# **Guide to Website Administration**

(VNVN E-commerce Version)

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# 1. Getting Started

### A. Parts of an ecommerce web page

Let's look at a typical page of an ecommerce website. This page contains these parts.



#### 1. The Header

Header is the top part of a web page. This part contains some elements that normally exist in all pages of the website. They are:

• **The Logo**. In this example, it is the logo of "Gift Shop Company".



 Horizontal Menu or Top Menu. This type of menu usually appears near the top of the web pages. There are 5 items in this Top Menu: "Home", "About Us", "Products", "Announcements" and "Contact".



These are the commonly used items. The less used items are normally put in the bottom menu.

• **Banner**. This is an image that tells about your shop or the products that you sell. You may use more than one image and they will appear one after another as in a slide show.



#### Some tools.



- Tracking Order. This button lets a customer find out about the status of his order. The customer can find out if the merchandise was shipped and when it was shipped.
- Register. This button is for registration to become a member of your website. A member is entitled to some benefits and saves time in checkout because he doesn't have to fill out a lot of information.
- Sign In. This button lets a member view his purchasing history, or change his information.
- "View Cart" button. This button looks like a shopping cart. It allows a visitor to view the items he has selected. Next to this button is a number in parentheses. This number shows the number of items that has been selected.
- Search box. This box helps the visitor find a product or an article in the website.

#### 2. The left column

The left column of this website doesn't have a general menu, but there is a product menu, instead.

 At top of the left column is the Product menu with groups of products such as Christmas Gifts, Valentine's Gifts, Birthday Gifts, etc. These are the product groups that belong to "Products" on the Top Menu.



Lower down is the QR code (QR stands for quick response) which provides a quick way to save a website address or a web page address. Visitors may use the camera in an iPhone or a smart phone to scan the code. It will be converted to a website address and can be saved for later viewing.



Some pages of the website might have a right column to display advertisements, videos, or special products.

#### 3. The Footer

 Footer is the bottom part of a web page. It may have a menu for information that is less used by visitors. In this example, they are "FAQs", "Customer Services", "Privacy Policy".

Faqs | Customer Services | Privacy Policy |

Underneath the bottom menu is the copyright notice.

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Some websites may display the logo of the web builder company. In this example, you will see the logo of VNVN Company.



 The website might have a "Choose Theme" box to let visitor choose a theme color.



### 4. The Body

This is the main part of each web page. It displays the main content of the web page. In this example, you are viewing the Home page and it is displaying 2 groups of information:

Some products.



 A short introduction of the online shop. You will need to replace it with your own text. You are wondering what gift do not know choose to store memories as birthdays, Valentine's, Christmas, holiday, wedding anniversary ... these are the moments of love for lovers, relatives of you.

At the Gift Shop will have an answer for your problem. With just a few mouse clicks, you can have just one or more gifts and it's pretty significant. You will have complete peace of mind to bring joy to loved ones, family, friends, lovers. The gifts will be transferred to hand your loved one on the day that you desire.

Services Gift Shop is a bridge of love given to people that do not send time-consuming and extremely low cost!!

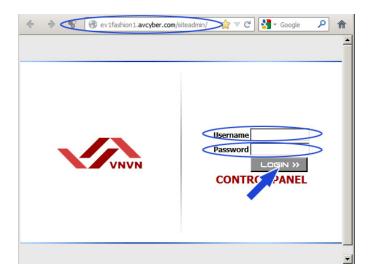


You've just viewed the different parts of the homepage of an ecommerce website. These parts will also exist in all the other pages. The only part that is different is the body of each web page.

## **B.** Login the Control Panel

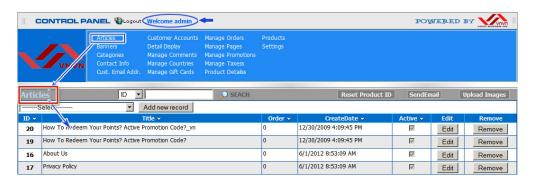
When you want to make changes to the website, you must use a special program to manage the content. The program is called the Control Panel. To access the Control Panel, you must login using a web browser such as Internet Explorer, Firefox, Chrome, etc.

 In the address box of the web browser, type the web address of the Control Panel as instructed by VNVN. Then, hit the "Enter" key. The login screen will appear.



- Fill in your Username as assigned by VNVN.
- Fill in the Password as given to you by VNVN.
- Click the "Login" button.

If everything is correct, you will see the first screen of the Control Panel. The upper part is the menu and the lower part is the list of existing articles.

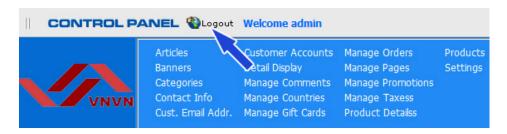


On the right side of the "Logout" button, you will see a greeting, "Welcome admin", because we've just login with the username "admin".

The title bar is showing "Articles" which means you are looking at the list of articles and you ready to manage the articles in the website.

#### C. Logout

After you are done with managing the website, you will need to logout. Logout is the act of closing the Control Panel.



Click the "Logout" button. The login screen will re-appear.



You have closed the Control Panel and have disconnected from the web server.

You've just familiarized yourself with the ecommerce website. You will practice posting an article in the next session.

If you are in a hurry and want to post a product right away, you may skip the next three articles and go to Article 5.

# # #

# 2. To Add an Article to the Website

In this example, you will practice posting an article to the website. This article announces about the New Year Shoes Sale and will appear in the menu item "Announcements".

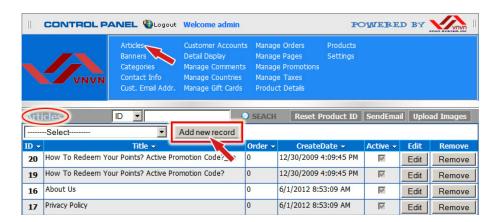
Suppose your website already had a menu item named "Announcements" on the Top Menu.



Here's how to add an article.

Login the Control Panel as usual.

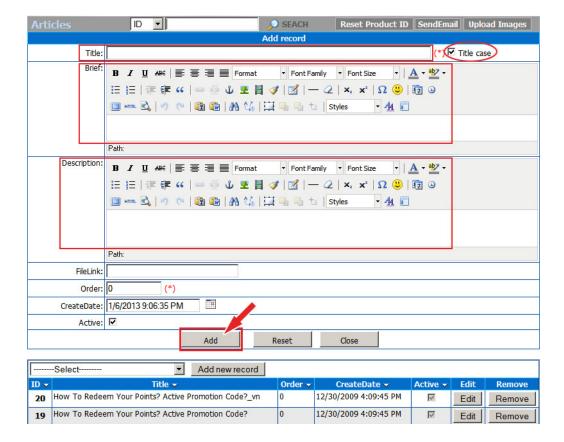
You will see the Control Panel with the list of articles.



• Click "Articles" on the top menu.

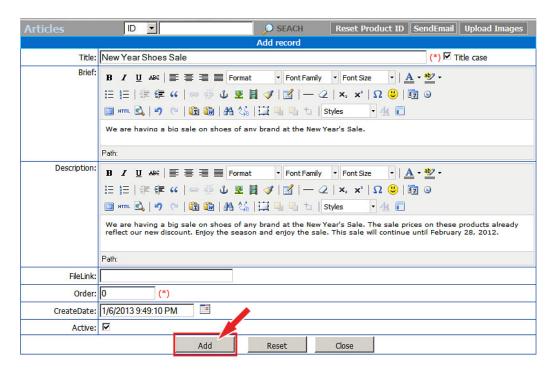
The gray title bar is showing "Articles". Underneath is the box to filter articles by category and the "Add new record" button. Below is the list of existing articles.

**A. Step 1**: Create a new article record. You will link it to a category in step 2.



- Click the "Add new record" button. A blank record will appear. Fill in the following boxes.
- **Title**. Fill in the title of the article. On the right side of the Title there is a "Title Case" box. If this box is checked, the first letter of every word you type in here will become capital.

- Brief. Fill in the summary of the article.
- **Description**. Fill in the article itself.



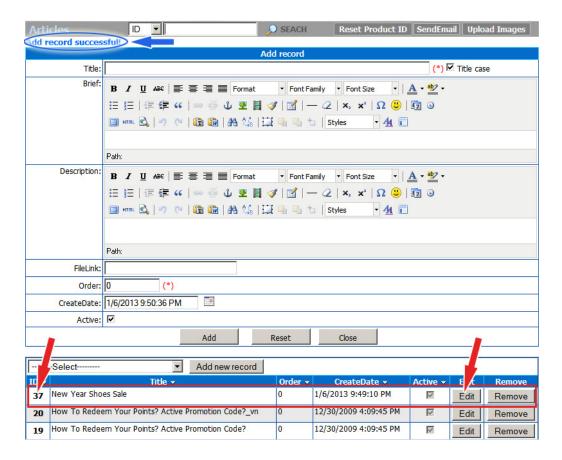
Click the "Add" button.

The message "Record added successfully!" will appear at the upper left corner and another blank record will appear.

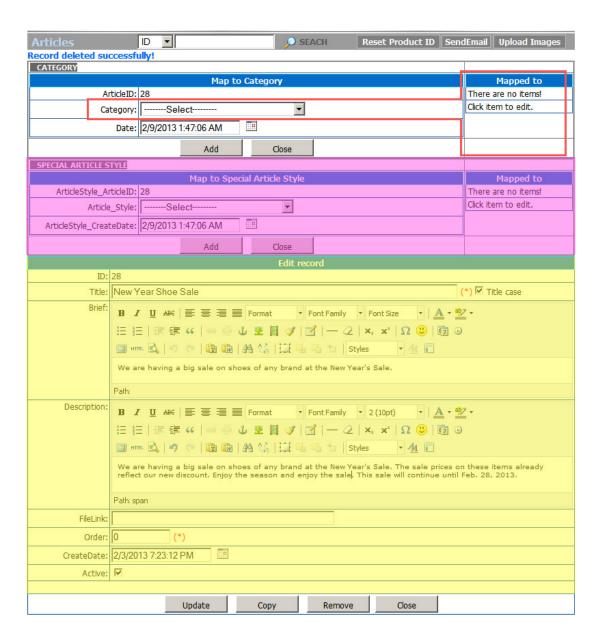
However, the task is not done yet. You still need to map this article to a category, which means to link it to a category.

# B. Step 2: Map the article to a category.

Find the article you've just created. It's the top article of the list in the lower part of this screen.

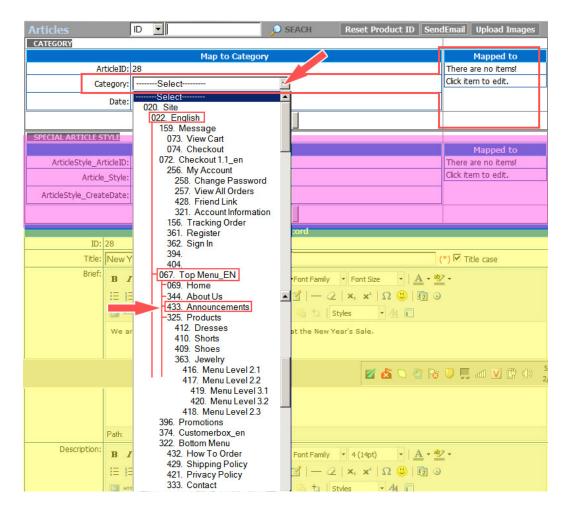


 Click the ID number or click the "Edit" button on the same line with this article to open this record.



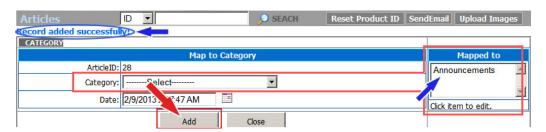
This record will now have 2 extra sections at top. You only need to concern with the top section. The lower section is used only in some special cases.

Click the Category box. A dropdown list will appear.



The list is pretty long but you only need to focus on the group "Top Menu\_EN". Find the category "Announcements" and click on it.

The "Category" box is now filled with "Announcements".



• Click the "Add" button underneath. This action means you are adding this category to the "Mapped to" list, or link this article to the category "Announcements".

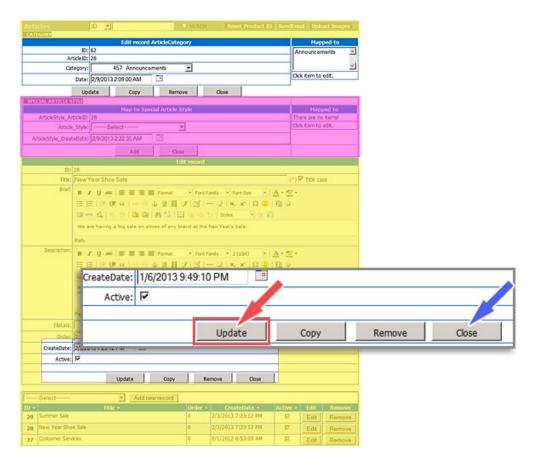
NOTE: After linking the article to a category, you can still change or remove it from the "Map to" list. Click on "Annoucements" in the "Map to" list, some new buttons will appear such as "Update", "Copy", "Remove", "Close".



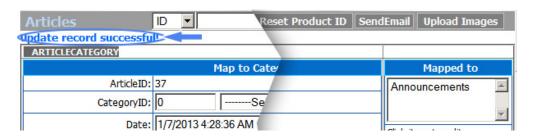
- To change the category: Click the "Category" box.
   Select another category. Then, click the "Update" button.
- To remove a category from the list: Click the category in the "Mapped to" list. Then click the "Remove" button.
- Insert an image in the article.

Please read article "3. To Insert an image in an Article" for instructions.

• Click the "**Update**" button at the bottom of the record.



The message "Record updated successfully!" will appear at the upper left corner.



 Click the "Close" button at the bottom of the record. You will be back to the main screen of the Control Panel.

### C. Check your website.

• Go to your website.



 Click the menu item "Announcements" on the top menu. The article will appear as you see here.

NOTE: Since there is only one article in this category, it will appear when you click this menu item. If there is more than one article, you will see a list of titles together with the summaries.



You have finished adding an article to the website. You can now logout the Control Panel.

# # #

# 3. To Insert an Image in an Article

### A. Prepare the image

You should prepare the image to the size you want to display. If it's going to be on the left or right side of the article, the width should be about 300 to 400 pixels. Use a photo editing software to resize the image and save as JPG format. You may also upload a larger image and have the program resize it when displaying on the web page.

#### B. Upload the image to the web server

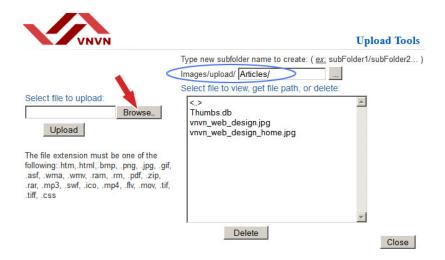
- Login the Control Panel as usual.
- Click the menu item "Articles" and click the ID of the article you want to insert the image in.



• Click the "Upload Images" button near the upper right corner. The "Upload Tools" screen will appear.



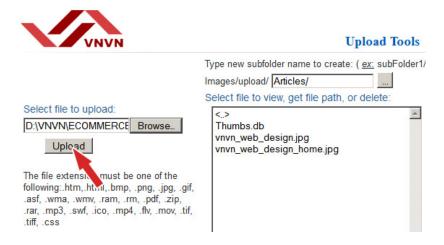
Select the folder you will upload the image into. Since this
image is used with an article, we will select folder "Articles".
Click the "Articles" folder in the large frame on the right side.
The large frame will now display all the files in this folder.



• Click the "Browse" button. You will see the files and folders in your computer.



 Find the image file you want to upload. Click on it, and then click the "Open" button.



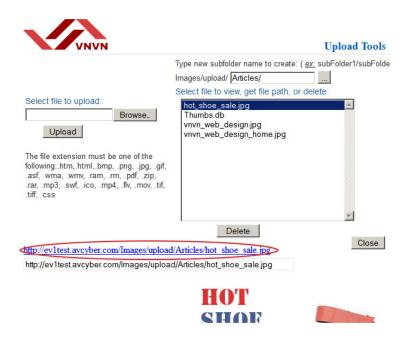
• The box "Select file to upload" is now filled with the path to the file. You are ready to upload. Click the "Upload" button.



After a moment, the filename will appear in the large frame and the image is showing at the bottom of the screen.

#### C. Copy the image file path

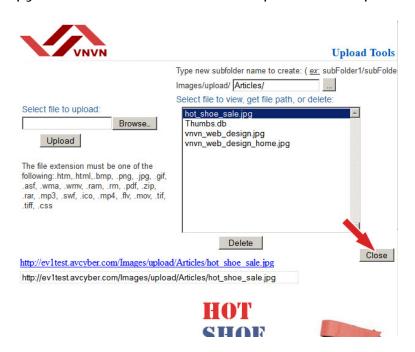
Now, you will copy the path to the image file in the server then paste it in the article.



• Click on the image filename. A line of blue text will appear below the large frame.



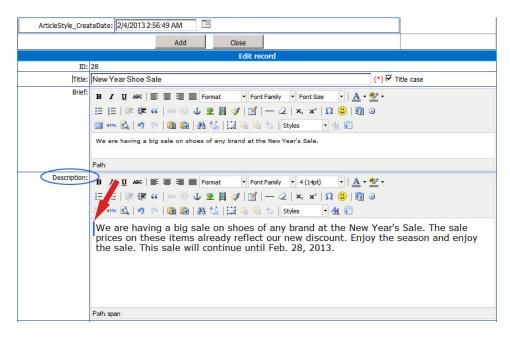
 Move your mouse cursor over this text, and then click the right button of your mouse. A list will appear. Click on the line "Copy Link Location". You have copied the file path.



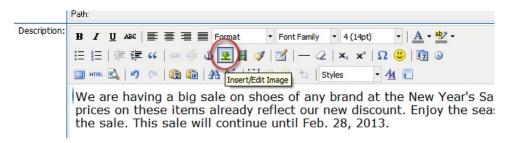
• Click the "Close" button. You will be back to the article record.

#### D. Paste the file path in the article

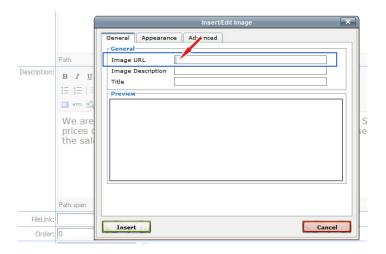
Let's place the image on the left side of the article.



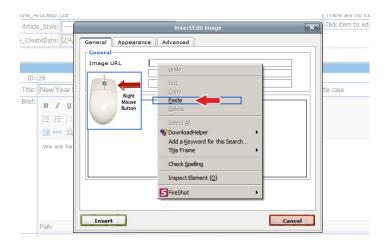
 Go to the "Description" box and click at the beginning position of the article. You will see a vertical blinking line.



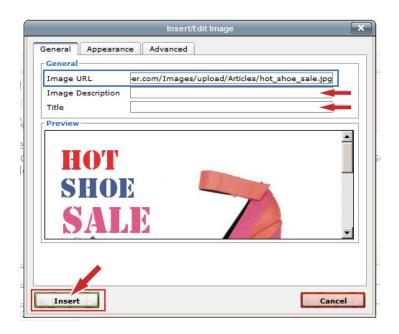
 Click the icon for "Insert/Edit Image". A small screen will appear.



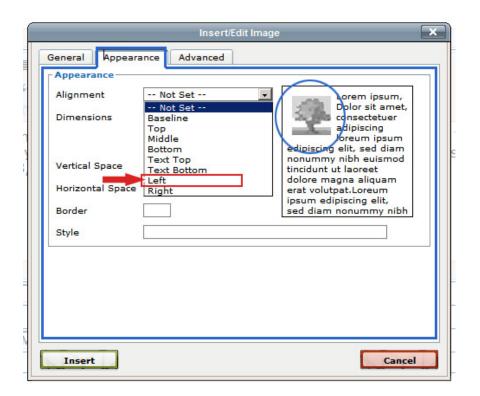
- Click inside the "Image URL" box. This is where you will paste the file path you've just copied previously.
- You can paste by one of the following methods.
  - Press and hold the "Ctrl" key, then press the "V" button on the keyboard.
  - Click the right button of your mouse. A list of options will appear. Click on "Paste".



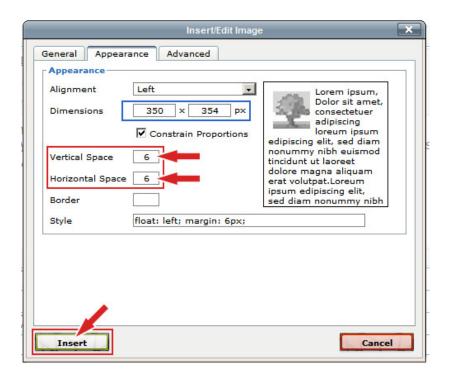
- The "Image URL" is now filled with the image file path. Click anywhere in the Preview box. The image will appear in the "Preview" box.
- Fill in the "Image description" and "Title" boxes. You can fill in or leave them blank as you wish.



• Next, click the "Appearance" tab. A screen will appear to let you choose the image position and some other parameters.



• Since we will place the image on the left side of the text. Click the "Alignment" box. Then, select "Left" in the dropdown list.



Notice that the "Dimensions" boxes are showing the dimensions of the image just uploaded. The first box is the width, the second box is the height of the image. If you want to display the image at a different size, you only need to fill out one of these 2 boxes. The second dimension will be adjusted proportionally – if the "Constrain Proportion" box is checked. Note that the original image is still the same. It is only resized while being displayed.

- In the next 2 boxes, fill in the spaces (in pixels) from the image to the nearest text. "Vertical Space" is the space above and below the image. "Horizontal Space" is the space on the left and right side of the image. Please fill in the "Horizontal Space" box with 6 to keep the image from touching the text.
- Click the "Insert" button to finish. You will be back to the article record. The image has appeared in the "Description" box of the article.

• Finally, click the "Update" at the bottom of the record.

#### E. Check the website

Go to your website.

Click "Announcements" on the top menu. The article with the image will appear.



If there is more than one article. You will see a list of article. Click the article you've just edited. The article will appear with the image you've just inserted.



You have finished inserting an image in an article.

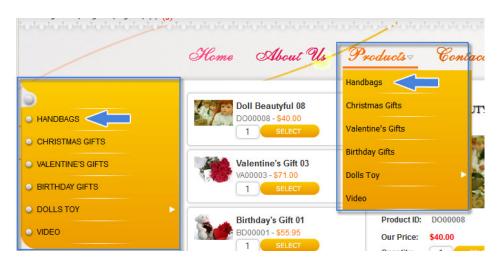
# # #

# 4. To Add a Product Category

Category is the way the content of the website is organized. Categories are displayed on the website as menu items. For example, if there is a menu item "Products" on the Top Menu, your website does have a category named "Products".

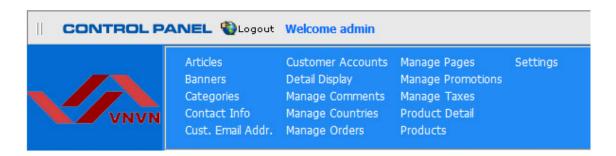
Now, move your mouse cursor over "Products" you will see some groups of products such as "Birthday Gifts", "Christmas Gifts", "Dolls", etc. "Products" is a category in your website, and the product groups are also categories that belong to category "Products". We call "Products" the "parent category" of the product groups.

If you want to sell a new group of products, for example, handbags, you will need to add a category for this group.



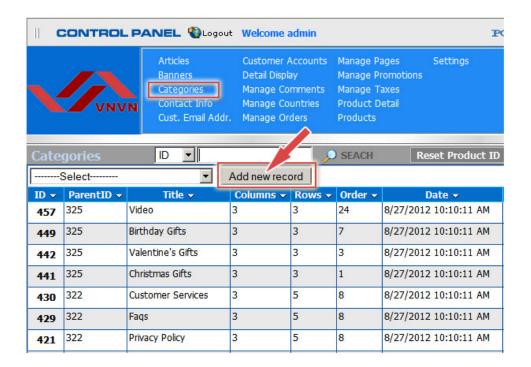
In this article, we will practice adding the category "Handbags" to the gift shop website. The Left Menu will have a new item, "Handbags". On the Top Menu, when we move the mouse cursor over "Products", the dropdown list will also have a new item, "Handbags". Here's how to do it.

Login the Control Panel as usual. A menu will appear at the top of the screen.

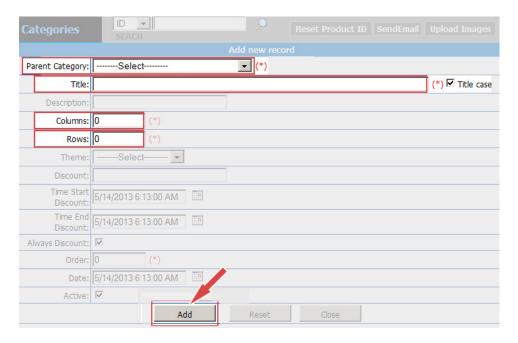


You will need to do 2 steps.

- **A. Step 1:** Add a new category; you will select a display style in step 2.
  - Click "Categories" on the menu. The list of existing categories will appear.



Click the "Add new record" button. A blank record will appear.
 You need to fill in some most essential boxes.



• Parent Category. Select the parent category of this new category. We are adding a new group of products. This product group is a part of the big category "Products". We call "Products" the parent category of the category being added. For that reason, we will select "Products" for this box.

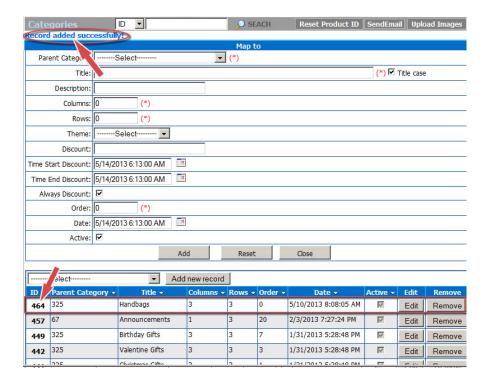
Click the "Parent Category" box. A dropdown list will appear. Find the category "Products" in the "Top Menu\_EN" section. Click "Products" to select.

- Title. Fill in this box with "Handbags".
- Columns. Whenever a viewer clicks on a category, the list of products will appear. You can decide how many columns and rows the list will be displayed. Enter the number of columns here. This number is effective only if you select the display style "Product List 2". We will do this in step 2.
- Rows. Enter the number of rows you want the list to be displayed in each page.

You can ignore all the other boxes until you are more familiar with the administration task.

• Click the "Add" button to complete Step 1.

The message "Record added successfully!" will appear at the upper left corner, and another blank record will appear ready for another category.

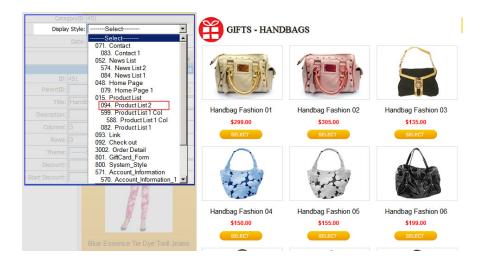


Below the blank record is the list of categories. Your newly added record is at the top of the list.

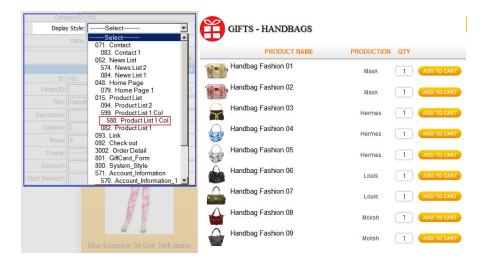
# **B. Step 2:** Select a display style.

When a visitor clicks on a product category, the list of products will be displayed in one of these 2 styles.

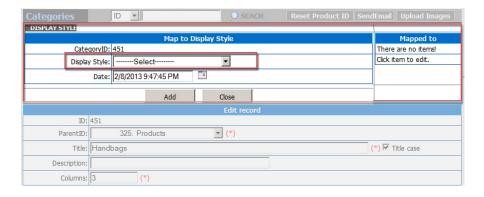
Multiple columns and rows (if you choose "Product List2" as the display style for this category.)



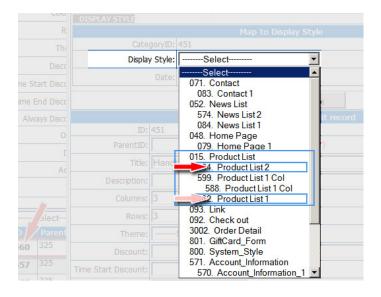
 Single column and multiple rows (if you choose "Product List 1", or "Product List 1 Col" as the display style for this product group.)



 Let's open the record of the newly added category. Click the ID number or the "Edit" button. This record will appear.

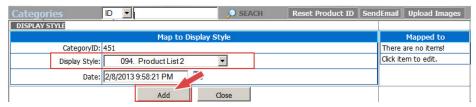


 In the "Map to Display Style" section, click the "Display Style" box, a drop down list will appear.



• Click the line Product List 2" to select the "multiple columns and rows" style.

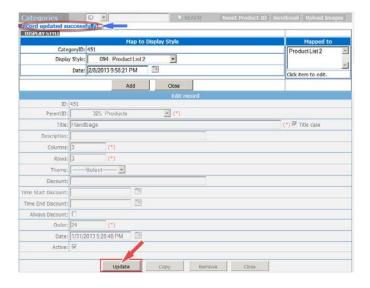
The "Display Style" box is now filled with "Product List 2".



• Click the "Add" button. "Product List 2" will appear in the "Mapped to" box on the right side. This means the products will be listed with this display style.



• Click the "**Update**" button at the bottom of this record to save the change you've just made.



The message "Record updated successfully" will be shown at the upper left corner.

You have finished adding a category to the website. However, this category will not appear on the website until you have added at least one product to this category.

## 5. To Add a Product to the Website

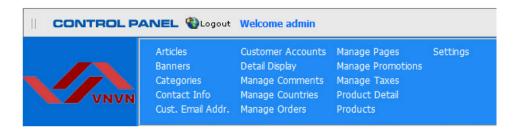
Before adding a product to the website, you must prepare some most essential information:

- Product Title (**Title**). You cannot save the product if you don't fill in a title.
- Product Code (Item Code). You cannot save the product if you don't fill in a product code.

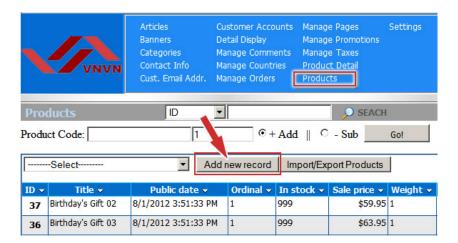
You also need other information such as: price, brand, size, color, weight, description, etc. You also need to decide which category this product belongs to.

Here's how to do it.

Login the Control Panel as usual. The first screen of the Control Panel looks like this.

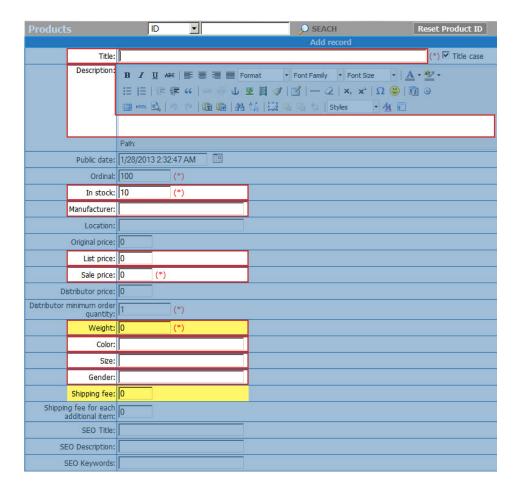


- **A. Step 1:** Add a product record. You will map to a category and upload product image in step 2.
  - Click "Products" on the menu. The list of existing products will appear.



• Click the "Add new record" button at top of the list.

A blank record will appear with a lot of boxes. Let's focus on the most essential boxes.

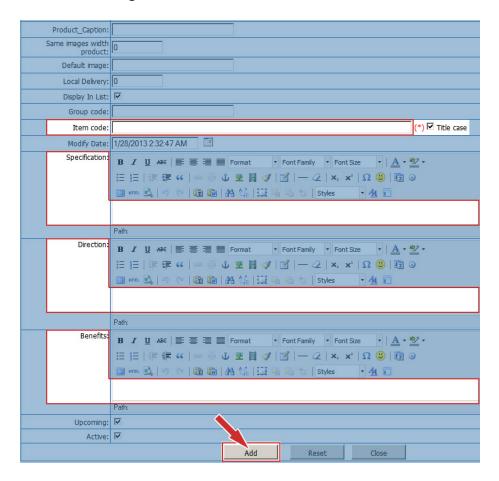


- **Title**. Fill in the box with the title of the product. At the end of this box, there's a box named "Title case" and it is checked, as default. If this box is checked, the first character of all the words you type in here will become capital.
- **Description**. Fill in the description of the product. It will be displayed in the "Description" tab below the image of the product.
- In stock. Fill in the quantity of this product in stock. The default number is 10. Replace this number with the actual quantity. This number will be updated automatically when the product is ordered by customers.

- Brand (or Manufacturer). Fill in the name of the brand or the manufacturer of this product. Notes: Your website has the filtering function to display only products of a particular manufacturer. It helps your customer quickly find a product.
- **List price**. If your price is lower than the Manufacturer Suggested Retail Price (MSRP), you may want to fill in this box for the customer to compare.
- Sale price. Fill in the sale price.
- Weight. Fill in the weight of the product, only needed when you charge the shipping fee based on weight. The unit is pound.
- Color. Fill in the prominent color of the product. Notes: If your product comes in different colors, you need to add one record for each color.
- **Size**. Fill in the size (for example: S, M, L, XL, 28, 30...) or the dimensions of the product. **Notes**: If your product comes in different sizes, you need to add one record for each size.
- Gender. Specify if this product is for men or women's use.
   Leave it blank if it is for both men and women. Notes: Your website has the filtering function to show only products for men or for women.
- **Shipping fee**. If you charge a fixed shipping fee for this product, fill in the fee, in US dollars, here.
- Shipping fee for each additional item. If you charge a
  different fee for the additional item of this product. Fill it in
  here. If this box is blank, the fee will be the same as for the
  first item.

Notes about the two boxes "Weight" and "Shipping fee". You only need to fill in either one of these boxes depending on how you charge the shipping fee.

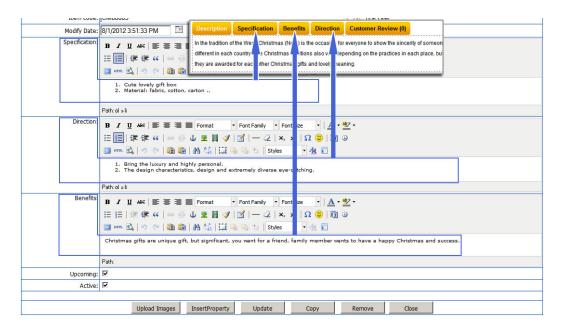
- If you charge by the rates of the US Post Office (USPS),
   UPS, Fedex... then fill in the Weight box and leave the Shipping Fee box blank.
- If you charge a fixed shipping fee for a product, then you only need to fill in the **Shipping fee** box and leave the Weight box blank.



Item code. You must fill in this information. If it is blank, you cannot save this record.

- **Specification**. Here, you will fill in the specifications of the product.
- **Direction** (or directions for use). Here, you will fill in the directions for use and care of the product.
- Benefits. Here, you can fill in the benefits of the product.

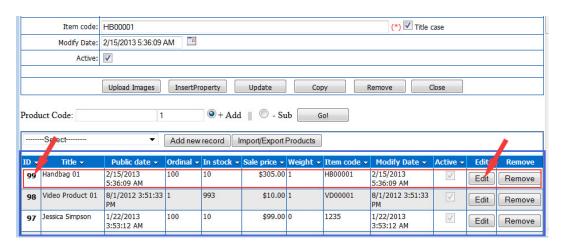
The above information will help the customers know more about the product. On the web page, the information is hidden inside the tabs of the same titles. Viewers need to click the tab to read the content.



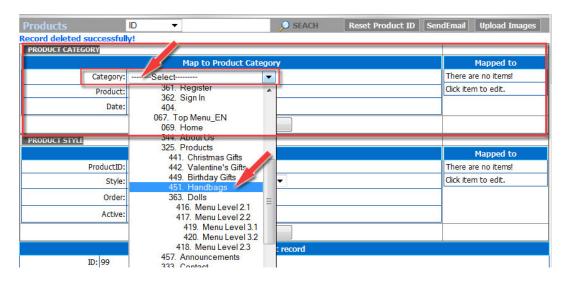
• Click the "Add" button. The message "Record added successfully!" will appear at the upper left corner. And, a blank record will also appear.

Until now, you have completed Step 1.

## **B. Step 2:** Select a category and upload product image.



Underneath the record, there always is the list of products. Let's find the newly added product and click on its **ID** or the "**Edit**" button on the same line to open the record.



 Click the "Category" box in the "Map to Product Category" section. The list of category will appear. Find the line with category "Handbags" and click on it. The Category box is now filled with "Handbags".



 Click the "Add" button underneath. The message "Record added successfully" will appear at the upper left corner. The category name "Handbags" has appeared in the "Mapped to" section on the right side.

Notes: A product can belong to more than one category. Therefore, you can repeat the previous steps to map this product to another category.

You have finished selecting category for this product.

Prepare to upload product image to the website.

With each product, you can upload one or more images. In this example, we will upload one image. The Control Panel has a function to resize your original image to create a series of images from tiny image, thumbnail image and standard size image to be used in various places in the website.

Before uploading, you must prepare a large image (the size should be at least 1024 x 768 pixels) to show the details of the product. Your website has the area zoom function to quickly show the detail of an area of the product.

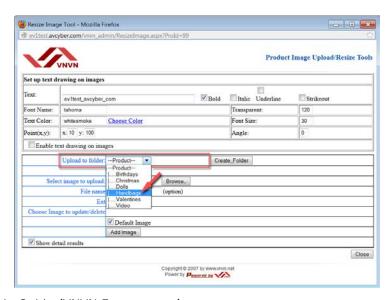


 Click the "Upload Images" button near the bottom of the record. Note that this button is near the bottom of the record, not the button near the upper right corner.

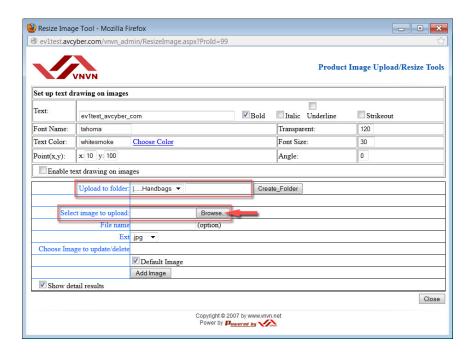
The "Product Image Upload" will appear.

The top part of this screen is for embedding text on the image.

In the lower part, you will a find a box named "**Upload to** folder". This box is showing "Product", which means the folder "Product" is being selected. Let's select a suitable folder for this product.

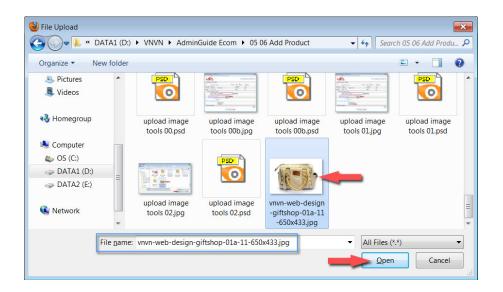


 Click on "Upload to folder" box, a list of folders in the web server will appear. Click the line with "Handbags" to select this folder.

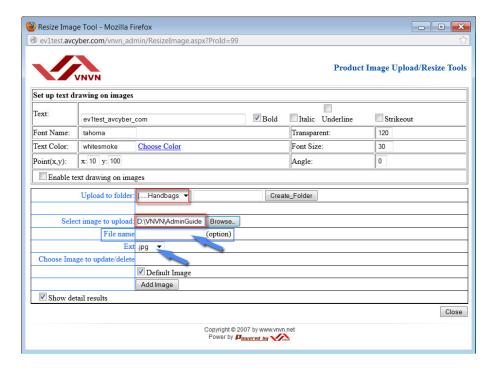


Next, you will find the image file in your computer to upload.

 Click the "Browse" button at the end of the box named "Select Image to upload". You will see the files and folders in your computer.

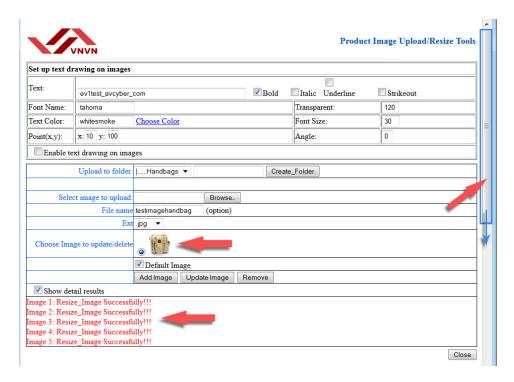


• Click on the image file. The file name will appear in the "File name" box. Then, click the "Open" button.



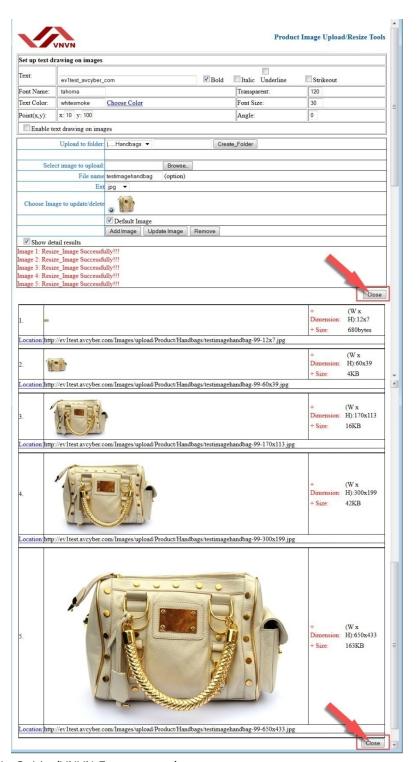
The box "Select file to upload" has been filled in.

- The "File name" box. You may fill in a new file name here if you want to rename it. If this box is blank, the file name is unchanged.
- The "Ext." box. Keep the image format as default, which is JPG.
- Click the "Add I mage" button to upload.



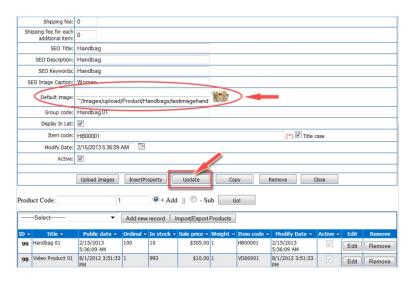
After a few seconds, a small image will appear and the message "Resize\_image successfully" will appear several times.

Use the scroll bar to look at the lower part of the screen. You will see a series of images of the product in different sizes.



 Click the "Close" button at the bottom of the screen or in the middle of the screen to close the "Upload" screen.

You will be back to the record. The "Default image" box is now filled with the file path and a small image will appear.

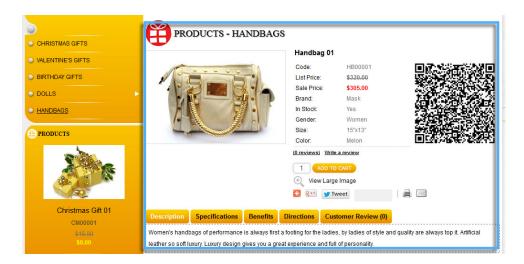


• Click the "**Update**" button to finish.

Now, you should go to your website to check. Click menu item "Handbags", you will see the product we've just added to the website.



Click on the product, you will see the product with an image and all the details.



Until now, you have finished adding a product to the website.

# # #