VGM FORBIN

VPANEL TRAINING GUIDE

VERSION 1.1

AS PREPARED BY: VGM FORBIN

PREFACE

VGM Forbin's proprietary content management system (CMS) known as the VPanel™ provides our clients with the ability to update and maintain their website - often without the need for any additional software. But just as web technologies are continuously evolving, so too does our VPanel. While this functional training guide does try to assist with all variations of our VPanel, there is a chance of some slight variances and/or discrepancies between this and what you are utilizing.

As our products evolve, we will continue to update this training guide. If you are not finding the instructions you are looking for, within this variation of the training guide (currently 1.1), please feel free to reach out to customercare@forbin.com

TABLE OF CONTENTS

LOGGING IN

Secret Link

The "secret" link to your website's VPanel can be found in the copyright area (at the bottom of any page) where you find your Business Name (Forbin Bank). Click on your name and then a new tab/window will open to the VPanel login screen. (**PLEASE NOTE:** secret link may not work on all sites per client request.)

Home | Contact Us | Blog | Calculators | Switch Kit | Events | Meet Our Team | Online Forms | Email Disclaimer

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Site Created and Powered by VGM Forbin

Direct Link

In most of our sites, you can also get to your VPanel simply by typing "www.yourdomain.com/vpanel"
(replace yourdomain.com with your actual domain name).

www.yourdomain.com/vpanel   Search

What to do if you can't seem to get logged in

If you get locked out of your account or can't seem to get logged in, your first and best option is to click on "Forgot username or password?" You can also reach out to customercare@forbin.com and our team will be able to manually reset your password.
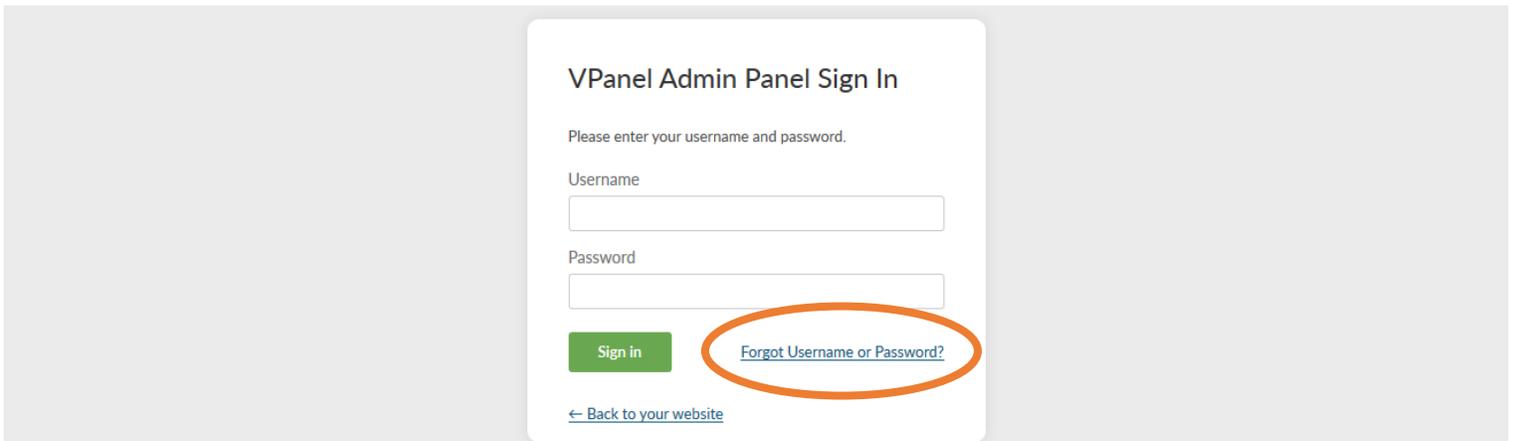
VPanel Admin Panel Sign In

Please enter your username and password.

Username

Password

Sign in   Forgot Username or Password?
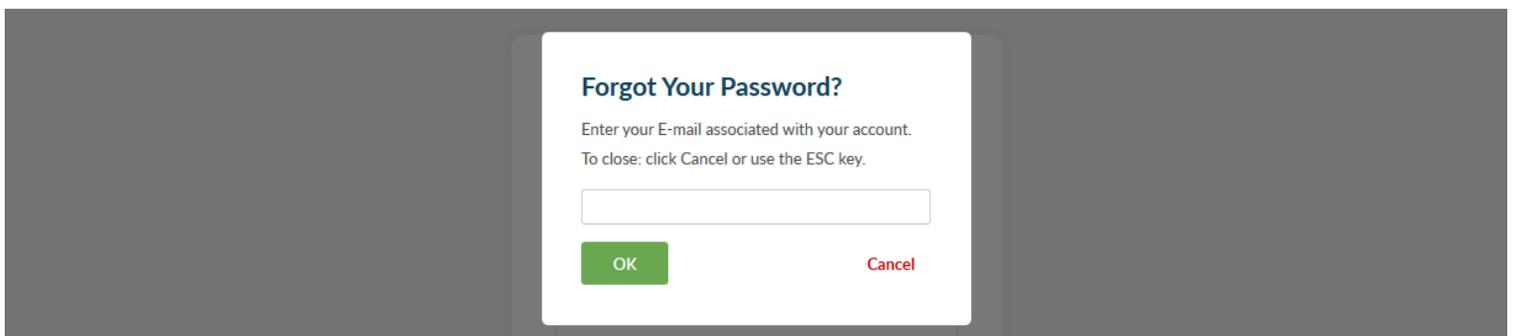
← Back to your website

Forgot Your Password?

Enter your E-mail associated with your account.
To close: click Cancel or use the ESC key.

OK   Cancel

HOME SCREEN OVERVIEW/DASHBOARD

When your site is in the development phase, a.k.a. the "Staging Phase", your dashboard displays different information. For instance, your web address has ".forbinhosting.net" in it and your Google Stats aren't displayed because we haven't connected your new site to your Google Profile ID. Once your site has launched, you will notice your Google Stats providing analytics for your site.
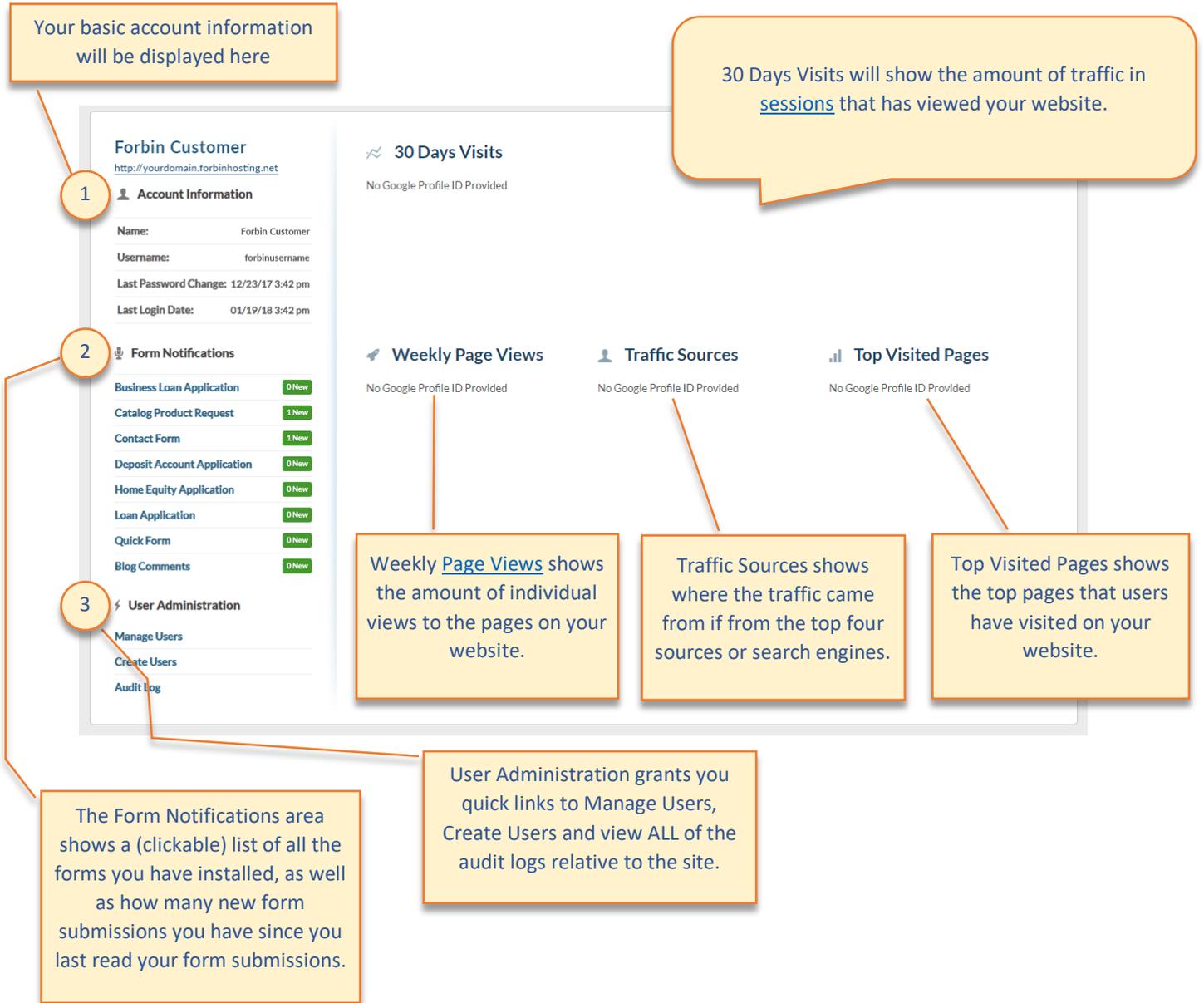
Your basic account information will be displayed here

30 Days Visits will show the amount of traffic in sessions that has viewed your website.

Forbin Customer
http://yourdomain.forbinhosting.net

1 👤 Account Information

Name: Forbin Customer
Username: forbinusername
Last Password Change: 12/23/17 3:42 pm
Last Login Date: 01/19/18 3:42 pm

📈 **30 Days Visits**
No Google Profile ID Provided

2 🎤 Form Notifications

Business Loan Application `0 New`
Catalog Product Request `1 New`
Contact Form `1 New`
Deposit Account Application `0 New`
Home Equity Application `0 New`
Loan Application `0 New`
Quick Form `0 New`
Blog Comments `0 New`

🚀 **Weekly Page Views**
No Google Profile ID Provided

👤 **Traffic Sources**
No Google Profile ID Provided

📊 **Top Visited Pages**
No Google Profile ID Provided

3 ⚡ User Administration

Manage Users
Create Users
Audit Log

Weekly Page Views shows the amount of individual views to the pages on your website.

Traffic Sources shows where the traffic came from if from the top four sources or search engines.

Top Visited Pages shows the top pages that users have visited on your website.

User Administration grants you quick links to Manage Users, Create Users and view ALL of the audit logs relative to the site.

The Form Notifications area shows a (clickable) list of all the forms you have installed, as well as how many new form submissions you have since you last read your form submissions.

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PAGEBUILDER

There are options on the left side Navigation to utilize, such as: Pages, File Uploads, Assets, Recycle Bin and URL Redirects.

PageBuilder Pages Overview

Pages shows you all of the PageBuilder pages, links and/or documents that have been created as part of the navigation. You can add, edit or delete a page; add, edit or delete a link; and add, edit or delete a document in the Pages view.
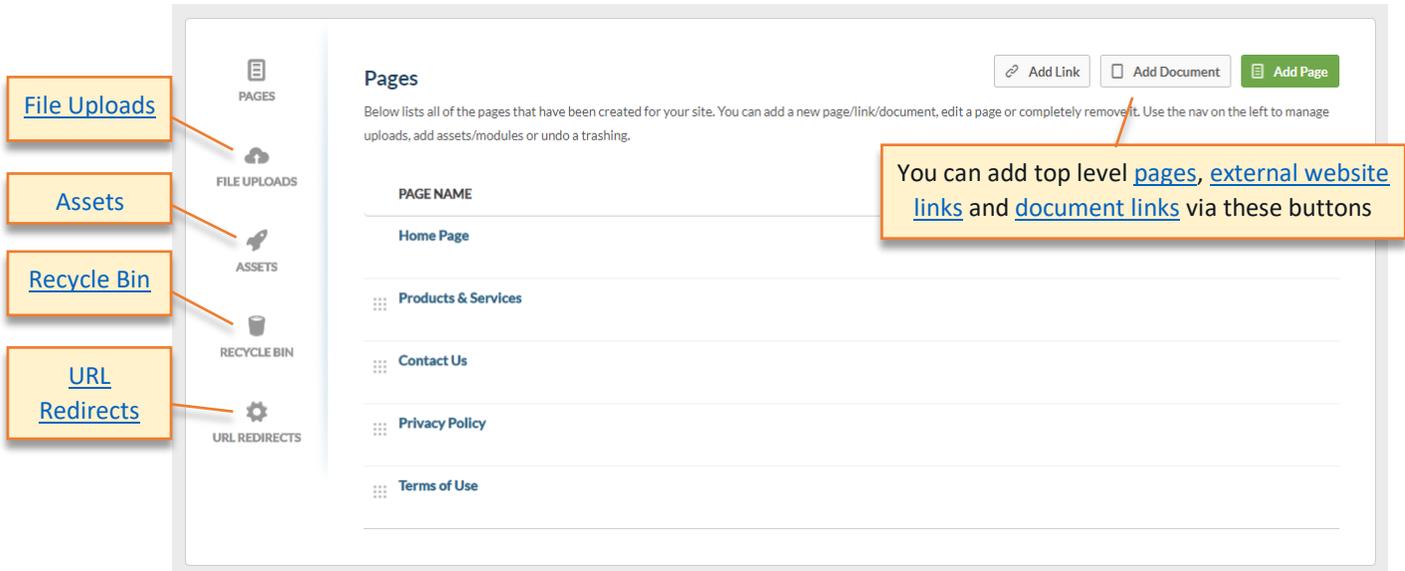
File Uploads

Assets

Recycle Bin

URL Redirects

PAGES

FILE UPLOADS

ASSETS

RECYCLE BIN

URL REDIRECTS

Add Link   Add Document   Add Page

Pages

Below lists all of the pages that have been created for your site. You can add a new page/link/document, edit a page or completely remove it. Use the nav on the left to manage uploads, add assets/modules or undo a trashing.

You can add top level pages, external website links and document links via these buttons

PAGE NAME

Home Page

Products & Services

Contact Us

Privacy Policy

Terms of Use

Editing a Current Page:

Start by hovering over the Page's row to reveal the Edit option on the right side. On the Home Page row, "Edit" is the only option.

PAGES

FILE UPLOADS

ASSETS

Add Link   Add Document   Add Page

Pages

Below lists all of the pages that have been created for your site. You can add a new page/link/document, edit a page or completely remove it. Use the nav on the left to manage uploads, add assets/modules or undo a trashing.
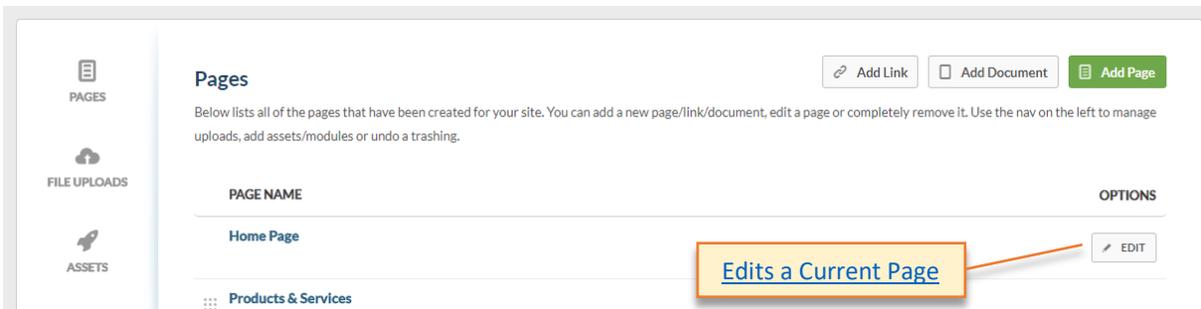
PAGE NAME   OPTIONS

Home Page   Edits a Current Page   EDIT

Products & Services

PAGES

FILE UPLOADS

ASSETS

Hover over other page rows to see the Edit, Delete and Addition options.

Add Link   Add Document   Add Page

Pages

Below lists all of the pages that have been ...
uploads, add assets/modules or undo a tra...   page or completely remove it. Use the nav on the left to manage

You can add subpages, documents and sub links via this area

PAGE NAME

Home Page

If you delete a page, it is sent to the Recycle Bin

Products & Services

Edits a Current Page   EDIT   × DELETE   + PAGE DOC LINK

Editing the Page Content

To make edits to current page content, hover over the desired page row and click Edit on the right side of the row. (see previous)

Adding & Editing Text

When you want to add or edit text, you can simply type the text in the box or choose from the Paste options. You can also select different Headings, Fonts, Sizes, Color, and so on (**PLEASE NOTE:** your site has been designed by experienced UX Designers to be visually concise.)

Paste Normal (Ctrl+V [Windows] ⌘+V {Mac})   Paste as Plain Text   Paste from Word

Content Styles   Formatting   Font   Font Size   Text Color
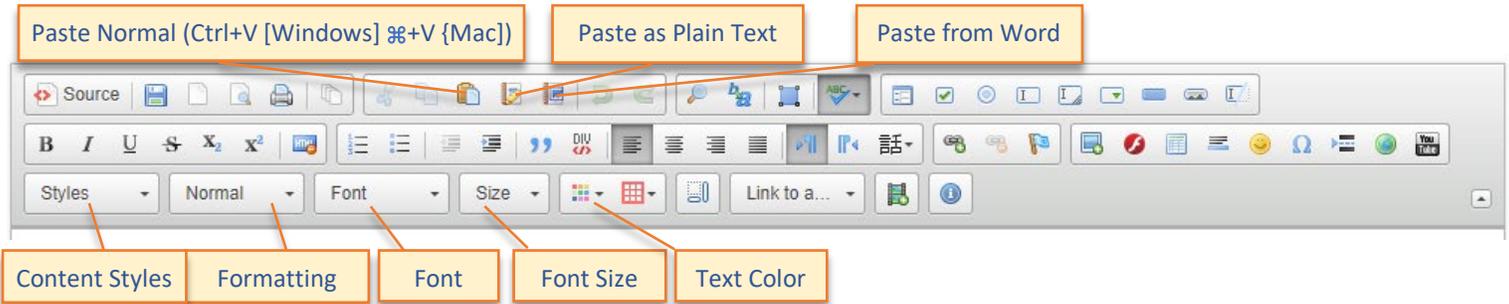
Definitions/Explanations

- ⓘ **Paste Normal (Ctrl+V [Windows] or ⌘+V [Mac]):** Standard paste option, will often pull in exterior formatting if you copy from a website or Word Document. If you copy and paste from a website, you may notice that what you pasted may have some of its original formatting mixed in with your site's formatting.
- ⓘ **Paste as Plain Text:** Pastes content but removes all formatting which allows you to then style the content based on the site styles or your own.
- ⓘ **Paste from Word:** Allows you to paste content from Microsoft Word and maintain original content structure and formatting. It automatically detects Word content and transforms its structure and formatting to clean HTML.
- ⓘ **Content Styles:** Allows you to apply preset styles (implemented by your design team) to content within the editor.
- ⓘ **Formatting:** Implements standard HTML formatting, IE: H1, H2, H3, H4, Paragraph, etc.
- ⓘ **Font:** Allows you to change your typeface from the font family applied by your design team to an alternate font. Important **NOTE:** not all font families are available to all operating systems, devices, etc.
- ⓘ **Font Size:** Allows you to adjust your font size from the predefined styles (implemented by your design team). Important **NOTE:** font sizes appear differently across devices and can also be controlled by your site visitors based on their own web browser preferences
- ⓘ **Text Color:** If you want to change the color of sections of content, specific words, etc., highlight your content and then adjust to the color you prefer. Important **NOTE:** Some colors do not display well with your design and may cause issues with legibility for some users especially those with visual impairments.

FORMATTING TEXT VIA PREDEFINED SITE-WIDE STYLES

Format text that fits within your site design by choosing from the different heading selections (via the format drop down) to apply to your text. "Normal" is the standard Paragraph formatting as set by your UX/UI Design Team.

Click the Format box to pick from different headings.

Your heading selections will change your text font/size. Then you can place normal text under the headings.

Heading 2
Text

Heading 3
Text

VGM FORBIN
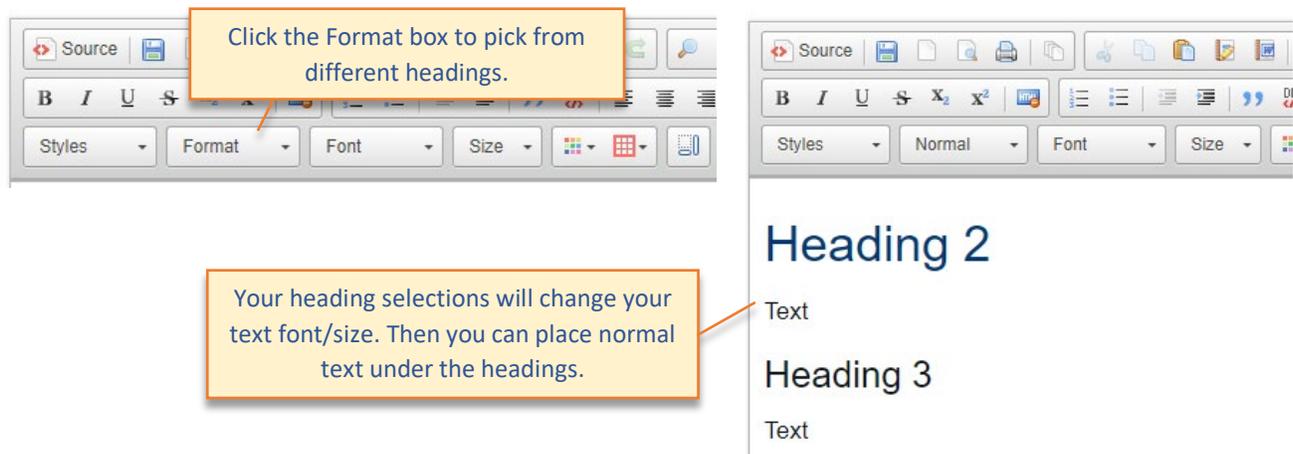
Adding Images & Other Media

To add an image, start by clicking the Image button shown below.

Add Images

Add YouTube Videos

Add YouTube Videos
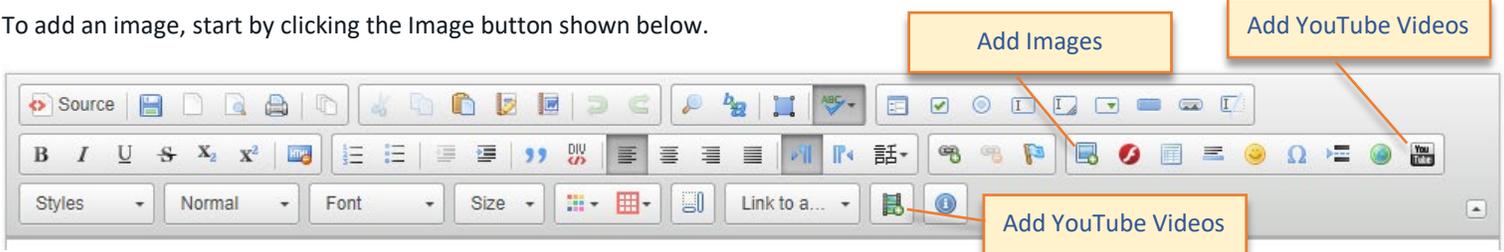
Clicking on the "Add Image" or double-clicking on an image within the content will open the following Image Properties dialogue box

If you have a direct path to an image from another website, you could paste it here. For instance: https://www.cedarvalleyalliance.com/images/logo-cedarvalley.png

Image Properties

Image Info | Link | Upload | Advanced

URL

Browse Server

If you know your image is already available on the server, click on "Browse Server"

Alternative Text

Alternative Text is beneficial for search optimization, accessibility and more. Learn more: https://moz.com/learn/seo/alt-text

Width and Height should be left blank so they can resize appropriately when viewed on multiple devices.
If you need to resize your image, please do so before uploading to the server. It will be beneficial when it comes to load times

Width

Height

Border

Border Thickness, not color, is controlled by this field via number

HSpace

VSpace

HSpace & VSpace = Horizontal & Vertical Space (Padding) around your image

Alignment

<not set>

Preview

Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Maecenas feugiat consequat diam. Maecenas metus. Vivamus diam purus, cursus a, commodo non, facilisis vitae, nulla. Aenean dictum lacinia tortor. Nunc iaculis, nibh non iaculis aliquam, orci felis euismod neque, sed ornare massa mauris sed velit. Nulla pretium mi et risus. Fusce mi pede, tempor id, cursus ac, ullamcorper nec, enim. Sed tortor. Curabitur molestie. Duis velit augue, condimentum at, ultrices a, luctus ut, orci. Donec pellente augue in cursus

Left or Right, this will allow the image to move and the text to wrap around it.
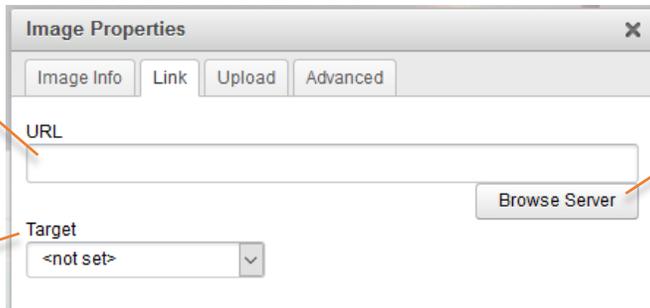
OK | Cancel

Image Properties

Image Info | Link | Upload | Advanced

This URL is your destination URL
(when a user clicks on the image)

URL

Browse Server

If you wish to, you can link to other pages, documents and images that reside on the server

Target is related to the destination Browser Window/Tab
(open a new window/tab, top tab, same tab or parent. New and Same are the most common in use these days)

Target

<not set>

Image Properties

Image Info | Link | Upload | Advanced

Choose a File from your computer
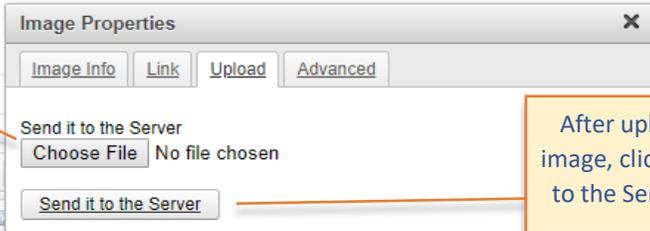
Send it to the Server
Choose File   No file chosen

Send it to the Server

After uploading the image, click the Send it to the Server button.

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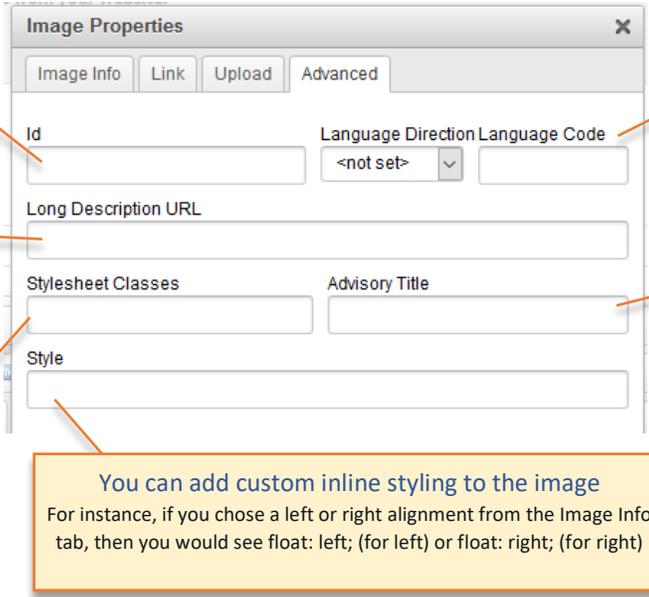
If there is a value in this field, DO NOT CHANGE IT

This field is for advanced and extended descriptions of an image that Alt Text and Advisory Titles cannot include due to character count restrictions

If your image has a particular class applied, it was done so by one of our developers and should not be modified

These Language fields are rarely, if ever, modified

The Title of the Image
For instance, if it were a picture of the McDonald's "M" logo, the title would be "The Golden Arches" or "McDonald's M Logo". Adversely, Alt Text is meant to describe something, "A photo of the McDonald's M Logo, also known as the Golden Arches"

You can add custom inline styling to the image
For instance, if you chose a left or right alignment from the Image Info tab, then you would see float: left; (for left) or float: right; (for right)

Adding Hyperlinks & Anchor Links

There are several ways to add links to content within the editor (not including the image as a link):

- Link to an existing page in the PageBuilder view
- Link to a specific URL
- Link to a document/file

- Link to an anchor within a page
- Link to an e-mail address
- Create an anchor within a page

You can add a link after highlighting the word or phrase and then clicking the Link button you'd like to be linked.
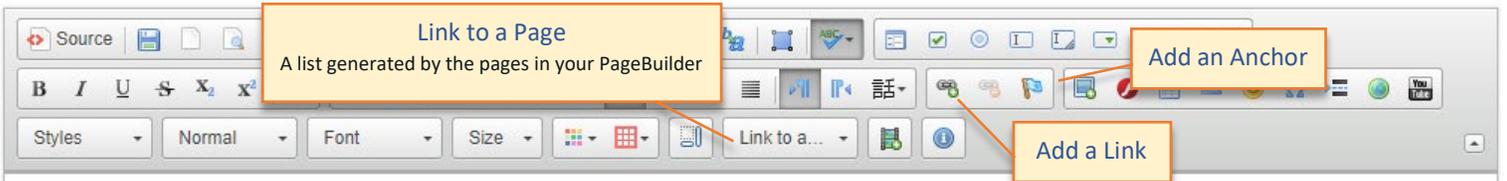
Link to a Page
A list generated by the pages in your PageBuilder

Add an Anchor

Add a Link

After clicking the Add a Link button, you will see the Link Info dialogue box with four tabs to cycle through, however, the first two are the most common you will make edits to.
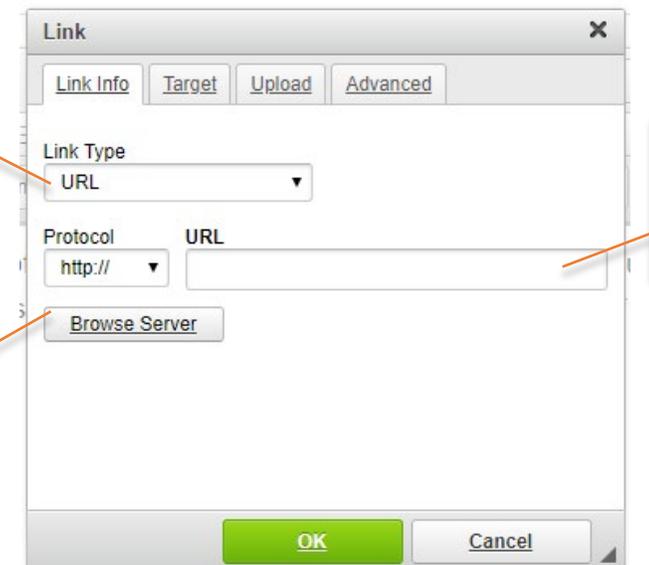
Choose the link type:
URL (web address, page, etc.), Anchor within a page, or Mailto (email address)

Browse Server:
You can link to documents or other file formats (images, ZIP file, etc.) that reside in your file manager

Type or Paste (Ctrl+V [Windows] or ⌘+V [Mac]) a web address here. The Protocol will adjust accordingly.

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*Definitions/Explanations*

- ⓘ **<not set>** = Sets to default browser settings

- ⓘ **<frame>** = Not very common these days, defaults to browser settings

- ⓘ **<popup window>** = Opens an actual new window, but not what most consider to be a popup window

- ⓘ **New Window** = Opens a new tab, or a new window if the browser doesn't support tabs

- ⓘ **Topmost Window** = Opens an actual new window, not used very often anymore with browsers that support tabs

- ⓘ **Same Window** = Opens the link in the current tab/window. Ideal for linking to pages within your own site

- ⓘ **Parent Window** = Much like the "Same Window", it opens the link in the current tab/window. Ideal for linking to pages within your own site
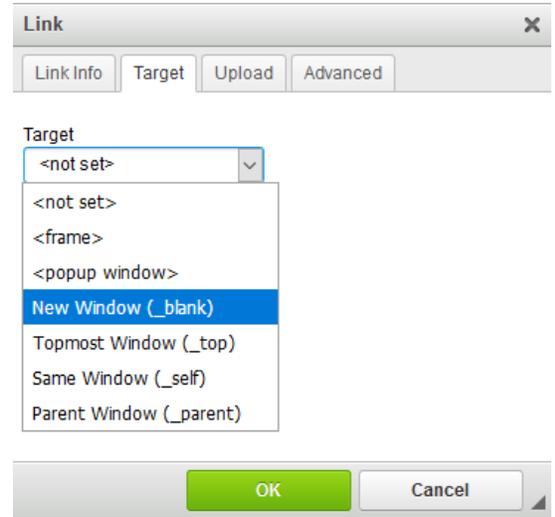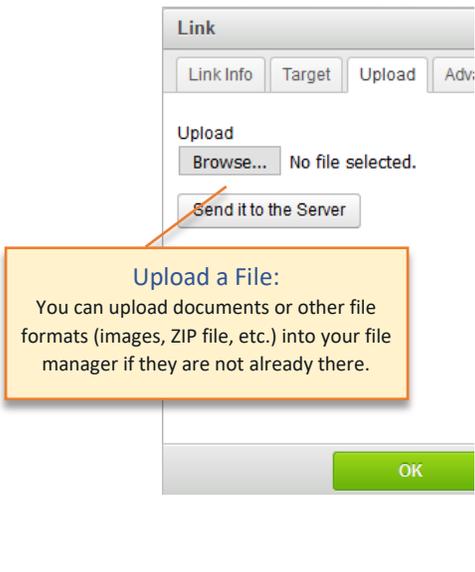
Upload a File:
You can upload documents or other file formats (images, ZIP file, etc.) into your file manager if they are not already there.
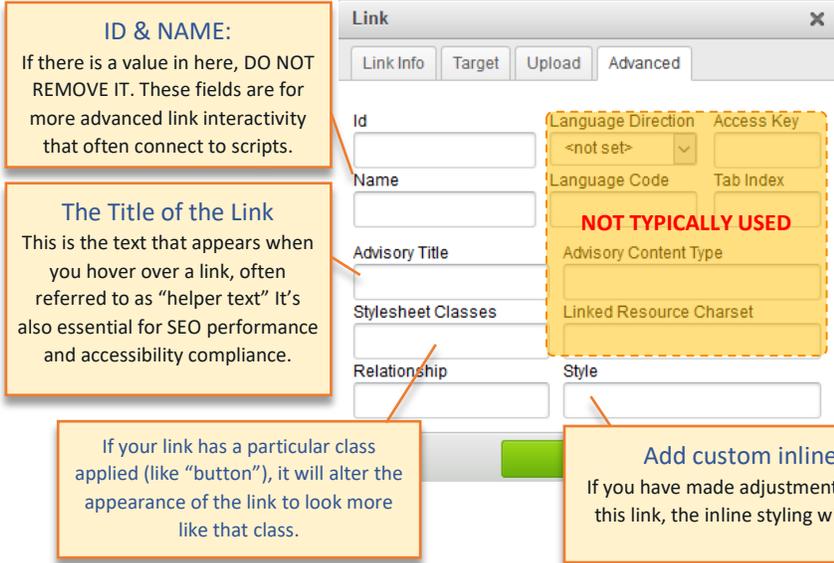
ID & NAME:
If there is a value in here, DO NOT REMOVE IT. These fields are for more advanced link interactivity that often connect to scripts.

The Title of the Link
This is the text that appears when you hover over a link, often referred to as "helper text" It's also essential for SEO performance and accessibility compliance.

If your link has a particular class applied (like "button"), it will alter the appearance of the link to look more like that class.

NOT TYPICALLY USED

Add custom inline styling
If you have made adjustments to the style of this link, the inline styling will appear here.

ANCHOR LINKS

Anchor links help users jump to a specific part of a page. This is particularly useful when there is a lot of content on one page, (for instance, a non-dynamic FAQ page). You can use anchor links to help your readers navigate to a specific section of your content without having to scroll. First you'll insert an anchor in the section you want to link to, then you can add a link that takes visitors directly to this anchor.

Add your text after the automatically inserted #, then click "OK" and you're all set to create a link to it via the Hyperlink option.
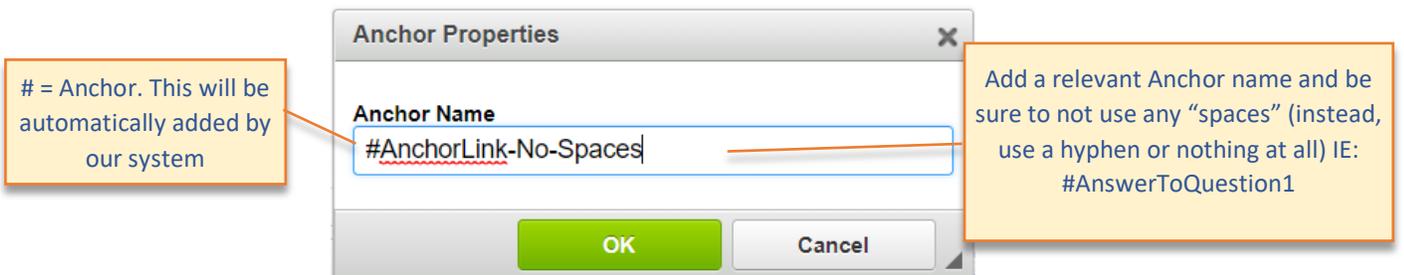
= Anchor. This will be automatically added by our system

Add a relevant Anchor name and be sure to not use any "spaces" (instead, use a hyphen or nothing at all) IE: #AnswerToQuestion1

VGM FORBIN

Advanced Editing Options

Every so often, you may need to make edits to the source code of your page or you may wish to adjust your Meta Data.

Page Settings

Edit your page settings by clicking the Settings button at the top of the page.

Modify Page
Editing Solutions

> Click the Settings button on your current page you wish to change.

Settings | Preview | Save | Publish

Title * Solutions

Asset Library

From here, you'll be able to change the following Page Settings and SEO content/settings.

FILE UPLOADS

ASSETS

> Edit the navigation name, sub-text and Direct URL.

URL REDIRECTS

> Edit the Meta-title, Meta-keywords and Meta-description.

Page Settings

Nav Name *   Products & Services

Sub Text

Direct Url   products
Preview Direct Url   http://yourdomain.forbinhostin

Show Bread Crumb   ● Yes ○ No

Show in Nav   ● Yes ○ No

Status   ● Active ○ Inactive

> Select yes or no to show the breadcrumb, the page in the navigation, or select active/inactive for the status of the page.

SEO Settings

Meta Title

65 Characters Remaining

Meta Keywords

155 Characters Remaining

Meta Description

155 Characters Remaining

Parent

● [Root Level]

○ Members
   ○ Member Login
   ○ Change Password
   ○ Address Book
   ○ Update Account
   ○ Member Registration
○ FAQs
○ Contact Us

> Pick the parent of the page to allow the page to be shown in other areas.

Layout Options

Left Column | Three Column

Right Column | One Column

Split Column

> Change your page layout here.

Revision History

Date	User	Options		
12/27/17 9:34 AM	@forbin-admin	Open	Compare	View
12/27/17 9:24 AM	@forbin-admin	Open	Compare	View
07/31/17 9:07 AM	@forbin-admin	Open	Compare	View
07/30/17 5:46 PM	@forbin-admin	Open	Compare	View

> View revision history, compare and restore previous versions

Source View

Edit HTML source code with this option. **NOTE:** This editing feature should be reserved for those comfortable with editing source/HTML code, but it can also aid in learning how to understand source/HTML code.
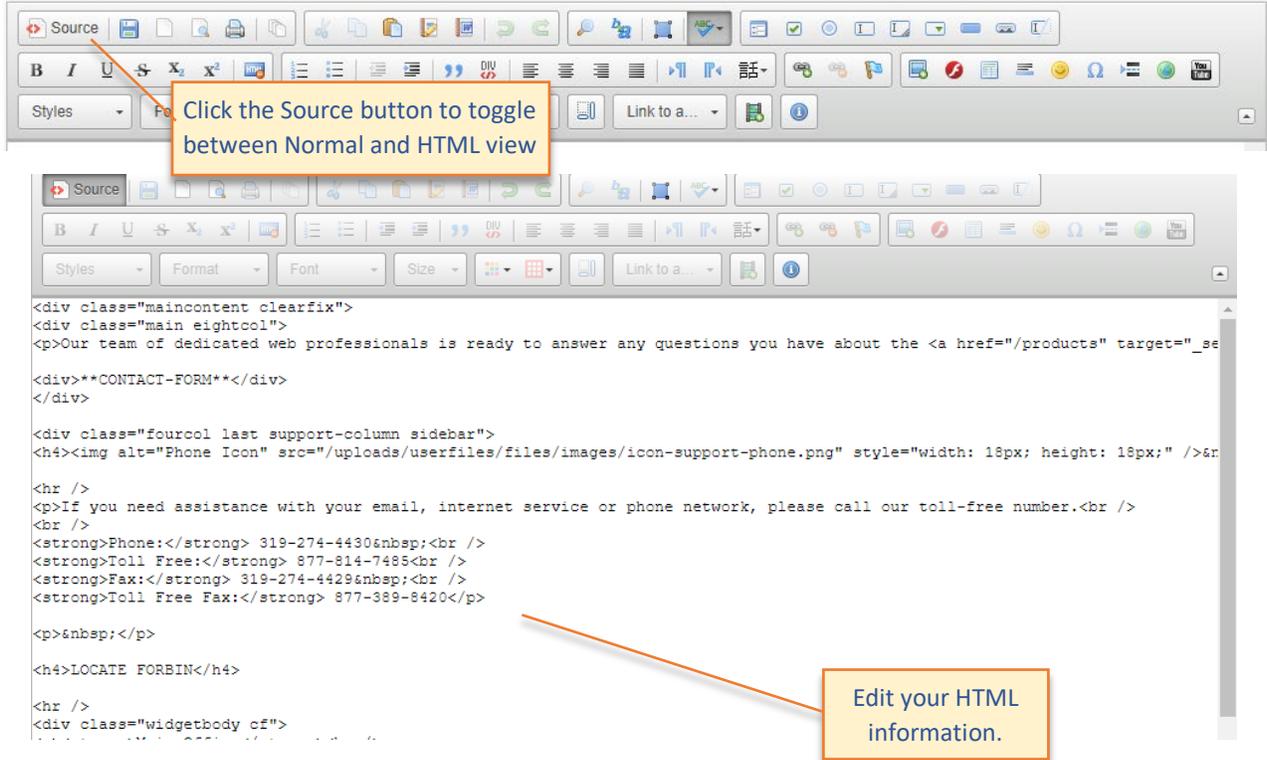
Click the Source button to toggle between Normal and HTML view

```
<div class="maincontent clearfix">
<div class="main eightcol">
<p>Our team of dedicated web professionals is ready to answer any questions you have about the <a href="/products" target="_se

<div>**CONTACT-FORM**</div>
</div>

<div class="fourcol last support-column sidebar">
<h4><img alt="Phone Icon" src="/uploads/userfiles/files/images/icon-support-phone.png" style="width: 18px; height: 18px;" />&n

<hr />
<p>If you need assistance with your email, internet service or phone network, please call our toll-free number.<br />
<br />
<strong>Phone:</strong> 319-274-4430 <br />
<strong>Toll Free:</strong> 877-814-7485<br />
<strong>Fax:</strong> 319-274-4429 <br />
<strong>Toll Free Fax:</strong> 877-389-8420</p>

<p> </p>

<h4>LOCATE FORBIN</h4>

<hr />
<div class="widgetbody cf">
```

Edit your HTML information.

Editing a Current "PageBuilder Link"
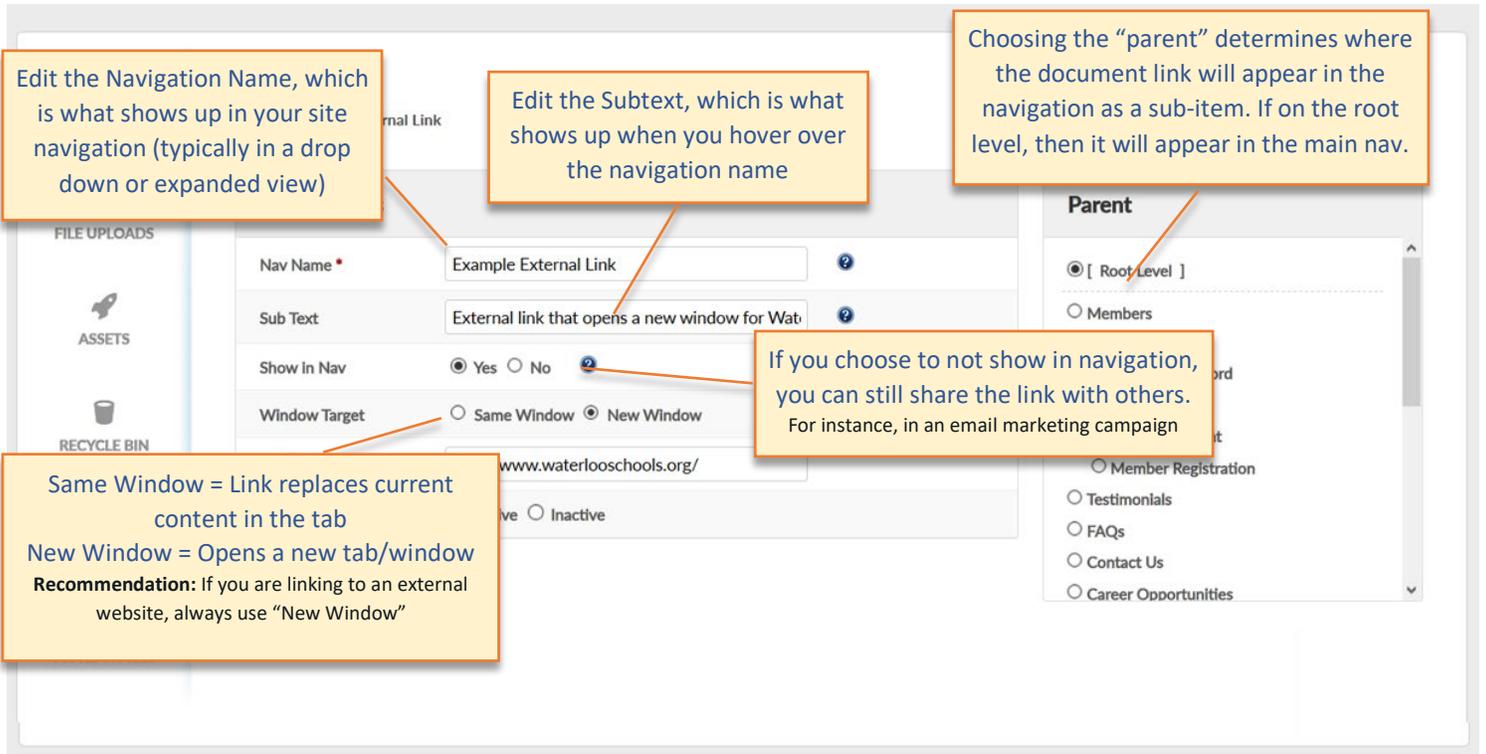
Edit the Navigation Name, which is what shows up in your site navigation (typically in a drop down or expanded view)

Edit the Subtext, which is what shows up when you hover over the navigation name

Choosing the "parent" determines where the document link will appear in the navigation as a sub-item. If on the root level, then it will appear in the main nav.

If you choose to not show in navigation, you can still share the link with others.
For instance, in an email marketing campaign

Same Window = Link replaces current content in the tab
New Window = Opens a new tab/window
Recommendation: If you are linking to an external website, always use "New Window"

Nav Name * — Example External Link
Sub Text — External link that opens a new window for Wat
Show in Nav — Yes / No
Window Target — Same Window / New Window
www.waterlooschools.org/

Parent
[Root Level]
Members
Member Registration
Testimonials
FAQs
Contact Us
Career Opportunities

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Editing a Current "PageBuilder Document"
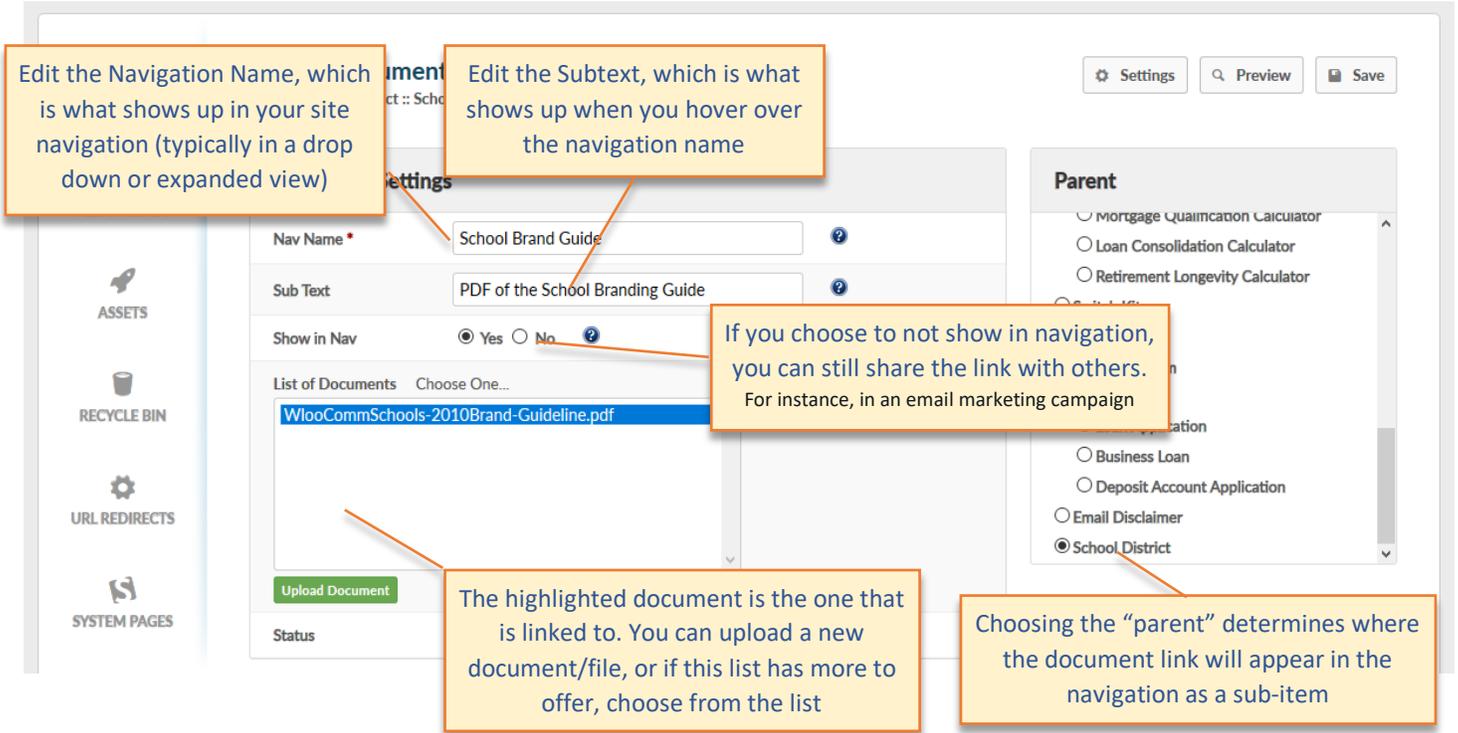
Edit the Navigation Name, which is what shows up in your site navigation (typically in a drop down or expanded view)

Edit the Subtext, which is what shows up when you hover over the navigation name

Settings   Preview   Save

Settings

Nav Name *	School Brand Guide	?
Sub Text	PDF of the School Branding Guide	?
Show in Nav	● Yes ○ No ?	
List of Documents Choose One…		
WlooCommSchools-2010Brand-Guideline.pdf		

If you choose to not show in navigation, you can still share the link with others.
For instance, in an email marketing campaign

Upload Document

Status

Parent

○ Mortgage Qualification Calculator
○ Loan Consolidation Calculator
○ Retirement Longevity Calculator
○ Business Loan
○ Deposit Account Application
○ Email Disclaimer
● School District

The highlighted document is the one that is linked to. You can upload a new document/file, or if this list has more to offer, choose from the list

Choosing the "parent" determines where the document link will appear in the navigation as a sub-item

ASSETS

RECYCLE BIN

URL REDIRECTS

SYSTEM PAGES

Adding a New Page:

1. Add an entirely new top-level page by clicking Add Page at the top right corner.
2. To add a subpage to an already existing page, hover over the page you want to add a subpage to and click Add Page.

PAGES

FILE UPLOADS

ASSETS

RECYCLE BIN

URL REDIRECTS

Pages

Below lists all of the pages that have been created for your site. You can add a new page/link/document, edit a page or completely remove it. Use the nav on the left to manage uploads, add assets/modules or undo a trashing.

Add Link   Add Document   Add Page   ①

Add an entirely new top-level page here

PAGE NAME

Home Page

⫶⫶ **Products & Services**   ②   ✎ EDIT   × DELETE   + PAGE DOC LINK

⫶⫶ **Contact Us**

⫶⫶ **Privacy Policy**
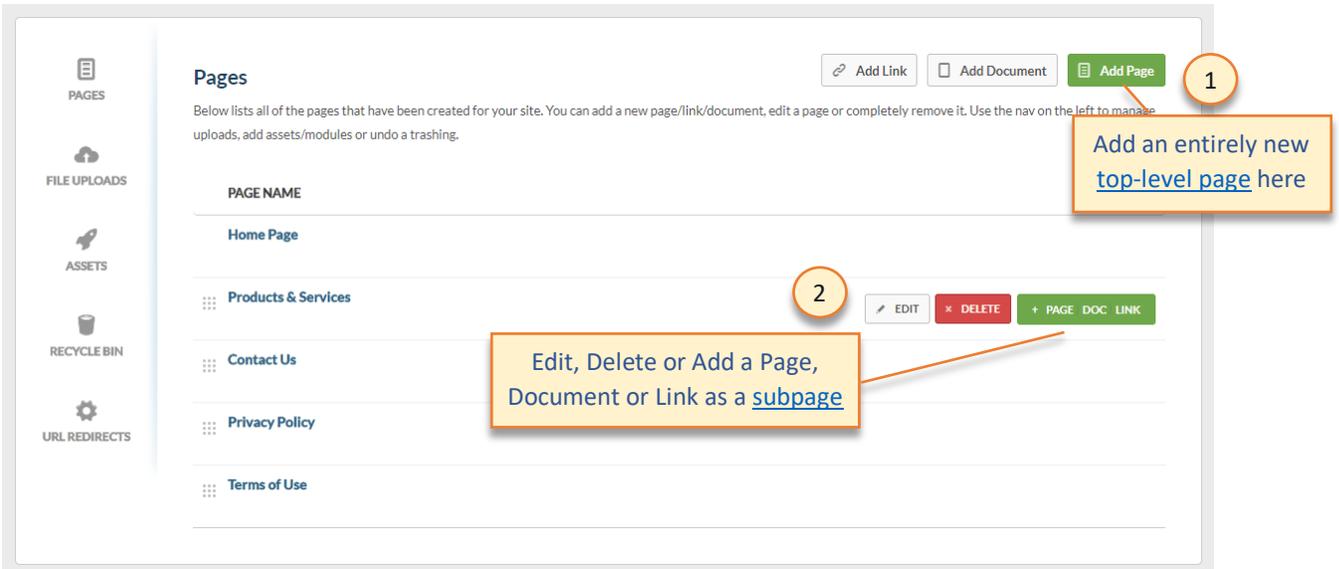
Edit, Delete or Add a Page, Document or Link as a subpage

⫶⫶ **Terms of Use**

Choosing a Template

Once you add a page, you will have to pick the template of the page.
Choose from left column, three column, right column, one column, split column and so on.
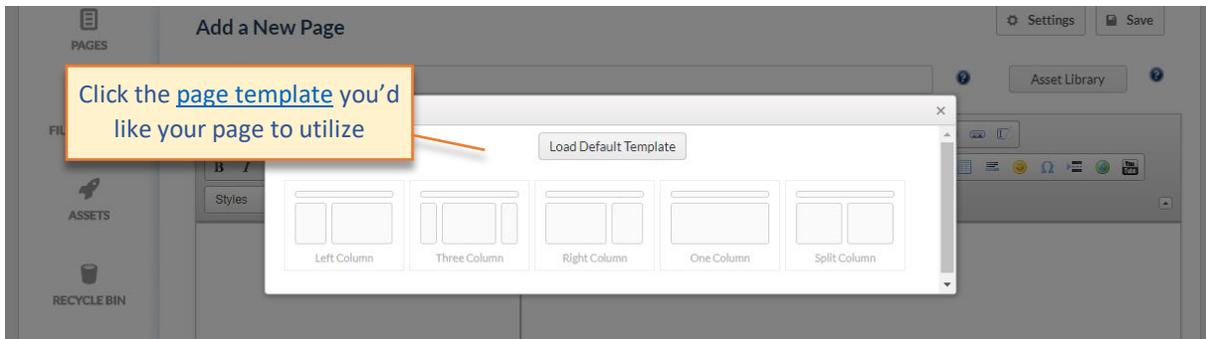
Adding Text, Images, Links and More

After choosing your template, you will now be able to add text, images, links and more to your page as mentioned above.
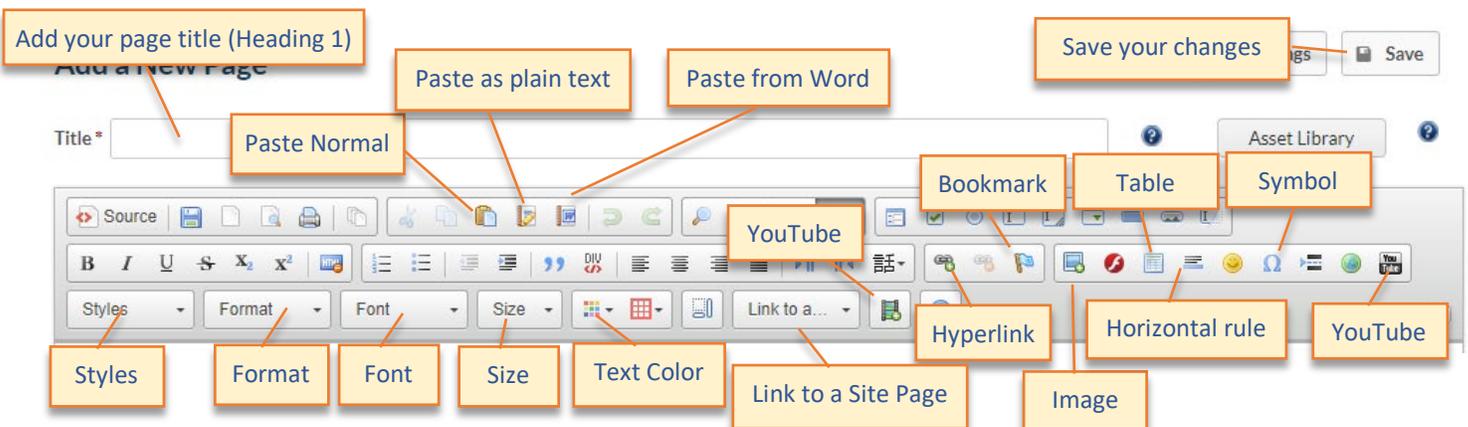
Definitions/Explanations

ⓘ **Page Title**: Proper page content structure starts with an appropriate H1 (heading 1). Which is why the H1 is required and why you should make sure your page title is relevant to the content within your page.

ⓘ **Paste Normal (Ctrl+V [Windows] or ⌘+V [Mac]):** Standard paste option, will often pull in exterior formatting if you copy from a website or Word Document. If you copy and paste from a website, you may notice that what you pasted may have some of its original formatting mixed in with your site's formatting.

ⓘ **Paste as Plain Text:** Pastes content but removes all formatting which allows you to then style the content based on the site styles or your own.

ⓘ **Paste from Word:** Allows you to paste content from Microsoft Word and maintain original content structure and formatting. It automatically detects Word content and transforms its structure and formatting to clean HTML.

ⓘ **Save (Your Cnothanges):** **NOTE:** You have to SAVE your page before you can PUBLISH it.

ⓘ **Styles:** Allows you to apply preset styles (implemented by your design team) to content within the editor.

ⓘ **Format**: Allows you to choose from predefined standard HTML styles. IE: Heading 1, Heading 2, Heading 3, Paragraph, etc.

ⓘ **Font:** Allows you to change your typeface from the font family applied by your design team to an alternate font. **IMPORTANT NOTE:** not all font families are available to all operating systems, devices, etc.

ⓘ **Font Size:** Allows you to adjust your font size from the predefined styles (implemented by your design team). **IMPORTANT NOTE:** font sizes appear differently across devices and can also be controlled by your site visitors based on their own web browser preferences.

ⓘ **Text Color:** If you want to change the color of sections of content, specific words, etc., highlight your content and then adjust to the color you prefer. **IMPORTANT NOTE:** Some colors do not display well with your design and may cause issues with legibility for some users especially those with visual impairments.

Necessary Page Settings

You can also edit your new page settings by clicking Settings in the upper right corner.

Click Settings to expand this view

Save your changes

Edit Navigation Name, Sub-Text and the Direct URL

Choose to Show Breadcrumb or to Show in the site Navigation

Adding a New Navigation Link

To add a new link to your site navigation, click Add Link at the top right corner of the page or hover over the page you wish to add the link to as a sub-page/link.
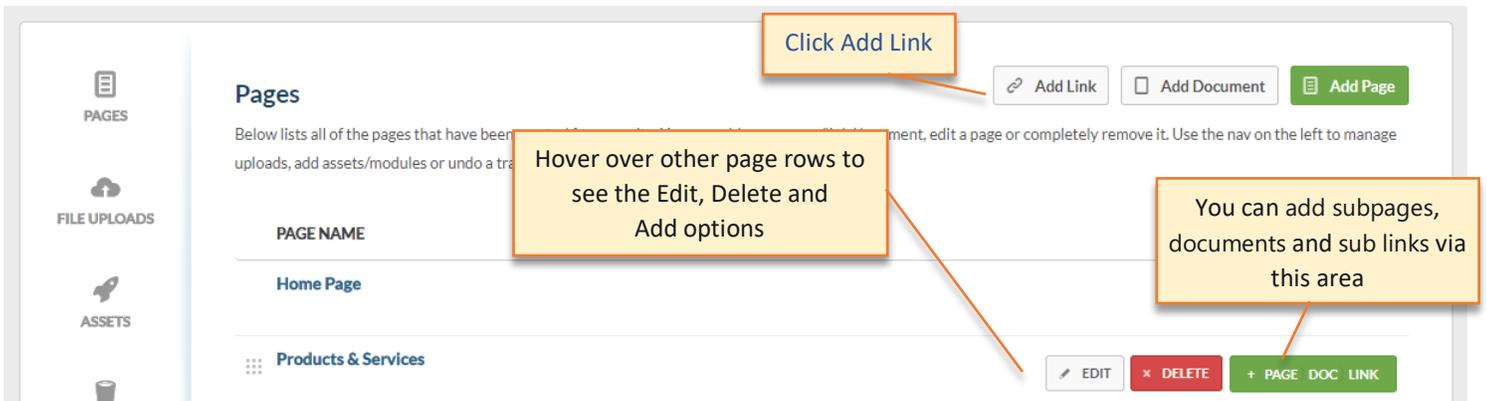
Click Add Link

Hover over other page rows to see the Edit, Delete and Add options

You can add subpages, documents and sub links via this area

VGM FORBIN

New Link Details

Here, you will be able to pick what name the link will have in the Navigation, sub-text, the hyperlink, what window it will appear in, whether it's shown or not in the Navigation and its status. Be sure to save your changes.
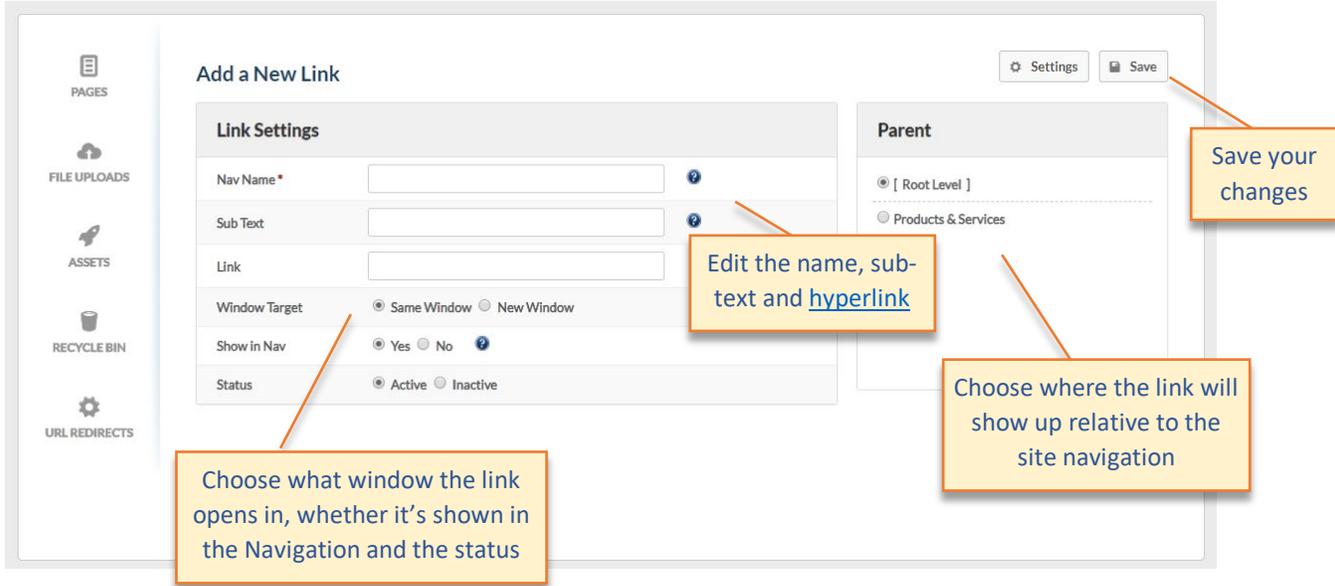
Save your changes

Edit the name, sub-text and hyperlink

Choose where the link will show up relative to the site navigation

Choose what window the link opens in, whether it's shown in the Navigation and the status

Adding a New Navigation Document

To add a document to your site navigation, click Add Document at the top right corner or hover over the page you wish to add the document to as a sub-page/link.
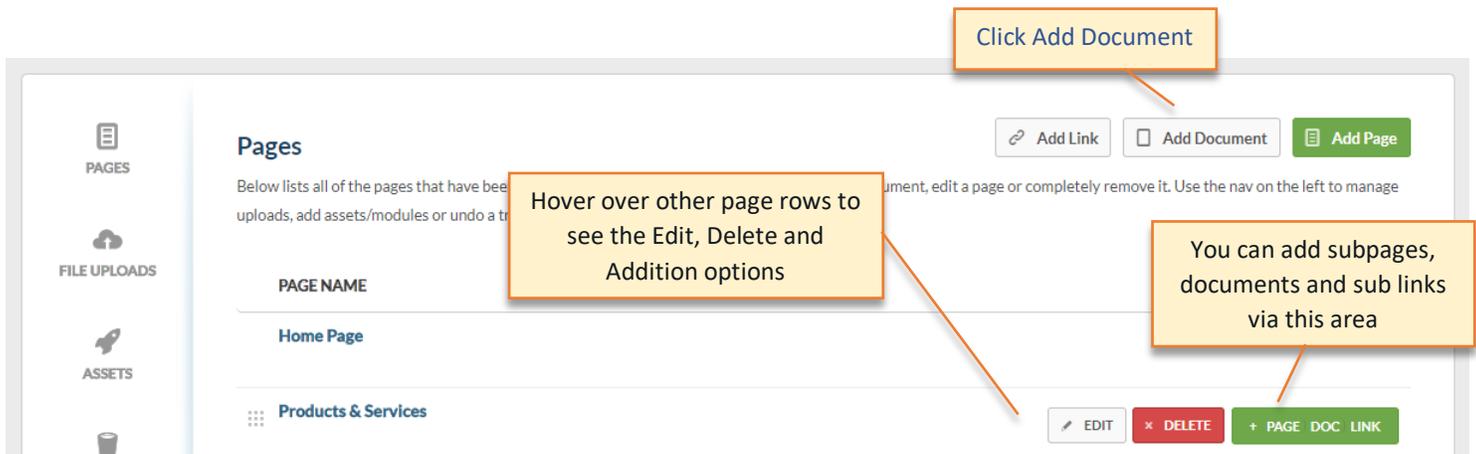
Click Add Document

Hover over other page rows to see the Edit, Delete and Addition options

You can add subpages, documents and sub links via this area

New Document Details

Here, you will be able to pick what name it will have in the Navigation, sub-text, whether it's shown or not in the Navigation, the status, and where it will be in the Navigation. You will also pick from the documents already uploaded or choose Upload Document to upload a new file. Be sure to Save your changes.
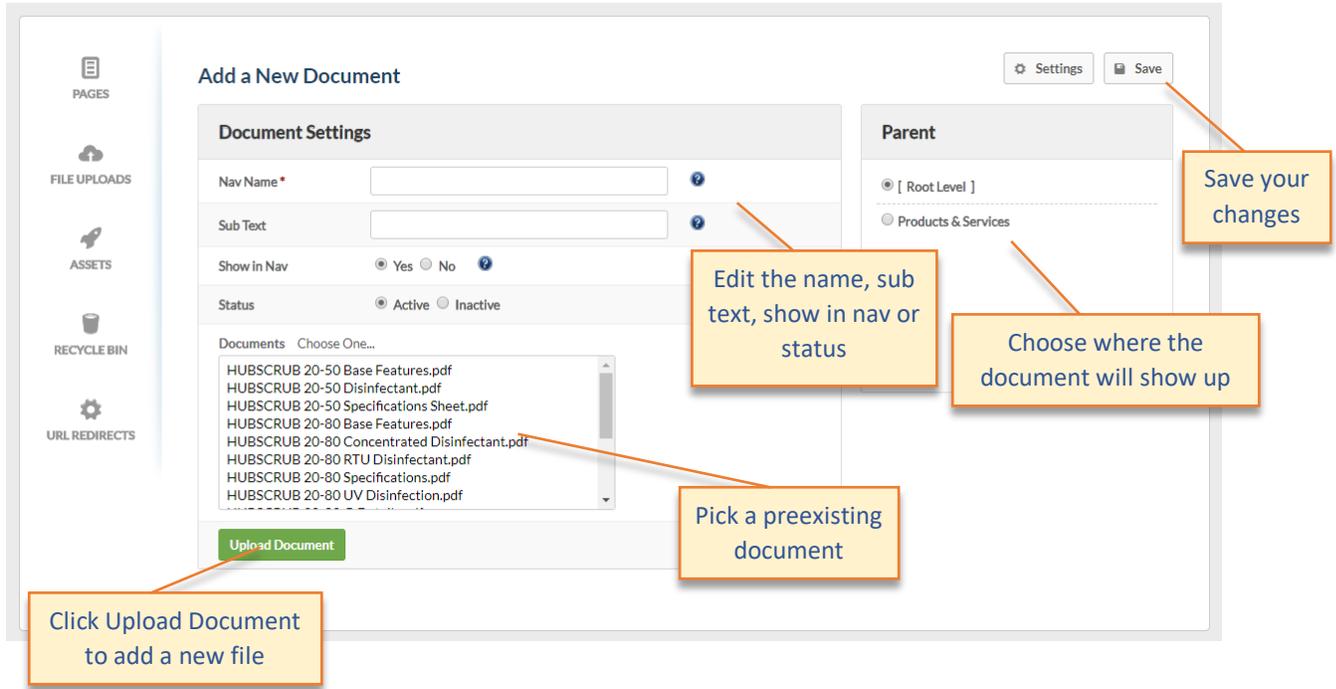
To add a new document, click Upload Document. Then click Choose File and OK.
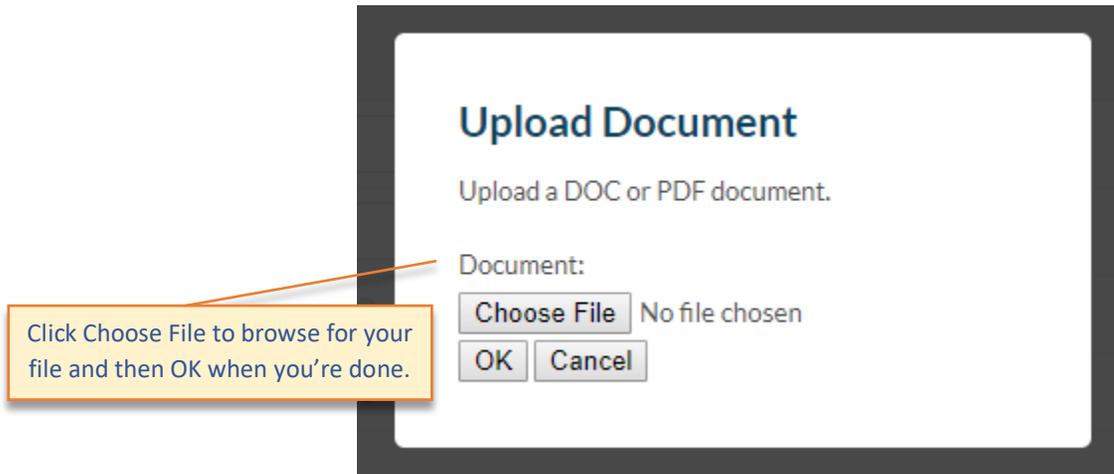
File Uploads

File Uploads allows you to add documents, files and images for use within the PageBuilder – and in newer versions of our VPanel, it may include some of our modules as well. We do limit the types of files that can be uploaded – for instance: XLS (Microsoft Excel), DOC & DOCX (Microsoft Word Documents), JPG, PNG and GIF (popular image formats), PDF (Adobe Portable Document Format), TXT and ZIP files.

IMPORTANT NOTE: To ensure optimal page loading speeds, it's important that all file types loaded into the file uploads folders are cropped to designated size (these sizes should be listed in the titles of image subfolders) and are compressed to the smallest file size that still retains the desired quality. Here is a compression tool to help! (https://tinypng.com/)
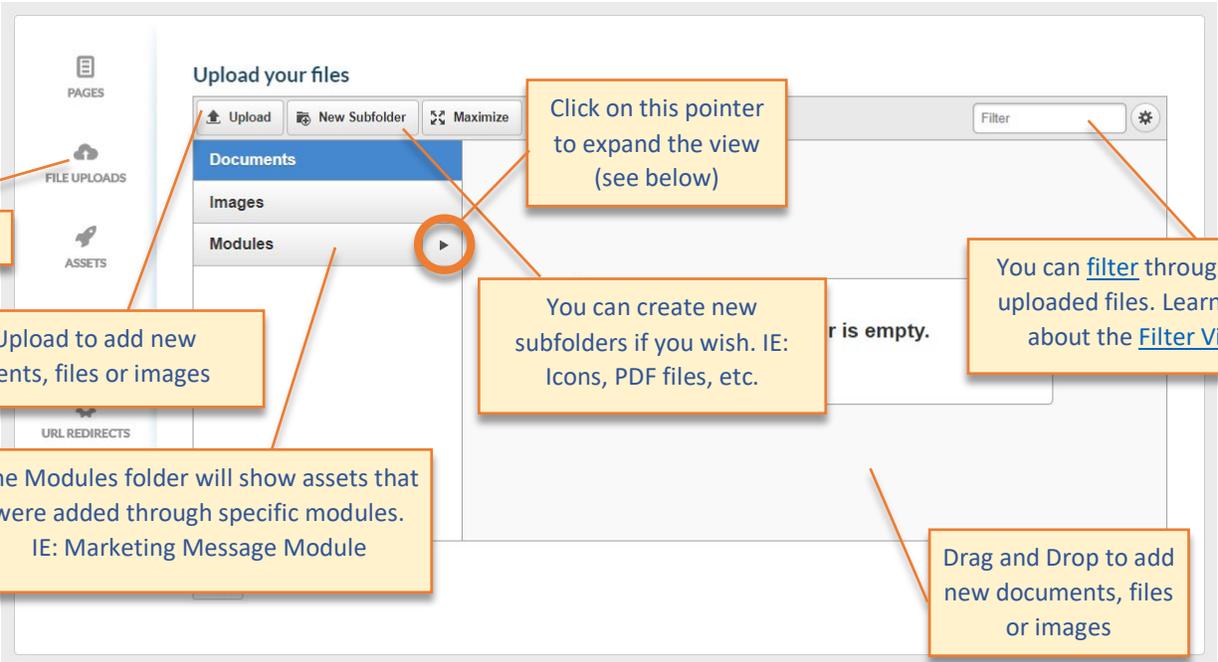
File Uploads

Click Upload to add new documents, files or images

The Modules folder will show assets that were added through specific modules. IE: Marketing Message Module

Click on this pointer to expand the view (see below)

You can create new subfolders if you wish. IE: Icons, PDF files, etc.

You can filter through your uploaded files. Learn more about the Filter View

Drag and Drop to add new documents, files or images

File Uploads Expanded View

Once clicked on, they reveal any subfolders that were once not visible

With our newer VPanel installations, images that are uploaded automatically have medium and small versions created. (Be sure to upload the larger version!) PS: This only applies to newer modules like the Marketing Message module

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File Upload Filter View

The Filtered view allows you to sort through your uploads (especially handy as your site begins to fill up with images, documents, etc.). As of right now, you can adjust various settings to impact/optimize your view: Settings (show file name, date, and/or size); view list or thumbnails; sort by file name, date or size; choose ascending or descending; and adjust the thumbnail size.
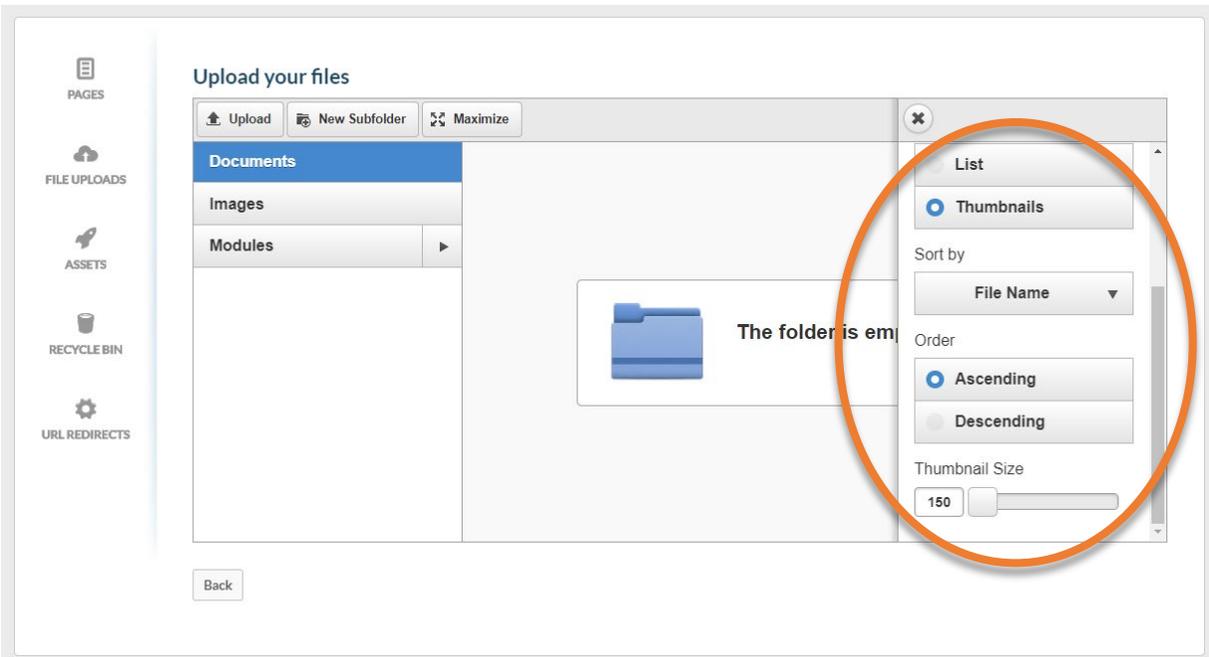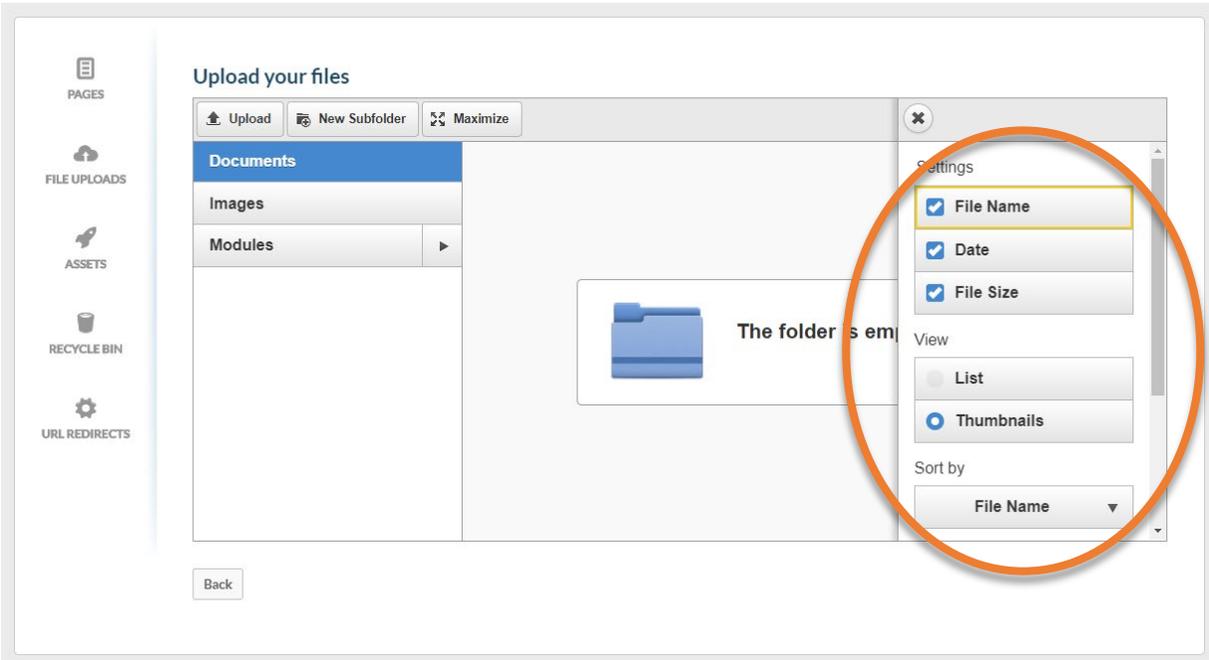
Assets

An asset, as it relates to our VPanel, is a specific code that lets you insert dynamic and/or shared content within pages in your site. For example, your Asset Key could say **COMPANY-NAME**. Then each place that you see that asset key in your page will show the Company Name value in "live view." The advantage to Assets is that you have the ability to modify the asset in one place and then it updates anywhere the Asset Key is applied site-wide.

Widget Assets

Widget Assets are exceptionally effective when it comes to adding elements to your site that contain custom content in one or more pages. A good example of this would be a cross-promotion element or promotional campaign. Keep in mind that this widget is placed within the site manually and has no expiration – to remove this asset would need to be done manually.
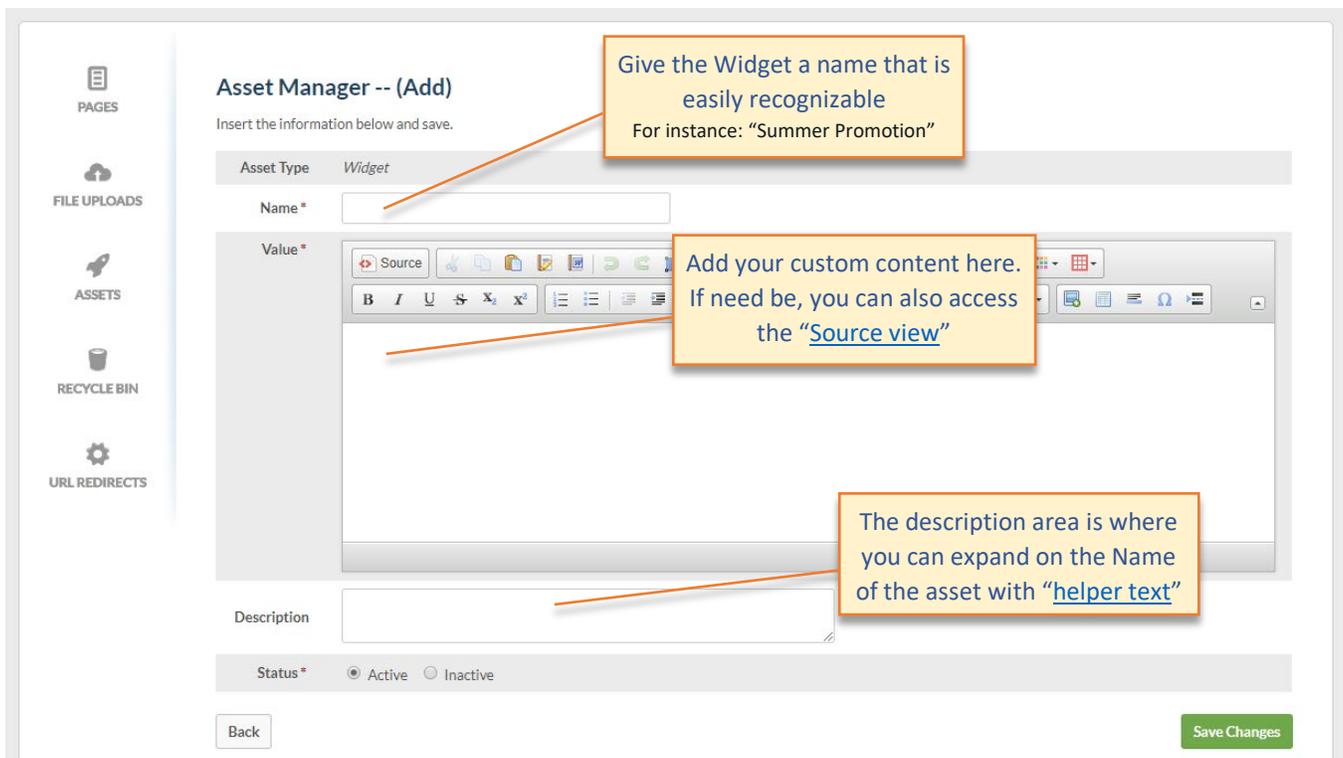
Variable Assets

A Variable Asset is handy when it comes to linking to an external file or resource. Often times our team will utilize this type of Asset when it comes to our VPress Module that links to a file nested "behind the scenes" or a series of sub-navigation for a large section of content and sub-content – like the FAQ module.
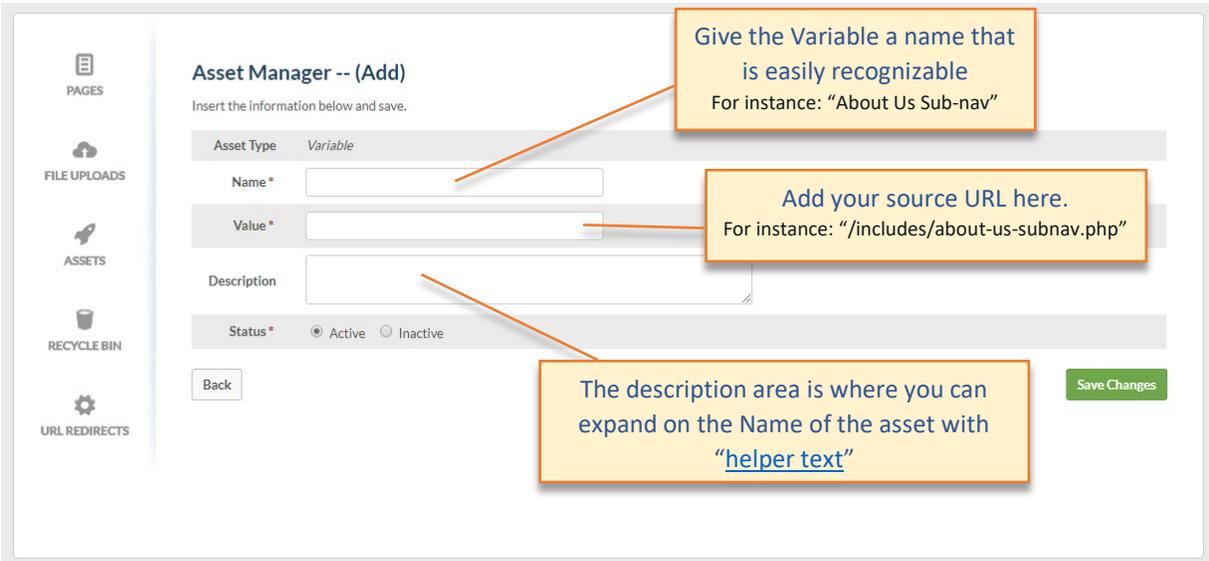
Recycle Bin

Content that is deleted from the site is **not permanently deleted**, but is instead transferred to the Recycle Bin – much like if you were to do so within Windows or "Send to Trash" on a Macintosh. From this screen, content can be permanently deleted from the system, or restored to its original location on your website.

URL Redirects

URL Redirects simply redirect old URLs to your new, updated URL. They can also be utilized for marketing purposes. For instance – let's say you are running a promotional Print campaign with an ad in the local newspaper for "Fourth of July Savings on Mortgage Loans." The URL you use in your print ad could be www.yourdomain.com/july4thsavingsevent and it could redirect to www.yourdomain.com/mortgage-loans. Doing so has multiple benefits, including: 1) you are using a specific URL for people to remember and share with others, and 2) Google analytics will show how many people went to your specific print ad (or other type of ad) URL.

FORMS

There are a number of forms available, but the primary forms that come with our standard base install are the Contact Form and the Quick Form. In most cases, the form functions are relatively the same. Start by clicking the "Manage" button.

NOTE: *Due to HIPAA and Security Protocols/Policies, we do not send form submission data over e-mail. Instead, our system sends you an e-mail notification that a form has been submitted – and includes a link to log in to the VPanel where you can then view the form submissions within a secure environment.*
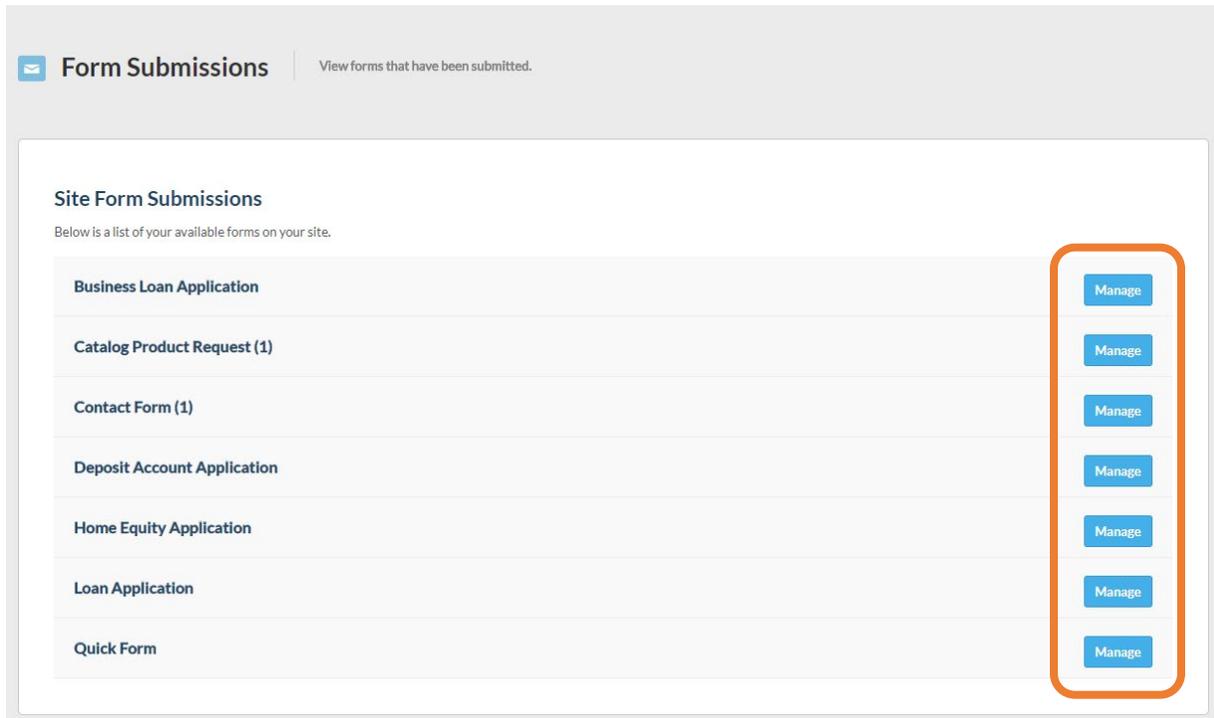
Form Settings

After clicking "Manage" the screen will change to show your form submissions. You'll notice you can adjust the date range **(1)**, search the submissions **(2),** which is handy when there are multiple pages worth of submissions, filter by unread/archived/all **(3)**, view or archive the form submissions **(4)**, export the data **(5)** or update the "Form Settings"**(6)**
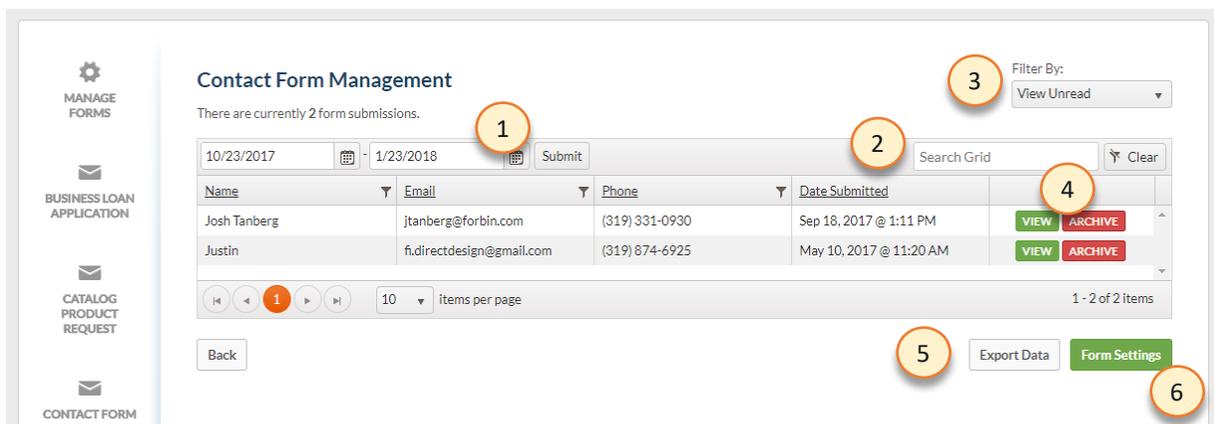
Filtering Form Submissions

Filtering your form submissions **(1)** allows you to narrow down what is displayed in your active grid view. Once you read a form submission and act upon it, it will often be considered "Archived". Viewing by "Unread" will naturally show you the submissions that have not been read. View "All" displays both Read and Archived form submissions.

Imagine if there are two or more users with the ability to log in and view form submissions – one of these users reads the submission and interacts which then turns that submission status to "Archived". If you are also responsible for viewing the form submission but can't seem to locate the submission, you can switch your filter to view All.

You can also Archive a form submission at any time by clicking on the "Archive" button **(2)**.
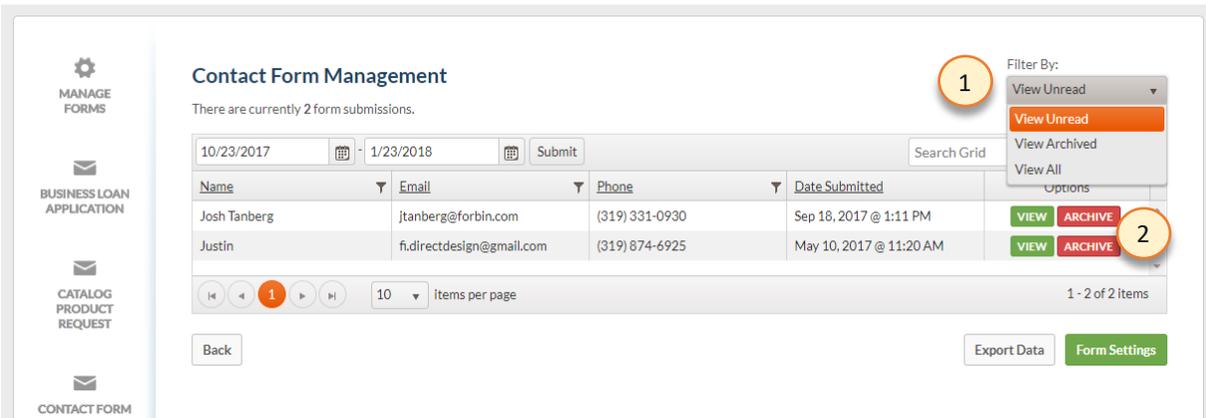
Viewing Individual Submissions

Viewing the individual submission shows you all the data that was provided and/or collected by the submission. Notice you can add comments to this submission **(2)** – sort of like a mini "CRM" – but you must hit Save Comments **(3)** after typing or the data will not save. Utilizing this function is handy when you are working with one or more other users to help communicate that you have responded to this customer. You can also reply to the client **(1)** from this form submission view, follow link to (learn more about replying to the customer).

Replying to a Customer

Replying to a customer via the VPanel is a link that actually initiates your "Mail Client" and allows you to type your message in a familiar setting. By default, the link will grab the e-mail address that was provided in the form submission. One of the many advantages of initiating your Mail Client is that you can add to the recipients in the TO, CC (Carbon Copy) or even the BCC (Blind Carbon Copy) field.
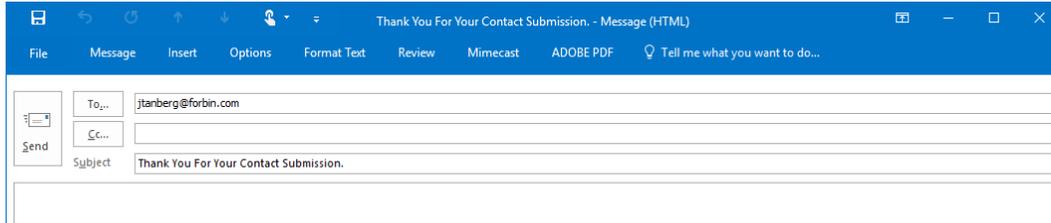
Exporting Form Data

When you click on the "Export Data" option, it initiates a download screen and allows you to apply the filename you prefer, as well as where you wish to save the file. Notice also that the default file format is a Microsoft Excel Worksheet.
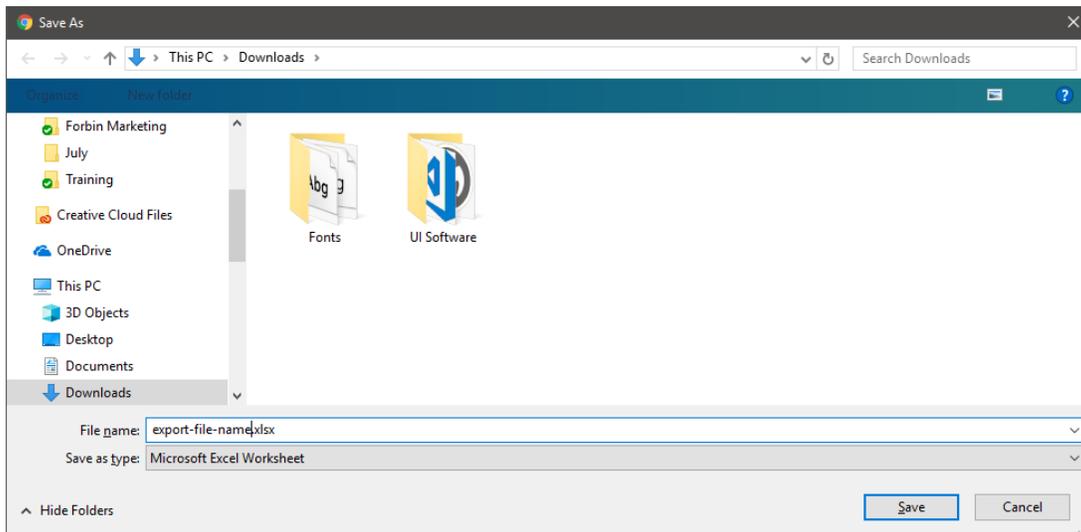
Adjusting Form Settings

You can add multiple recipients or just have one **(1)** – in some cases, clients have used a "catch all" e-mail like info@theirdomain.com. You also have the ability to change the confirmation message **(2)** that displays (typically right above the form) after the user submits their form.
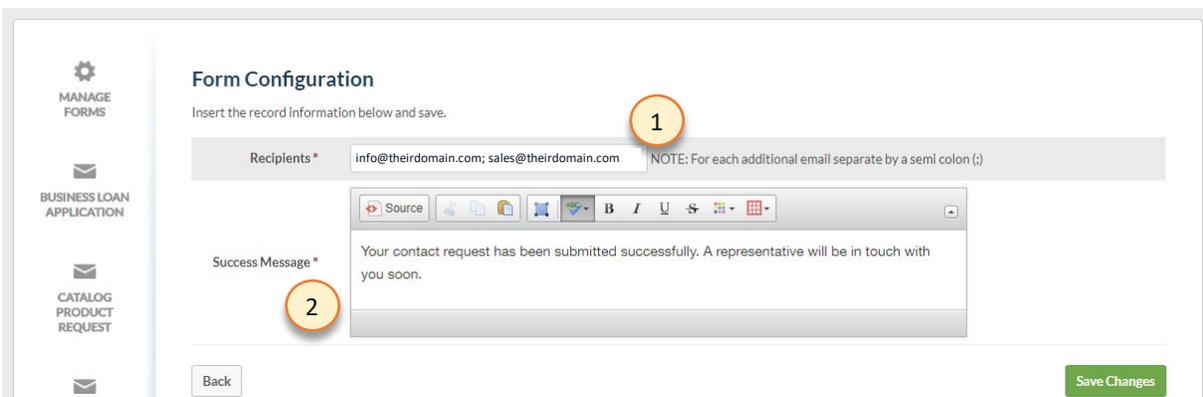
USERS

Users within our VPanel can have different levels of security and/or clearance that unlock (or lock) various features of the VPanel. User activity is also logged within our system for security, audits and "rollback" purposes. Adding a new user **(1)** or managing a current user **(2)** are simple actions to complete within the VPanel. The overview screen shows several options – username, real/administrator name, e-mail address, current status, last login date, etc. We explore these options in the pages that follow.

Manage Users

1. **Create a New User** – Start from scratch
2. **Modify a Current User** – Edit various elements of a current user: change their last name, e-mail, permissions, etc. (utilizes the same screen as the New User screen)
3. **Reset Password** – If you are logged in and another user needs their password reset, you can click this to initiate the process
4. **Logs** – Lets you view a log a history of the site activity for a particular user
5. **Delete** – Delete a current user. This cannot be undone, but a new user can be created naturally. We, however, recommend utilizing the "active or inactive" state within the Modify User screen
6. **Export Users** – Initiates a download screen that allows you to export User Data in a CSV (Comma Separated Value) format

Create a New User
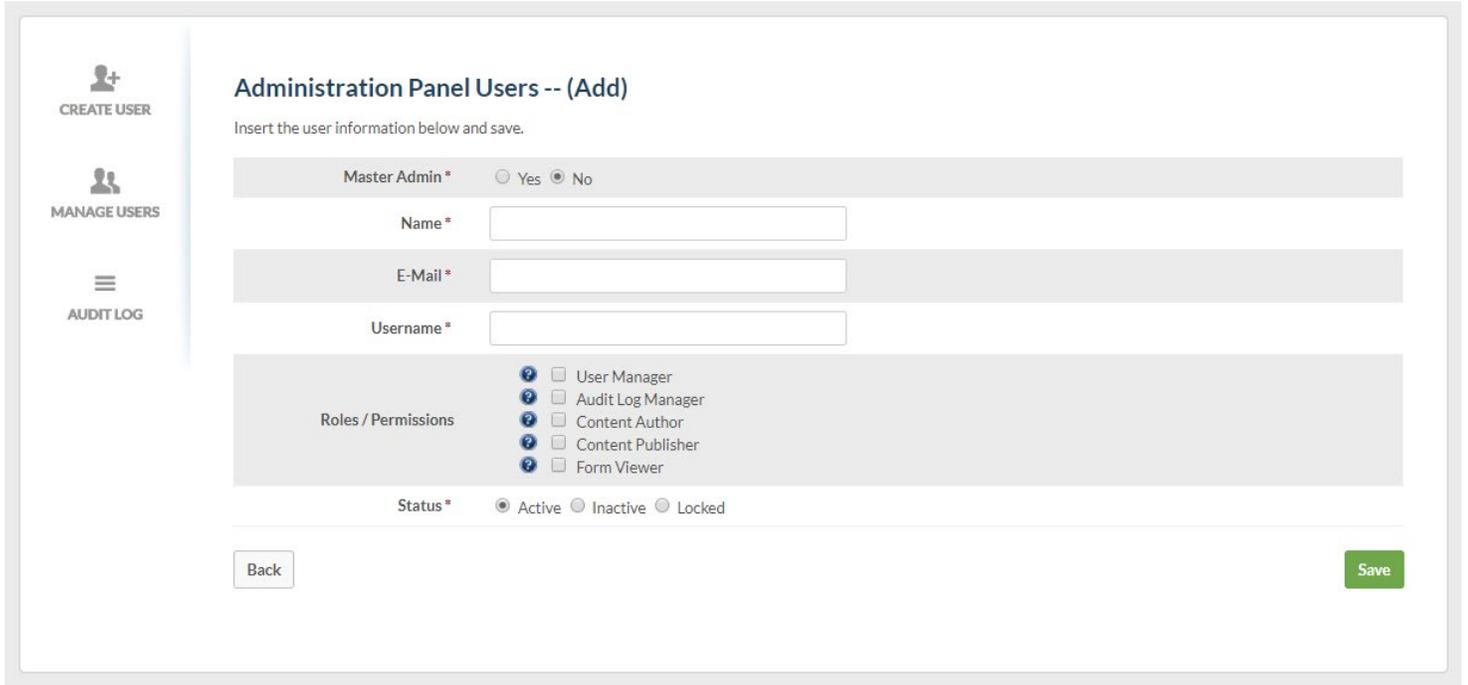
- ⓘ **Master Admin** – If Yes, then they have full permissions available to a user. If no, then their permissions are managed in the Roles/Permissions area

- ⓘ **Name** – Should ideally be the user's legal name (first name, last name)

- ⓘ **E-Mail** – Must be a valid e-mail address. The new user's temporary login credentials are sent via this e-mail address

- ⓘ **Username** – Usernames should be unique to user. There are no specific requirements set forth by our VPanel platform

- ⓘ **Roles / Permissions** – These roles provide a variety of opportunities depending on how your team is needed to interact with your site

  - o **User Manager:** Grants user permission to create and edit VPanel users and set their permissions.

  - o **Audit Log Manager:** Grants user access to view Event Audit Log

  - o **Content Author:** Grants user general access to VPanel's PageBuilder.
    NOTE: A user with this role cannot publish content changes from PageBuilder unless they also have the Content Publisher role enabled.

  - o **Content Publisher:** Grants user publishing access to VPanel including PageBuilder, site configuration, and site modules.

  - o **Form Viewer:** Grants user access to view form submissions on the site.

- ⓘ **Status** – *Active* = can log in and interact, *Inactive* = cannot login at all, *Locked* = This user account cannot be recreated with the specific credentials

Audit Log

This tool allows administrators and owners to identify security issues before they become a security problem. It tracks username, full name, the event logged (password change, login, modifications to members, pages, etc.), the date and time of the event and the status.

Export Audit Log Data

Created to allow you to export your Audit Log data. Exports only to CSV (Comma Separate Value) format.
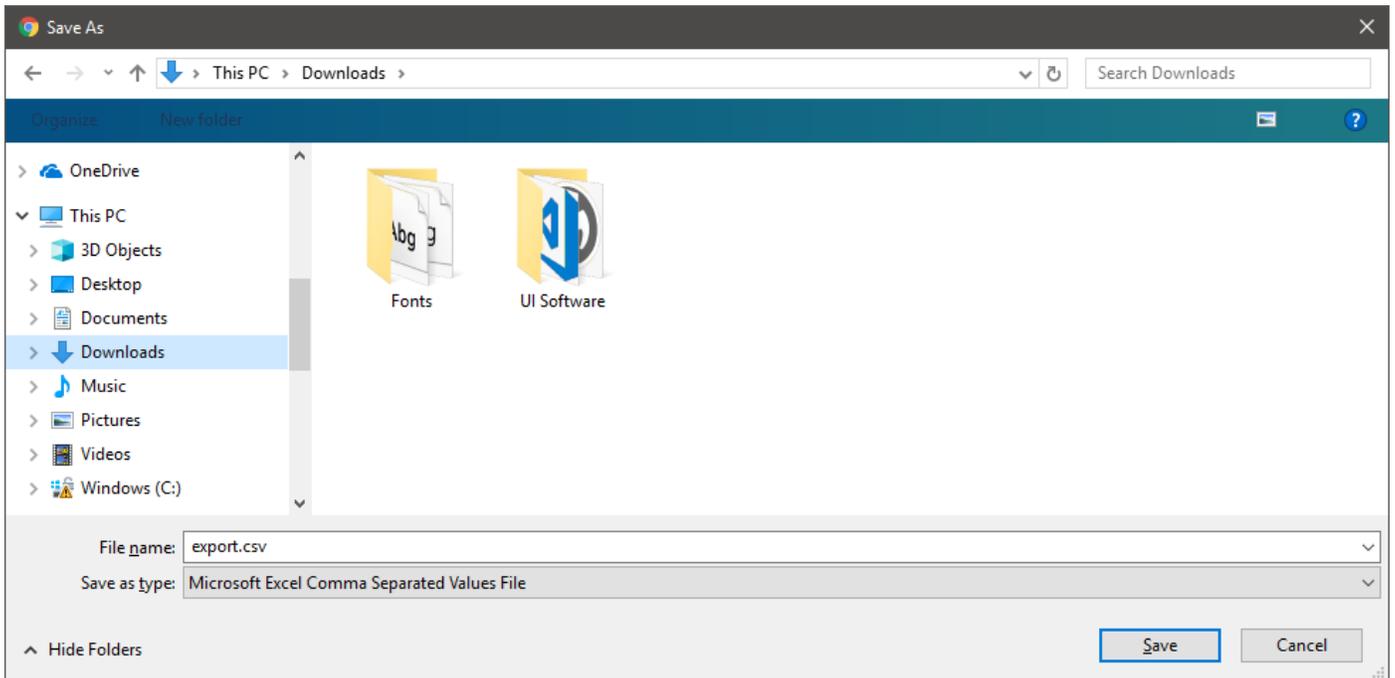
LOCATIONS

There are currently no limits on how many locations you can add to your site. The first location within your list is what is displayed by default on the visitor-facing side of your site. If you would like to rearrange the order of your locations, you can do so by clicking on the "Reorder" button **(1)**. You can modify a current listing or a listing added by a VGM Forbin team member **(2)**. If you would like to associate an image with your location, click on the "Image" button **(3)**.

Add a Location

Add a Location Image

Location Photo -- (Main Office)
To change the current image select a file and upload below:

Current Image *

Adding an image to your location listing is like putting a face to a name. For best results, we recommend hiring a professional photographer – but if you take your photo on a partially-cloudy to mostly-cloudy day, you could also have some great results.

If you wish to change your image, simply click on "Choose File" to search on your computer/network for the new image

Upload New Image *

Remove Photo

Back

Upload Image

Reordering Location Listings

The reorder function is drag-and-drop and instant. Simply roll your mouse over the location you want to move until the cursor changes, then click (and hold) your mouse, then drag the location to the new order/position you would like it to appear.

NOTE:
OUR REORDER FUNCTION IS INSTANT!
As soon as you let go of your mouse and drop the location into the desired order/position, the location is updated –
and the listing on the visitor-view of your site is instantly updated as well.

SITE LOCATIONS -- (SORT)
Drag and Drop the records in the order you desire them.

List of Items

Corporate Office

Residential Access

Commercial Access

Industrial Access

Recreation Access

Back

GLOSSARY

Anchor Links	You can use anchor links to help your readers navigate to a specific section of your content without having to scroll. First you'll insert an anchor in the section you want to link to, then you can add a link that takes visitors directly to this anchor.
Audit Log	The VPanel Audit Log retains various actions by various users within your site from the moment the site was installed until the current date and time.
BCC (Blind Carbon Copy)	When you send an e-mail to only one person, you type the recipient's address in the "To:" field. When you send a message to more than one person, you have the option to enter addresses in the "Cc:" and "Bcc:" fields. "Cc" stands for "Carbon Copy," while "Bcc" stands for "Blind Carbon Copy."
	A carbon copy, or "Cc'd" message is an e-mail that is copied to one or more recipients. Both the main recipient (whose address is in the "To:" field) and the Cc'd recipients can see all the addresses the message was sent to. When a message is blind carbon copied, neither the main recipient nor the Bcc'd recipients can see the addresses in the "Bcc:" field.
	Blind carbon copying is a useful way to let others see an e-mail you sent without the main recipient knowing. It is faster than sending the original message and then forwarding the sent message to the other recipients. It is also good netiquette to use Bcc when copying a message to many people. This prevents the e-mail addresses from being captured by someone in the list who might use them for spamming purposes.
	SOURCE: TECHTERMS
Breadcrumb	Breadcrumbs are a user interface element designed to make navigation easy and intuitive. They are used by operating systems, software programs, and websites. Breadcrumbs display the directory path of the current folder or webpage and provide one-click access to each of the parent directories. Like breadcrumbs in the story "Hansel and Gretel," they allow you to retrace your steps back to where you started.
	The Windows operating system displays breadcrumbs in the toolbar of each open window. If you open the "Public" user folder, for example, the toolbar will display the current location as:
	Computer → Local Disk (C:) → Users → Public
	This provides a simple way to view the directory path of the current folder. Each of directories listed in the toolbar are clickable, providing quick access to the parent folders.
	Webpages often include breadcrumbs near the top of the page, though they are usually placed outside of the main navigation bar. The purpose of website breadcrumbs is twofold: 1) to clearly identify what section of a website a specific webpage is located, and 2) to make it easy for you to jump to the parent sections. For example, a soccer page on a news website may include breadcrumbs near the top of the page. This indicates the current page is three sections deep within the website. Since each section name is also a link, you can quickly jump to any of the parent sections by simply clicking the link within the breadcrumbs.
	SOURCE: TECHTERMS
CC (Carbon Copy)	The term comes from carbon copying, in which a piece of carbon paper copies writing from one paper to another (often used when filling out forms). However, the term is now commonly used in reference to e-mail. When you send an e-mail message, you typically type the recipient's address in the "To:" field. If you want to send the message to one or more other recipients, you can use the "Cc:" field to add additional addresses. This will send the e-mail to the address in the "To:" field and to each address listed in the "Cc:" field as well.
	The "Cc:" option is often used in business communications when a message is intended for one person, but is relevant to other people as well. For example, a retail employee may e-mail another employee saying he can

work for her on a certain day. He might include his manager's and assistant manager's e-mail addresses in the "Cc:" field to let them know he is taking the work shift. Similarly, a team member working on a product design may e-mail his boss with the latest design revisions and may "Cc:" the other members of his team to let them know the e-mail has been sent.
SOURCE: TECHTERMS

CRM	C-R-M stands for Customer Relationship Management. What is CRM? At its simplest definition, a CRM system allows businesses to manage business relationships and the data and information associated with them. SOURCE: SALESFORCE.COM
Data Values	Data values are what actually take place in the data variable set aside by the data entities and all its attributes. It consists of facts and figures of data items, data attributes and data characteristics. SOURCE: GEEKINTERVIEW
Direct URL	A direct URL is an easy to read URL that users can enter to get to a specific item, document, page, category, or perspective. Often times referred to as a "Vanity URL" – and is often utilized in marketing practices
Drag-and-Drop	A common action performed within a graphical user interface. It involves moving the cursor over an object, selecting it, and moving it to a new location. If you are using a mouse, you can drag and drop an object by clicking the mouse button to select an object, then moving the mouse while keeping the mouse button pushed down. This is called "dragging" the object. Once you have moved the object where you want to place it, you can lift up the mouse button to "drop" the object in the new location. If you are using a touchscreen device, you can select an item by simply touching it with your finger. (Some interfaces may require you to hold your finger on the object for a second or two to select it.) Then you drag the item by moving your finger across the screen to the location where you want to place it. To drop the object, simply lift your finger off the screen. SOURCE: TECHTERMS
Font	The Specific Tool (or File) That Contains a Typeface. In the original, movable type publishing sense, a "font" was a collection of metal casts that contained letters and symbols in specific sizes—all based on the design of the typeface. To be even more precise, a specific font was a collection of glyphs in a specific size and weight (bold, italic, etc). So, the metal casts for "Times New Roman, size 12, regular" would be a different font than "Times New Roman, size 20, bold," and the typesetter would select them as needed for specific parts of a page. SOURCE: HOWTOGEEK
Font Family	A collection of Type Faces that includes more than one specific style of font is called a font family. So, for the Arial typeface, the font family contains the font files for Arial (regular), Arial Narrow, Arial Black, Arial Bold, Arial Italic, and Arial Bold Italic. SOURCE: HOWTOGEEK
Helper Text	This is often implemented to "help" a user understand more about a link they are hovering over. In a matter of Internet terms, this can also be referred to as link Title Text or image Alt Text
HTML	HTML is the standard markup language for creating Web pages. HTML stands for Hyper Text Markup Language HTML describes the structure of Web pages using markup HTML elements are the building blocks of HTML pages HTML elements are represented by tags HTML tags label pieces of content such as "heading", "paragraph", "table", and so on Browsers do not display the HTML tags, but use them to render the content of the page SOURCE: W3SCHOOLS
Image Properties	A set of variables that can be adjusted relative to an image within the PageBuilder WYSIWYG editor. May include, but not limited to: source URL, alt text, height & width, alignment, link properties, stylesheet classes, accessibility title, etc.

Mail Client/E-mail Client	In Internet, an e-mail client, e-mail reader or more formally mail user agent (MUA) is a computer program in the category of groupware environments used to access and manage a user's e-mail. SOURCE: WIKIPEDIA
Meta-Description	Meta descriptions are HTML attributes that provide concise summaries of webpages. They are between one sentence to a short paragraph and appear underneath the blue clickable links in a search engine results page (SERP). However, depending on a user's query, Google might pull meta description text from other areas on your page (in an attempt to better answer the searcher's query). SOURCE: MOZ.com
Meta-Keywords	A specific type of meta tag that appear in the HTML code of a Web page and help tell search engines what the topic of the page is. Meta keywords are distinguished from regular keywords because they appear "behind the scenes," in the source code of your page, rather than on the live, visible page itself. SOURCE: WORDSTREAM
Meta-Title	Also known as a Title Tag. A title tag is an HTML element that specifies the title of a web page. Title tags are displayed on search engine results pages (SERPs) as the clickable headline for a given result, and are important for usability, SEO, and social sharing. The title tag of a web page is meant to be an accurate and concise description of a page's content. SOURCE: MOZ.com
Navigation Name	The name that appears in the navigation of your site. This can apply to Top-level Pages, Subpages, etc.
Organic SEO	Organic SEO (search engine optimization) is the phrase used to describe processes to obtain a natural placement on organic search engine results pages (SERPs). SOURCE: WEBOPEDIA
Page Layout/Template	As it relates to the VPanel, these are some of our standard design layouts available. Not all templates are utilized during development, likewise, some additional templates may be created for specific purposes. IE: Landing Page templates.
PageViews	A pageview refers to a view of a page on your website. This is measured per each view and usually reports a higher number than sessions. Example: One user visits your homepage, then your blog, then your contact us page then returns to the home page. This would be reported as 4 pageviews. SOURCE: GOOGLE SUPPORT
Revision History	The revision history within your PageBuilder is associated with all of the edits to a particular page from the moment of creation until the current date and time. This feature allows you to recover previous content and versions of your page if something has gone awry or if you simply need to retrieve information from a previous version of the page you're working on.
Rollback	Rollback is a term that explains the process of restoring data, a database or program to a previously defined state, typically to recover from an error.
Sessions	A session refers to a user session or a group of interactions that take place on your website within a given time frame. Example: One user visits your web page and views multiple pages before leaving one hour later. This is counted as 1 session. SOURCE: GOOGLE SUPPORT
Source View	The view within a WYSIWYG editor that allows you to switch from "What you see is what you get" view into the HTML Source Code view
Sublink	A lesser or subsidiary link

Sub-navigation	Also called: sub-navigation, page-level navigation. Local navigation is used to access lower levels in a structure, below the main navigation pages. The term "local" implies "within a given category." On a given page, local navigation generally shows other options at the same level of a hierarchy, as well as the options below the current page. Local navigation often works in conjunction with a global navigation system and is really an extension of the main navigation. Because local navigation varies more often than main navigation, it is often treated differently. SOURCE: SAFARIBOOKSONLINE
Subpage	Subpage is a web page that appears below the top-level pages in your site navigation. Subpages typically appear as a drop-down menu in your navigation bar.
Sub-text	This is often used as helper text, but can also be utilized in a custom way depending on how your site was designed and developed by the VGM Forbin team.
Top-level Pages	Top-level pages are the primary pages of your website, such as: Home, About, Services, Products, Contact Us.
Typeface	The word "typeface" historically refers specifically to the shape and style of the letters, organized into a set based on the alphabet, numbers, and punctuation needed to completely express language. So, the collection of letter shapes that we know of as "Arial" or "Times New Roman" is called a typeface. SOURCE: HOWTOGEEK
URL	A URL is the address of a specific webpage or file on the Internet. While all website URLs begin with "http," several other prefixes exist. Below is a list of various URL prefixes: **http** – a webpage, website directory, or other file available over HTTP **ftp** – a file or directory of files available to download from an FTP server **news** – a discussion located within a specific newsgroup **telnet** – a Unix-based computer system that supports remote client connections **gopher** – a document or menu located on a gopher server **wais** – a document or search results from a WAIS database **mailto** – an email address (often used to redirect browsers to an email client) **file** – a file located on a local storage device (though not technically a URL because it does not refer to an Internet-based location) SOURCE: TECHTERMS
UX/UI Design Team	VGM Forbin's UX/UI Design Team consists of User Experience (UX) Designers and User Interface (UI) Developers. Our UX Designers focus on strategic goals, aesthetics, layout & composition fundamentals and branding standards, whereas our UI Developers focus on developing and optimizing the interface/build of how the design is implemented and how it reacts on multiple devices.
WYSIWYG Editor	VGM Forbin's content editing system which stands for What You See Is What You Get Editor. This is a stystem in which content can be edited in a form closely resembling its appearance when displayed on the final page.

ADDITIONAL RESOURCES

W3 Schools
A popular web site for learning web technologies online.
https://www.w3schools.com/

Microsoft Office 365
Office 365 is a line of subscription services offered by Microsoft, as part of the Microsoft Office product line.
https://www.office.com/

Apache OpenOffice
A free and open source project Compatible with other major office suites that includes these great tools:

- Writer a word processor you can use for anything from writing a quick letter to producing an entire book.
- Calc a powerful spreadsheet with all the tools you need to calculate, analyze, and present your data in numerical reports or sizzling graphics.
- Impress the fastest, most powerful way to create effective multimedia presentations.
- Draw lets you produce everything from simple diagrams to dynamic 3D illustrations.
- Base lets you manipulate databases seamlessly. Create and modify tables, forms, queries, and reports, all from within Apache OpenOffice.
- Math lets you create mathematical equations with a graphic user interface or by directly typing your formulas into the equation editor.

https://www.openoffice.org/

GIMP
A free and open source raster graphics editor used for image retouching and editing, free-form drawing, converting between different image formats, and more specialized tasks.
https://www.gimp.org/

Adobe Photoshop
If you can think it, you can make it with Photoshop CC, the world's best imaging and design app. Create and enhance photographs, illustrations, and 3D artwork. Design websites and mobile apps. Edit videos, simulate real-life paintings, and more. It's everything you need to make any idea real.
https://www.adobe.com/products/photoshop.html

Adobe Photoshop Elements
A raster graphics editor for entry-level photographers, image editors and hobbyists. It contains most of the features of the professional version but with fewer and simpler options. The program allows users to create, edit, organize and share images.
https://www.adobe.com/products/photoshop-premiere-elements.html

BeFunky Photo Editor
BeFunky Photo Editor lets you apply photo effects, edit photos and create photo collages with collage maker. Online photo editing and creating collages has never been easier.
https://www.befunky.com/

TinyPNG
TinyPNG is a free online compression tool for PNG and JPEG files. TinyPNG uses smart lossy compression techniques to reduce the file size of your PNG files
https://www.tinypng.com/