



THIRRILI

# User Guide

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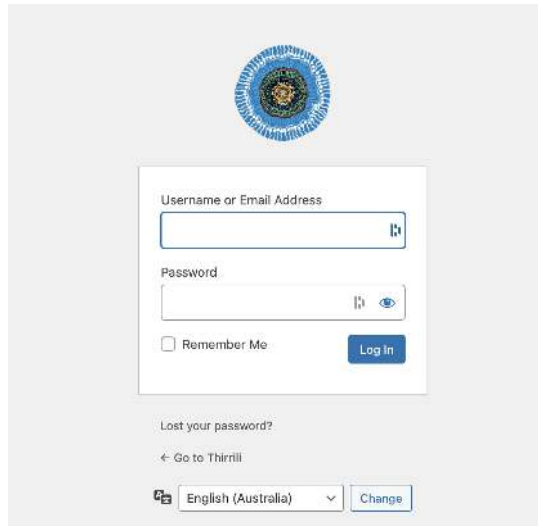
# Logging In

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

<https://thirrili.com.au/wp-login.php>

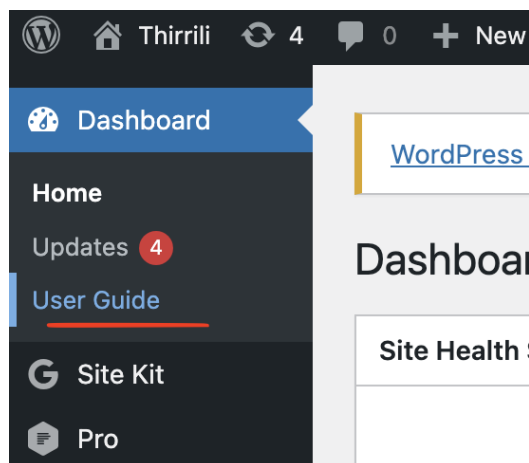
You will be presented with this login screen. Enter with your login credentials and you will then be logged into the dashboard of Wordpress. There is also the option to reset your password.

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



# 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 Thirrili website is built using the Pro Theme. The documentation for this theme can be found at <https://theme.co/docs>.

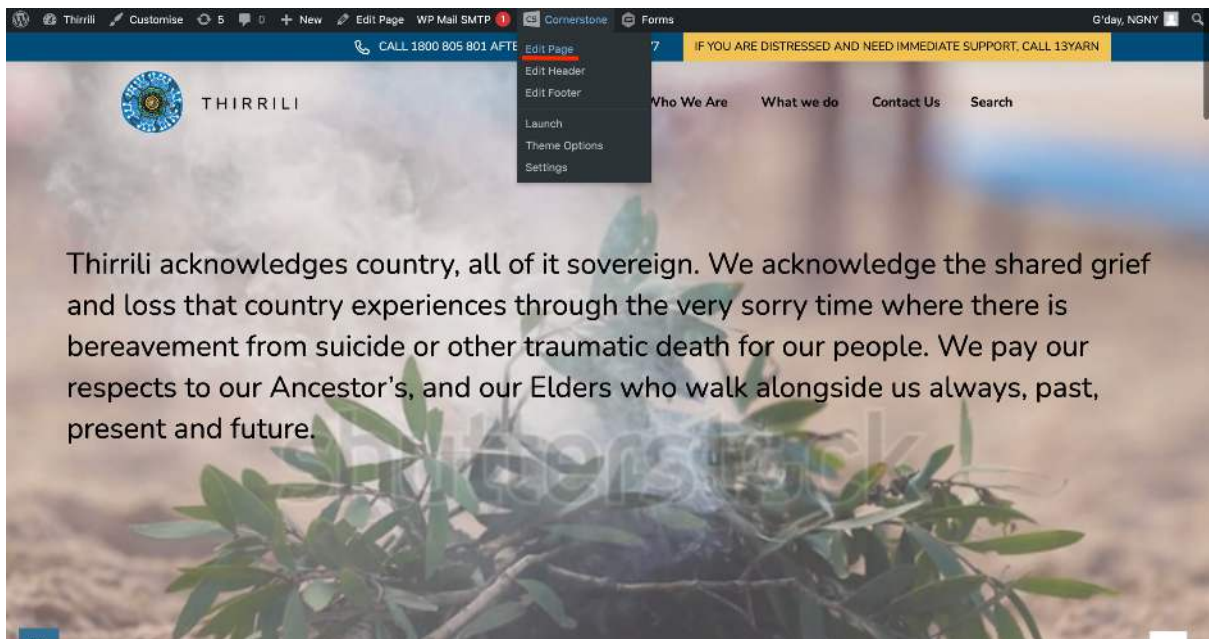
The website can be broken down into these different types:

## 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

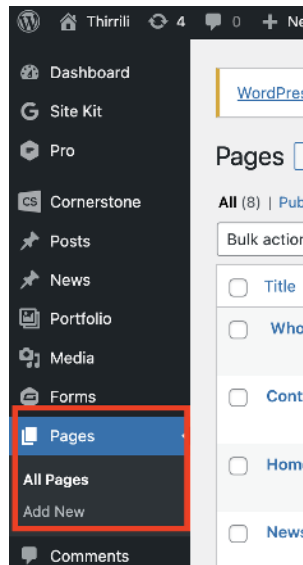
- Home



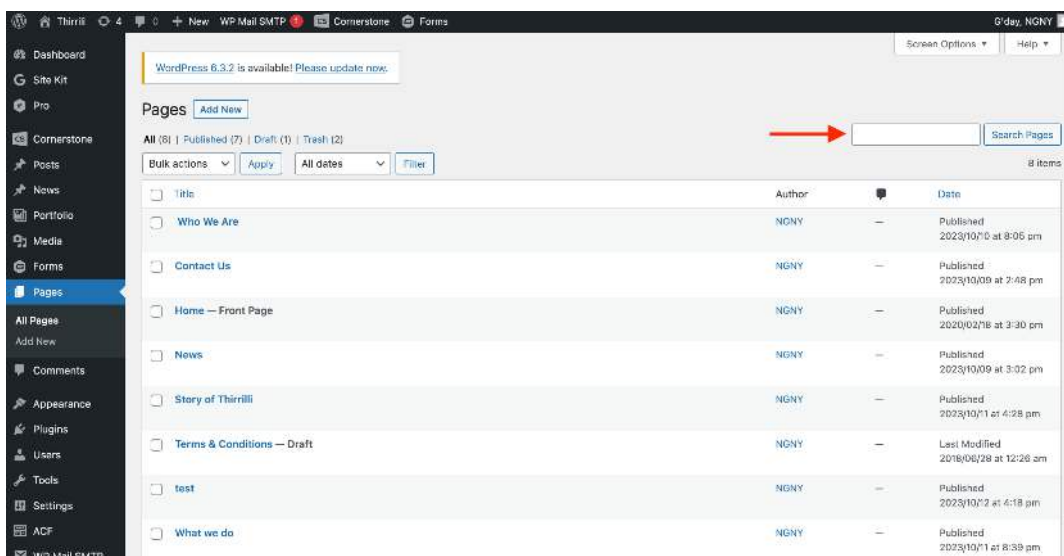
# Create a New Page

## Duplicate Method

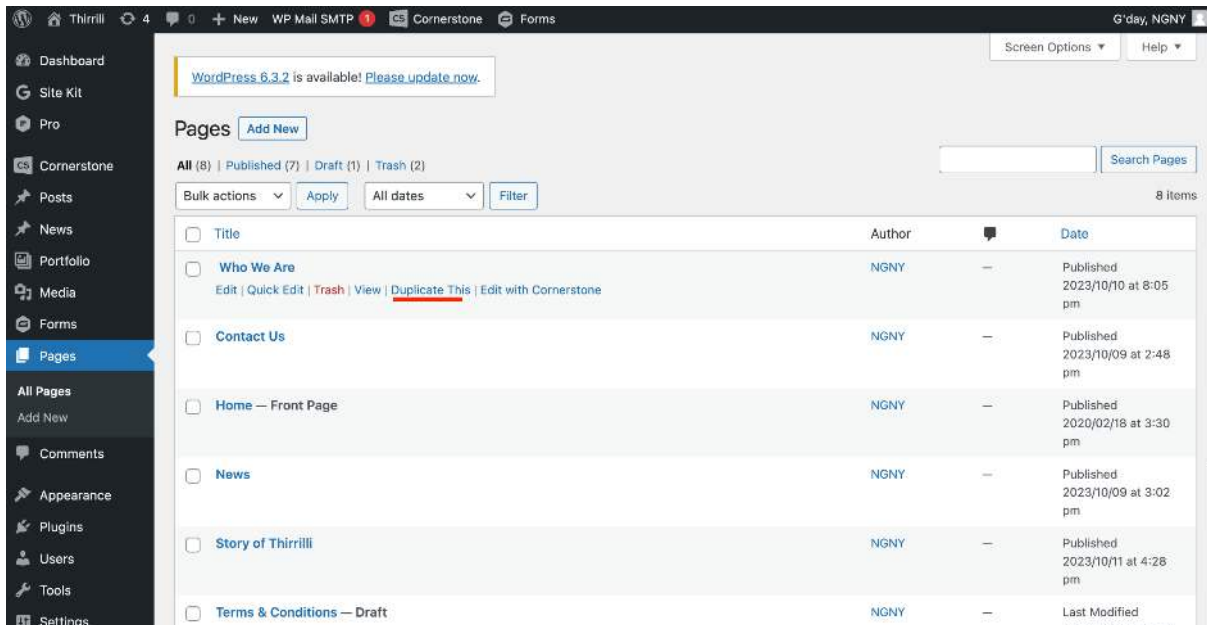
This is the recommended method. When you are first starting out, it will be easiest for you to duplicate a page and make the edits you need using Edit with Pro. First, go to Pages in the Left Sidebar



When the page has loaded, you have the ability to search for the page you wish to duplicate in the top right hand corner. Alternatively, you can go through the pages until you find the page. They are listed in alphabetical order.

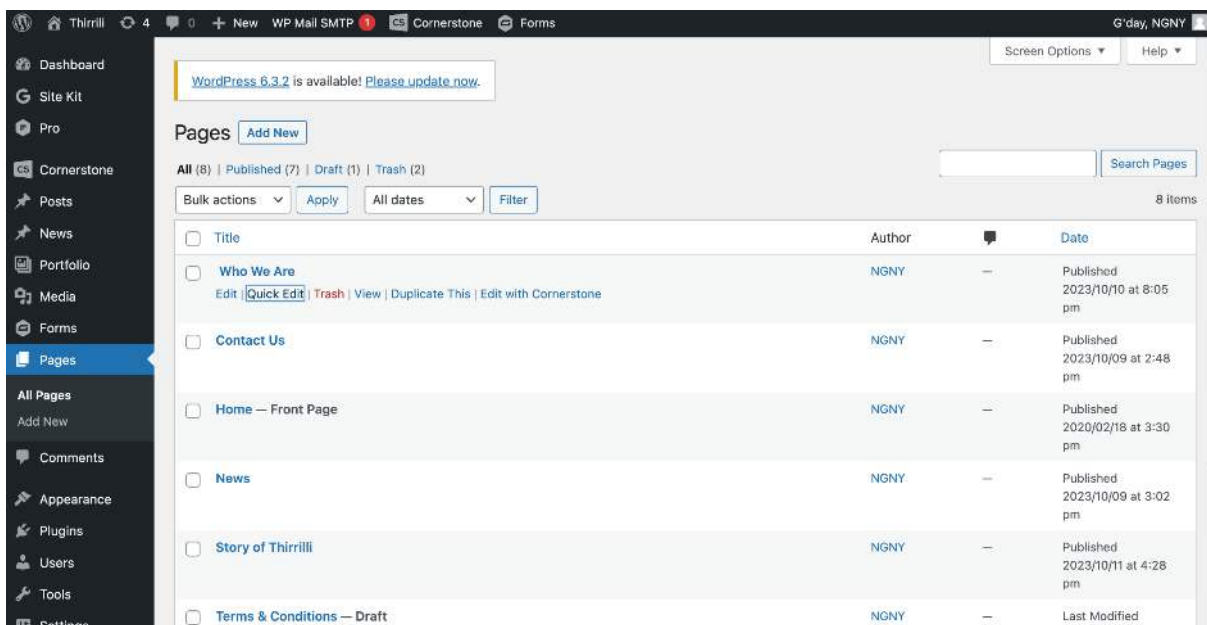


Once you have located the page you wish to duplicate, with your mouse, hover over the row and options will appear underneath the title. Click Duplicate This.



This will generate a copy of the page in draft mode. The copy will appear above the original.

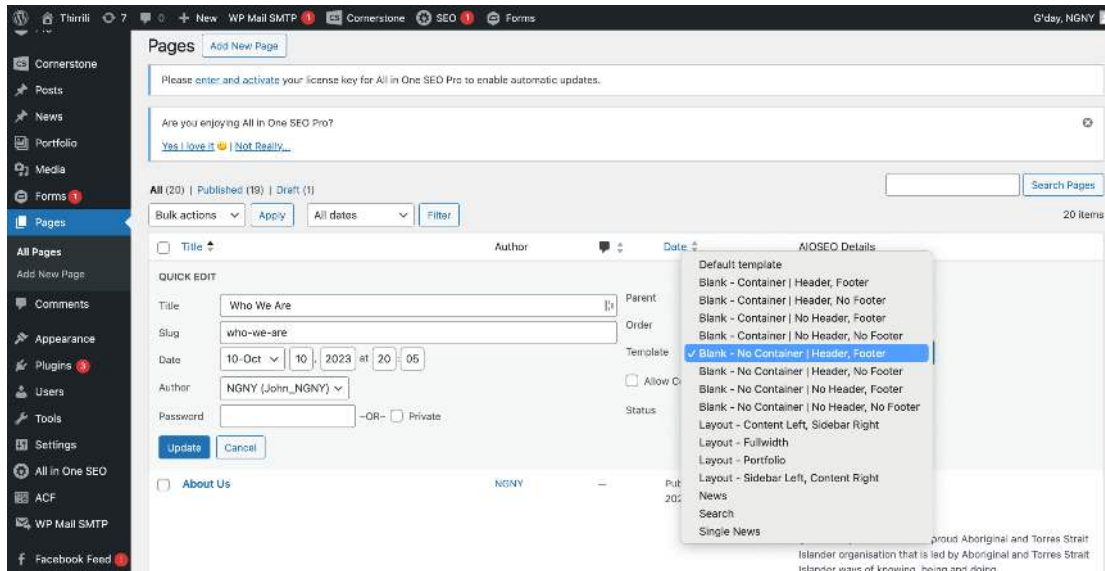
Before we Edit with Pro, you may wish to change the Title of the page. Hover over the Draft and select the Quick Edit option.



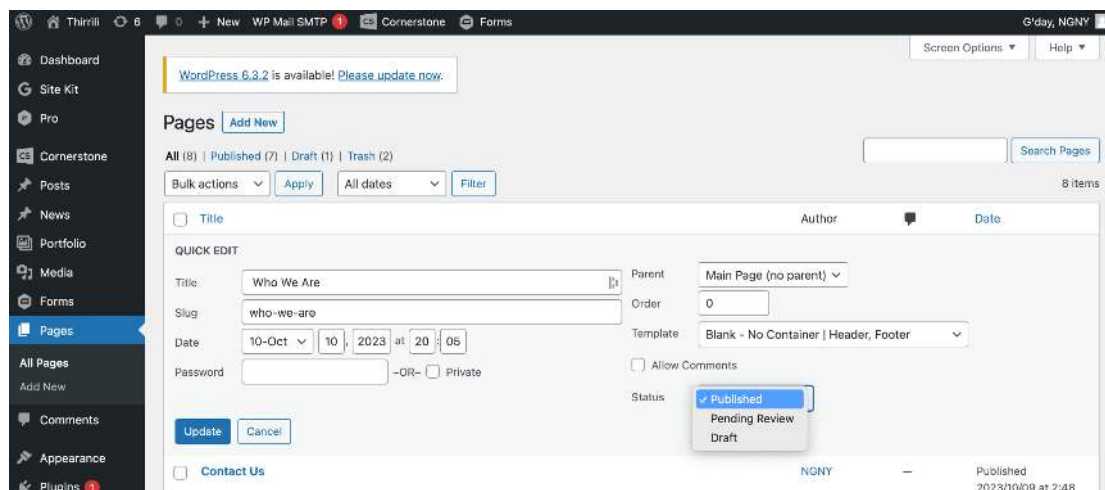
Here you will be able to quickly change the title of the page and the 'slug' ie. an easy to read and unique url (eg:<https://thirrili.com.au/i-am-a-slug>). The slug will automatically generate based off of the title of the page. It will make the title lowercase and replace any spaces with hyphens. This is handy if the title of a page is long and you wish to keep the url short. No two slugs can be the same.

The template used for the website is Blank - No Container | Header, Footer.

Click on the ⚙ Settings to bring open the Page settings.



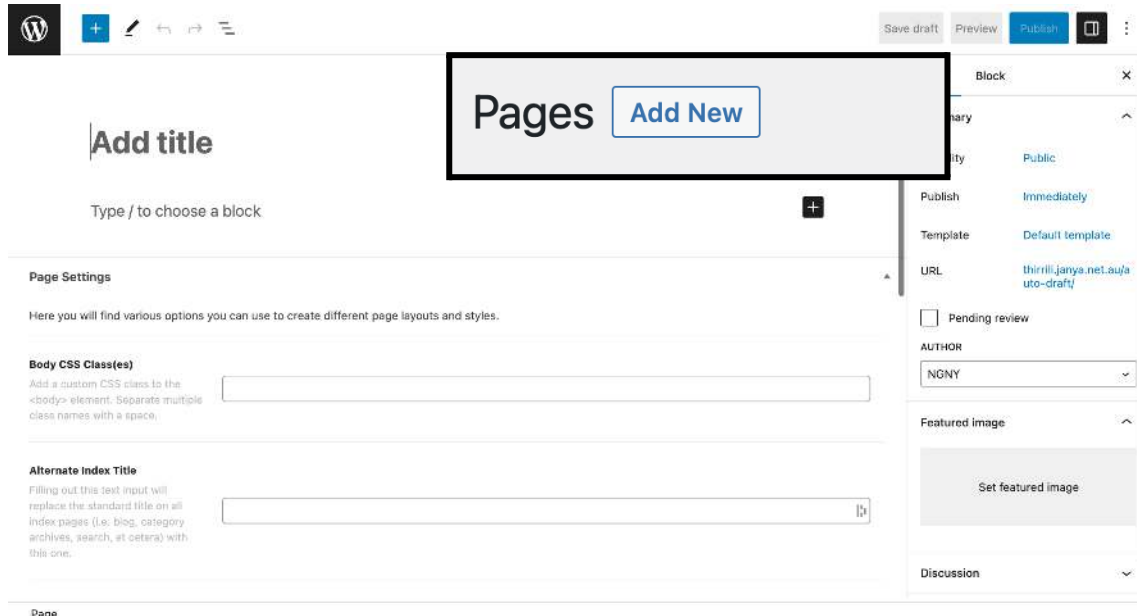
Change the Status dropdown from Draft to Published so that the page is live. This can be done at any point but it is recommended to do so after you have finished editing the page.



Once you are happy with your changes, click Update. We will cover editing a page in the next section.

# Starting from scratch

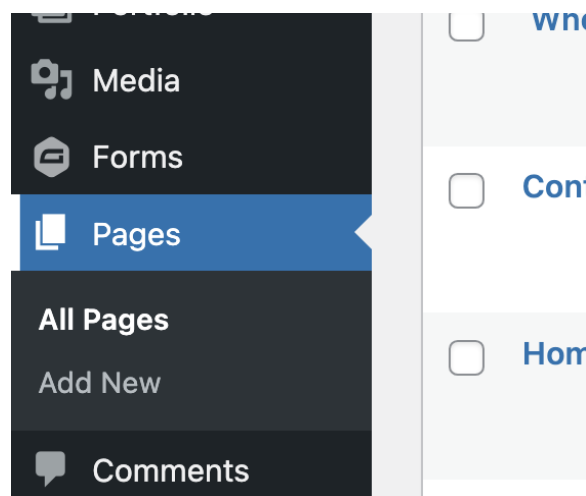
If you hit the Add New button, whether from the menu or at the top of the page, you will also create a new blank page. This is not the recommended route until you become more familiar with the theme and building using the theme's page builder.



# 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:

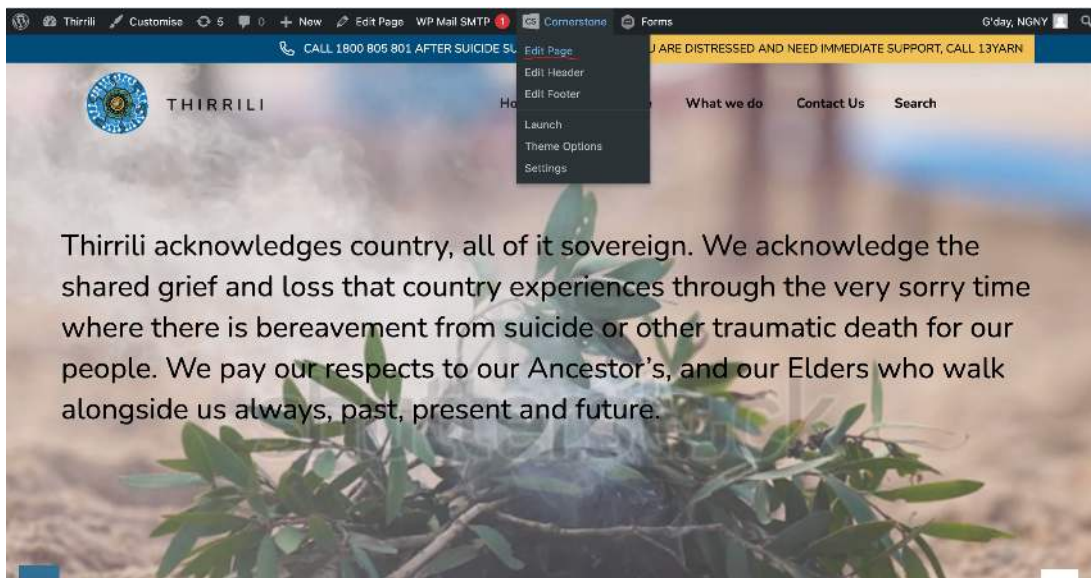
From the Dashboard, go to Pages in the left sidebar



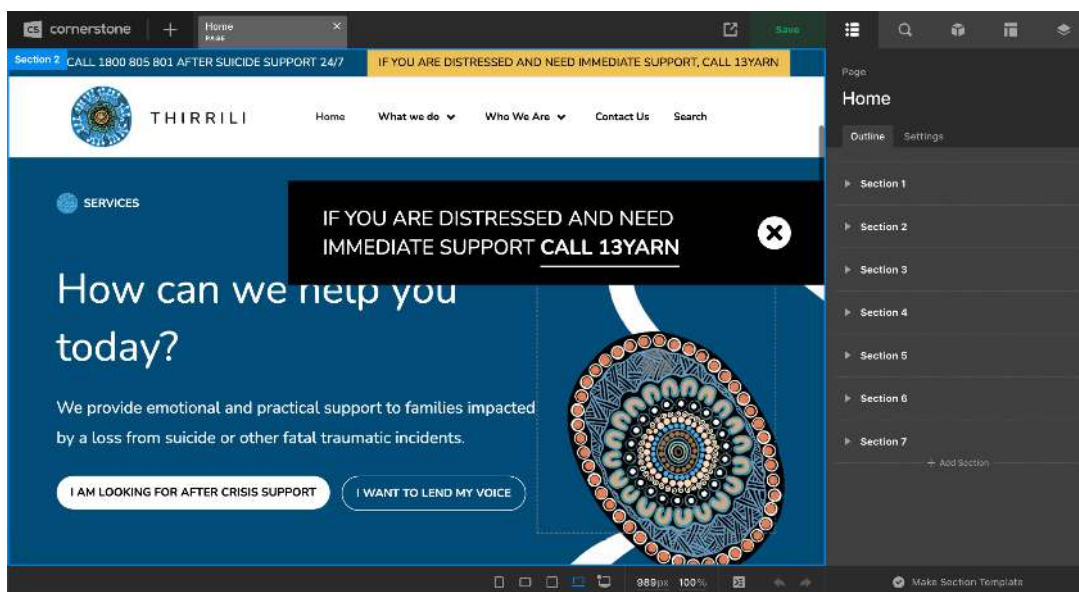
With your mouse, hover over the page you wish to edit and then click Edit with Pro. Do not use Edit / Edit Page unless you are making changes to the following:

- 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.



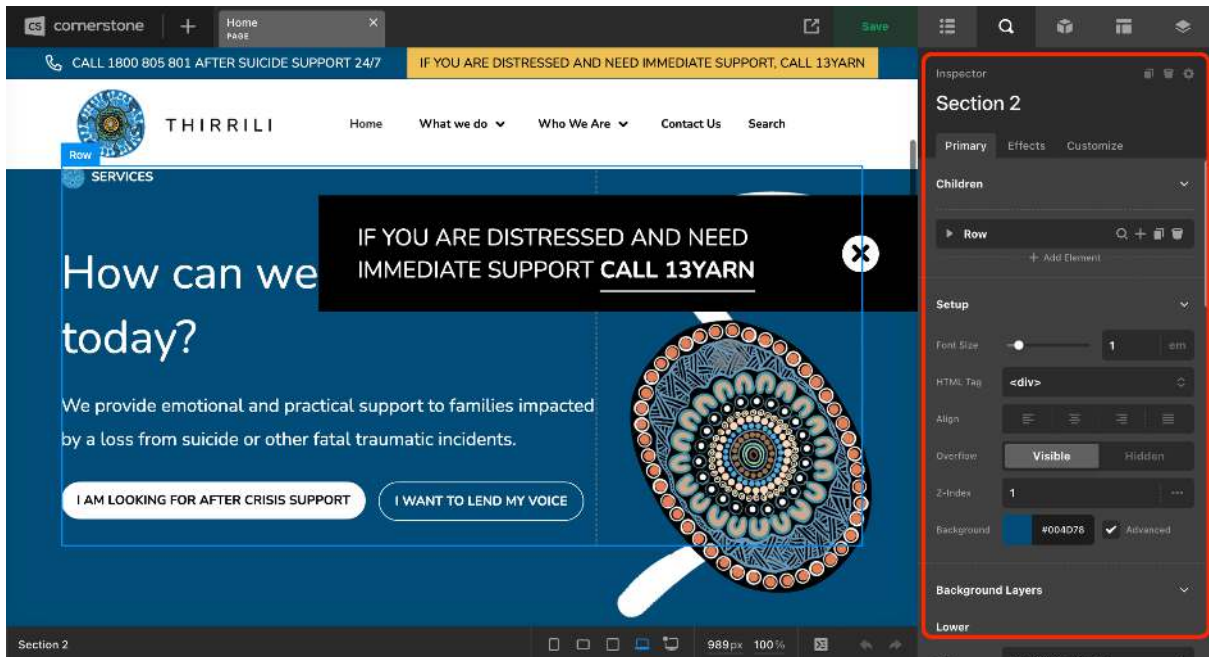
Once the page builder is loaded, the window will be split into two parts: the right side displays the layout as separated into sections; and the left side displays a live preview of the page.





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.



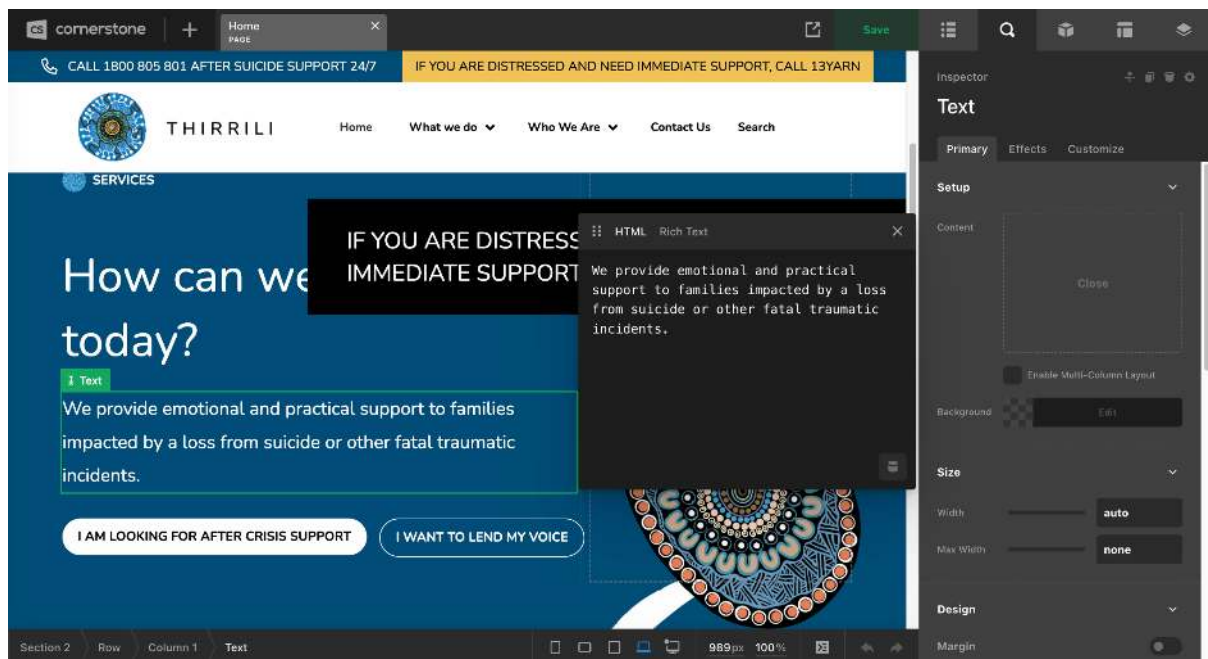
The magnifying glass 🔍 will open up the Inspector, which reveals all the different types of settings that can be changed. For sections, rows and columns the + will Add Elements to that container. If it is an element already like the Headline, this option will not be available. The duplicate multiple 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 right hand side of the window will change to display all the options for customisation.

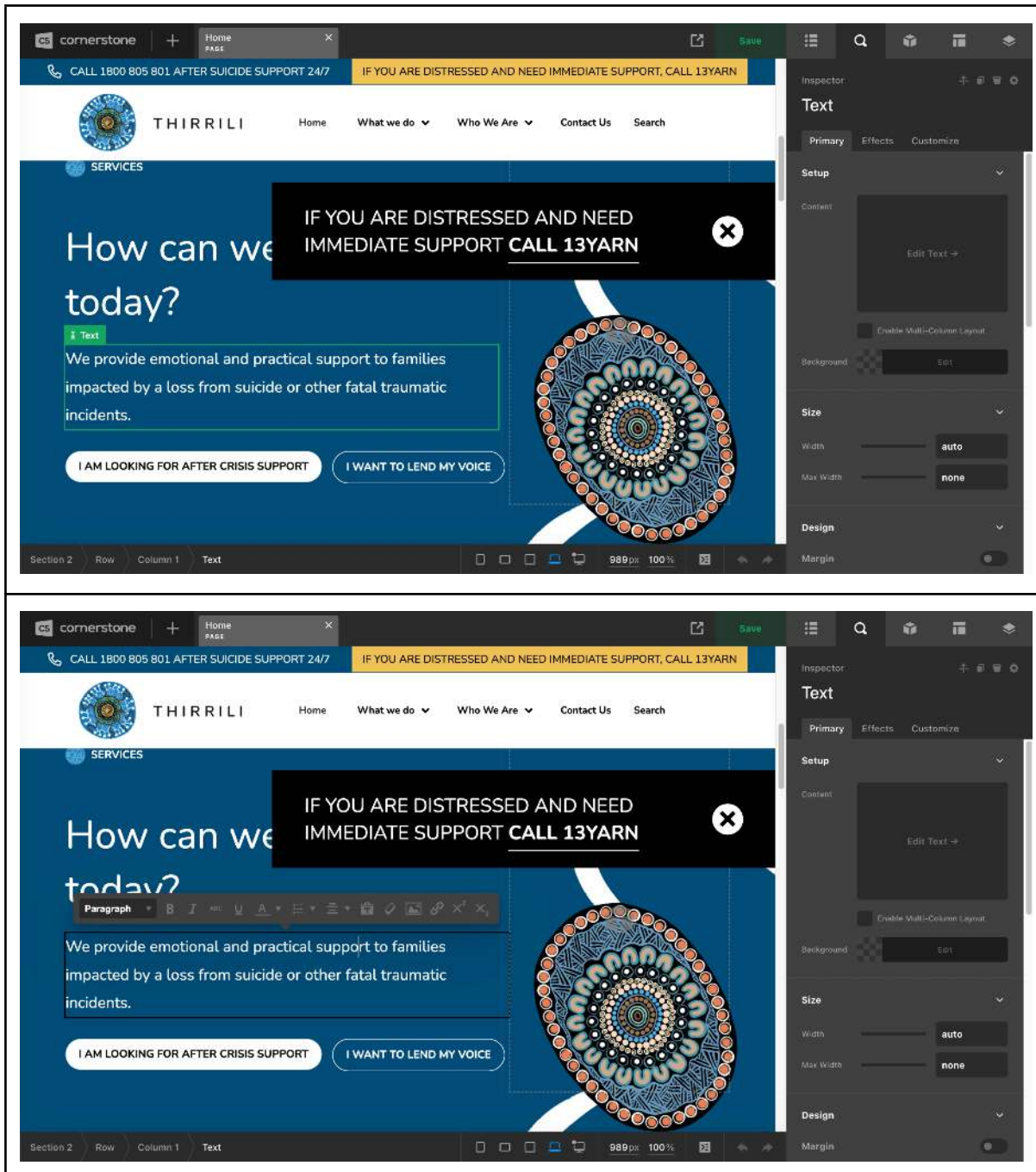
Clicking on Edit Text, underneath Setup (in the left hand side of the window) will bring up a window that displays the content in either HTML or Rich Text ( on right below). Use whichever version you are more comfortable with.



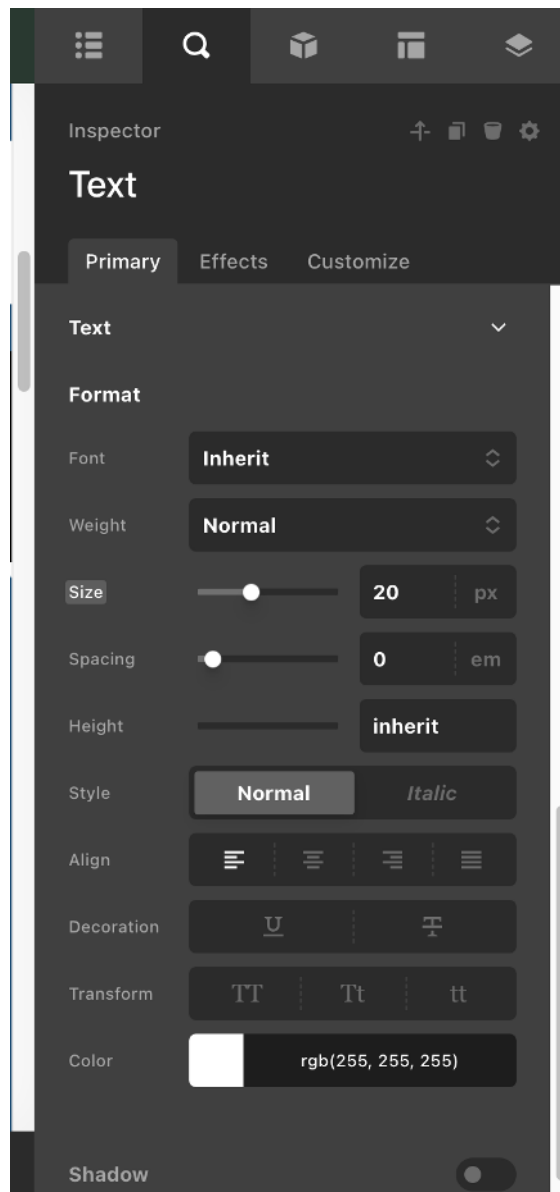
If the window is too small, you can resize it by moving your mouse to any edge and dragging on the blue bar that appears.

**Method 2:** In the left 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.



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

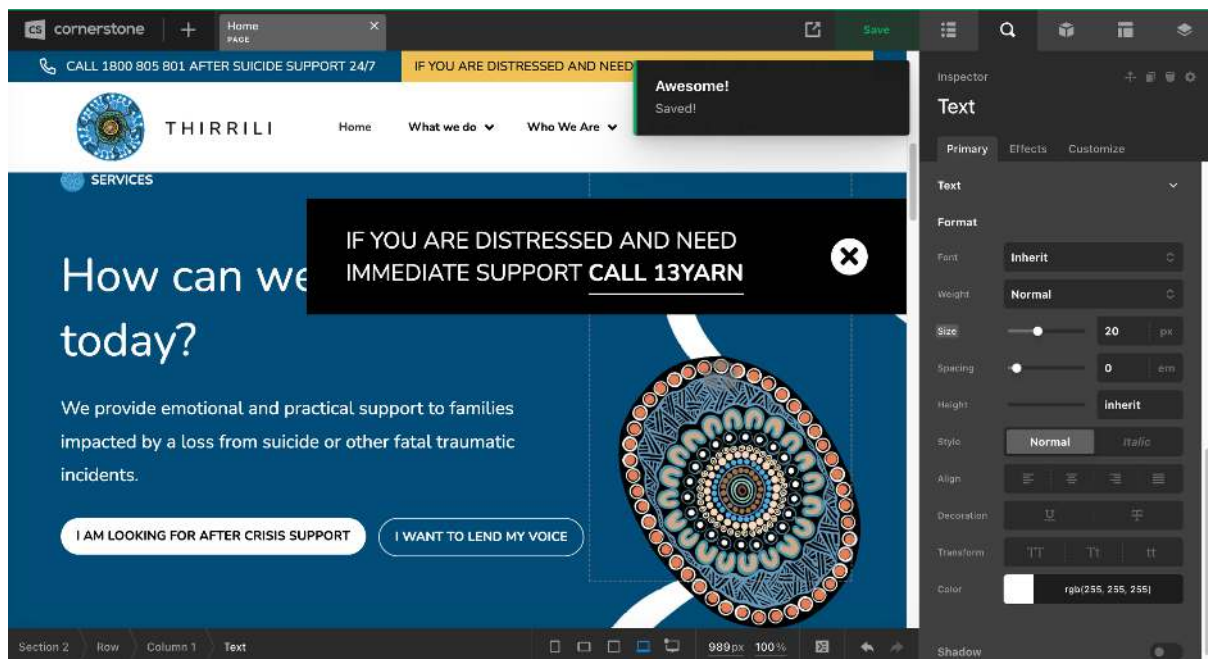


## Saving Changes

To save your changes, at the top right of the live preview, click Save. Any unsaved changes will turn this button yellow.

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.

The button will turn green once all your current changes have been saved.

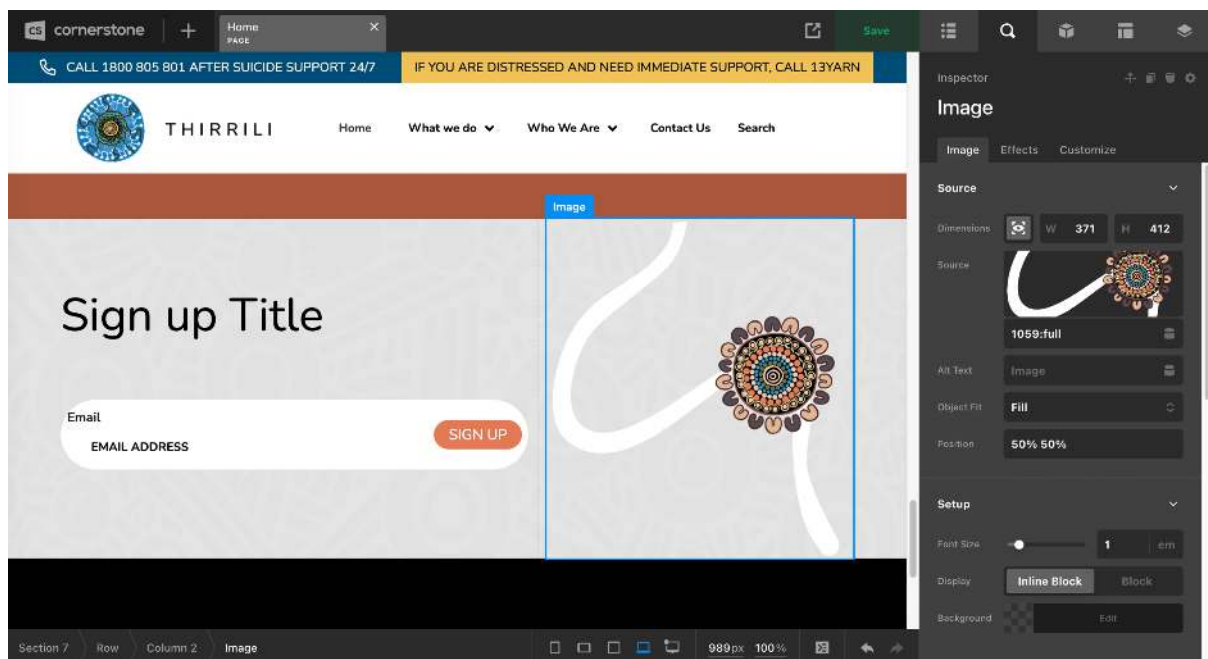


# Updating Images

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

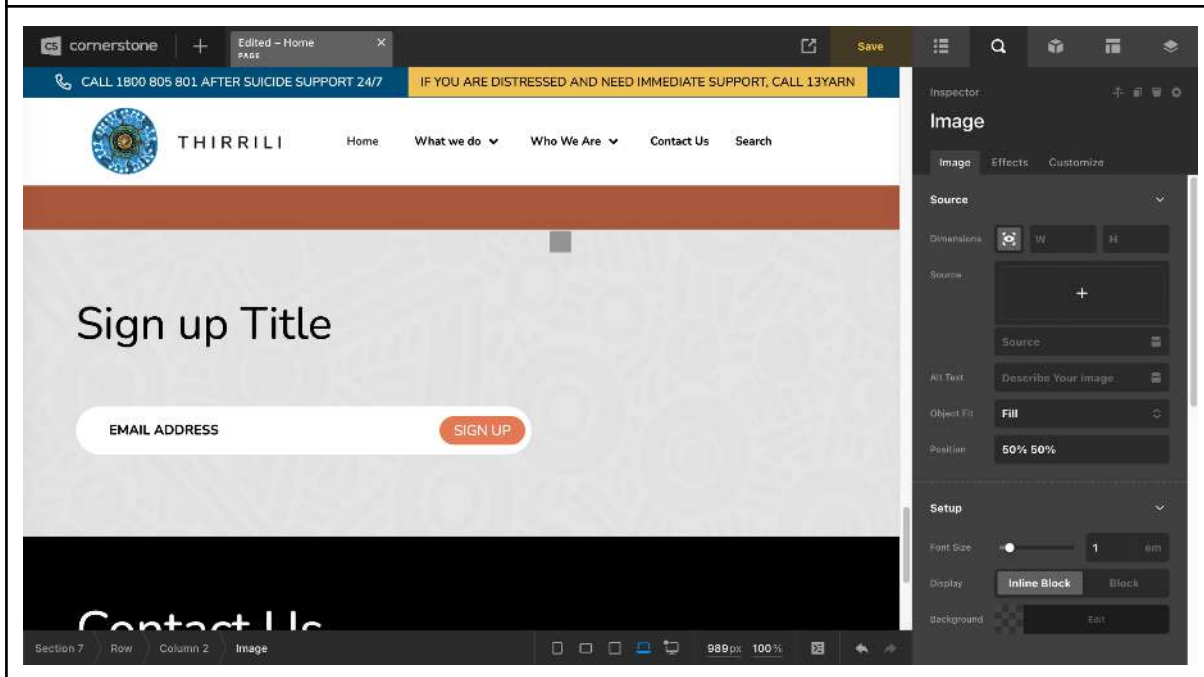
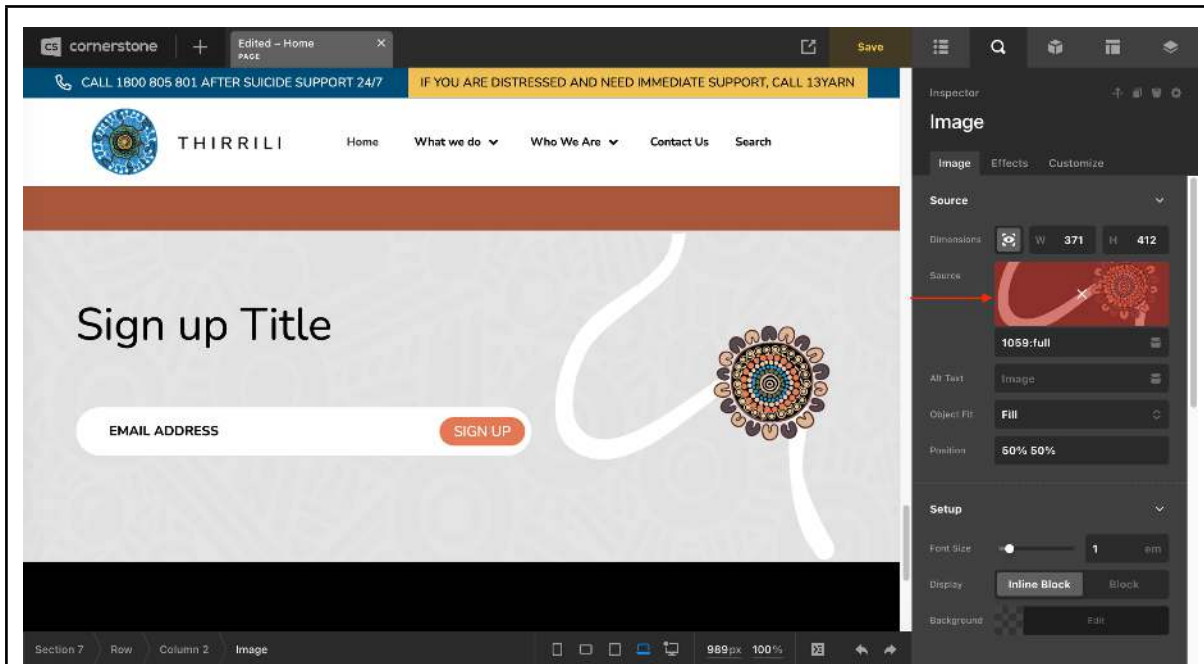
## Image Element Type

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.



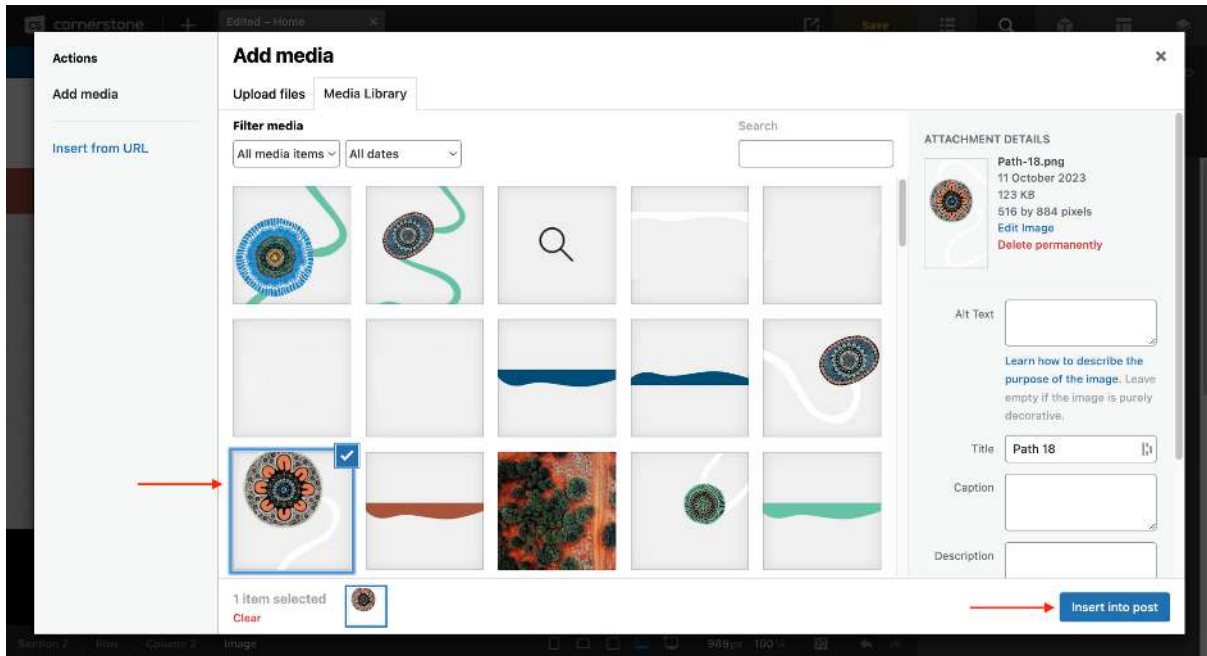
Underneath Image, hover over the source image and clicking on it will remove the current image.

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.



In this modal, it allows 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.

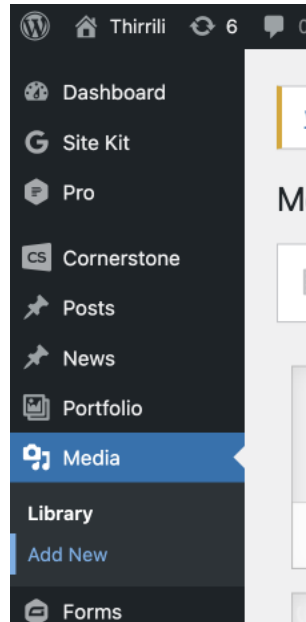


The preview window will update with the new selected image. Remember to save any changes you make.

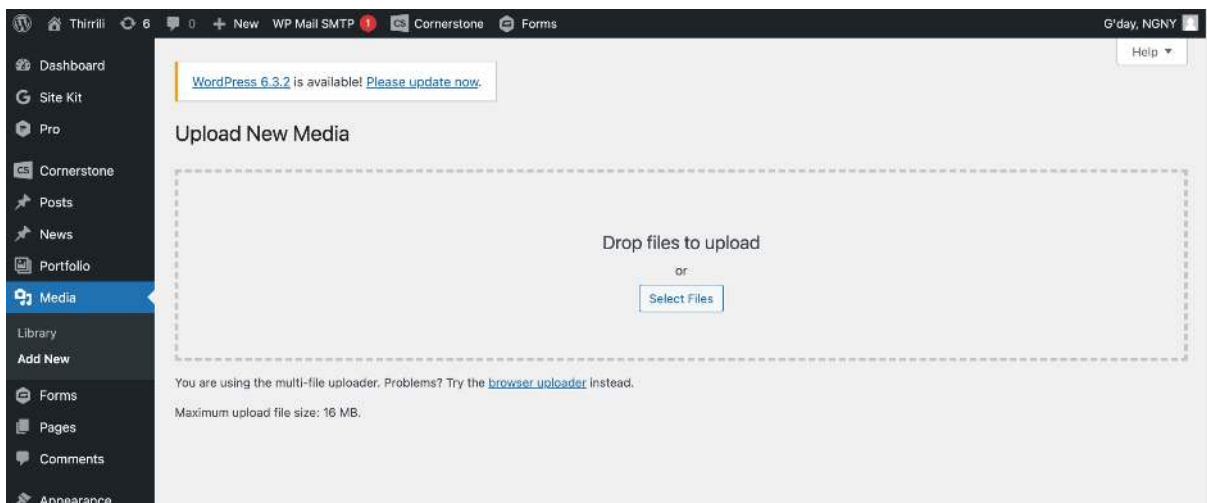


# Uploading New Media

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



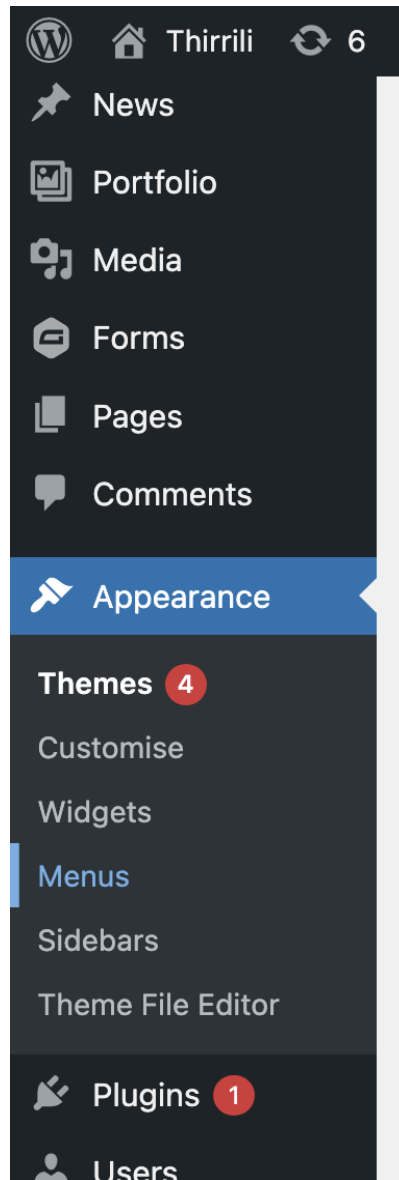
Add New will take you directly to the Upload New Media section where you can choose to drag and drop files, or click to open up a prompt to choose the media.



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.

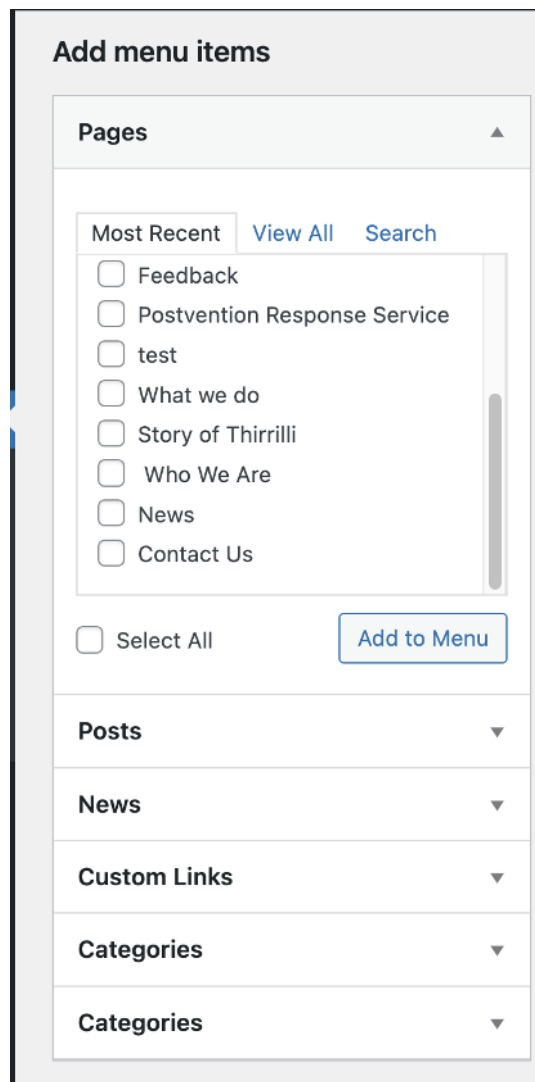


## Add a new link

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.

### Add menu items

Pages	▼
Posts	▼
News	▼
<b>Custom Links</b>	▲
URL	<input type="text" value="https://"/>
Link Text	<input type="text"/>
<input type="button" value="Add to Menu"/>	
Categories	▼
Categories	▼

## Remove a link

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

**Menu structure**

Menu Name:

Drag the items into the order you prefer. Click the arrow on the right of the item to reveal additional configuration options.

Bulk select

**Home** Front 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 [Down one](#)

Original: [Home](#)

[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!

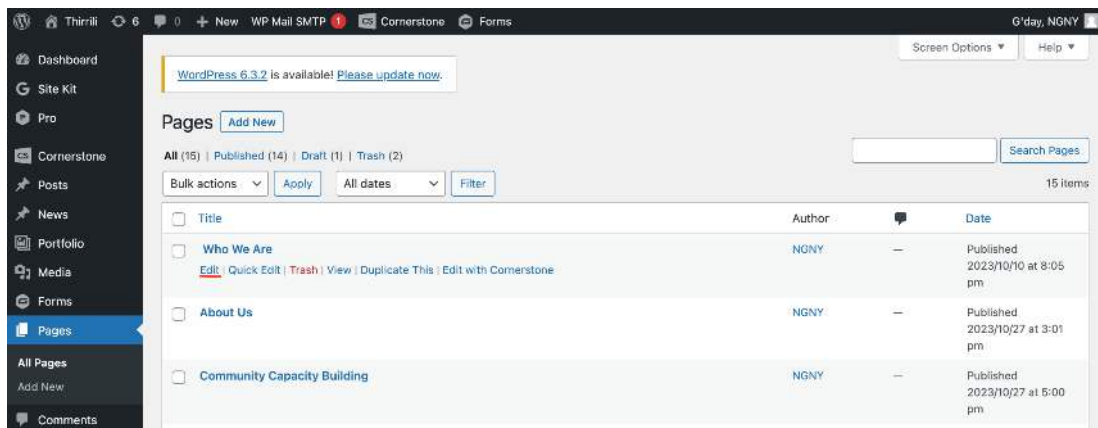
[Remove](#) | [Cancel](#)

[Delete Menu](#) Save Menu

# Search Engine Optimisation (SEO)

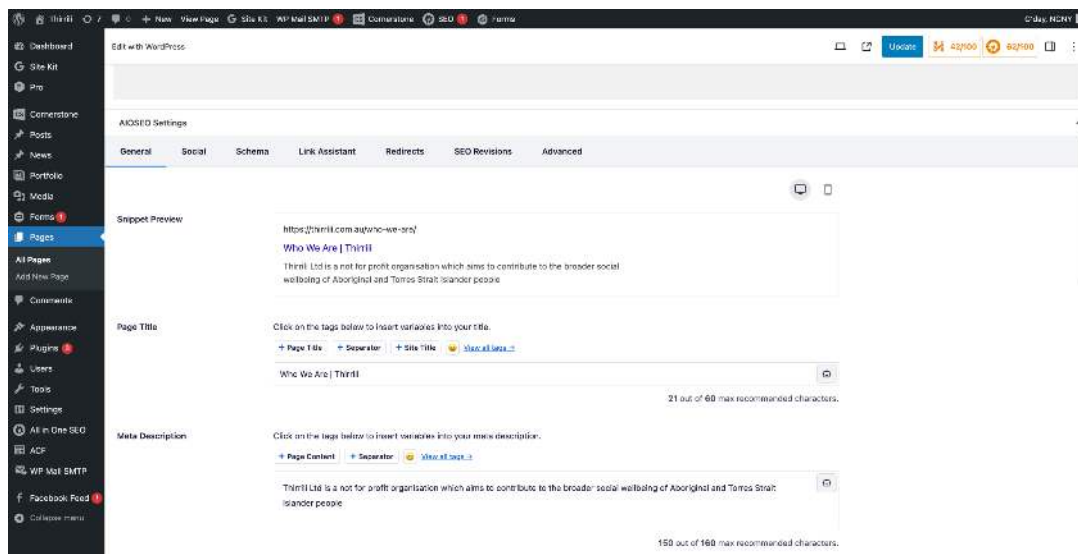
The plugin we use here is All In One SEO (AIOSEO). In this instance, we wish to Edit the page (not Edit with Cornerstone).

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.

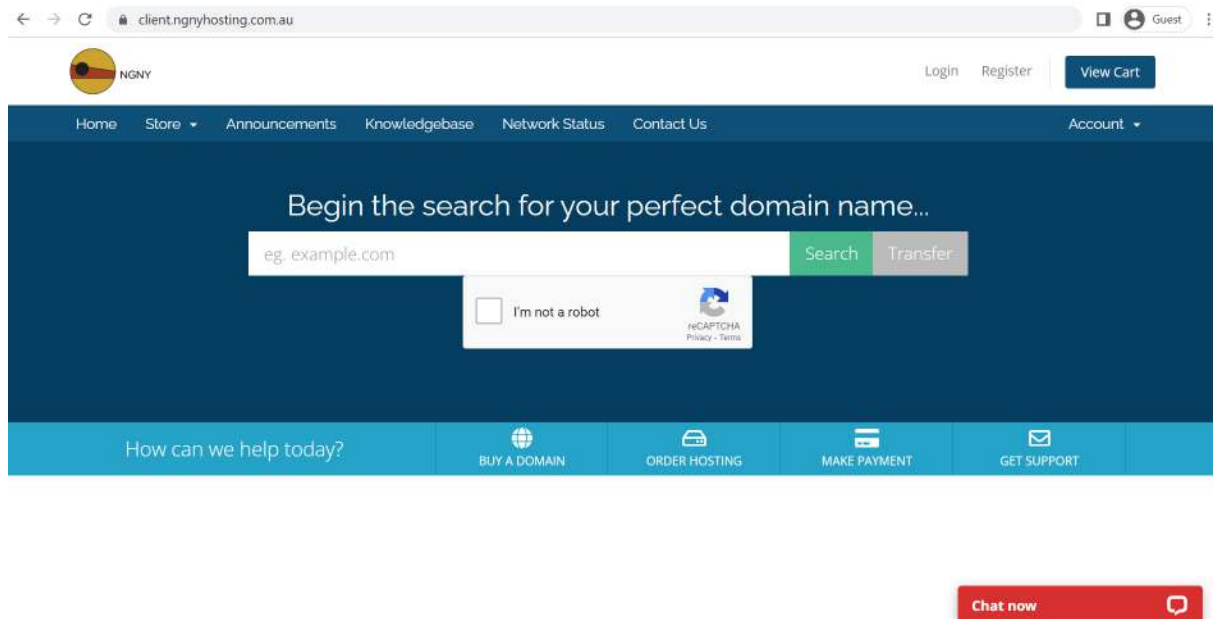


# Get in touch with NGNY

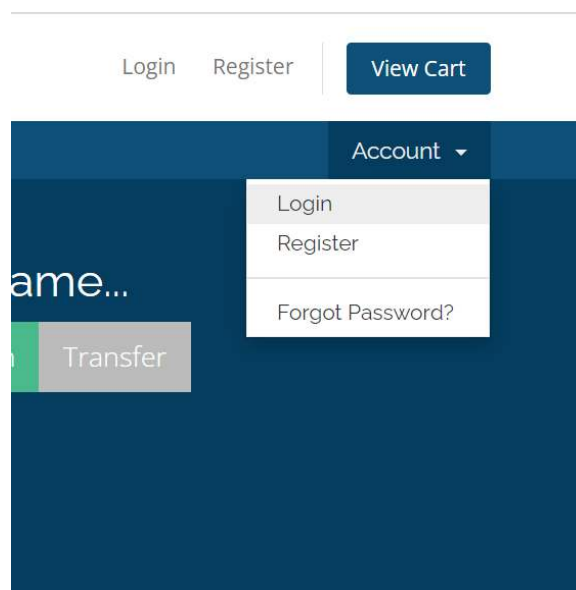
If you have any further questions or would like to request support, please use our client portal.

## How to Access Client Portal

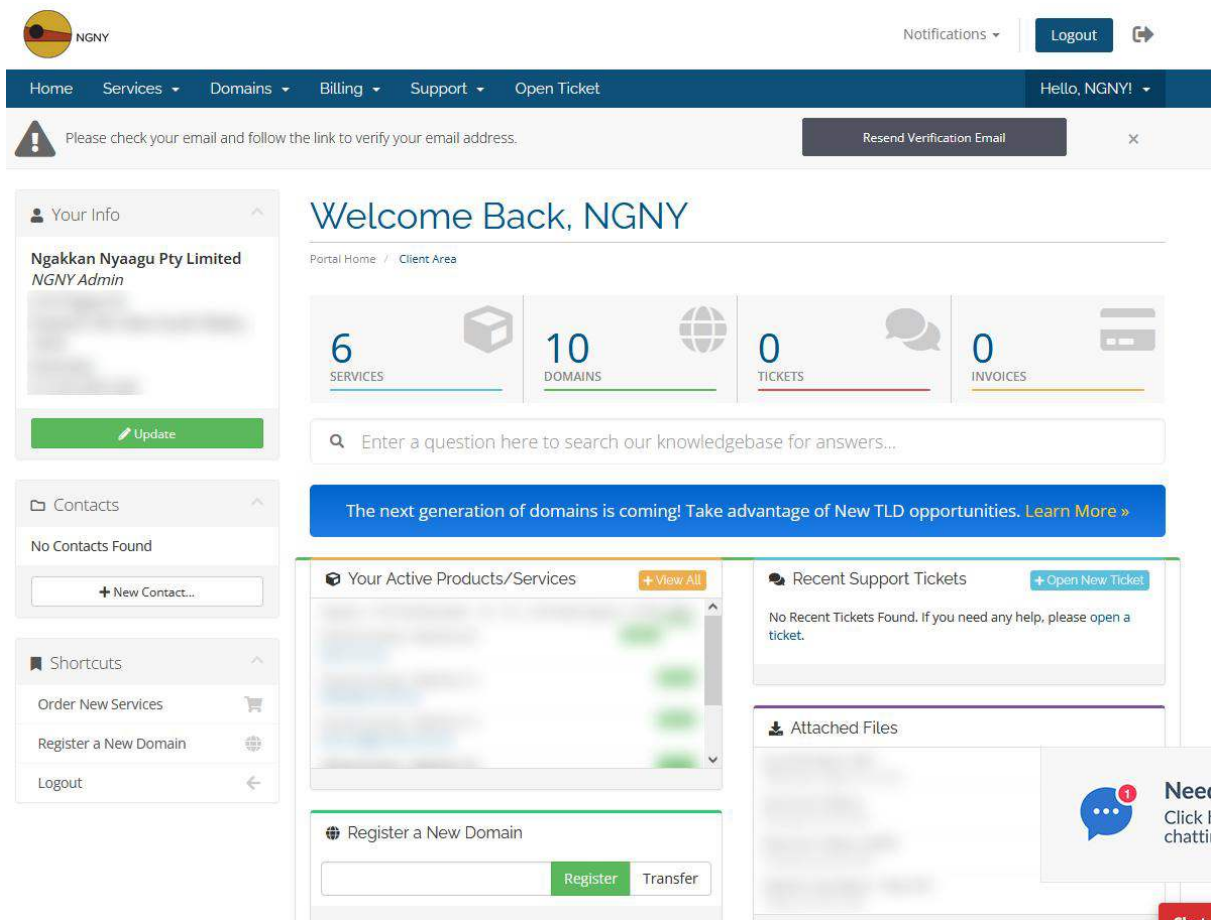
To access the client portal, go to this link: <https://client.ngnyhosting.com.au/>



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.

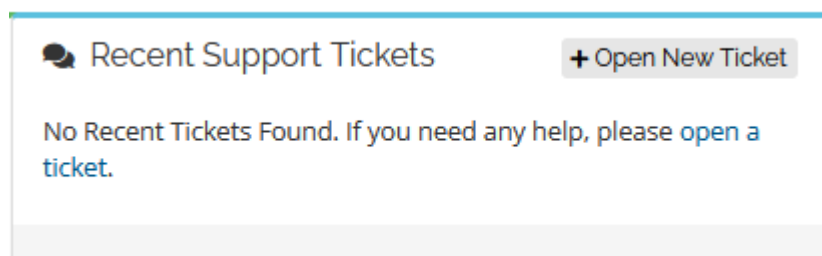


Upon logging in, you will be directed to the client area where all of the information regarding your active subscriptions, update your profile and submit support tickets.



## 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.

## 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	
<input type="text" value="NGNY Admin"/>	<input type="text" value="developer@ngny.com.au"/>	
Subject <input type="text"/>		
Department	Related Service	Priority
<input type="text" value="Support"/>	<input type="text" value="None"/>	<input type="text" value="Medium"/>
Message		
<div><p><b>B</b> <i>I</i> <b>H</b>       </p><div style="border: 1px solid #ccc; height: 100px;"></div><p>lines: 0 words: 0 saved</p></div>		
Attachments		
<input type="text" value="Browse... No file selected."/> <input type="button" value="+ Add"/>		
<small>Allowed File Extensions: .jpg, .gif, .jpeg, .png (Max file size: 32MB)</small>		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>		

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