

## MANAGING YOUR JOOMLA WEBSITE

### What is Joomla?

Joomla is a *content management system* (CMS) that provides a user-friendly interface for managing web content and other features. As an *open-source* solution, it is freely available to everyone. Third Sun has a specific and optimized implementation for Joomla that is customized for our clients, so our training is also customized to help clients manage things without hunting through support forums and outside tools.

*Note: When using the Joomla management tools (i.e. logged into the backend and trying to edit and/or create content), please use Firefox or Chrome (both free browsers).*

### Support Requests

Third Sun wants you to be successful managing your website, and we expect that you will have questions or needs that arise on occasion. To serve all of our clients' needs efficiently, we prefer you to email [support@thirdsun.com](mailto:support@thirdsun.com) because we usually need to be in front of a computer with your website pulled up to help you, and this ensures you get speedy help from the team member best suited to help you. When you submit your question or request, consider also sending the following:

- Your question or need stated clearly
- Link of the page you are referencing (if applicable)
- Screenshot of what you are seeing (or not seeing and if applicable)

When we have all the details about an issue, we can help you more quickly. For urgent issues (site downtime or other occurrences), email is still best. For more resources and Help Docs, go to [thirdsun.com/help-docs](http://thirdsun.com/help-docs)

### Training Guide

To access a digital version of this document, navigate to the backend Control Panel of your Joomla website. Select "Style Guide" and the file will be under the heading "Do you need more help?"

### Logging In to Backend

Open your browser to [saltlakeactingcompany.org/administrator](http://saltlakeactingcompany.org/administrator) and bookmark for future use. Login with your current username and password. If you do not have one, one of your administrators can make you a user account by logging in and following instructions below under User Manager.

### Backend Navigation

The backend of Joomla navigates like a website itself. You can access Menus, Content, Components, Extensions, etc. Most commonly used will be Items/K2 and Components area.



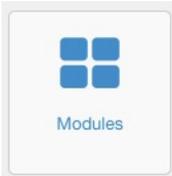
In the top righthand corner of the backend, there's a shortcut to the frontend of the site.



**User Manager:** Add new users or disable who can manage the site by clicking the Users button on your dashboard. Click the “New” icon (top right of the page) and complete information on the left (no need to do anything on the right as these will just default to proper settings). Then toggle to the “Assigned User Groups” tab and assign a trusted user at the “Administrator” level. **Don’t delete users**, this can cause issues on your site. Only **disable** past users. Each user needs a distinct email address, i.e. you can’t use the same email for everyone to use as a generic user like “Admin”.

## Menu Manager

Your website should not require frequent changes or additions to the menu navigation (it isn’t a good practice for your returning site visitors because they should be able to depend on the organization of your website to be relatively consistent). To access the Menu navigation and understand its structure, go to Menus > Main Menu. From here, you can add or delete options, but setting up menu items requires having already created the content and knowing how to link that content. See our [Help Docs on Menus](#) for more details, and if you need slight adjustments (i.e. adding an item or deactivating an item) you can contact [support@thirdsun.com](mailto:support@thirdsun.com) with your request.



## Homepage and Modules

Many components throughout your site, including homepage tiers, sidebars, and footers are controlled in the Module Manager, which you can view by going to Extensions > Module Manager. Modules are custom-tailored to your website, so **do not edit or delete modules** unless you know what you are doing.

## Edit the Language on Your Homepage

*Remember: your homepage content is not in Items.* Start with finding the respective module (color coded with a blue square), i.e. Banner, and then change the text. We recommend being very cautious with homepage edits, like adding images or too much formatting as it can interfere with the design. We are happy to help with changes, for assistance finding or editing a module, please email [support@thirdsun.com](mailto:support@thirdsun.com) or find a “Help Docs” tutorial at [thirdsun.com/help-docs/editing-modules](https://thirdsun.com/help-docs/editing-modules)

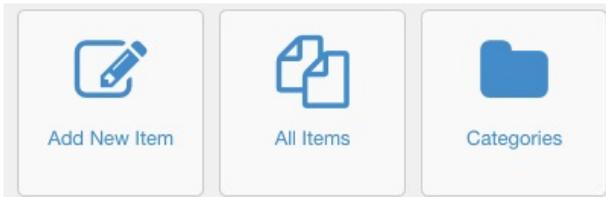
## Adding or Editing Site Content

**K2** — is a component that allows for additional features in the content management system, Joomla.

**Structure** — Your website is organized by Categories and Items.

**Categories** — main groups you organize items into.

**Items** — individual pieces of content that work often like pages on your website.



## Creating or Editing an Item

**Step 1:** Navigate to **K2** via the top menu or navigate to **All Items** from your Control Panel

- Once you are in the "Items" area, you will see a list of existing items.
- From the K2 Items list, filter them by using "Select category" to view items in a particular category.

**Step 2:** Select your item or create a new one.

- Edit an existing K2 Item by clicking on the title.
- Create a new K2 Item by clicking "+ **New**" green button in the top right.

**Step 3:** Give your new K2 Item a good **Title**. Assign it to the proper **Category** according to your site's organization. The "**Title alias**" will auto-complete when you save, so you don't need to add it.

**Step 4:** Create your text in the text editor either by pasting from a document or typing directly in the editor area. For headings, Use the dropdown that says "Paragraph" and select "Heading 2" or "Heading 3." And so on.

**Step 5:** *This is optional depending on how your site and pages are set up.* Some items need a main images. To add a main image, Click on the Image tab, then Choose File and select an image. Avoid extremely large images (over 1-2mb.) or poor quality/grainy images. Aim for 200-300kb sized image files. Photos may also be inserted into

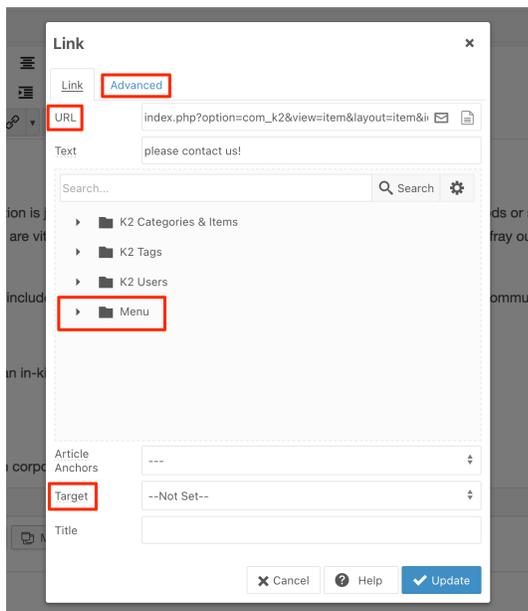
content using the “Insert/Edit Image” icon (*more info below*). **Most of your main images are 1600x900 pixels, current show pages (poster layout) are 2000x2800.**

**REMEMBER:** Always click **Save or Save & Close** for your changes (click **Cancel** if you do not want your changes to take effect). Please note that if you delete or unpublish a K2 item connected to a Menu item, you will need to reassign that Menu item to a published item or retire it (email [support@thirdsun.com](mailto:support@thirdsun.com) if you need help).

## The Basics: Maintaining your website is easy, here are some useful tips:

- Keep your content clean! Write compelling, concise, and clear content. **Avoid ALL CAPS** for consistency.
- Give your items/articles an appropriate **title** and **assign to correct category**. **Don't add title alias.**
- **Headings** - To create headings (and keep things consistent in the site), highlight the text to be made a heading and under Format, start with Heading 2 then Heading 3 (Heading 1 is usually used already by the page title). You can preview your headings from the Style Guide shortcut in your dashboard. Be consistent and work from h2 down for best accessibility. Don't add links to headings.
- **Line break (but not hard return)** - Click **Shift and then Enter** to get a line break. In the site's code this differs from a hard return which will create a paragraph space between lines.
- **Bullets or Number Lists** - Enter your text with hard returns between the lines you want to bullet point (or number). Select the lines and click the Bullet List or Numbered List icons.
- **Bold, Underline, or Italics** - Use these sparingly for impact, avoid underlines as they tend to look like links and are bad for accessibility.
- **Alignment** – Avoid centering text whenever possible for best accessibility/useability best practices. Also avoid justified alignment. Left-aligned is best.

## Adding Links, Images, and More to Your Item's Content



- **Insert/Edit Link:** Highlight the text (or image) to link and then click link icon to open link manager.
- **To add a link to another page on your site,** use the link manager, select your page by clicking Main Menu folder and finding the correct page, (don't adjust the Target) then click Insert. *If you can't find it under Main Menu look under K2 Categories & Items.*
- **To add a link to a page that's not on your site,** enter the URL (complete with `https://`), change the Target “Open in new window.” Then click Insert.
- **Button Style Links:** Create a link button by following the link steps above, but before clicking Insert go to the “Advanced” tab and type 'btn' in the “Classes” field. Then Insert.
- **NOTE:** Don't add links to headings.

 **Insert File Link:** To insert a document for users to download (pdf, doc, xls, jpg) into your K2 Item, write a phrase (i.e. Download this file) and highlight. Click the Insert File Link icon. Select an existing or upload a new document by clicking the Upload icon (arrow pointing up on the right side of the File Manager pop-up). Once uploaded, select the file to link.

 **Insert/Edit Image:** To insert an image directly in the content, click your cursor in the spot where you want the photo to appear and click the Insert/Edit Image icon. Upload an image by clicking "Upload" in the Image Manager Extended pop-up. Once uploaded, click on the file and so the URL line populates. Add alt text if desired (for best accessibility). You can align right or left and set a margin (like 5 pixels) or have them be full width (this is often best these days with mobile phones – as long as the photos are not vertical). For full width, have the width dimension be "100%" and delete the height or leave blank.

**Insert a Video:** First, upload the video to the platform of your choice, this is ideal so that the site isn't hosting the video file itself. then locate the video ID:

- On Youtube videos this is after "V=" in the URL, i.e. <https://www.youtube.com/watch?v=dQw4w9WgXcQ> so the Video ID is "dQw4w9WgXcQ".
- On Vimeo the Video ID comes after "vimeo.com/".

Insert in the content into the code found under "Short Codes" in the editor in place of "videoID" . i.e. {youtube}videoID{/youtube} (same for Vimeo or Soundcloud using {vimeo}videoID{/vimeo}, etc.).

 **Insert Columns:** To insert columns click the columns icon and then select the number of columns and width – we don't suggest more than 3 for best mobile experience.

## News Feed

Add new items to the Updates category to have them published as posts on the site. They'll automatically show on the homepage news feed and in the Updates section in the Latest News dropdown. Come up with a good title, *don't fill in the Title-alias*. Follow the best practices outlined above for formatting your text, i.e. use consistent headings, no caps or underlines, etc. Add in an image if you'd like, *most of your main images are 1600x900 pixels but this isn't strict*. Portrait-orientation images may not crop correctly on the homepage.

If you no longer want a post to be published, click on the Published toggle in the Item. If you wish to make changes to the publishing date of an item, like a blog post (i.e. have it unpublish or publish on a specific date), go to the **"Publishing & Metadata"** tab in the item (top of page between "Basic" and "Display Settings"), under "Creation Date" select the date you'd like the item to show as being published. If you want it to stop appearing at a certain date, write in a "Finish Date". Here you can also add in optional Metadata – the "Description" will create a description for search engines to show (by default they pull a snippet of the first ~155 characters on the page) and that's what comes up in a search result preview. You can also add "Keywords" for search engines here.

*Reminder that all links to other sites should Open in New Tab.*

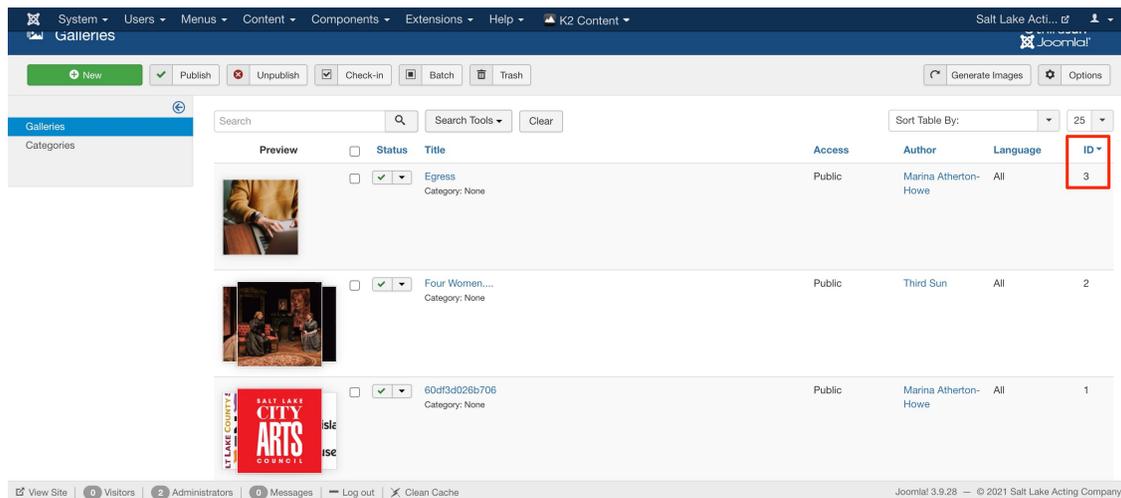
The screenshot shows the Joomla! K2 administration interface for editing an item. The top navigation bar includes 'System', 'Users', 'Menus', 'Content', 'Components', 'Extensions', 'Help', and 'K2 Content'. The left sidebar contains a menu with 'Items', 'Categories', 'Tags', 'Comments', 'Users', 'User groups', 'Extra fields', 'Extra field groups', 'Media manager', 'Information', and 'Settings'. The main content area is titled 'Edit item' and has three tabs: 'Basic', 'Publishing & metadata' (which is selected and highlighted with a red box), and 'Display settings'. The 'Publishing & metadata' tab contains several fields: 'Title' (with the text 'SLAC's NPSS Festival Concludes March 29th with EGRESS' and a red box around the label), 'Title alias (URL)' (empty), 'Category' (set to 'Blog & News' and highlighted with a red box), 'Tags' (with 'npss festival', 'NPSS', and 'virtual' tags), 'Published' (a toggle set to 'Yes' and highlighted with a red box), 'Featured' (a toggle set to 'No'), 'Access level' (set to 'Public'), 'Author' (set to 'Joshua Black'), and 'Author alias' (empty). At the bottom, there are buttons for 'Content', 'Image', 'Image gallery', 'Media', 'Extra fields', and 'Attachments'. The footer shows 'K2 v2.10.4 [Dev Build 20210527]', 'Copyright © 2006-2021 Joomla!Works Ltd.', 'View Site', '0 Visitors', '1 Administrator', '0 Messages', 'Log out', 'Add to Menu', 'Clean Cache', 'Editor', 'Code', 'Joomla! 3.9.28', and '© 2021 Salt Lake Acting Company'.

## Adding a Gallery



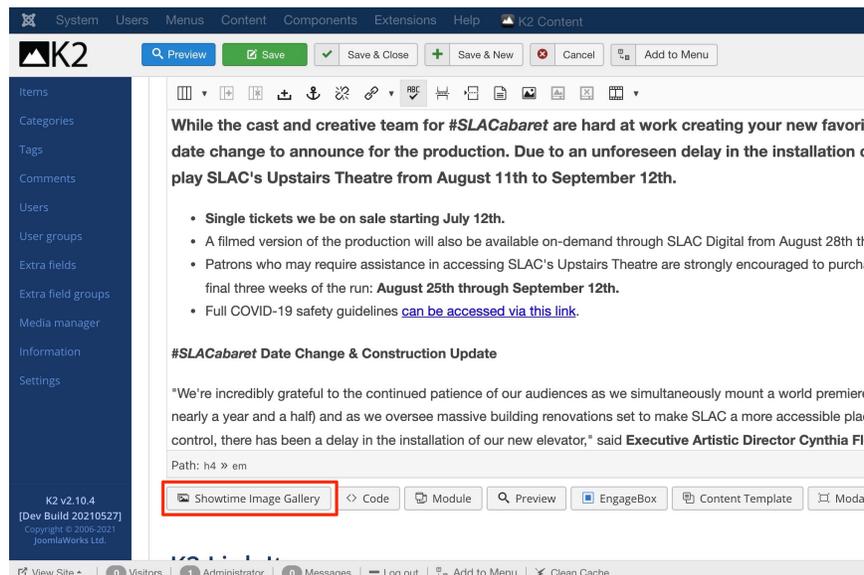
Galleries are used on the Show pages for your site and can be used elsewhere like blogs as well. **To add a gallery to a Show**, click Image Galleries from your dashboard. Then click the green "New" button to add a new gallery. Give it a title (likely the show name) and you can either drag and drop images or click the green "Add Images" button. After they're uploaded, you can add text for alt-text in the box underneath each photo. To delete an image, click the X in the top right corner of the image. Save & Close when you're finished.

Once your gallery is created note the ID #. This will be used to add it to the Show page – steps on next page.



## To add a gallery to a blog (or other non-show page)

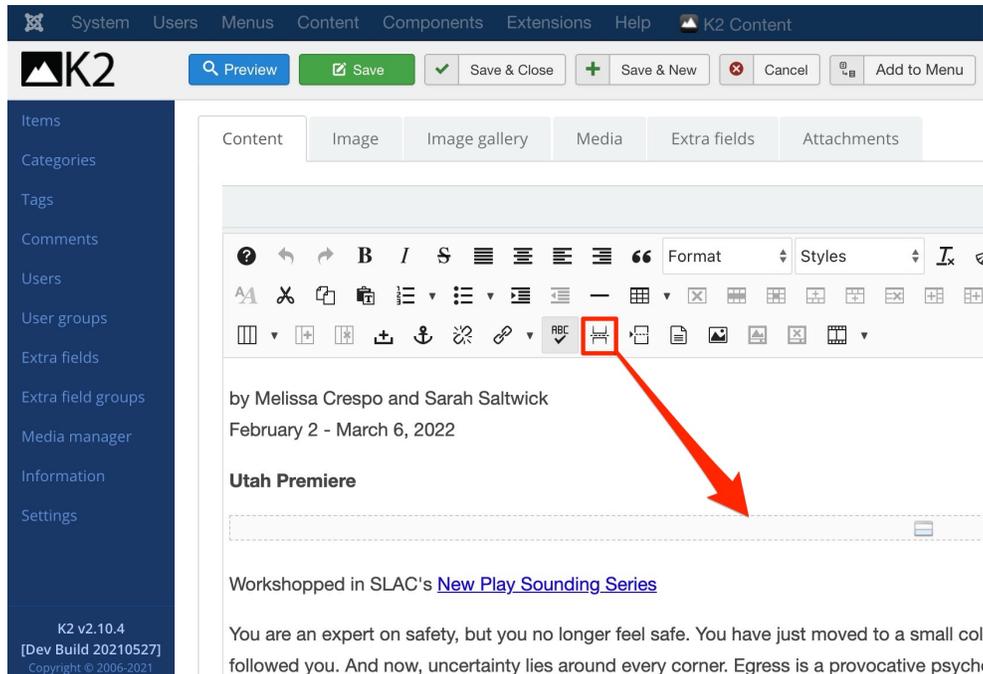
From your Item, click the Showtime Image Gallery button below the content editor. From there you can drag and drop images or click Use Existing to insert an existing gallery. You can add image titles (this will auto-create the alt-text.) When finished click Save & Insert.



## Adding or Editing Show Pages

Show pages are added in the category for the current season, i.e. "2021-2022 Season".

- To create a new show, click "New" then add in Title – *don't need to add title alias*. In the content area, you'll add in the brief important details you want shown in the homepage thumbnail for the show, then insert a "Read More" break and below that will have the rest of the info that will be on the show page under "Description".



- To add in Cast – first each cast member needs an Item set up in the 'SLAC Actor Library' Category. ***Moving Forward, we HIGHLY recommend editing their existing Item instead of adding a new item.*** I.e. it would be "Colleen Baum" instead of "Colleen Baum as ..." and it would just be updated for each show she's in – this means the existing pages with that same item would have the same info, so don't make the language show-specific, make it actor-specific. Then in the Show page scroll below the content area to K2 Link Item and find the Item for each respective cast member. ***Note: if you ever have spare time, you can go through archive and replace old cast items with newest one and delete the old ones from the Library. If you delete them without adding to the archive first, they will no longer show on old show pages.***
- Add in a main Image on the "Image tab". The images for the current season are 2000x2800.
- To add in the information that shows under "Details" go to the "Extra Fields" tab.
  - Fill in relevant info – you can leave blanks for missing info, and it won't show the field on the Show page. *Ignore the field with an \* – it's in use on old shows so we can't delete it, we'd lose old info.*
  - To add the gallery, copy and paste the code from the field, `{showtime X}` and replace the X with the ID # from the gallery (see steps above for creating a gallery). I.e. for Four Women... you'd put in the field: `{showtime 2}`

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## Other Notes on Your Site

### Not Seeing Your Edits?

The most common culprit when you're not seeing your edits on the front end of the site is your browser's cache. First, make sure you're refreshing the page on the front end. Then, try clearing your browser's cache. More notes on this here: <https://thirdsun.com/help-docs/edit-items-and-categories/why-aren-t-my-changes-showing-up>

### To Create a Custom URL for Your Site

Sometimes it's handy to have a short URL for easy linking and reference – i.e. [Saltlakeactingcompany.org/egress](http://Saltlakeactingcompany.org/egress)

To create these short URLs, you'd set them up as a hidden menu. Instructions can be found here:

<https://thirdsun.com/help-docs/editing-menus-and-navigation/using-hidden-menus-for-shorter-urls>

NOTE: Hidden menus are handy, but shouldn't be used for every page on your site. Hidden Menus have their place, but overall Troy has a good rule of thumb: *It is ideal to just send people to your homepage. If whatever is going on isn't obvious from there, then that is a problem.*

### To Create a Redirect

We don't recommend changing URLs or your menu structure, because it can break links elsewhere (on your site or where someone else has linked to it) but if a URL changes, i.e. on the Main Menu you swap "Our Mission" for a page called "Mission and History" and your old page may be linked somewhere, to avoid 404 errors you can go to Components > RSSeo! > Redirects. Then click "New" and put the old URL as "From" and the new URL as "To" and save. If the old URL is typed in or clicked on, it will redirect to the new one.

### To View URLs Causing 404 Errors

This ties into the info above – if you're changing URLs it can cause errors. We've tried to mitigate this as much as possible, but 404s can still happen. To view what URLs people are clicking and reaching errors, go to Components > RSSeo! > Error URLs. This will show the list of 'bad' URLs. Many will be from bots. We've tried to correct many already, but if you see a new URL or one that's not on the redirect list, you can create a redirect for it to an existing page to avoid errors in the future.

### Engagebox Popup Window

To have a popup that shows up when you enter the site (like for advertising an upcoming event) is an option managed in EngageBox. If you'd like to add or remove a popup or change the message or settings, you can find steps here: <https://thirdsun.com/help-docs/engage-box-pop-ups>

*If you need help, please email [support@thirdsun.com](mailto:support@thirdsun.com). Or Visit "Help Docs" <https://thirdsun.com/help-docs> for many of these things outlined.*