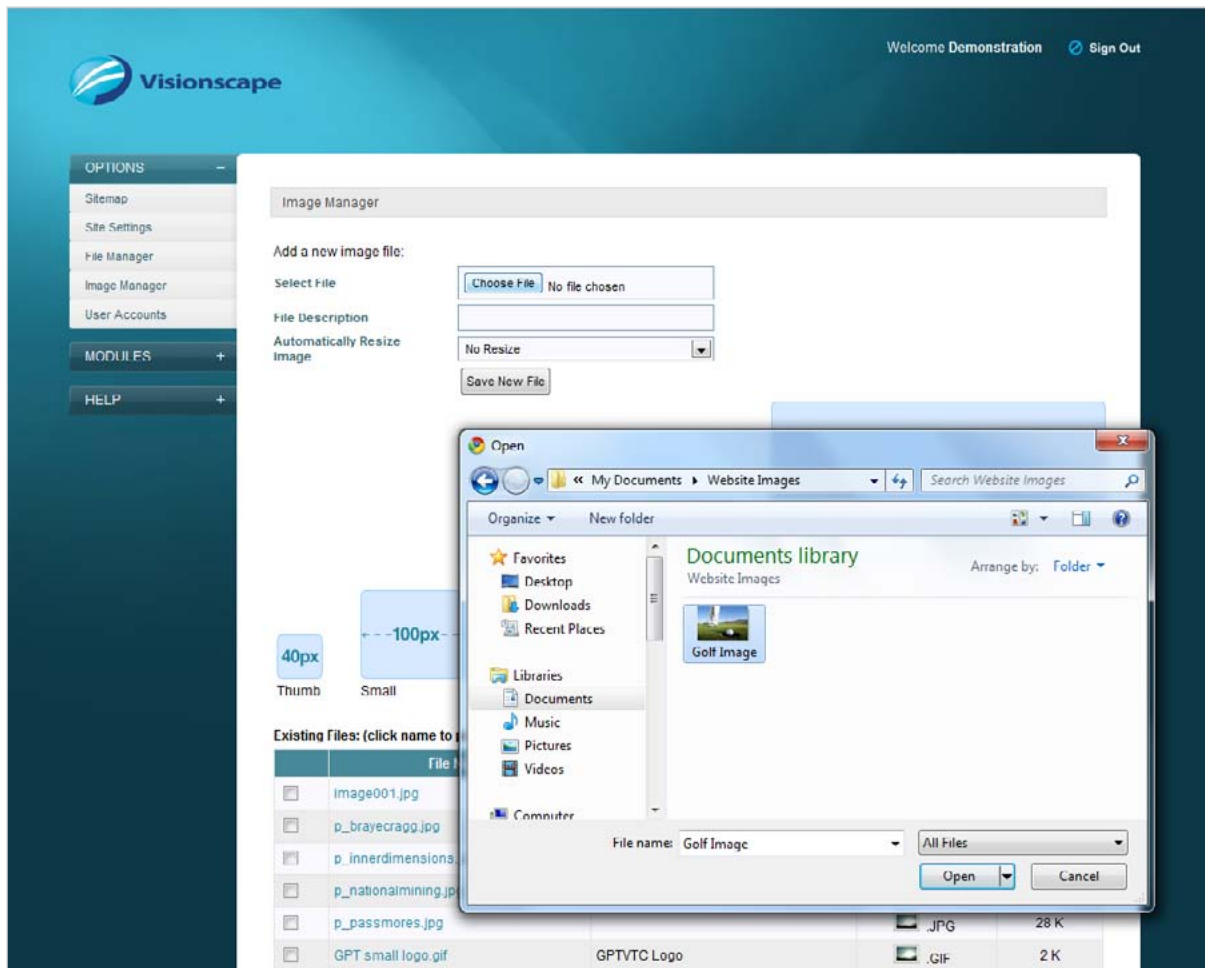
Click on the Image Manager tab in the left options panel. Click Choose File in the Select File field in the body of the page to open a dialogue box allowing you to browse images on your computer (see **figure 49**). Find the location of the image you want to upload and select it. Click Open, enter a File Description which is simply a name. Naming the image will help you locate it easily when it comes time to place the image on the page.

The Image Manager gives you the option to resize the image to be either 400, 200, 100 or 40 pixels wide, depending on what it is and where it is going. To help you decide, there are images showing the width of each possible size. If you do not want the image to resize automatically, select No Resize from the dropdown list.

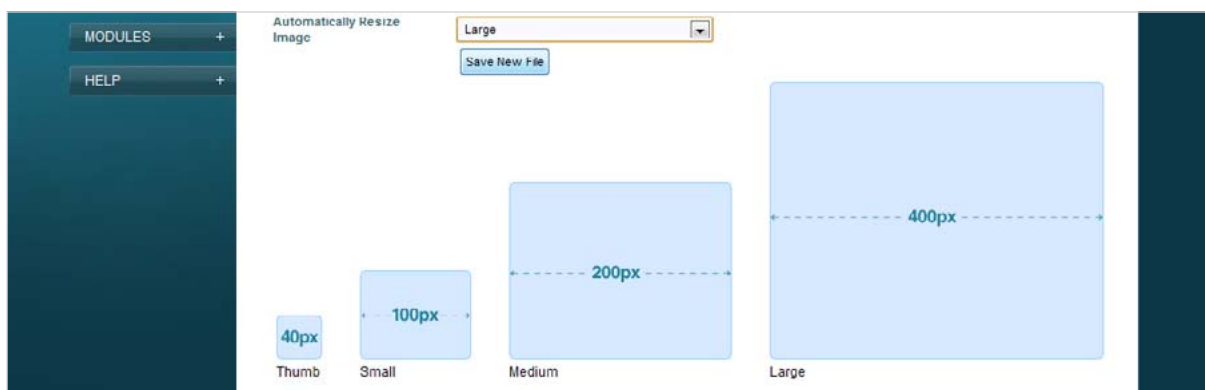
Resizing is recommended, as larger images will take a longer time to load on the site.

If you have successfully uploaded your image, the image shall appear in the Existing Files list below, along with a message across the top telling you which file has been successfully uploaded.

To preview the image, click the File Name of the image you would like to see.



**Figure 49 - Image Manager Upload**



**Figure 50 - Image Resize Options**

## Deleting an Image

To delete an image, select you can simply delete it by ticking the box in the far left column under Existing Files on the appropriate file. Then click delete.

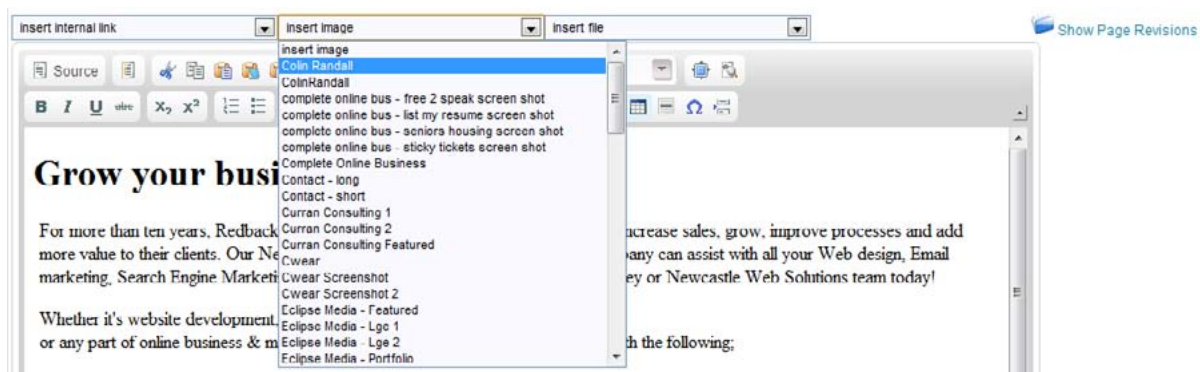
## Inserting a File or Image onto a Page

After using the File Manager or Image Manager to upload your document or image to the site, you can now place the file on any given page.

Click Page List to view your list of pages, and then click the page you would like to place the image or document on. Once in the page editor, click the Html Block you would like to insert the image or file within. The area should turn light blue when you hover your mouse over it.

This should open the Html Block Editor Window, which will pop up in front of your current window. There are 3 drop down options across the top – Insert Internal Link; Insert Image and Insert File.

To insert an image click the drop down arrow on Insert Image (**Figure 51**) and find the image name of the image you uploaded. The image will be placed within the text space, ready to be moved into position.



**Figure 51** - Insert Image Drop-down Menu

To place a file, you follow the same steps, but instead of clicking the drop-down menu for Insert Image, click it for Insert File. Find the file you want from the list and it will be placed on the page.

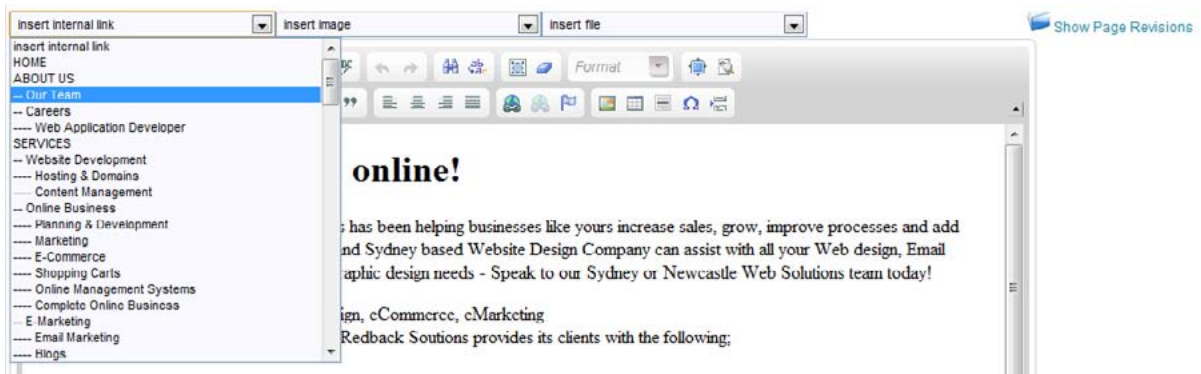
Click Save and Close to close the window and save what you have done, or just Save to save what you have done but continue working within the window.

## Inserting an Internal Link

This works much the same as inserting an image or file (see **figure 51**). Internal links are used to link to Orphan pages that are not linked in the menu, or to link to a page without making the user go through the menu.

To insert an internal link, simply click the drop down arrow on Insert Internal Link across the top of the Html Block Editor window (see **figure 52**).

Select the page on your site that you want to link to.



**Figure 52** - Inserting Internal Link

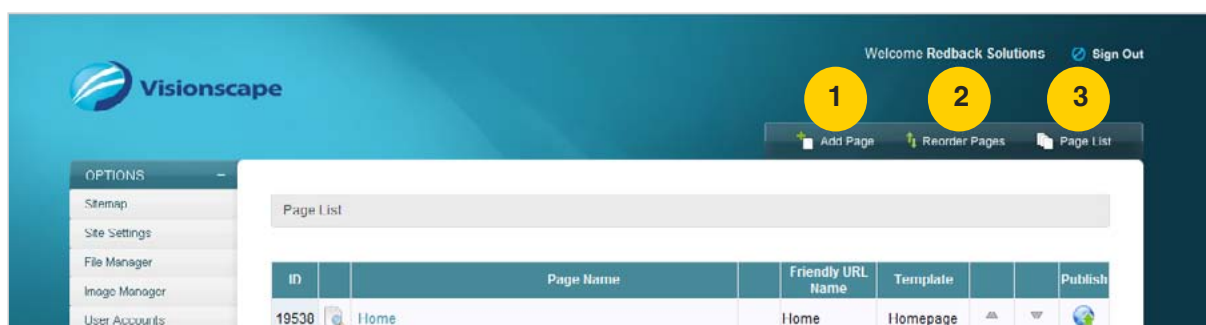
## Adding, Reordering and Deleting Pages

On the right hand side of the page in the panel across the top are three options – Add Page, Reorder Pages and Page List.

Before creating a page, it helps to understand that there are three types of pages you can create. The first is a top level or Parent page. This page will be included as one of the main menu items. These pages contain information most important to the site, such as Home, About Us and Contact Us.

The second type is a Child page. This is a page that is included in the menu but is a sub-page, meaning it sits underneath a top level page. It may provide more information than a top level page on a similar subject. For example, there is an About Us top level page, and beneath that is a History child page that gives a detailed background of the company.

The final type of page that can be created is an Orphan page. Orphan pages are not linked to the menu, but can be linked to internally within the site.



**Figure 53** - Page Menu

- 1 - Add Page
- 2 - Reorder Pages
- 2 - Page List

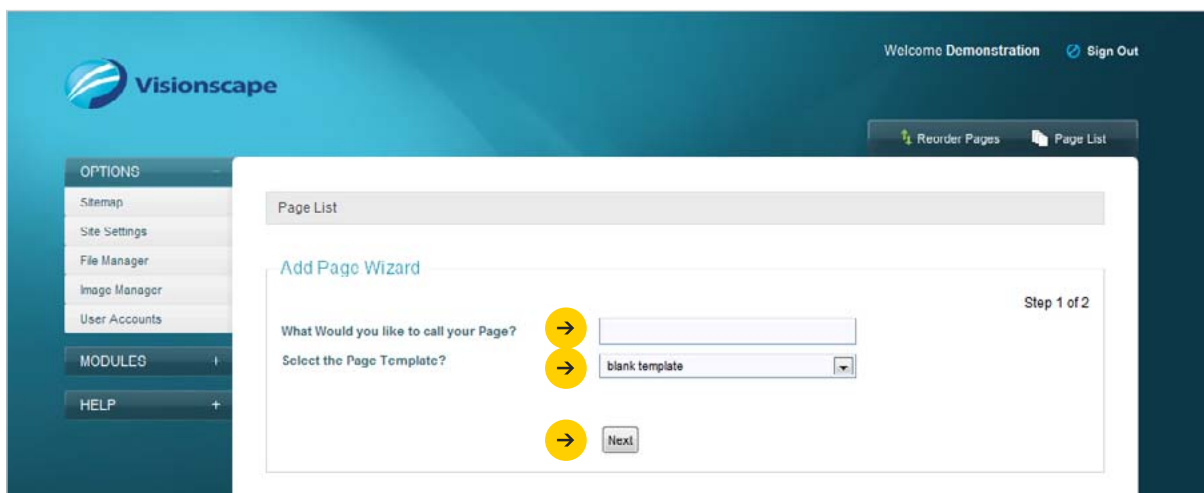
## How to Add a New Page

There are two alternative ways to add pages in Visionscape: the first uses the 'Add Page' link and is best to use if you only want to create a single new page, and the second uses the 'Quick Add' feature reached through the 'Reorder Pages' link and is best for adding multiple new pages.

### 'Add Page' Method

#### Step 1

To add a new page, click Add Page. Enter your page name, i.e. 'About Us' (see **figure 54**). Blank Template will be selected from the drop down list. Redback Solutions suggest you use this, unless advised otherwise. Click Next.



**Figure 54** - Name Your New Page

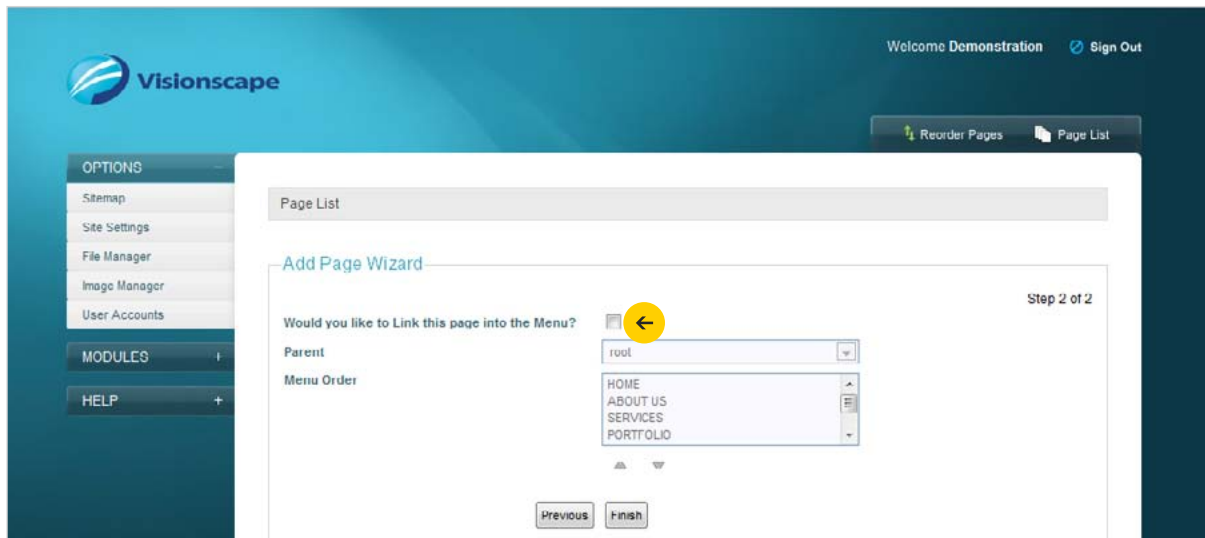
#### Step 2

You can choose to link this page to the menu of the site by selecting the checkbox (see **figure 55**). You may leave this blank, and the page will become an Orphan and not be linked to at all within the menu.

If you have ticked the box, then the Parent drop down option will become available.

From here you can select Root (which will place the page in the main menu and the page will be a top level page), or an existing page to be its parent. This will make it a Child page.

To move the page in the list, use the up and down arrow beneath the Menu Order box. Once you are happy with your page's location, click Finish.

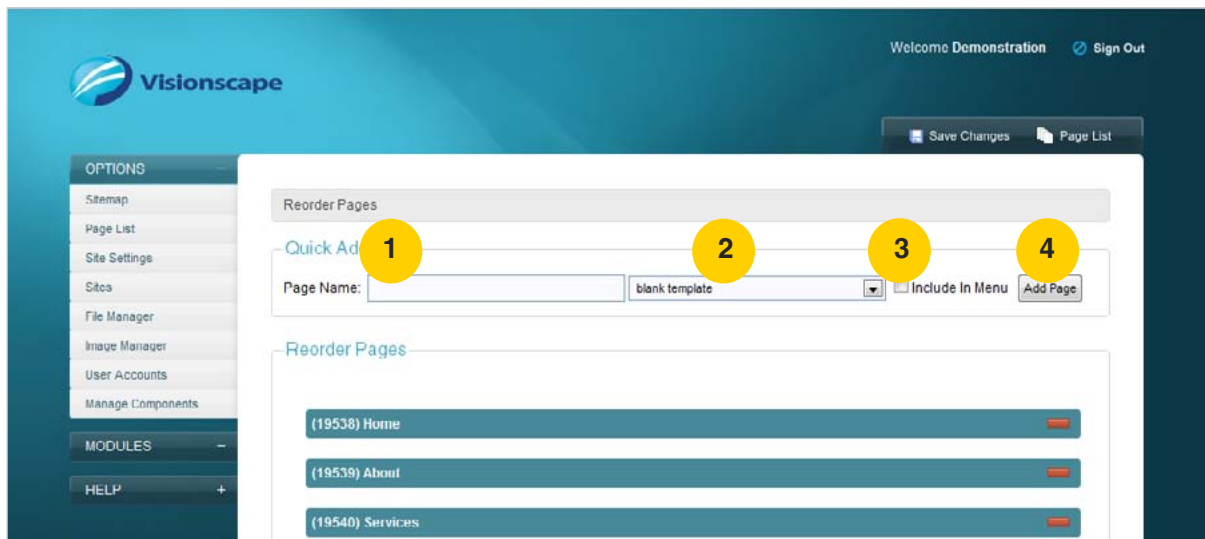


**Figure 55** - Selecting the Page's Location

## 'Quick Add' Method

### Step 1

To add a new page, click Reorder Pages. In the Quick Add section at the top of the page enter your page name, i.e. 'About Us' (see **figure 56**). By default Blank Template will be selected from the drop down list. Redback Solutions suggest you use this, unless advised otherwise.



**Figure 56** - Quick Add Option

- 1 - Page Name Field
- 2 - Template Dropdown
- 3 - Include in Menu Checkbox
- 4 - Add Page Button

## Step 2

You can choose to link this page to the menu of the site by selecting the checkbox (see **figure 55**). If you do not want this page in the menu leave the checkbox blank, and the page will become an Orphan and not be linked to at all within the menu.

## Step 3

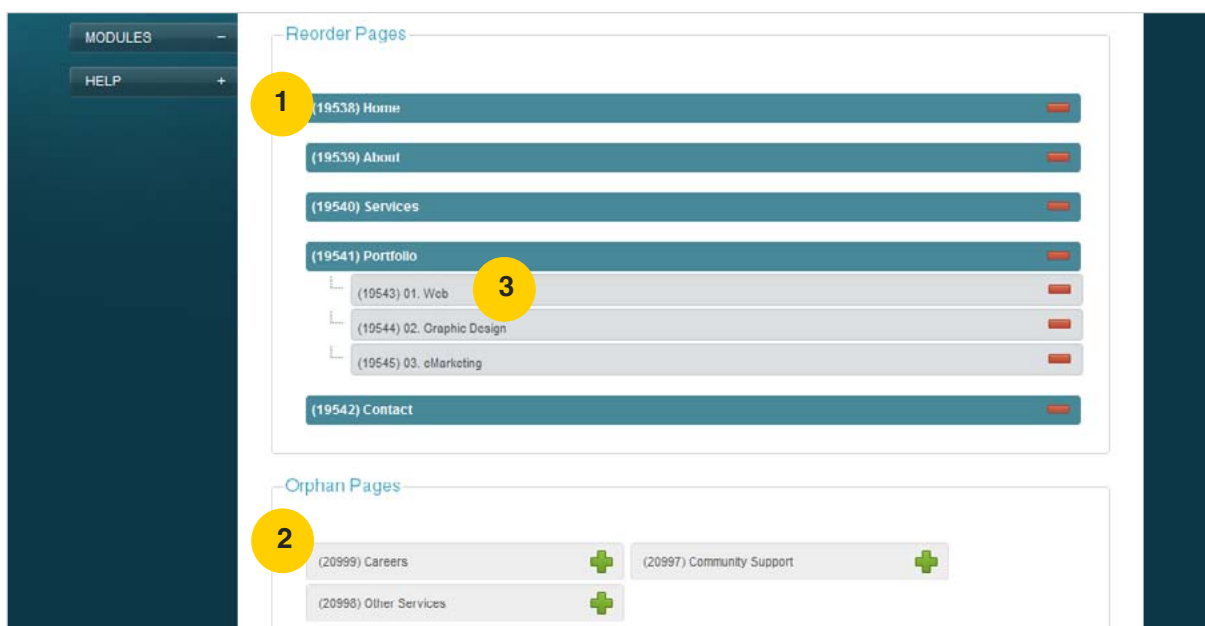
Click the Add Page button. You will see a message at the top of the page confirming that your new page has been successfully added (see **figure 57**).



**Figure 57** - Page Successfully Added Message

If you selected the 'Include in Menu' checkbox you should now see your new page appearing beneath in the Reorder Pages list along with other top level pages. By selecting this page and dragging it beneath another Parent page you can make it a Child page.

If you did not select the checkbox your new page will appear in the Orphan page list below the Reorder Page list.



**Figure 58** - Your New Page: Reorder Page List or Orphan Page List

- 1 - Reorder Page List
- 2 - Orphan Page List
- 3 - Child Pages Under Parent Page





## How to Reorder Pages

The best way to reorder multiple pages is using Visionscape's new page reorder feature. Changing the order of pages within your website involves the following steps:


1. When you are viewing your page list (or Sitemap) click Reorder Pages from the top right hand panel.
2. Find the page you would like to move; either a Parent or Child page in the Reorder Page list or an Orphan page in the Orphan Page list at the bottom of the page (see **figure 59**).

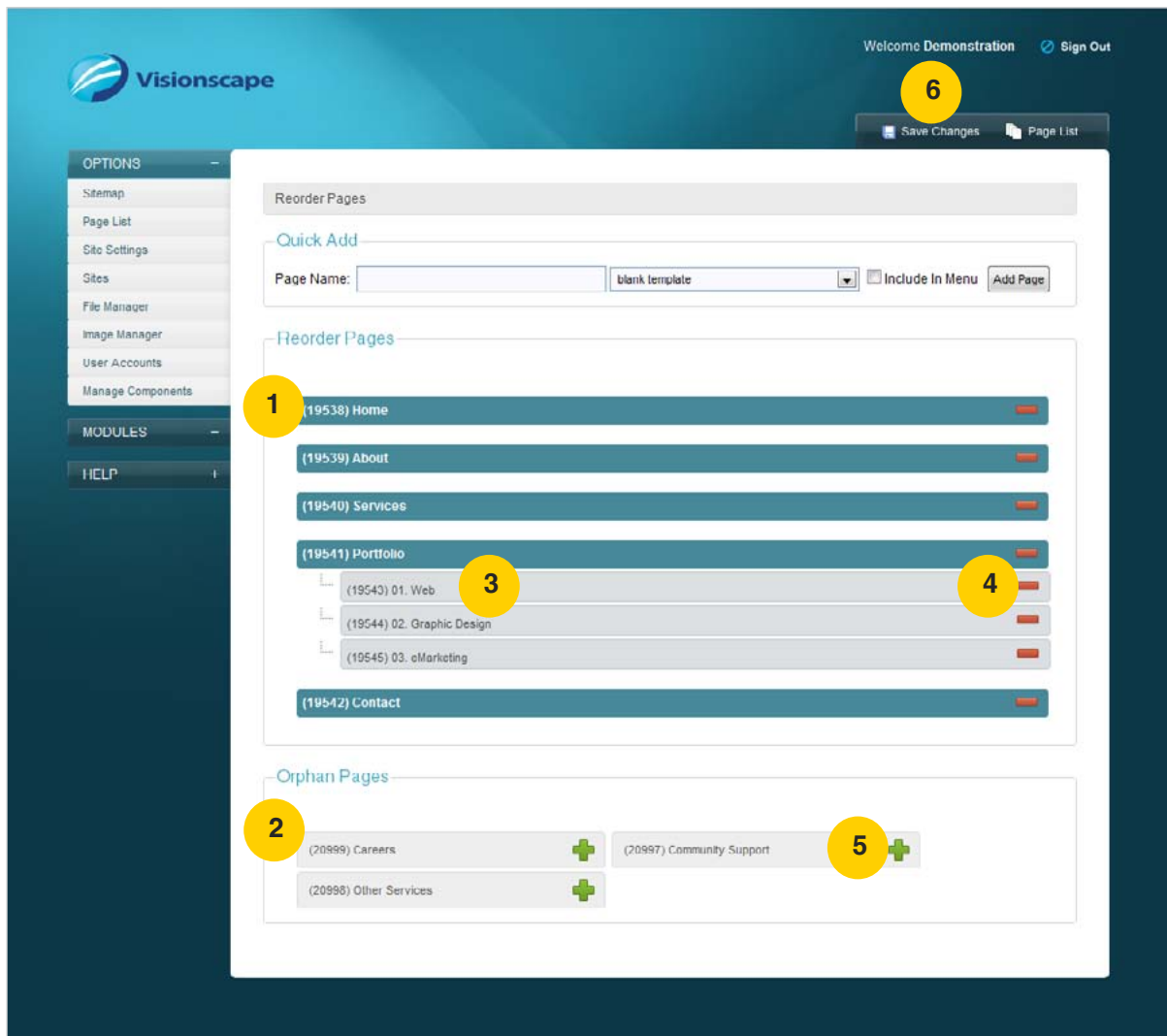
To move a Parent or Child page click and drag the page title into the desired position. You can place Parent pages in a different position changing the order of top level menu items, move Parent pages to sit under another Parent to make them a Child page, move Child pages to sit under a different Parent page or move a Child page to a new position so that it becomes a Parent page. If you move a Parent page with multiple Child pages the Child pages will move together with the Parent.

If you want to orphan a Parent or Child page simply click the red minus symbol () to the far right hand side of the page name (see **figure 59**). This will move the page into the Orphan Page list below.

In order to move an Orphan page into the Reorder Pages list click the green plus symbol () see **figure 59**). This will enable you to make the page either a Parent or Child page and move it to your desired position.

You can move as many pages as you like.

3. Once you have finished reordering your pages you can apply them by clicking Save Changes () see **figure 59**) in the panel at the top right hand side of the screen.



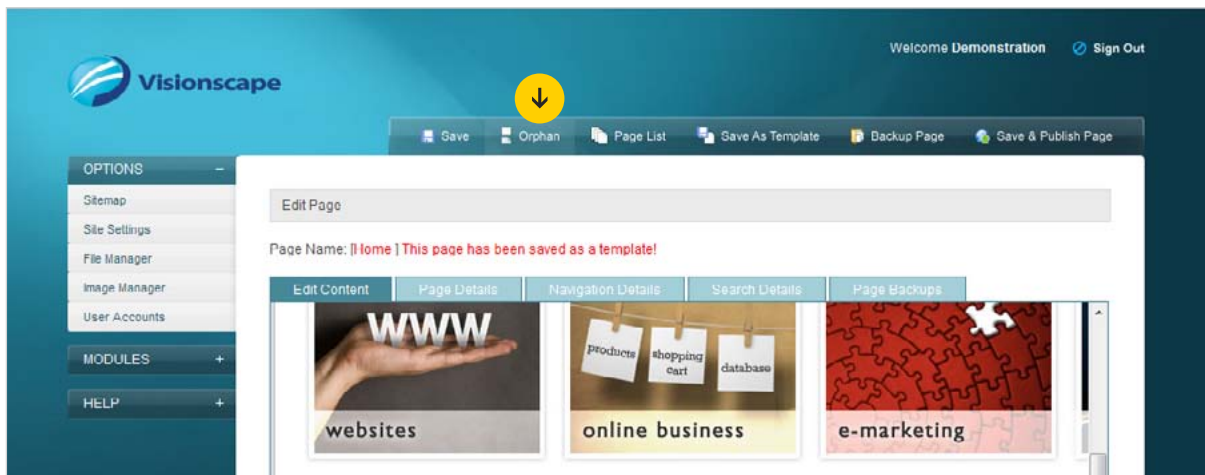
**Figure 59 - Reorder Pages**

- |                                   |   |
|-----------------------------------|---|
| 1 - Reorder Page List             | 4 - Orphan a Parent/Child Page            |
| 2 - Orphan Page List              | 5 - Move Orphan Page to Reorder Page List |
| 3 - Child Pages Under Parent Page | 6 - Save Changes                          |

## Delete Current Page

To remove a page permanently from the website, the page must first be orphaned.

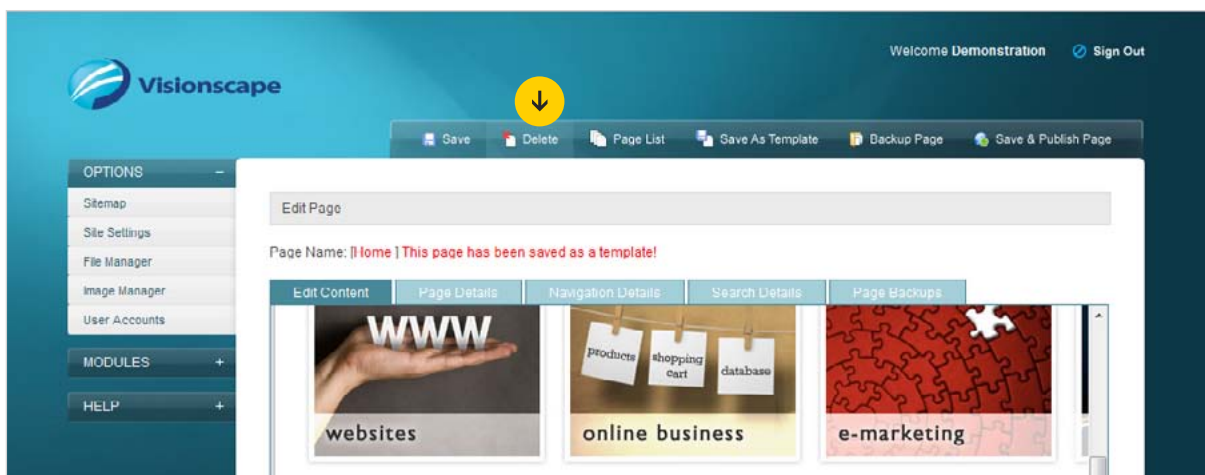
Go to your Page List (ie Click the Sitemap tab on the left hand side), and then click the page you want e.g. About Us. Across the top right will be six options, the second of these being Orphan (see **figure 29**). Click Orphan.



**Figure 60** - Orphan a Page

Once you have orphaned the page, return to Page List, and find the page you orphaned in the Orphaned Pages list. Click on the page. Now when you are in the page editor, you should see six options across the top right, but instead of Orphan, there will be Delete. Click this to delete the page.

You will be asked to confirm this, click OK to delete the page permanently from the site, or Cancel if you no longer wish to delete the page.



**Figure 61** - Delete a Page

# Changing Page Templates

Most Visionscape websites are built using at least two page templates: a Home page template and a Content page template. More complicated website designs may have several different content templates - ie an About Us page, Gallery page, General Content page and a Contact Us page which each have a different layout or different component areas.

You can change the template used by individual pages within your website by:

1. When viewing your page list hover over the Template Name (your mouse cursor will change to a **hand icon** and a pale yellow background will appear - see **figure 62**) and click this area. This will change the area to a dropdown box (see **figure 63**).
2. From the dropdown list select the template you would like to use.

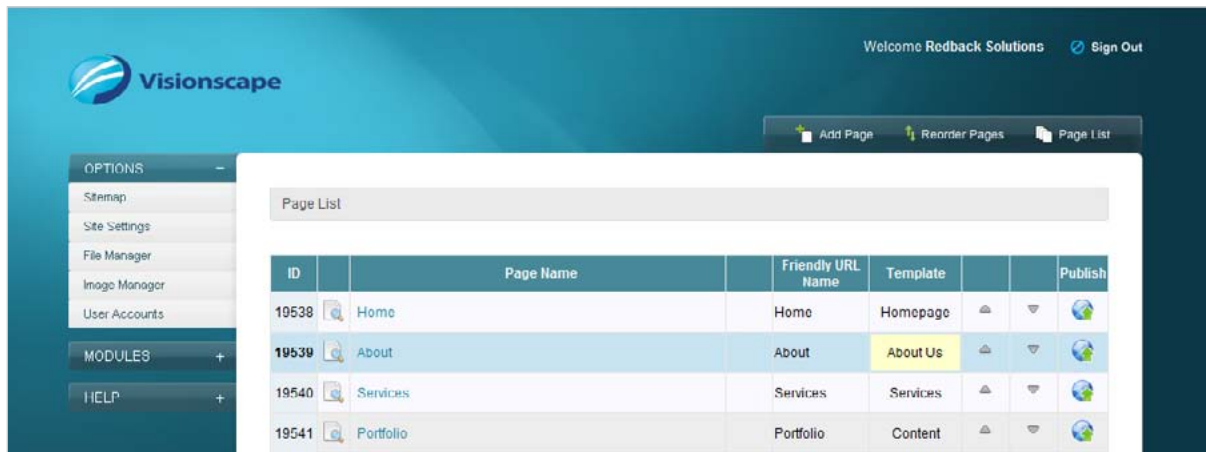


Figure 62 - Hover Over Template Name

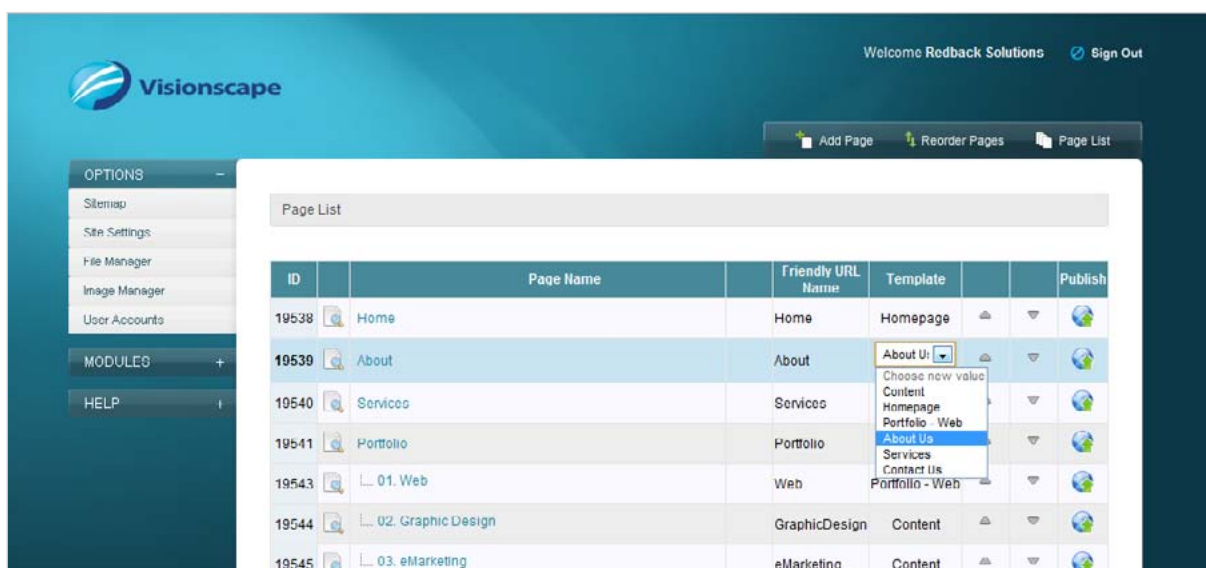


Figure 63 - Template Dropdown List

# Users Accounts

Located in the left panel, this section allows the Web Master to modify users access and to add new users to the CMS. These options are not available to account users.

## Add a New User

Only users with 'Web Master' and 'Administer Others' level of permission can add, modify and delete users. To add a new user the process is as follows:

1. Click the Add User link (see **figure 64**) in the panel at the top right hand corner of the screen. An Add New User form will now be displayed in the body area.
2. Complete the Add New User form (see **figure 65**) filling in the user's First Name, Last Name, Email Address and a User Password.
3. Select the level of permission you would like to give the new user by selecting the appropriate checkboxes. (See **Permission Options** on the following page for more information.)
4. Click the Save New User button at the bottom of the form.

The screenshot shows the Visionscape User Accounts management interface. On the left is a sidebar with 'OPTIONS' (Sitemap, Site Settings, File Manager, Image Manager, User Accounts), 'MODULES', and 'HELP'. The top right shows 'Welcome Demonstration' and a 'Sign Out' link. Below this is a yellow dropdown arrow and buttons for 'Add User' and 'Delete User'. The main content area is titled 'User Accounts' and contains the 'Edit User Details' form. The form fields are: First Name (John), Last Name (Smith), User Email (john.smith@gmail.com), and User Password (with a 'Change password' link). Below these are three checked permission boxes: 'Access' (Allows the user to log into Visionscape), 'Administer Others' (Allows the user to add/update other users), and 'Web Master' (Allows the user to publish pages and update site settings). A 'Save Changes' button is at the bottom of the form. Below the form is a 'Site users' section with a table listing users and their edit links.

Name	
freedman , matt	Edit
Stein , Adrian	Edit
User , Test	Edit

**Figure 64** - Adding a New User and Editing User Details

## Permission Options

There are three different levels of permission that you can give to Visionscape users who will be updating your website:

1. **Access** – allows the user to login to Visionscape, edit and publish pages and edit their own personal details (First Name, Last Name, Email Address and Password).
2. **Administer Others** – allows the user to login to Visionscape, edit and publish pages as well as being able to managing others users. They have the ability to delete, add or update the details of other Visionscape users including changing their level of permission.
3. **Web Master** – gives the user the same level of access as 'Administer Others' with additional access to the **Site Settings** tab (in the left hand side under Options). Web Masters can change site wide keywords, descriptions and analytics code as well as do a site build which will publish all site changes at once.

The screenshot shows the Visionscape user management interface. On the left is a sidebar with 'OPTIONS' (Sitemap, Page List, Site Settings, Sites, File Manager, Image Manager, User Accounts, Manage Components), 'MODULES', and 'HELP' (Documentation, Request Assistance, View Support Tickets, Schedule Maintenance). The main content area is titled 'User Accounts' and 'Add New User'. It features input fields for 'First Name', 'Last Name', 'User Email', and 'User Password'. Below these are three permission checkboxes: 'Access' (checked), 'Administer Others', and 'Web Master'. A yellow arrow points to the 'Access' checkbox, and another yellow arrow points to the 'First Name' input field. The 'Save New user' button is at the bottom.

**Figure 65** - Add New User Form: User Details and Permission Checkbox Options

## Friendly URLs

Friendly URLs are shorter page addresses which provide search engines with more relevant link names which are in turn more user friendly and easier to remember. From September 2011 all new websites developed by Redback Solutions have been built using a new and improved friendly URL structure.

Previous friendly URL structures for Visionscape websites looked like this:

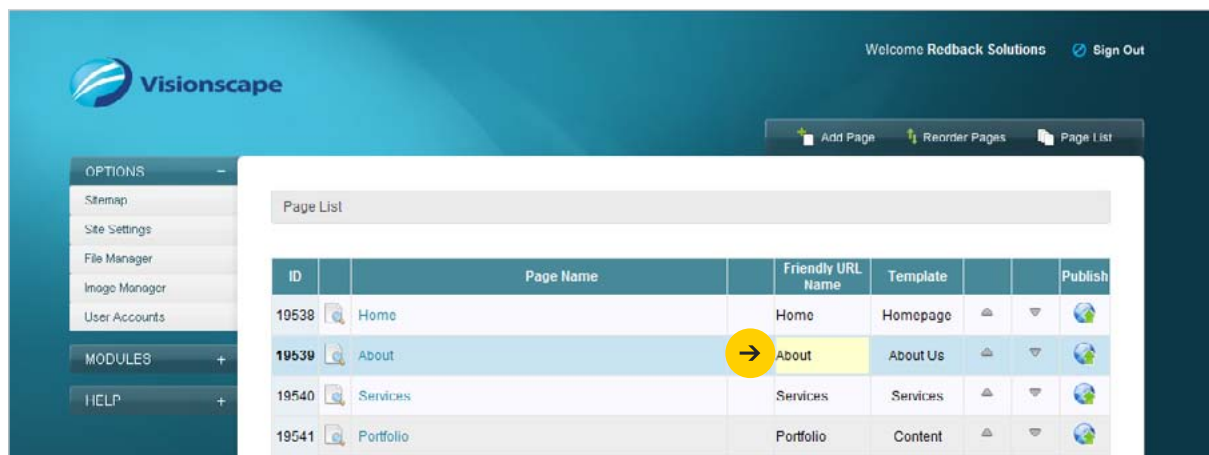
www.domain.com.au/page####/about-us

The same page with the new friendly URL would look like this:

www.domain.com.au/about-us

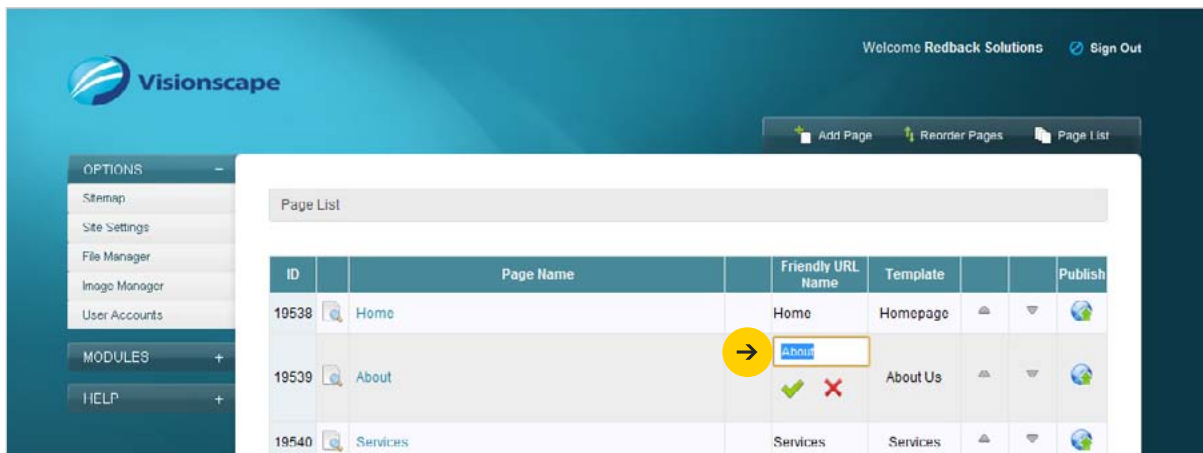
When viewing the Sitemap, the fourth column of the Sitemap table contains the Friendly URL Name for each page of your website. You can change these names by clicking on the existing name (e.g. about-us) and typing in a new name. Here are the steps involved:

1. Hover over the Friendly URL Name (your mouse cursor will change to a **hand icon** and a pale yellow background will appear - see **figure 66**) and click this area. This will change the area to textbox with two icons (a **tick** and a **cross**) appear (see **figure 67**).
2. Enter your preferred page name into the textbox and click the **tick** to save it (or the **cross** to cancel).
3. A green message will briefly appear at the top of your window confirming the change (see **figure 68**).



**Figure 66** - Hover Over Friendly URL Name





**Figure 67** - Edit Friendly URL Name



**Figure 68** - Message Confirming Friendly URL Update

## Updating Links

Now that you have changed the URL Name, you will need to update any links that may be linking to this page. The Menu will update itself automatically, but any internal links (such as those in orphan pages and content areas) will need to be manually updated.

If you have linked any content to these pages, open the page and select the area to edit (i.e. open up the text editing box – see page 5 of the VisionScape manual). Highlight or click in the middle of the link that needs updating, select the **Link** icon (see page 9) and change the URL to the new one (i.e. replace whatever is currently in the URL box with the new Friendly URL Name.)

Make sure you save this change and then test to ensure the link is working correctly. Once you've confirmed it is linking to the correct page and no errors are appearing, publish the page (see page 4) to make the page live for web users to see.

**Note:** If you update a Friendly URL Name for a page that is within the **Footer** area of your website (e.g. a Disclaimer page, a Privacy Policy page or a Sitemap page) the link will need to be changed within the template of your site. This is a task that the Redback Team will need to make. You can request this change by emailing support@rb.com.au – please provide as much detail as possible in terms of which links need to be updated. A member of the team will respond as soon as possible.

# Visionscape Support

## Call Redback Solutions

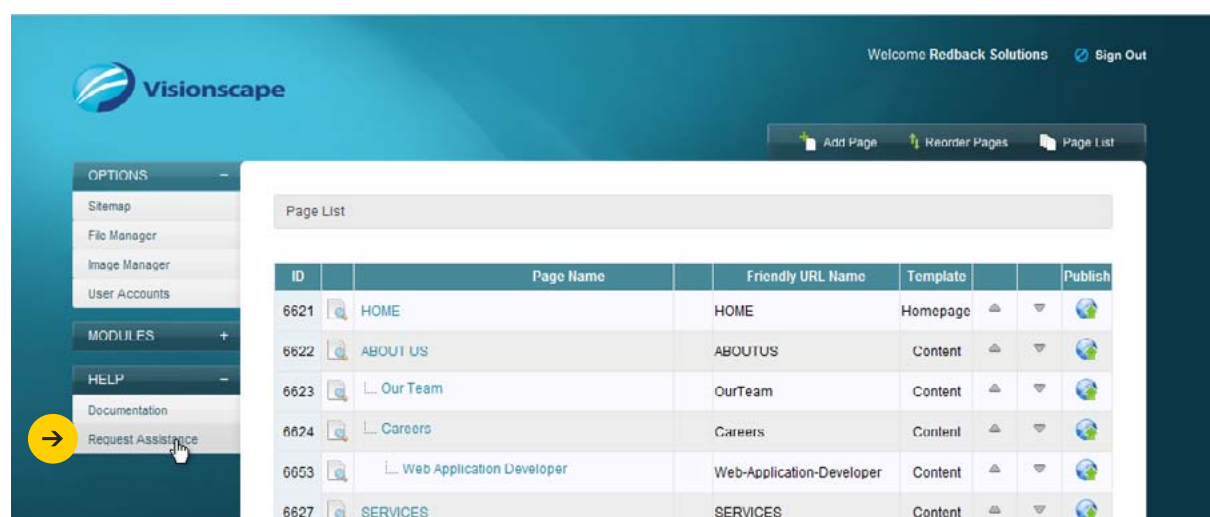
If you are experiencing any technical difficulties with Visionscape and require some assistance you can call the team at Redback Solutions on **02 4962 2236**. Often it may be best to talk to someone over the phone so that the Visionscape support team can clarify the nature of the problems you are experiencing and provide more specific assistance.

## Submit a Support Ticket

If you are unable to call the Visionscape support team you can submit a support ticket within Visionscape. When logging a support ticket please be as specific as possible in describing the difficulties you are experiencing. The clearer you are in describing problems the easier it will be for the Visionscape support team to help you.

To submit a support ticket follow these steps:

1. If your Help tab on the left hand side of Visionscape is not expanded hit the Help tab to reveal the different help items beneath.
2. Click the Request Assistance link (see **figure 69**). This display an form in the main body area titled Add Support Ticket (see **figure 70**).
3. Complete the form selecting the urgency of your request, your email address, contact phone number and name. Also complete the description of the problem you are experiencing being as specific as possible.
4. Click the Submit button when you are finished to send your request to the Visionscape support team who will respond as soon as they can.



**Figure 69** - Request Assistance Located Beneath the Help Tab

Visionscape

Welcome Redback Solutions [Sign Out](#)

**OPTIONS**

- Sitemap
- File Manager
- Image Manager
- User Accounts

**MODULES**

**HELP**

- Documentation
- Request Assistance
- View Support Tickets

**Add Support Ticket**

**Details**

Site: 1/8

Urgency: Normal

**Contact Details**

Email:

Phone:

Contact Name:

**Description**

**Submit Ticket**

Submit

**Figure 70** - Add Support Ticket Form

- 1 - Urgency Dropdown List
- 2 - Contact Details
- 3 - Description
- 4 - Submit Button