



# iSISTAQUIT

## USER GUIDE

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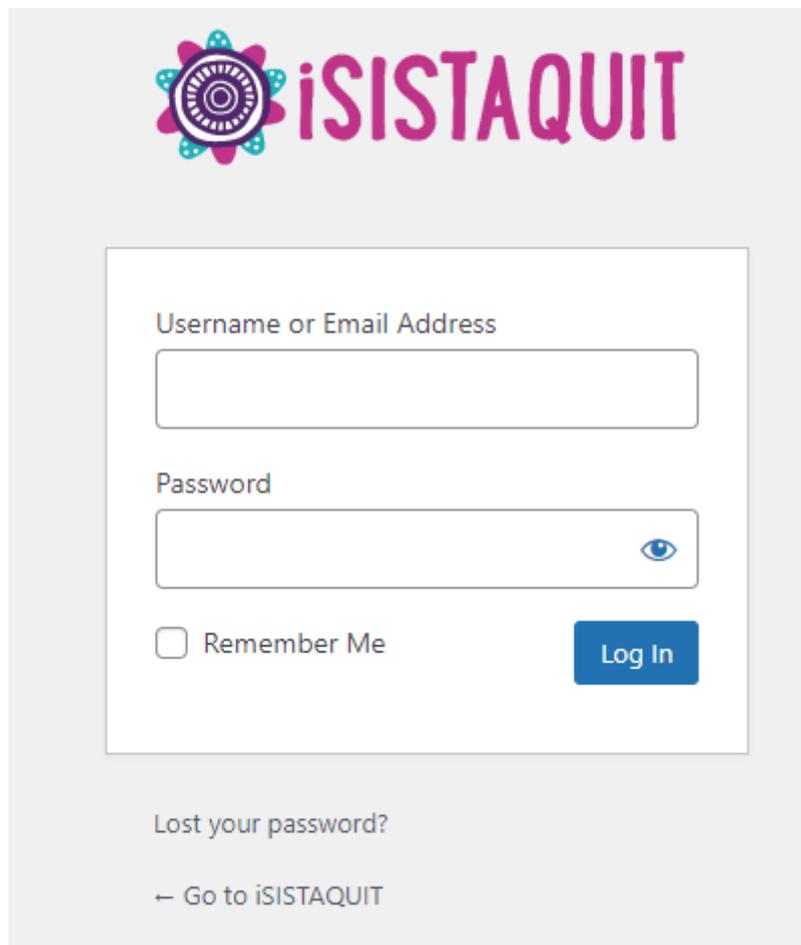
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## Logging In

To log into the Wordpress website, go to this url:

<https://isistaquit.org.au/wp-login.php> . You will be presented with this login screen. Enter with your login credentials and you will then be logged into the dashboard of Wordpress. There is also the option to reset your password.

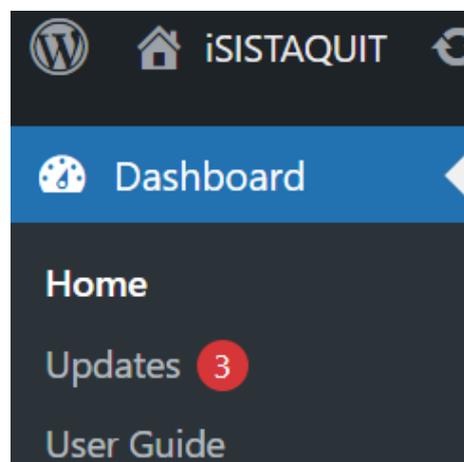
Upon signing in, you will be sent to your website's dashboard.



The image shows a screenshot of the iSISTAQUIT login page. At the top, there is a logo consisting of a stylized gear or flower with a purple and blue color scheme, followed by the text "iSISTAQUIT" in a bold, purple, sans-serif font. Below the logo is a white rectangular box containing the login form. The form has two input fields: "Username or Email Address" and "Password". The "Password" field has a small eye icon to its right, indicating a toggle for password visibility. Below the input fields is a checkbox labeled "Remember Me" and a blue button labeled "Log In". Below the login form, there is a link "Lost your password?" and a link "← Go to iSISTAQUIT".

# User Guide

A copy of this user guide is available on the backend of the website, by clicking on 'User Guide' in the Dashboard submenu.



# Hierarchy of the Website

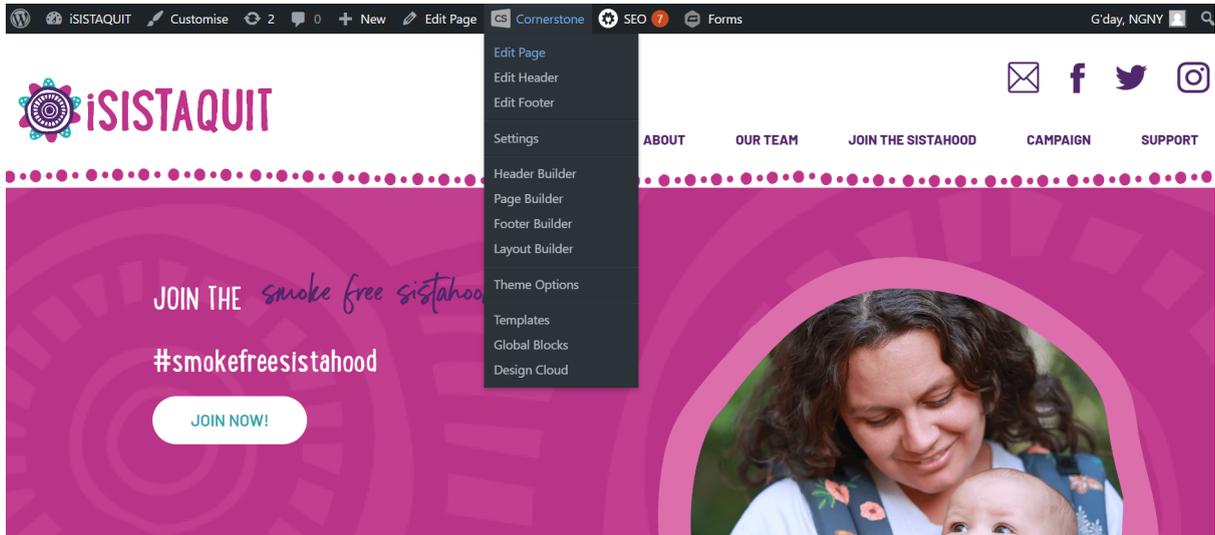
The current website is built using the Wordpress Content Management System (CMS). Understanding the hierarchy will better teach you how to navigate the backend of the website. The iSISTAQUIT website is built using the Pro Theme. The documentation for this Theme can be found at <https://theme.co/docs>.

## Pages

Pages are created using the Cornerstone builder. When viewing the website as a logged in user, in the admin bar at the top go to Cornerstone > Edit Page to edit these pages. Only use Edit Page when changing things like the name of the title, categories or the permalink.

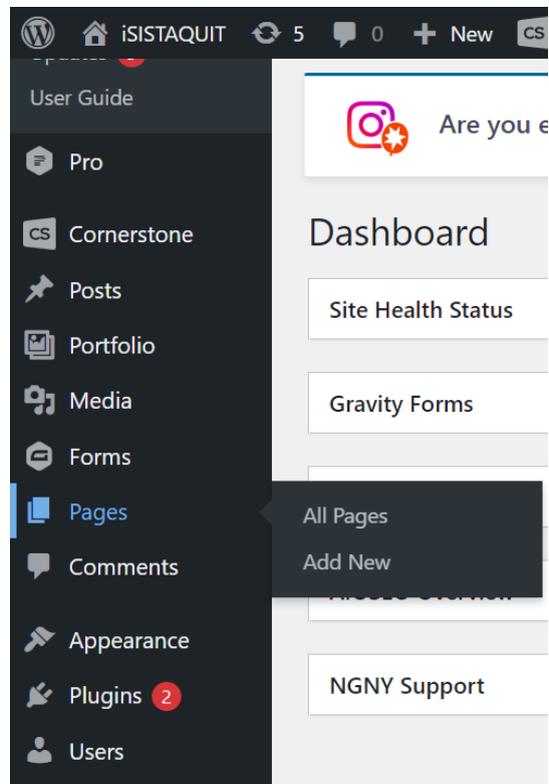
Example

- Home



## Edit a Page

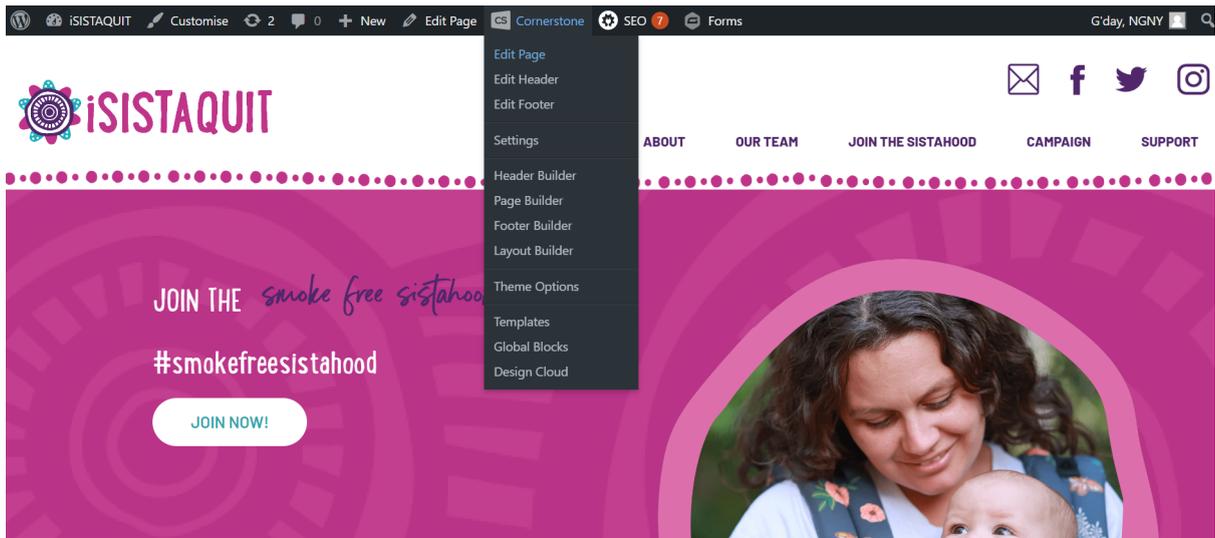
Referring back to the Hierarchy of the Website, some pages may not be editable using this method. A page is usually made up of a global Header, page content and a global footer. There are two methods of editing a page: From the Dashboard, go to Pages in the left sidebar



With your mouse, hover over the page you wish to edit and then click Edit with Pro. Do not use Edit / Edit Page unless you are making changes to the following:

- Title
- Permalink Slug
- SEO (Search Engine Optimisation)

If this is a pre-existing page on the website when you are logged in, navigate to the page you wish to edit. In the admin bar at the top of the website, hover over Cornerstone > Edit Page or click on Edit with Pro in Pages.

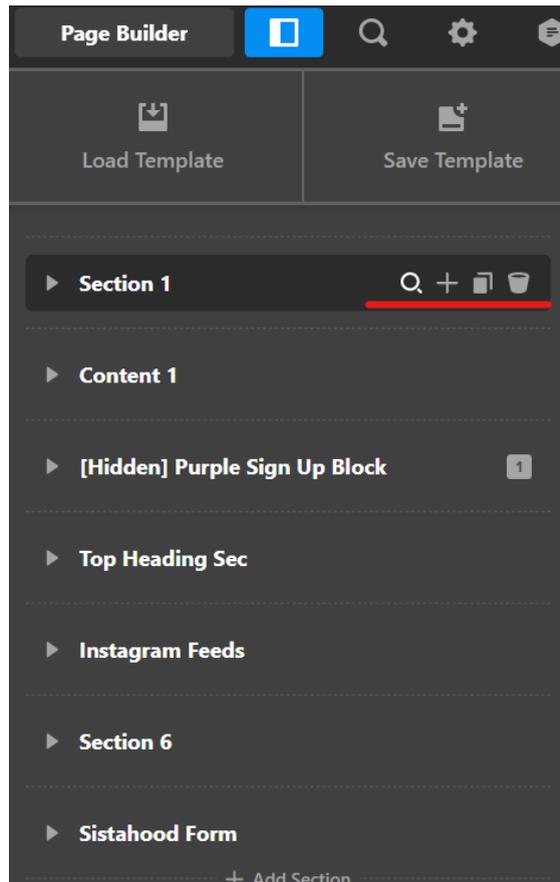


Once the page builder is loaded, the window will be split into two parts: the left side displays the layout as separated into sections; and the right side displays a live preview of the page.



Each section can be opened up by clicking on the ► to the left of the section title. This will reveal the Row, the Column and finally the Elements that make up the page. Elements are the building blocks of a page and may have general purpose like a Text Element or Image Element, or could have a dedicated purpose like adding Navigation Menus or Accordions.

When hovering or selecting any of the sections with the mouse, three or four options will appear.

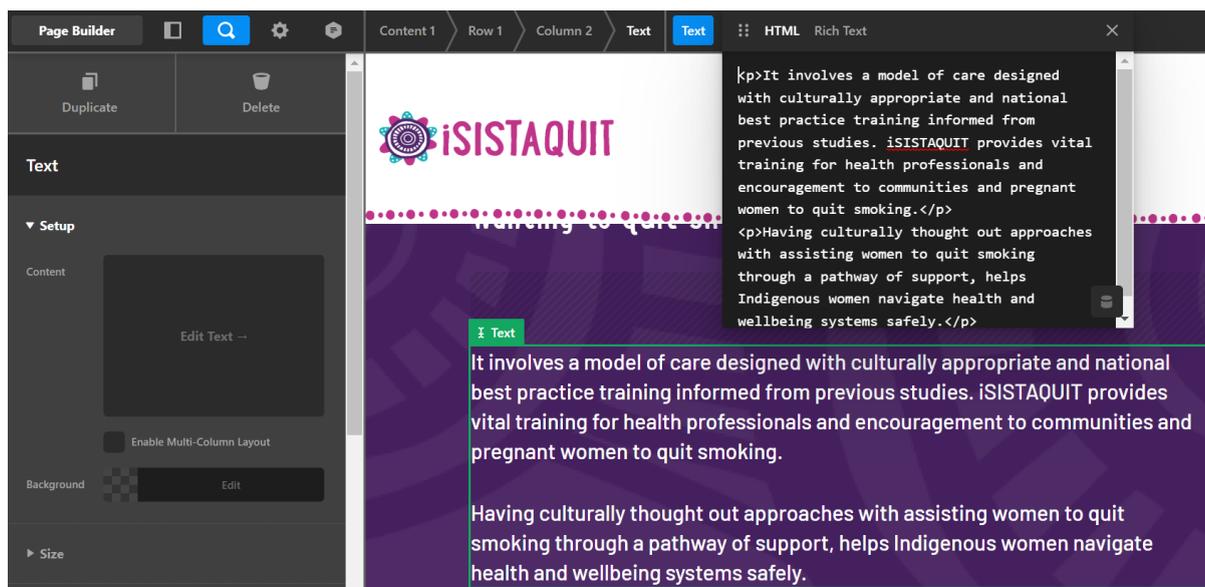


The magnifying glass  will open up the Inspector, which reveals all the different types of settings that can be changed. For sections, rows and columns the + will Add Elements to that container. If it is an element already like the Headline, this option will not be available. The duplicate multiple paper icon  will duplicate that item element. The trash bin  icon will delete that item element.

## Editing Text

There are two ways of editing text:

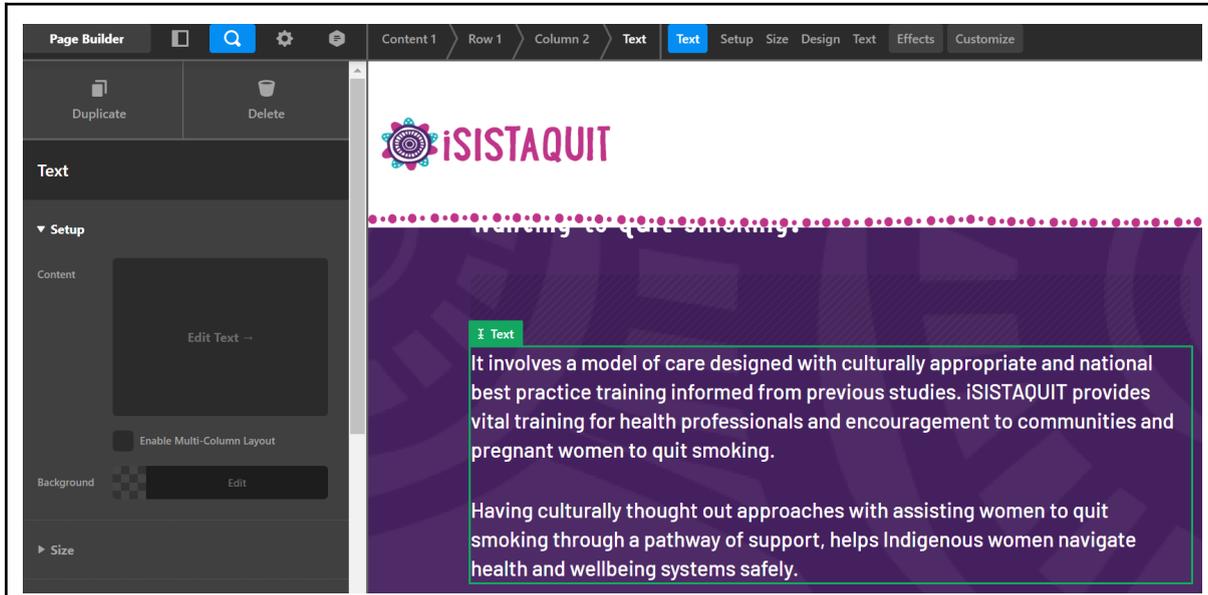
**Method 1:** Upon left-clicking the magnifying glass icon of any text element, the left hand side of the window will change to display all the options for customisation. Clicking on Edit Text, underneath Setup (in the left hand side of the window) will bring up a window that displays the content in either HTML or Rich Text ( on right below). Use whichever version you are more comfortable with.



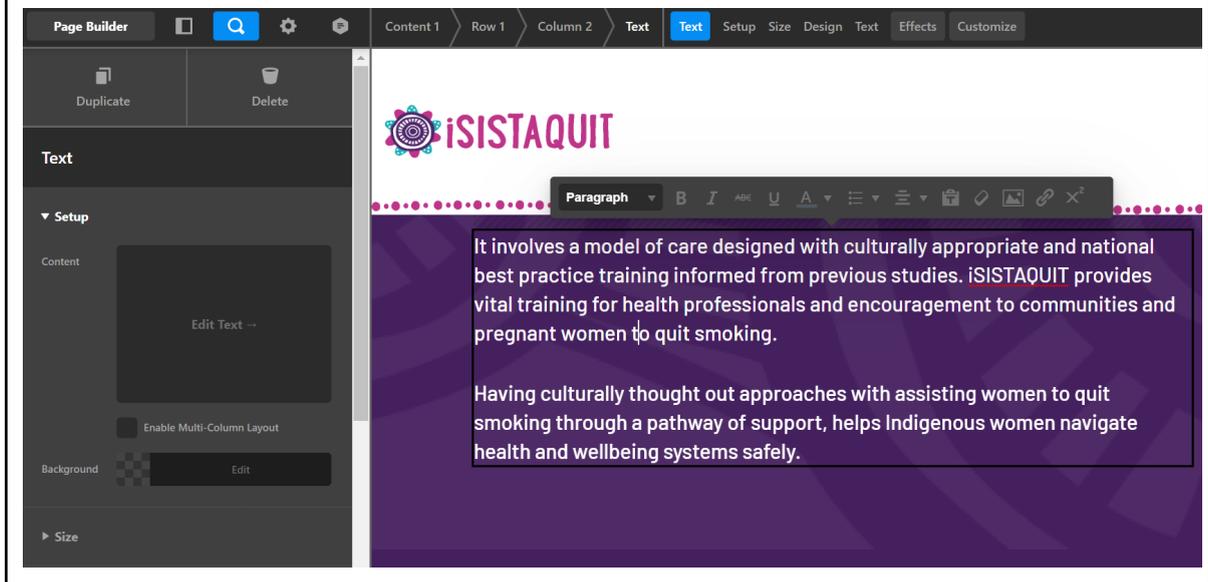
If the window is too small, you can resize it by moving your mouse to any edge and dragging on the blue bar that appears.

**Method 2:** In the right preview window, when you hover over an element, a green outline will display around it. Double click the text you wish to edit and this will bring up the menu toolbar interface and then you can edit directly onto the page.

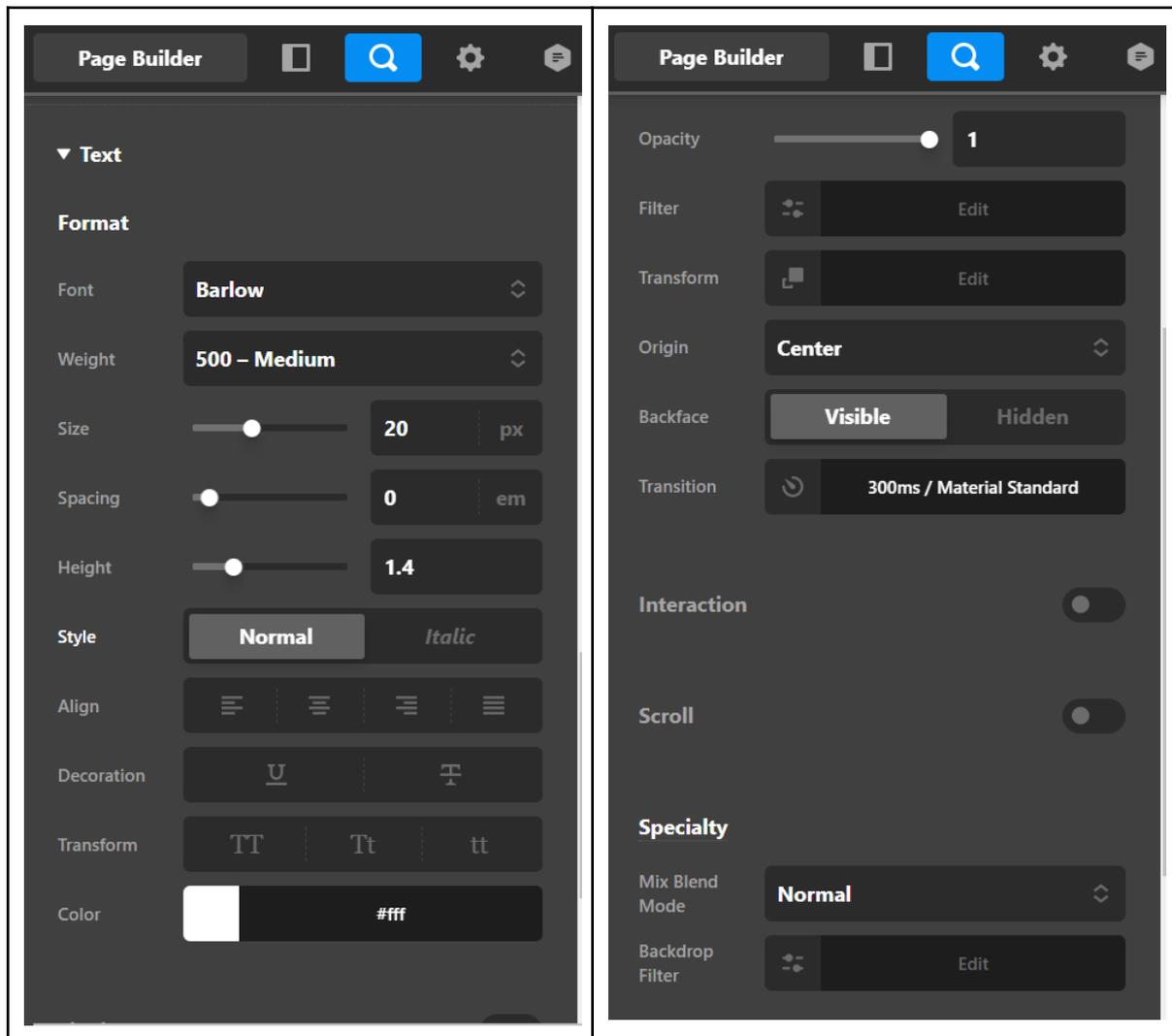
Like writing an email and the rich text editor, you can change the text and format here.



**After double clicking on the text element, this will appear:**



There are more options on the left hand side underneath Text Format if you wish to style the text further.



## Saving Changes

To save your changes, at the bottom left hand corner of the screen, click Save. You can also hit Ctrl + S / Cmd + S. A progress bar will tick across the top of the window and display a successful notification in the top right when completed.



## Updating Images

Inspect the image element. It can either be set as a background image or as an image.

### Image Element Type

Clicking on any image on the right hand side preview window will update the left hand side. Most images will have pre-existing classes and settings, but for the most part will be set to fill the container.

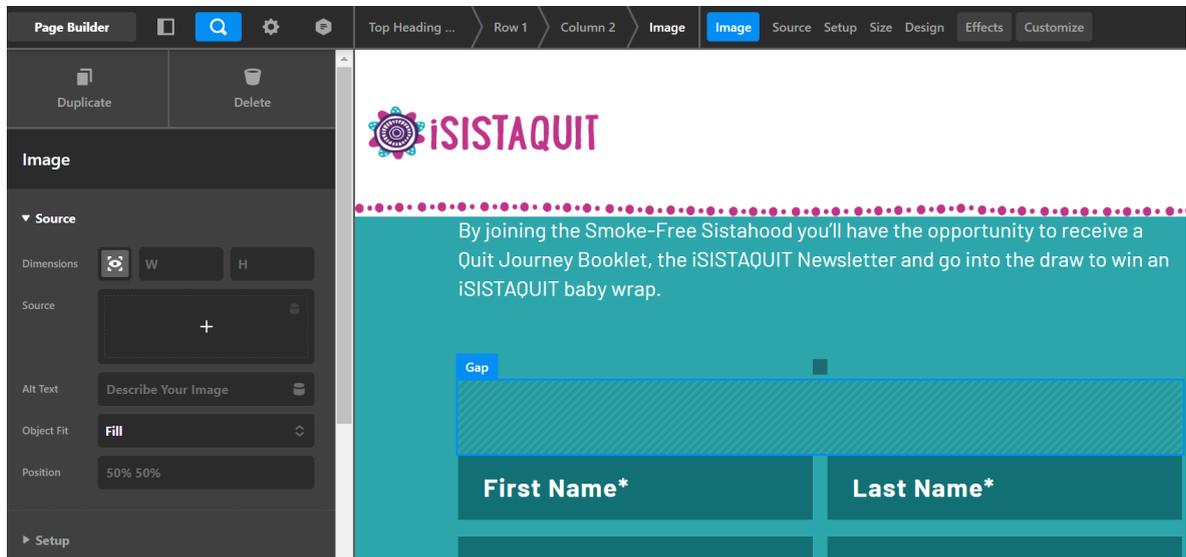


Underneath Image, hover over the source image and clicking on it will remove the current image. Clicking on the + will then open up a modal and allow you to choose from the Media Library or Upload a new image from your computer.

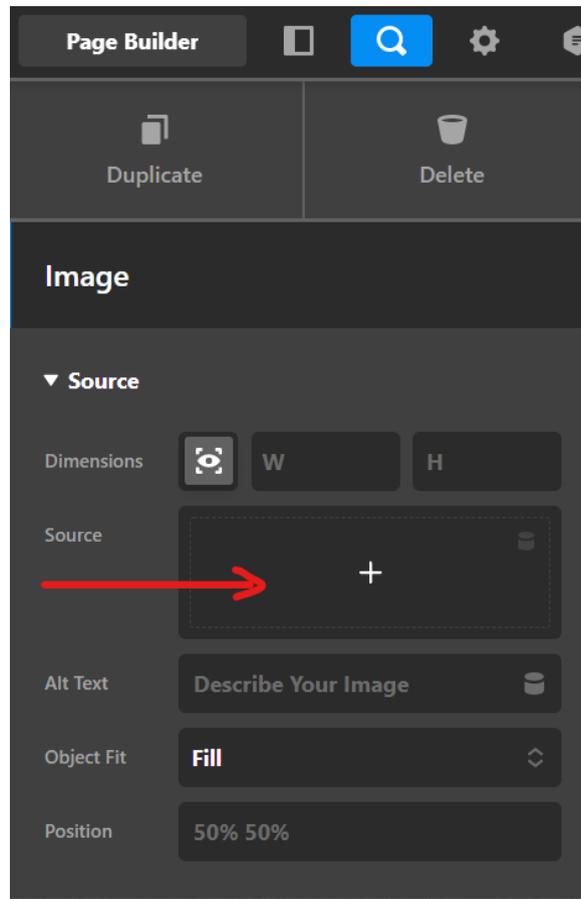
With the red hover and x mark:



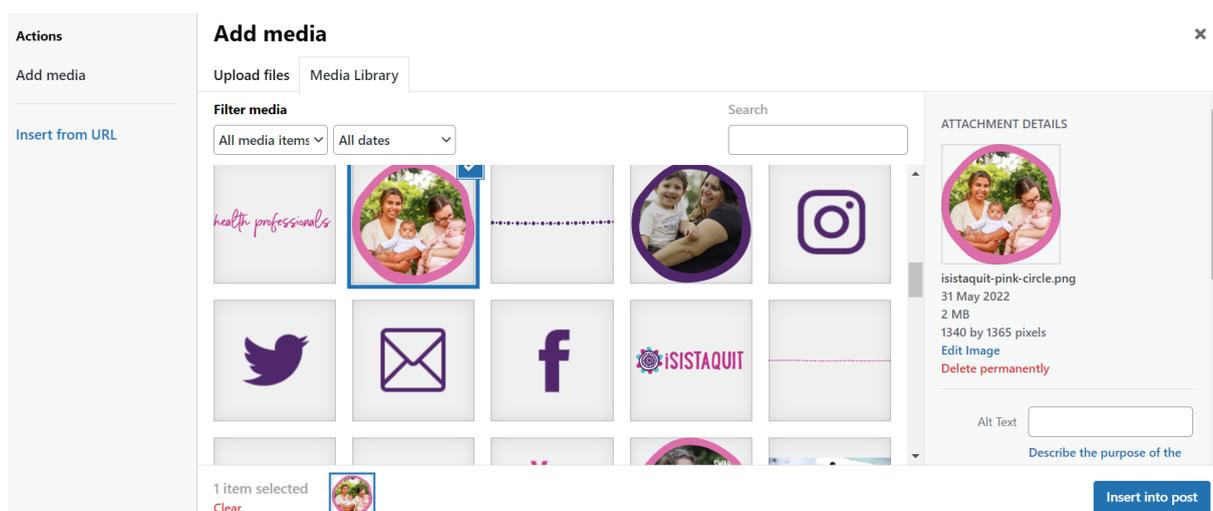
After clicking on the “x” to remove the image:



In this modal, allow you to choose from the Media Library or Upload a new image from your computer.

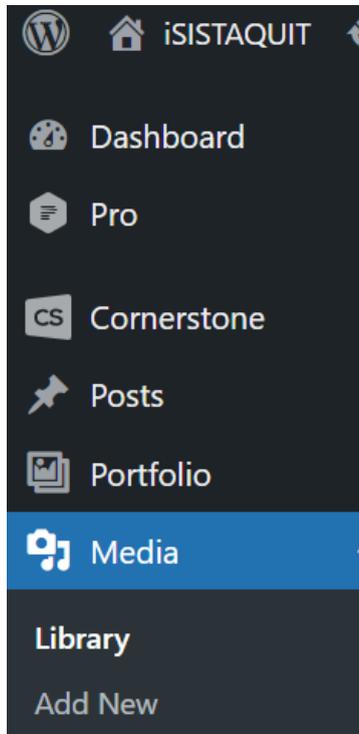


To select an image, left click on the thumbnail. Click Insert into post in the bottom right hand corner afterwards.



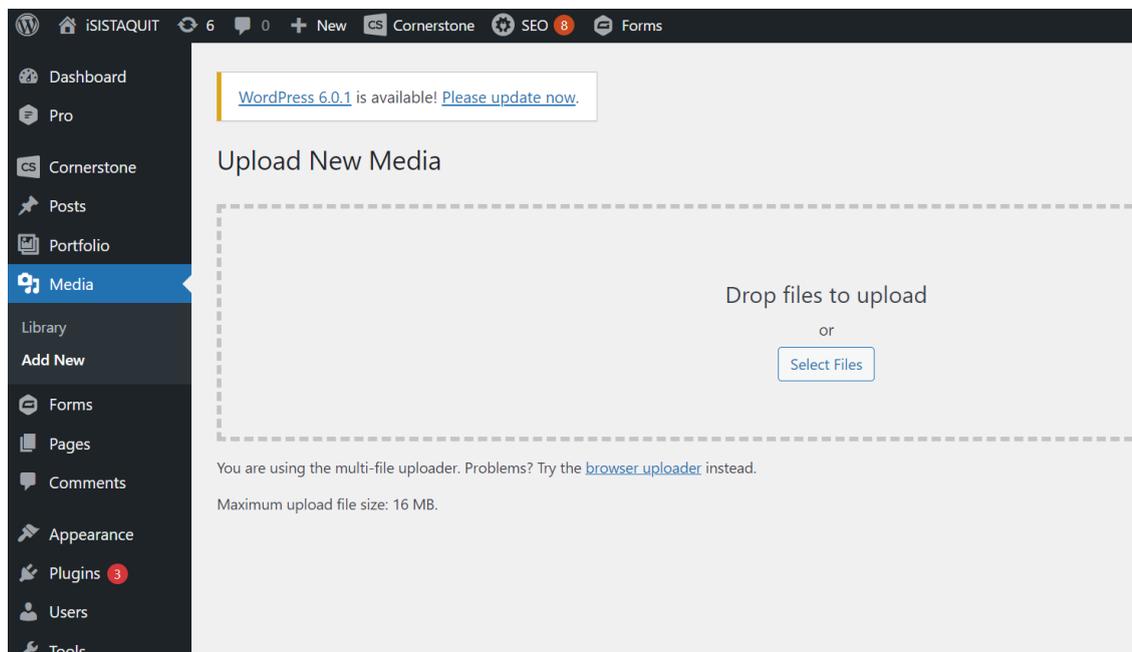
The preview window will update with the new selected image. Remember to save any changes you make.

# Uploading New Media



The Media Library can be accessed by going to Media > Library in the sidebar.

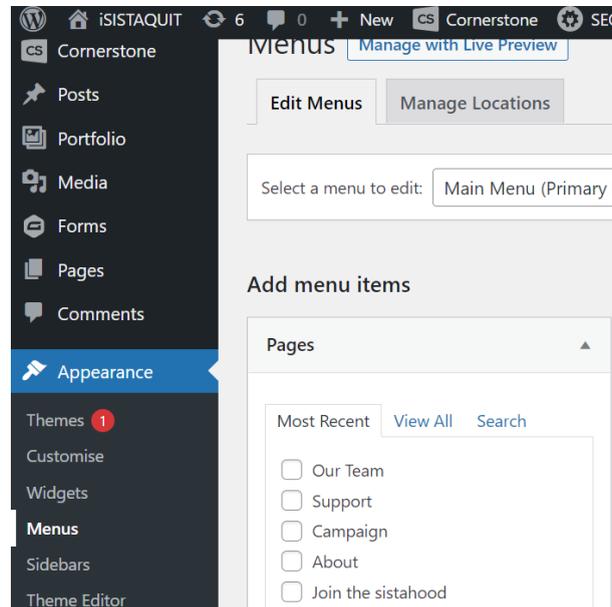
Add New will take you directly to the Upload New Media section where you can choose to drag and drop files, or click to open a prompt to choose the media.



Acceptable files to upload include images, pdfs, docs and videos as long as it is within the upload limit. If the item you wish to upload is bigger than this limit, please get in touch with NGNY.

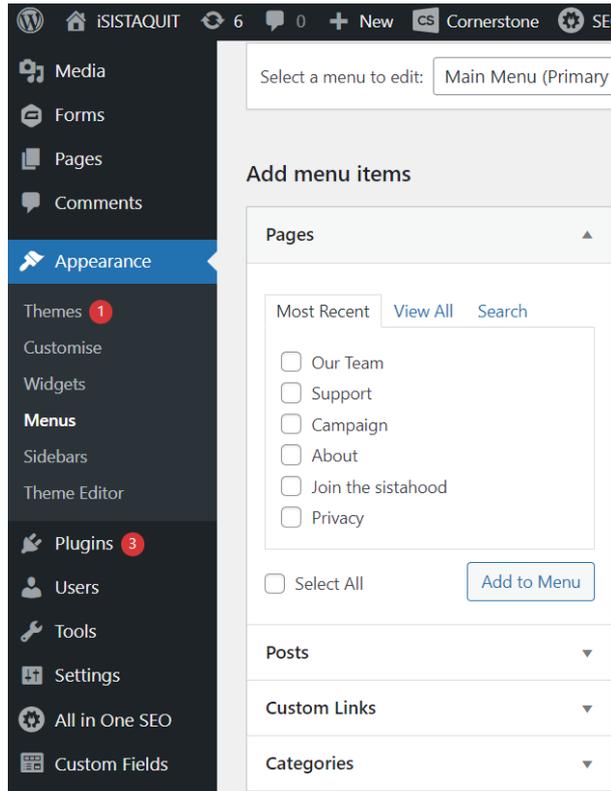
# Updating the Menu

To make any changes, go to Appearance > Menus in the left sidebar.

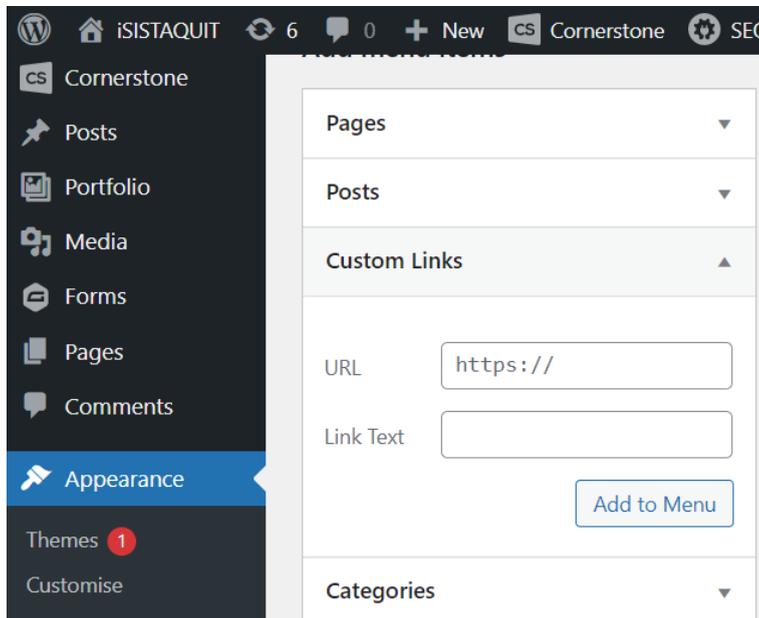


## Add a new link

**For pages that are within the website:** On the left hand side underneath the Pages accordion, if the page has been published recently, it will appear at the very top. You also have the option of searching up the page if you know the page title, or viewing all the pages. You can select more than one page to add to the menu.



For pages that are external, use the Custom Links. Click on Add to Menu once you have filled in the URL and the link text.



## Remove a link

To remove a link, expand the accordion of the link you wish to remove and then hit Remove.

ABOUT Page ▲

Navigation Label

Graphic Display

Icon Primary  Icon Secondary

Image Primary  Image Secondary

Image Primary Alt Text  Image Secondary Alt Text

Image Width (Required)  Image Height (Required)

Input the unitless pixel width. E.G. If your image is 300px wide, write "300" in the input. Input the unitless pixel height. E.G. If your image is 150px tall, write "150" in the input.

Move [Up one](#) [Down one](#) [Under HOME](#) [To the top](#)

Original: [About](#)

[Remove](#) | [Cancel](#)

After that, you will also need to click the blue Save Menu button at the top or the bottom of the page. Be careful not to hit the Delete Menu. There will be a warning pop-up to remind you not to delete it!

ABOUT Page ▲

Navigation Label

Graphic Display

Icon Primary  Icon Secondary

Image Primary  Image Secondary

Image Primary Alt Text  Image Secondary Alt Text

Image Width (Required)  Image Height (Required)

Input the unitless pixel width. E.G. If your image is 300px wide, write "300" in the input. Input the unitless pixel height. E.G. If your image is 150px tall, write "150" in the input.

Move [Up one](#) [Down one](#) [Under HOME](#) [To the top](#)

Original: [About](#)

[Remove](#) | [Cancel](#)

OUR TEAM Page ▼

DELETE MENU

[Delete Menu](#) [Save Menu](#)

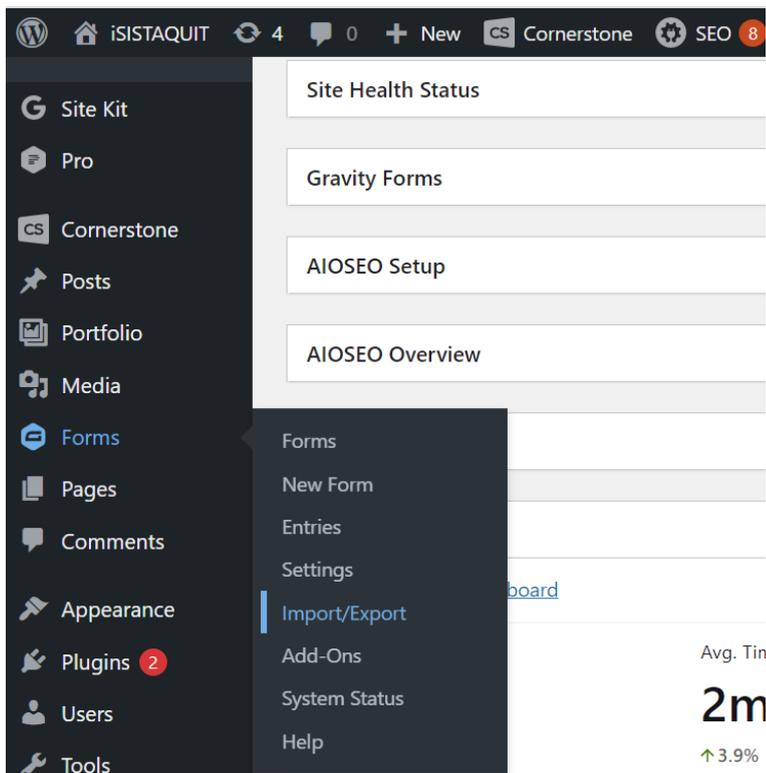
# Forms

The plugin that handles all of the forms on the website is called Gravity Forms.

## How to Export Entries From Forms

### Step 1: Log In To Your WordPress dashboard

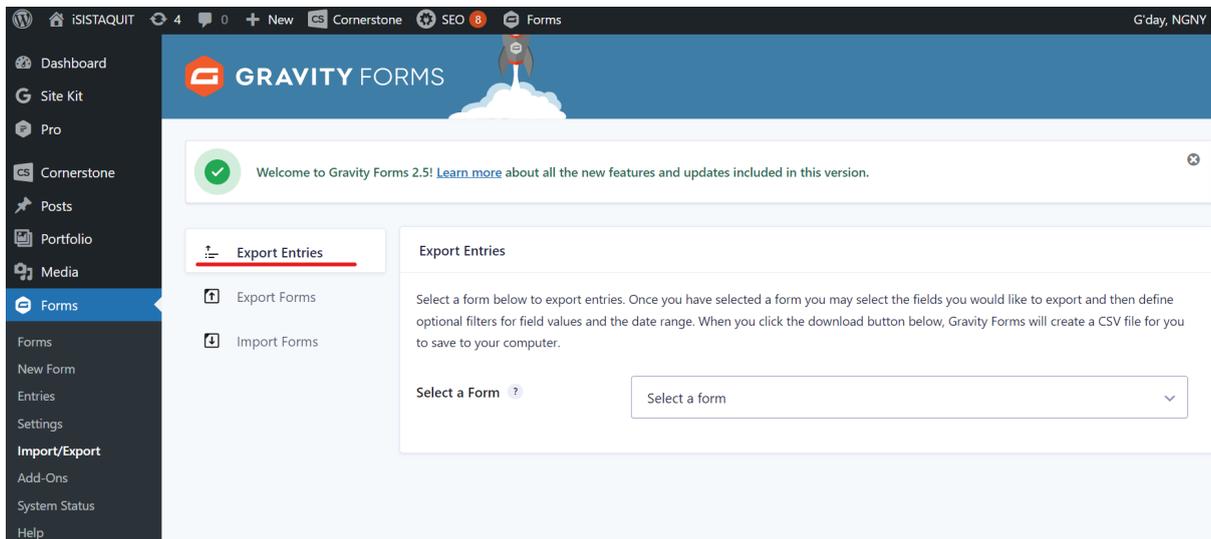
Start by logging into your WordPress dashboard and navigating to Forms > Import/Export.



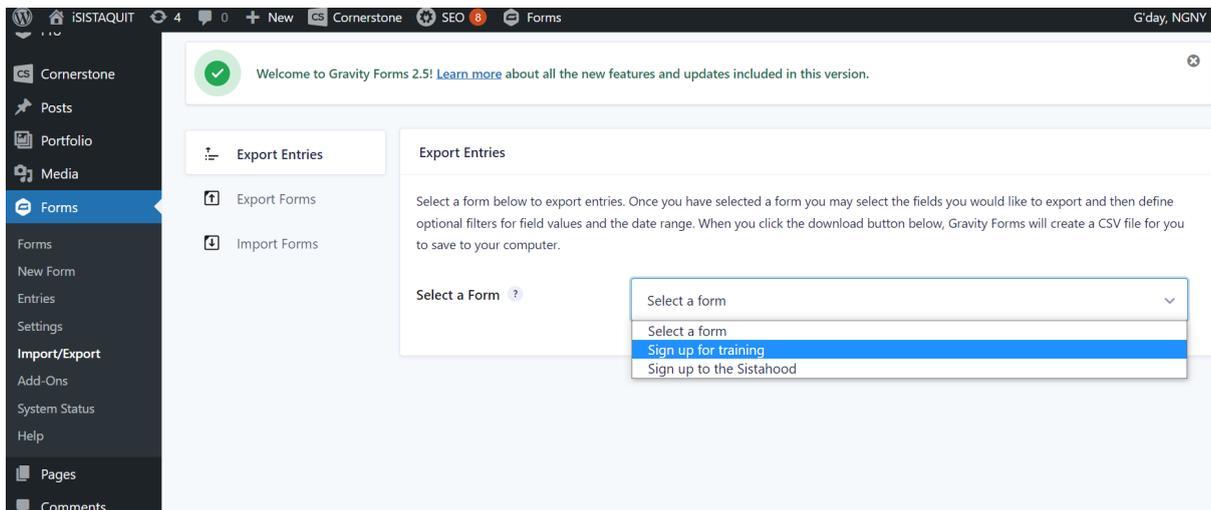
Then click on the option that says Import/ Export Entries.

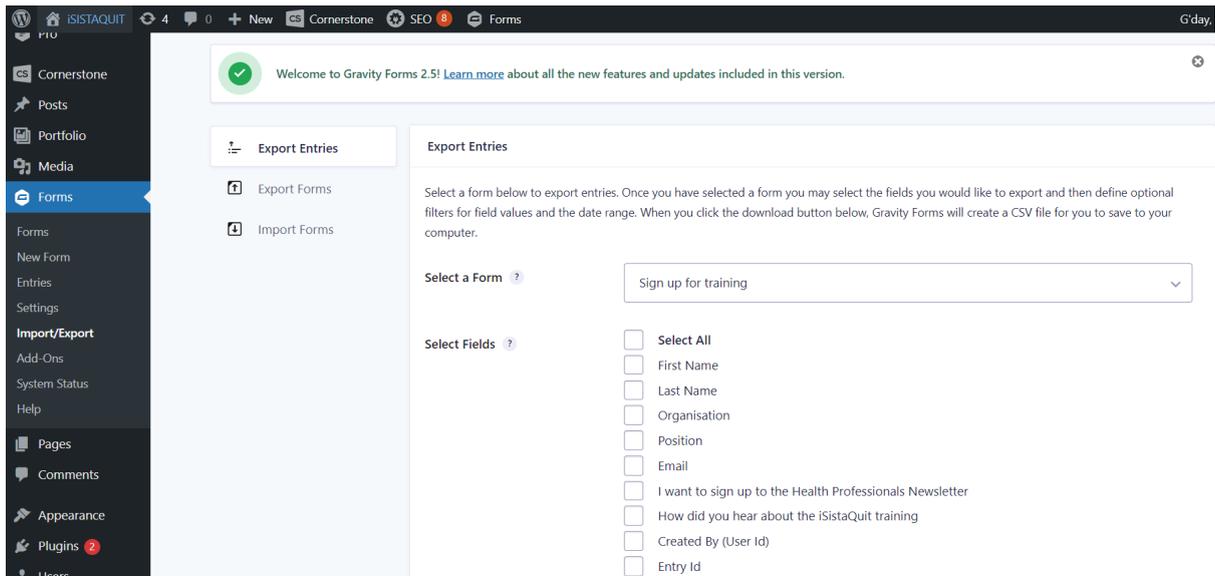
## Step 2: Select Form Entries

In this step, you can select the form whose entries you want to export. If you only have a singular form, this step is easy. But if you have multiple forms and you want to export entries for all of them, you'll need to repeat this and the following steps for each form. Click on the Export Entries button and it will then expand on the settings.



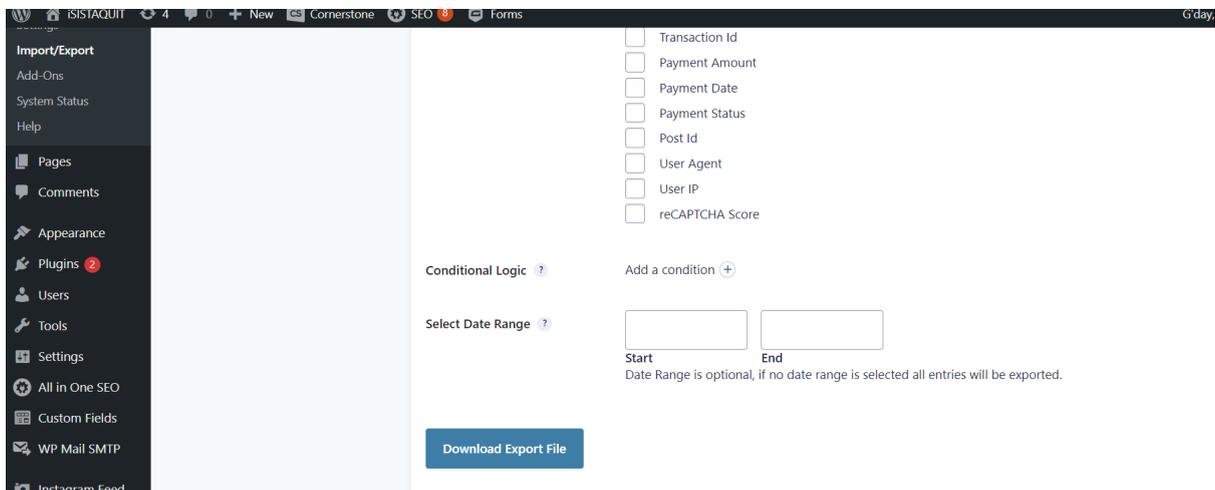
Either way, select your form from the drop-down menu and then select which fields you want to export. All you have to do is tick the boxes next to the appropriate fields. In this case, there are two forms available in the website which you need to choose from.





### Step 3: Configure Additional Export Options

Aside from fields, Gravity Forms allows you to configure additional export options. You can use conditional logic to export only entries if certain conditions are met. For example, you can set up your form to export entries only if the payment has been authorised or paid.



Or, you could export entries only if the preferred method of contact is email or if they choose a specific service. This allows you to export only relevant form entries so you can properly follow up, process, and categorise the entries.

Another option you have when it comes to exporting form entries is to only export entries within a certain date range. This is useful if you have time sensitive entries.

For example, if you've run a contest and need to export entries from contest entrants so that you can select and notify the winner. Or, if you conduct a regular annual survey, maybe you want to export entries from that particular year.

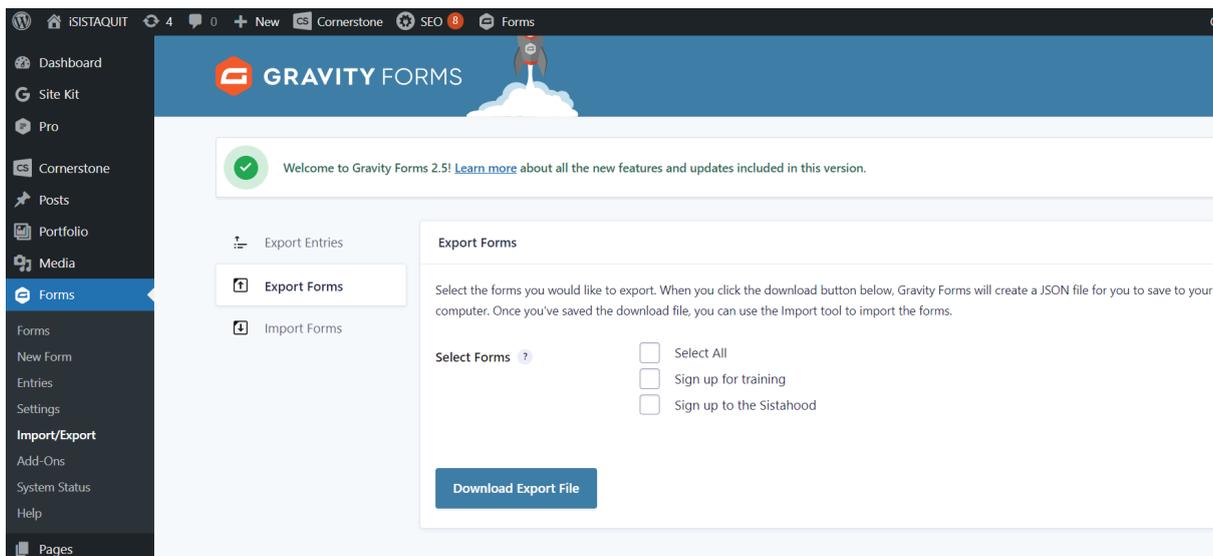
#### Step 4: Download the Export File

Once you've configured all the options to your liking, the last step is to download the export file. Click on the blue button and you'll see a notification prompting you to save the file.

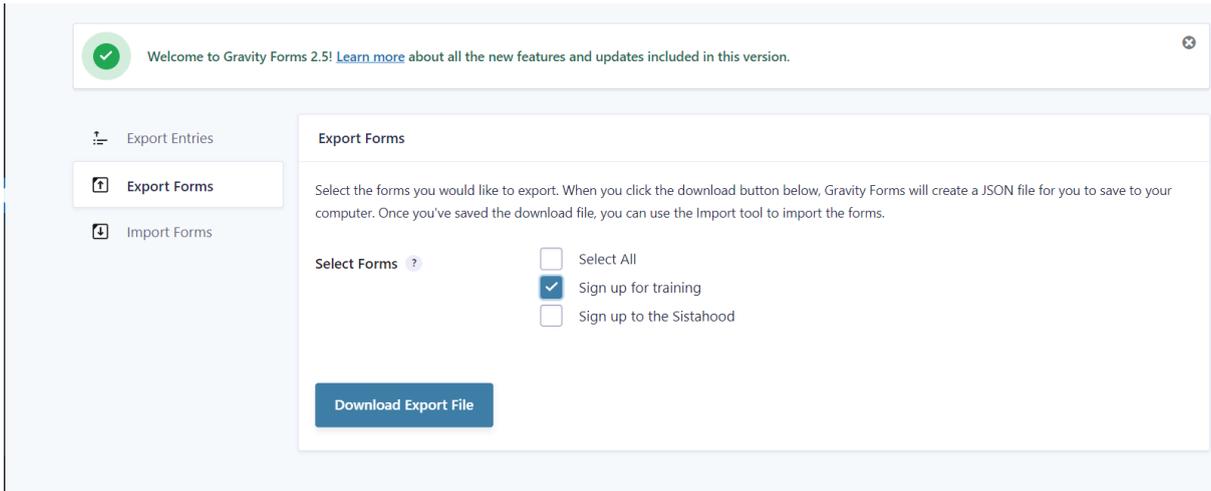
Choose a location on your computer where you want to save it and then press OK. Gravity Forms will then download the export file to your computer. Keep in mind that the file will save in CSV format.

## How to Export Forms

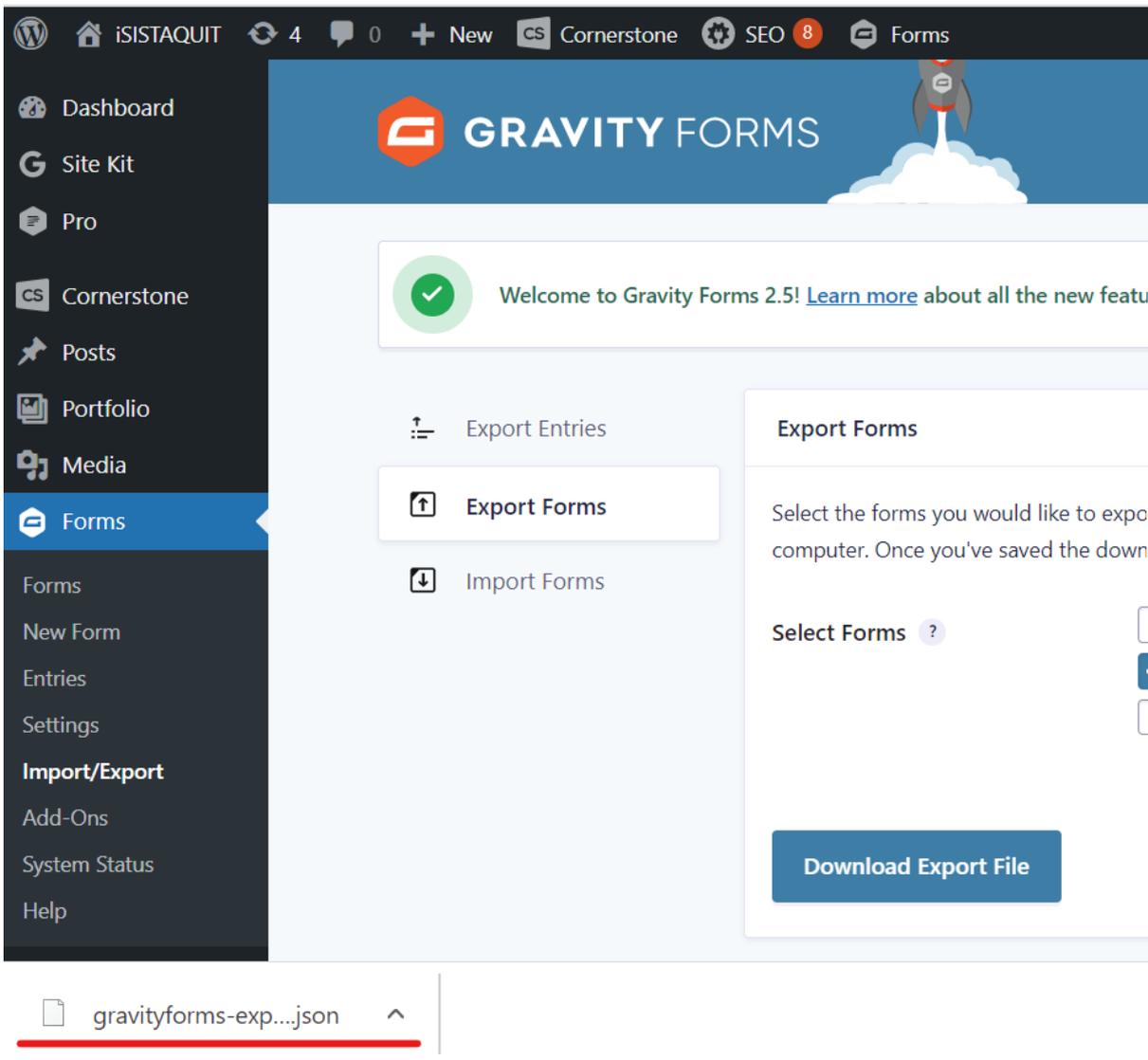
In the same navigation, you will see the other two options, after how to export entries.



Select the particular form you wish to export and click download export file.

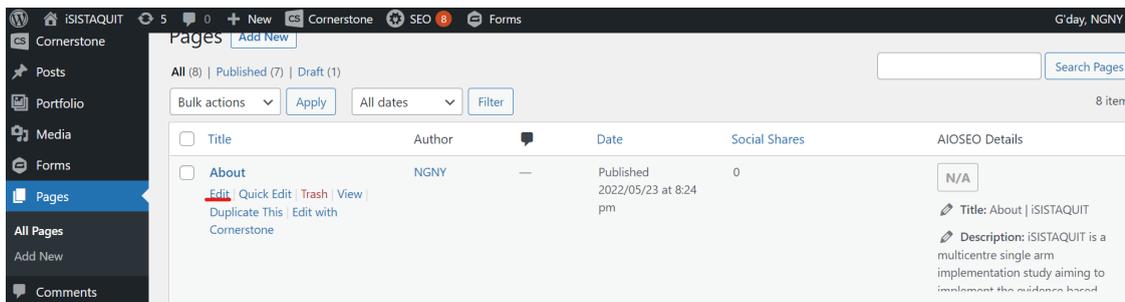


After downloading, it will then save to your computer in JSON file format.

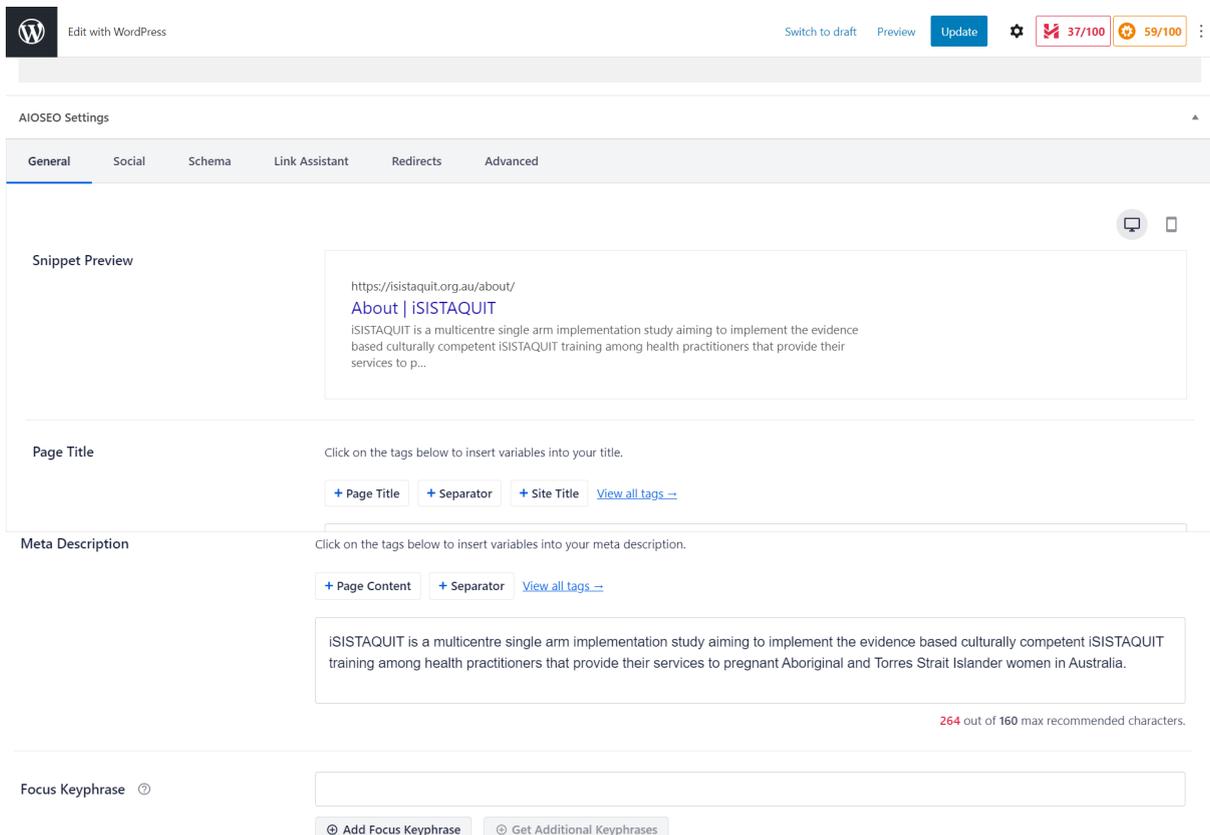


# Search Engine Optimisation (SEO)

The plugin we use here is All In One SEO (AIOSEO). In this instance, we wish to Edit the page (not Edit with Cornerstone). In the top right hand corner, there are two buttons that will analyse the SEO rating of any page's headline and the SEO content itself. Any errors that can be addressed to improve a page's SEO. The automatically generated meta description will take on the page's shortcode, so it is recommended for a better SEO score to update these as you see fit.



Please be aware that with Facebook, they use the Open Graph protocol. If you share across Facebook and it is not pulling in the correct imagery then there are some settings underneath AIOSEO Settings > Social which can be individually tailored per post. The default settings can be changed and accessed from the dashboard menu All in One SEO > Social Networks and then choosing the Facebook tab. Currently it will use the Featured Image on a post as the Post Image Source, but there is also the possibility of choosing a default post Facebook image if for example the post hasn't been assigned one.

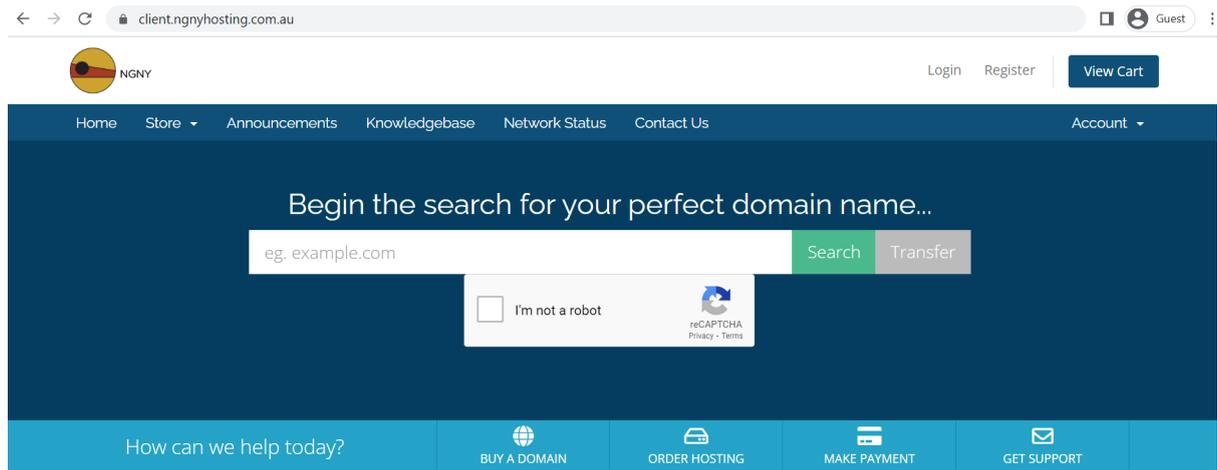


# Get in touch with NGNY

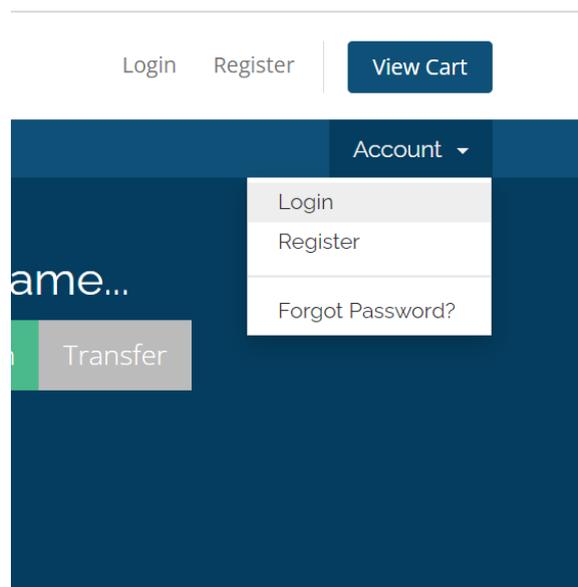
If you have any further questions or would like to request support, please use our client portal.

## How to Access Client Portal

To access the client portal, go to this link: <https://client.ngnyhosting.com.au/>



Login with your username and password. If there are any problems you encountered regarding your account details, reach out to [info@ngnyhosting.com.au](mailto:info@ngnyhosting.com.au) for assistance.



Upon logging in, you will be directed to the client area where all of the information regarding your active subscriptions, update your profile and submit support tickets.

The screenshot shows the NGNY client area dashboard. At the top, there is a navigation bar with the NGNY logo, a 'Notifications' dropdown, and a 'Logout' button. Below the navigation bar is a dark blue header with links for 'Home', 'Services', 'Domains', 'Billing', 'Support', and 'Open Ticket', along with a 'Hello, NGNY!' greeting. A notification banner at the top states: 'Please check your email and follow the link to verify your email address.' with a 'Resend Verification Email' button and a close icon.

The main content area is titled 'Welcome Back, NGNY' and includes a breadcrumb 'Portal Home / Client Area'. A dashboard overview shows four key metrics: 6 SERVICES, 10 DOMAINS, 0 TICKETS, and 0 INVOICES. Below this is a search bar for the knowledgebase and a blue banner announcing 'The next generation of domains is coming! Take advantage of New TLD opportunities. Learn More »'.

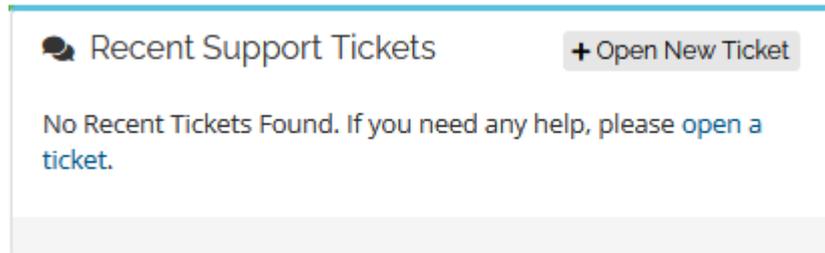
The dashboard is divided into several sections:

- Your Info:** Displays the user's name 'Ngakkan Nyaagu Pty Limited' and role 'NGNY Admin', with an 'Update' button.
- Contacts:** Shows 'No Contacts Found' and a '+ New Contact...' button.
- Shortcuts:** Includes links for 'Order New Services', 'Register a New Domain', and 'Logout'.
- Your Active Products/Services:** A table with a '+ View All' button.
- Recent Support Tickets:** Shows 'No Recent Tickets Found. If you need any help, please open a ticket.' with a '+ Open New Ticket' button.
- Attached Files:** A section for managing files.
- Register a New Domain:** A form with a 'Register' button and a 'Transfer' button.

A chat widget is visible in the bottom right corner with the text 'Need Click i chatti' and a 'Chat' button.

## How to submit a support ticket

If you are experiencing a website or hosting related issue, please submit a support ticket. To access this functionality, after logging in click on the “Open New Ticket” option.



You will be redirected to the Knowledgebase where you can find various ways of troubleshooting problems. However, you may submit a ticket to us depending on the type of concern your website is experiencing. In this case, it will ask you for either support or sales. You may click on the appropriate ticket.

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### Open Ticket

[Portal Home](#) / [Client Area](#) / [Support Tickets](#) / [Submit Ticket](#)

If you can't find a solution to your problems in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

[Support](#)

[Sales](#)

After clicking on either of the two options, you will be directed to the Submit Ticket field where you can fill in the details of the issue encountered, type in your message and attach files in the form of screenshots and/ or images provided that it does not exceed the maximum allowable file size of 32 MB. Below the attachments section, is the submit button. Please don't forget to hit submit once you're satisfied with the details you have placed in the ticket.

## Open Ticket

Portal Home / Client Area / Support Tickets / Submit Ticket

**Name**  **Email Address**

**Subject**

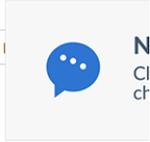
**Department**  **Related Service**  **Priority**

**Message**

**B** **I** **H**

**Attachments**

Allowed File Extensions: .jpg, .gif, .jpeg, .png (Max file size: 32MB)



If you have any further questions, please reach out to [info@ngnyhosting.com.au](mailto:info@ngnyhosting.com.au).