

# **Introduction to the Website Content Manager**

## **Welcome to the Website Content Management System!**

The Website Content Manager is designed specifically for funeral directors to provide you with the ultimate in convenience when working with your website. Without knowing any programming, you can update and maintain your site on a regular basis. If you can create a Word document with pictures, then you can use the Website Content Manager to keep your website up-to-date and useful for your community.

As well as exploring the Website Content Manager system in-depth, this manual will also cover working with EMIMS to upload obituaries, calendar information and merchandise to your website. We have also included a troubleshooting section at the back of this manual to help you with questions or problems that may arise.

As always, Twin Tiers Technologies strives to create good technology users, not just customers. If you have any questions or concerns, please feel free to contact us directly at (800) 480-6467.

Enjoy your new website!

The Twin Tiers Technologies Web Development Department

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## Obituaries Management:

### Creating and Uploading Obituaries from MIMS

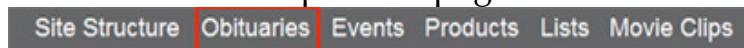
**By now you should be familiar with creating an obituary in MIMS. Creating a web obituary is very similar.**

- From your Case Information screen, go to the **Documents** menu and choose **Obituaries**. Microsoft Word will initialize and a file browse window will appear. You will have two new Obituary documents, called Web Obit.doc and Web Obit blank.doc. (Note: if you write your own obituaries, rather than allowing MIMS to generate them, you will need to open the existing obituary and copy the text before opening your web obituary documents. You will then choose web obit blank.doc and paste the text where it says “type obit here”). The Web Obit will create a pre formatted obituary with the Case Information entered in the appropriate spaces. The Web Obit blank will open a blank Word document, allowing you to create from scratch an obituary that you want to upload.
- Whichever obit form you choose, make sure that you check it for mistakes or corrections. Once you are finished, click the **Make web ready** button the toolbar. Once you have made the document web ready, close the Word window. A pop up will appear asking you if you want to overwrite the existing obituary for this case. If you have already created a standard obit, select no. If you have not created an obit yet, you will not get this pop up window. If you had to make extensive changes to the Web Obit.doc or if you created one from scratch with Web Obit blank.doc, then you will want to rename and save the document to your hard drive in the event you have to access it again.
- If you wish to have a virtual scrapbook uploaded with your obituary, now is the time to create it if you have not already done so. (For more information please see the section titled “Virtual Scrapbook Creation”.)

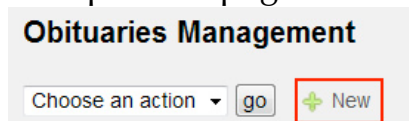
- Go back to your MIMS program and click on **Web** at the top toolbar. From the drop down menu click on **Obituary**. A new window will appear asking you to select which obituaries you want to upload. You may upload as many as you wish at a time. When you are ready, click on the **upload** button. Note: Only obituaries that have been prepared properly will be available for upload. See the column to the right for availability.
- Wait for a few moments to a minute for the information to upload. When it is complete, an Internet Explorer browser window will open to your website home page. You should then check to make sure the obituary uploaded properly.

### Creating Obituaries in website backend:

1. To add new obituaries to your website you need to enter the Obituaries Management page. To do this click on the Obituaries button at the top of the page.



2. The next step in the process is to click the New button near the top of the page



3. You should now be on the New Obituary page. Fill out the fields with the appropriate information
4. Some fields will offer suggestions based on previous entries. You can select a suggestion from the drop down menu by either clicking on it or hitting enter when the appropriate entry is highlighted.

Information

Home place

Death date

Corning, NY

Columbus, OH

5. The last field on this page is Candles Policy. This field determines whether candles are automatically displayed on the obituary or not. “On” means that the candle will automatically be posted on the obituary, “moderated” means that you will receive an email asking you if you’d like a candle displayed before it is posted. “Off” means that candles cannot be left on this obituary. “Default” means that whatever the site’s global setting for candles is will be used for this obituary.

Candles policy

Candles policy  on  moderated  off  default

6. After filling out the fields with appropriate information you can either save the obituary by clicking save and be returned to Obituary Management screen or by clicking save and add to save the current obituary and start another blank obituary form

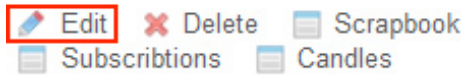
## Editing Obituary:

1. To edit an existing obituary you need to enter Obituary Management

Site Structure **Obituaries** Events Products Lists Movie Clips

2. Next select the Edit option to the right of the Obituary you would like to edit.

### Actions



3. You should now be viewing the Obituary information. Change the information to your desire and click save at the top or bottom of the page.

3a. If you decide to cancel the changes you have made; click “Back to list” at either the top or bottom of the page

### Deleting an Obituary:

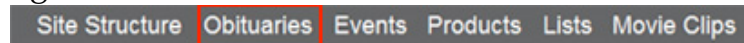
1. To delete an obituary you need to enter Obituary Management



Select the Delete option to the right of the Obituary you would like to delete.

### Searching for Obituaries

1. To search for an Obituary you need to enter Obituaries Management



2. To the right of the screen you will see a box with search functions

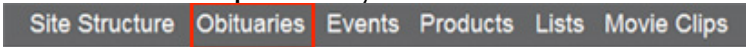
A search filter form with the following fields and controls:

- Case ID**: A text input field with a checkbox labeled "is empty" below it.
- Name**: A text input field.
- Home place**: A text input field with the text "Start typing to see suggestions" below it.
- Death date**: Two rows of date pickers. The first row is labeled "from" and the second row is labeled "to". Each date picker consists of a month dropdown, a day dropdown, and a year dropdown, followed by a "..." button.
- Reset**: A button to clear the search filters.
- Filter**: A button to execute the search.

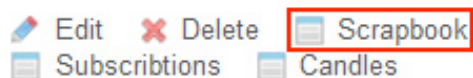
3. You can search by either Case ID, Name, Home Place, death date, or a combination of any field. Once the information is filled in click Filter. The results to the left will change depending on your search functions.

## Scrapbooks:

### Adding Scrapbooks

1. Scrapbooks are like photo albums for an obituary. The user will be able to view all the images you upload to an obituary as if it were a photo album.
2. To access Scrapbooks you need to enter Obituary Management.  


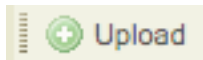
A dark grey navigation menu with the following items: Site Structure, Obituaries (highlighted with a red box), Events, Products, Lists, and Movie Clips.
3. Select the Scrapbook option to the right of the Obituary you would like to manage a Scrapbook for.



4. You will now be at the Scrapbook Management page. To add an image click the Add image link.
5. Click the Browse button to search your computer for the images you wish to upload.



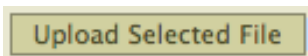
6. Clicking browse will bring up CKFinder. This is a view of any images on your website and where you need to upload your images to. To upload an image to your website click the upload button in the CKFinder window.



7. You now need to click browse to search for images on your computer.



8. Navigate to the desired file and click open
9. You will be returned to the CKFinder. Click the "Upload Selected File" button to upload the image you selected.



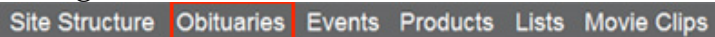
10. The image you just uploaded will be automatically be selected. Double click on the image to add it to the scrapbook.

11. You will be returned to Scrapbook Management page. Fill in a description for the image and click save.
12. Repeat these steps for each image.

## Subscriptions

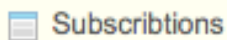
### Adding Candle Subscription


1. To add subscription information you will need to enter Obituary Management.



Site Structure **Obituaries** Events Products Lists Movie Clips

2. Select Subscriptions to the right of the Obituary you would like to manage subscriptions on.

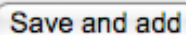


 Subscriptions

3. To create a new candle subscription click on the new button.
4. Enter in the appropriate information. The email address you place in this field will be the address the subscription information is sent to.
5. You will prompted if the user is and admin or not. If Normal is selected the user will simply receive and email listing the candle text and name. If Admin is selected the user will receive an IP address for the candle and will be able to edit the candle entry.
6. Click the save button to save the subscription and be returned the the previous page or click Save and add to save the current



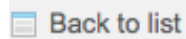
Save



Save and add

subscription and create a new candle subscription.

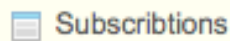
7. To cancel an entry you are creating click the Back to list button to



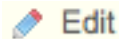
be returned to the candle subscription list page.

## Editing a candle subscription

1. To edit a candle subscription you will need to enter Obituaries Management
2. Select Subscriptions to the right of the Obituary you would like to



manage subscriptions on.



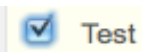
3. Select Edit to the right of the obituary you would like to edit
4. Edit any information you need to and select Save.
5. To cancel any changes you are making click Back to list

## Deleting candle subscriptions

1. To edit a candle subscription you will need to enter Obituaries Management
2. Select Subscriptions to the right of the Obituary you would like to manage subscriptions on.



3. To delete a candle subscription from the candle list click the box to the left of the candle subscription you would like to delete.



You may place a check in the box of any candle subscription you would like to delete.

4. You will now need to click the “Choose an action” drop down menu at either the top or bottom of the page and select delete.
5. After selecting delete from the drop down menu click the go button.



6. You can also delete a candle by clicking the delete button to the right of the candle subscription you would like to delete.


## **Events**

### **Adding New Event:**

1. The events section is what you will use to upload information to

**Events**

your service calendar. To get to Events click on the Events button at the top of the page.

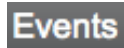
 **New**

2. To add a new event you will need to click the new button at the top of the page

3. You will now be taken to the New Events page. Fill out the Event date and time.
4. Fill out the description. Anything in this area will be displayed on your calendar.
5. When finished either save the entry by clicking save or click save and add to save the current entry and begin a new one.

### **Editing Events:**

1. To edit events you need to click the events button at the top of the page.

Events

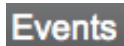
2. Select edit to the right of the event you wish to edit.

Edit

3. Edit the information that needs to be changed and click save at the bottom of the page.

### **Deleting Events:**

1. To delete an event you need to click the events button at the top of the page

Events

2. To the right of the event you wish to delete, click the delete button.
3. When prompted if you'd like to delete the event click OK.

## Searching Events

1. To search through your Events you must enter the Events

**Events**

Management page. Click events at the top of the page.

2. To the right side of the page you will see a search function for



The image shows a search interface with a text input field labeled "Description". Below the input field are two buttons: "Reset" and "Filter". The "Filter" button is highlighted with a light blue background.

description.

3. Fill out the information in the description field and click filter to only show entries that contain the information you entered into the description box.

## Products

### Adding Products:

1. To add products you need to enter the Products List. To do this click on Products at the top of the page.

**Products**

2. You will now be taken to the Products List page. To add a new

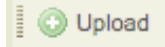
**+ New**

product click the New button

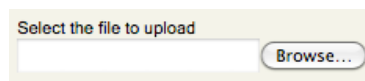
3. Fill out any information you would like displayed. If you'd like to add an image of the product click the browse button



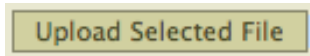
4. Clicking browse will bring up CKFinder. This is a view of any images on your website and where you need to upload your images to. To upload an image to your website click the upload button in the CKFinder window.



5. You now need to click browse to search for images on your computer.



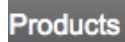
6. Navigate to the desired file and click open
7. You will be returned to the CKFinder. Click the "Upload Selected File" button to upload the image you selected.



8. The image you just uploaded will be automatically be selected. Double click on the image to add it to the product listing
9. When you are finished adding information either click save to save the current product listing and be returned to the product list or click Save and add to save the current product listing and start another listing.

## Editing Product Listings:

1. To edit a product listing you need to enter the Product List page.

 Products

To do this click the Products button at the top of the page.

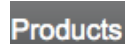
2. To the right of the product listing you would like to edit click the Edit button.

 Edit

3. You will now be taken into the product listing page

## Deleting Product Listings:

1. To delete a product listing you need to enter the Product List

 Products

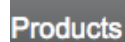
Page. To do this click the Products button at the top of the page

 Delete

2. To the right of the product listing you would like to delete click the Delete button.

## Searching Product Listings:

1. To search for a product listing you will need to enter the Product

 Products

List Page. To do this click the products button at the top of the page.

2. To the right of the page you will see a box with search functions.

Name	<input type="text"/>
Category	<input type="text"/>
Price	<input type="text"/>
Quantity	<input type="text"/>
Enabled	<input type="text" value="yes or no"/>
Reset <input type="button" value="Filter"/>	

3. Fill out the fields to narrow your product listings to your search parameters.
4. Click Filter
5. Your Products List will now only display entries that follow your search parameters.

## **Lists**

### **Adding a new List item:**

1. To create a new listing you must enter the Lists management

**Lists**

section. To do this click on Lists at the top of the page.

2. To add a new listing click the New button near the top of the

**+ New**

page.

3. You will now be taken to the New List Item page.

4. Fill out the information for the list item. Be sure that any list items you want part of the same list share the same type.
5. Click save to save the current list item and return to the list item page or click save and add to save the current list item and start another one.

### **Editing a List Item:**

1. To edit a list item you must enter the Lists section. To do this click

 Lists

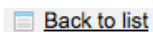
Lists at the top of the page.

2. To the right of the list item you would like to edit click the Edit button

 Edit

3. Make any change to the information in the list item that you wish to edit.

4. When you finish editing the list item click Save at either the top

 [Back to list](#)

or bottom of the form. To return to the list page without making any changes click Back to List.

### **Deleting an List Item:**

1. To delete a list item you must enter the Lists section. To do this

 Lists

click Lists at the top of the page.

 Delete

2. To the right of the list item you would like to delete click the Delete button.

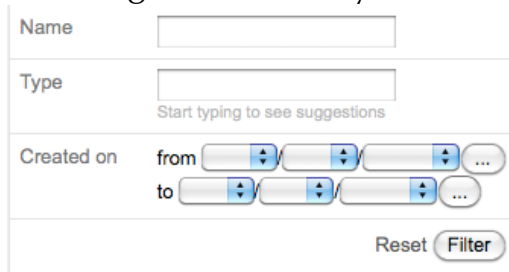
## Searching for a List Item:

1. To search for a list item you must enter the Lists section. To do

**Lists**

this click Lists at the top of the page.

2. To the right of the List you will see a box with search functions.



The screenshot shows a search filter interface. It has three main sections: 'Name' with a text input field, 'Type' with a text input field and the text 'Start typing to see suggestions' below it, and 'Created on' with 'from' and 'to' date pickers. At the bottom right, there are 'Reset' and 'Filter' buttons.

3. Fill out any information that you'd like to narrow your List to.
4. Click filter and your list will now change to match your search parameters.

## Movie Clips:

### Adding Movie Clips:

1. To add a new Movie Clip you need to enter the Movie Clip

**Movie Clips**

Management section. To do this click Movie Clips at the top of the page.

2. To create the new Movie clip click the New button at the top of the list.

**+ New**

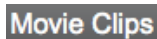
3. Fill out the name you would like displayed as the video title.

 Browse files

4. To upload the video click Browse files.
5. A window will pop up allowing you to navigate to the video file you would like to upload. Select the file and click open.
6. If you choose you may password protect the video file. This option will require the user to enter a password before viewing the video.
7. When finished entering the information click Save to save the current Movie Clip and return to the list or click Save and Add to save the current Movie Clip and create another one.
8. After clicking save the video will begin uploading. Please do not navigate away from this page. When the video finishes uploading you will be returned to the video list (or another new movie clip page).

### **Editing Movie Clips:**

1. To edit a movie clip you will need to enter the Movie Clips

 Movie Clips

Management page. To do this click Movie Clips at the top of the page.

2. You should see a list of all your Movie Clips. To edit a movie clip click Edit to the right of the Movie Clip you wish to edit.

 Edit

3. Edit any information that requires changes and click save.

4. To cancel any changes you are making click the Back to List button.

### Deleting Movie Clips:

1. To delete a movie clip you will need to enter the Movie Clips

**Movie Clips**

Management page. To do this click Movie Clips at the top of the page.

2. You should see a list of all your Movie Clips. To delete a movie

 Delete

clip click Delete to the right of the Movie Clip you wish to delete.

3. The Movie Clip will be deleted from your list.

### Searching Movie Clips:

1. To search for a movie clip you will need to enter the Movie Clips

**Movie Clips**

management page. To do this click Movie Clips at the top of the page.

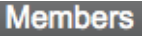

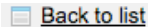
Title	<input type="text"/>
Protected	<input type="button" value="yes or no"/> ▾
Status	<input type="checkbox"/> unknown <input type="checkbox"/> ready <input type="checkbox"/> converting <input type="checkbox"/> invalid file
Original filename	<input type="text"/> <input type="checkbox"/> is empty
<input type="button" value="Reset"/> <input type="button" value="Filter"/>	

2. To the right of your Movie Clips list you will see a box with search parameters.

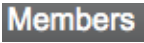
3. Fill in the information you would like to use to filter the results into the fields.
4. Click Filter.
5. Your list should now change to match your search parameters.

## Members

### **Adding Members**

1. To add members you will need to enter the Members management page. To do this click Members at the top of the page.  

2. You will now see a list of your Members. To add a member click Add at the top of the list.  

3. Enter the login information you would like to use for this user. Please remember that the username and password are case sensitive.
4. Click save to save the current member and return to the member list or click save and add to save the current member and create a new member.
5. To cancel any changes you are making click Back to List at the  
  
bottom or top of the field.

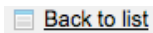
## Edit Members:

1. To edit members you need to enter the Members management  page. To do this click Members at the top of the page.

2. Click Edit to the right of the Member you would like to edit.

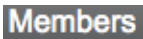


3. Edit any information that changes need to be applied to.
4. Click save to save the current member and be returned to the member list.
5. To cancel any changes you are making click Back to List



## Deleting Members:

1. To delete a member you need to enter the Members management page. To do this click Members at the top of the page.

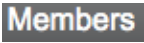


2. To the right of the member you would like to delete click Delete.



3. When prompted if you would like to delete the member click OK.

## Searching for Members:

1. To search for a member you will need to enter the Members  Management page. To do this click Members at the top of the

page.

Login	<input type="text"/>
Name	<input type="text"/>
Email	<input type="text"/> <input type="checkbox"/> is empty
Enabled	<input type="button" value="yes or no"/>
<input type="button" value="Reset"/> <input type="button" value="Filter"/>	

2. To the right of your members list you will see a box with search parameters.
3. Fill out the information you would like to use to filter the results.
4. Click filter
5. Your list should now change to match your filters.

## **Statistics**

### **Checking Statistics:**

1. To access your statistics you will need to enter the Web Statistics section. To do this click Statistics at the top of the page.

**Statistics**

2. Starting January 1<sup>st</sup> 2010 we upgraded our statistics from pre phpMyVisites to Full Piwik UI. If your went live after January 1<sup>st</sup> 2010 then please select Full Piwik UI. If your website was live before January 1<sup>st</sup> 2010 and you would like to view statistics prior to 2010 then please select phpMyVisites.

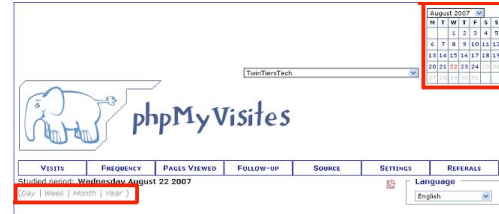
[go to phpMyVisites \(statistics for pre 2010 periods\)](#)

[go to full Piwik UI \(statistics since Jan 1st, 2010\)](#)

# phpMyVisites

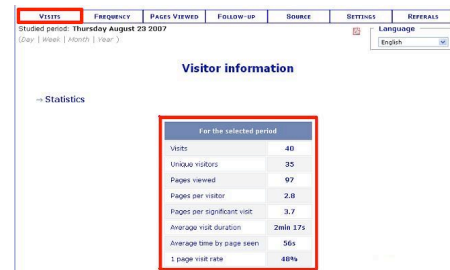
To view statistics prior January 1<sup>st</sup> 2010 click “go to phpMyVisites”

If the new window doesn't open, make sure you have pop-ups allowed from your backend website. Note: it can take a while to load this page, so be patient! Once you have been sent to the phpMyVisites website you will see a calendar in the top right-hand corner. Click on the date that you are interested in studying. Just below the navigation bar there is a place where you can choose to view statistics for a specific day, week, month, or even year (each time frame would begin with the date you have chosen in the calendar).



Once you choose the time frame you would like to study you can choose which menu option you would like to review. The pages you will most likely use are the "visits" and "referrals" pages. Each page shows basic statistics in a chart at the top of the page and then more in depth statistics if you scroll down.

The “visits” option shows you how many visits your site has received for your chosen time frame, how many of those visitors were unique (this number doesn't include multiple hits from the same computer), how many pages of your site were viewed, the average number of pages each visitor viewed, the average time each person stayed at your website, the average time each person took to view just one page, and the percentage of visitors that only viewed one page of your site.



Under the frequency tab you will find statistics on how many of your visitors are new visitors, how many are old visitors, what the return rate is, and the average number of visits per visitor.



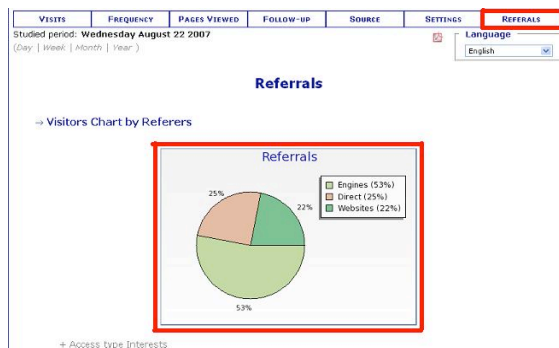
Under the Pages Viewed tab you will find information about the number of pages that have been viewed, which pages are being viewed, how many people are returning to the same pages, and other related information.

Under the Follow-up tab you will find information regarding visitor movement including which page they are seeing first on your site (not everyone goes directly to your home page, although that is the most common), what was the last page they looked at before leaving the site, and which page someone looked at if the person only looked at one page on your site.



Under the Source tab you will find information about where your visitors live as well as their internet service provider.

Under the Settings tab you will find information regarding the computer



the visitors are using when they visit your site. This information is aimed primarily toward web designers so you probably won't use it much. It allows the designers to see what types of computers, operating systems, browsers, and screen

resolutions their visitors are using so they can design the website to work and look best for the majority of the visitors.

Under the Referrals tab you will find information about how the visitors came across your website. This is very useful to see how your marketing campaigns are working. The top of the page displays a pie chart that shows which percentage of visitors found your website through a search engine, how many found your website by clicking on links in other websites, and how many directly typed in your web address. If you are handing out print materials with your web address on it, you will likely see more people arriving to your website by directly typing in your web address.

## Full Piwik UI

Full Piwik UI is used to view your website statistics since January 1<sup>st</sup> 2010. To access these statistics click the Statistics button at the top of the page.

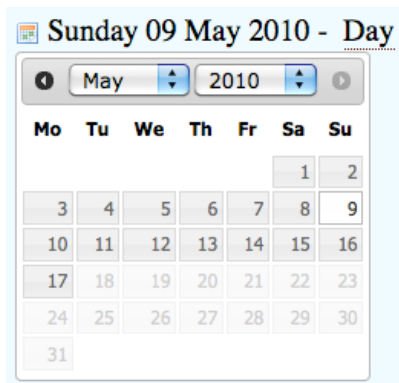
**Statistics**

You will be taken to your statistics page. The default for your statistics view is to only display statistics for the day. You can choose Day, Week,

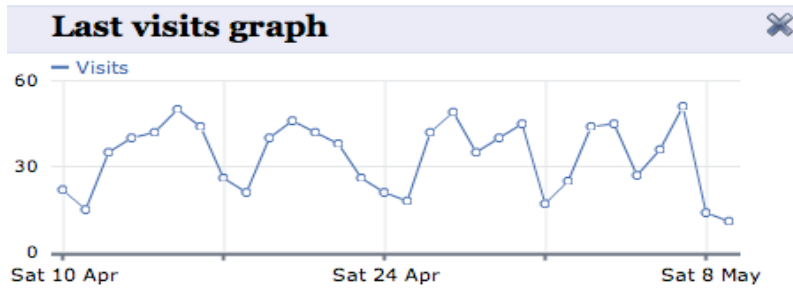
[Day](#) | [Week](#) | [Month](#) | [Year](#)

Month, or Year. To do this click on the word Day at the top of the page.

If you would like to look at a specific day you can click the calendar right next to the date in the top left of the page. Clicking on this will bring pop up a larger calendar, navigate to the desired day and click on it.

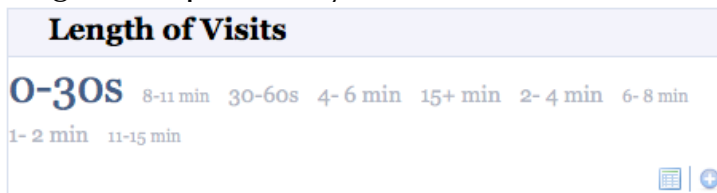


The first statistic data you are displayed is Last Visits Graph.

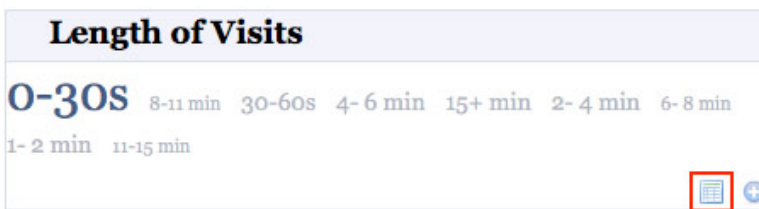


This graph represents the number of visits you have reviewed at a particular point in time. Move your mouse over the dots on the graph to get a exact representation of visits during that time.

Directly below this graph is Length of Visits. This data represents how long users spend on your website.










The bolded data is the timeframe that is most popular for your users. To get a more graphical view of this data click the chart in the bottom right corner of this box.





The box will turn into a table displaying the exact number of visits at that length of time.

Length of Visits 	
Visit duration	Visits
0-30s	3412
30-60s	405
1- 2 min	376
2- 4 min	392
4- 6 min	232
6- 8 min	136
8-11 min	146
11-15 min	159
15+ min	332

Below this box is visitor browsers. This data represents what internet browsers your users are using the most.

Visitor browsers 	
Browser	Visits 
 Internet Explorer 8.0	1827
 Internet Explorer 7.0	997
 Firefox 3.5	723
 Internet Explorer 6.0	618
 Firefox 3.6	487

1-5 of 58 [Next >](#)  

To get more in depth information about visitor browsers click the chart in the bottom right-hand corner of this box.

Visitor browsers	
Browser	Visits ▾
Internet Explorer 8.0	1827
Internet Explorer 7.0	997
Firefox 3.5	723
Internet Explorer 6.0	618
Firefox 3.6	487

1-5 of 58 [Next >](#)

The box will now populate with more in depth information.

Visitor browsers				
Browser	Visits ▾	Actions per Visit	Avg. Time on Website	Bounce Rate
Internet Explorer...	1827	3.6	3 min 41s	41.7%
Internet Explorer...	997	3.5	3 min 10s	46.5%
Firefox 3.5	723	3.3	3 min 0s	50.5%
Internet Explorer...	618	2.5	1 min 53s	60.2%
Firefox 3.6	487	3.1	2 min 58s	54.4%

Here displayed in Browser, Visits, Actions per visit, Avg. Time on Website and Bounce rate.

The browser section represents the internet browser, visits represents the number of visits to the site from that browser, Actions per visit represents how many actions the user did while on the page (ie. One page view = one visit) Avg. time on website represents the average amount of time that specific browser spent on the website. Bounce rate represents how many users come to the site and leave almost right

away. This information shouldn't be too important unless your padding your statistics.

Under that box is Visitor Countries. This data represents how many visitors you got on a national level.

Visitor countries	
Country	Visits ▾
 United States	4930
 Belarus	188
 Unknown	66
 Canada	52
 Great Britain	47

1-5 of 68 [Next >](#)

Search

In the left column the visiting country is represented and to the right represents how many visits have come from that specific country.

To get more in depth information click on the graph in the bottom right hand corner of the box.

Visitor countries	
Country	Unique ▾ visitors
 United States	35
 Unknown	2
 Mexico	1
 Russia	1

1-4 of 4

Search

The box will now display some more in depth information.

Visitor countries				
Country	Visits ▾	Actions per Visit	Avg. Time on Website	Bounce Rate
United States	4930	3.3	3 min 6s	48%
Belarus	188	3.3	5 min 47s	58%
Unknown	66	2.5	3 min 6s	63.6%
Canada	52	3.2	2 min 50s	34.6%
Great Britain	47	3.9	2 min 43s	42.6%

1-5 of 68 [Next >](#) [Exclude low population](#)

The additional fields displayed here are; actions per visit, avg. time on website and bounce rate.

Actions per visit represents the number of actions the user performed while on the site (I.e visiting a page = one action). Avg. time on website represents the average amount of time the user spent on the website and bounce rate represents the percentage of users who left the website very quickly after visiting it.

In the next column you will see “List of Keywords” This list of keywords represents the most popular search terms used to find your website.

List of Keywords ✕	
Keyword	Visits ▾
funeral home software	204
funeral home websites	120
twin tiers technology	101
funeral software	89
mims funeral software	64
mims software	57
funeral home website templates	51
twin tiers	49
online obituaries	46
funeral home management softwa...	41



1-10 of 500 [Next >](#)

The phrases under the “keyword” section represents the words that are being used to search for your website. The number represented in the “visits” column represents how many times that phrase has been searched to find your website.

Directly under this section is “list of external websites.” This section represents websites that clients find a link to your website from.


List of external Websites	
Website	Visits ▾
www.example.com	52
www.example.com	42
www.example.com	26
www.example.com	18
www.example.com	17
www.example.com	14
www.example.com	14
www.example.com	13
www.example.com	12
www.example.com	11

1-10 of 205 [Next >](#)

The websites that are listed under the “website” column represents the website that linked to your website. The number under the visits column represents the number of visits you have received coming from that website.

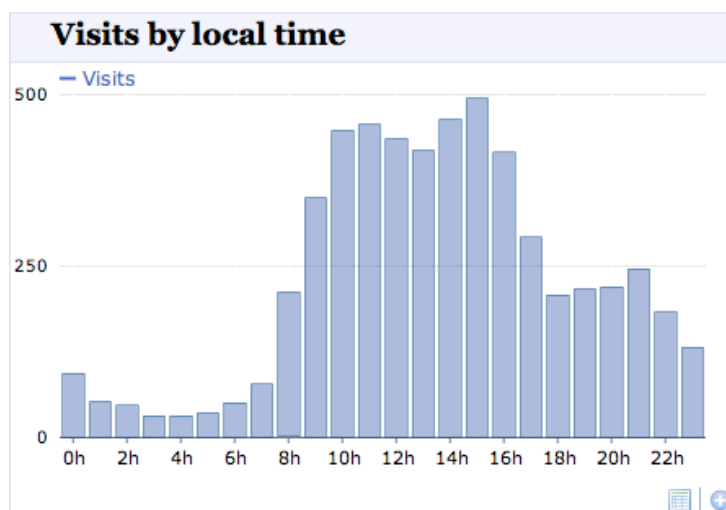
In the third column is “best search engines” This box represents what search engine is giving you the most visits.

Best search engines	
Search Engine	Visits ▾
 Google	1812
 Bing	170
 Yahoo!	147
 AOL	66
 Ask	65
 Google Images	60
MyWebSearch	29
 Comcast	27
Conduit.com	6
 Google News	3

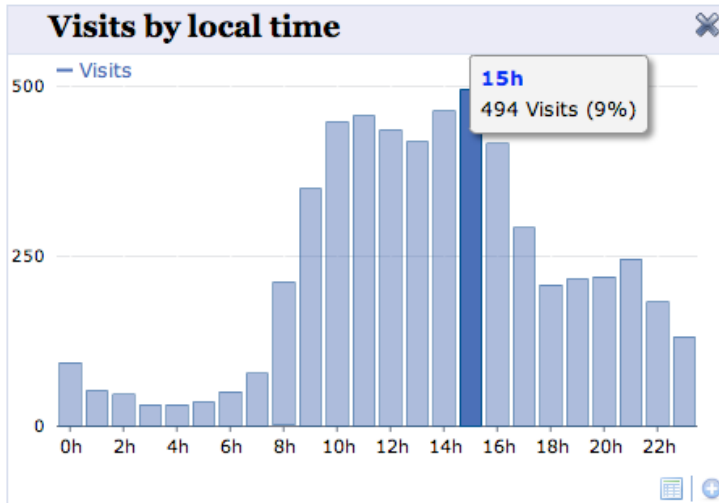
1-10 of 12 [Next >](#)

The search engine providers under the “Search Engine” column represents what search engine you received the visit from. (I.e Someone searched for your funeral home on [www.google.com](http://www.google.com)). The number under the “Visits” section represents how many visits you have received from that specific website.

Under this box you will see “Visits by local time” this box represents



how many visits you have received at a specific time of the day. This graph represents the time visited according to your local time. You can hover over a graph bar and it will display the number of visits you received in that hour.



To view these stats in a table form click on the table in the bottom right hand corner of the box.

You will now see this data in a table form.

Visits by local time	
Local time	Visits
0h	93
1h	52
2h	46
3h	31
4h	31
5h	35
6h	50
7h	77
8h	211
9h	349
10h	447

Under this box is “Visits by server time” this data represents how many visits you have received at a certain time in reference to the server time. You should use “Visits by local time” for more relevant data.

Although these are the default values for your statistics you can also add “widgets” to display extra stats. To do this click on “Add Widgets” at the top left of the page.

**Add a widget...**

You will be displayed with 6 sections of widgets. Hoover over these to see sub categories of each of these.



- i. **Actions**
  - ii. **Referers**
  - iii. **Visitor Settings**
  - iv. **Visitors**
  - v. **Visits Summary**
  - vi. **Times**
- Pages**
  - Page titles**
  - Outlinks**
  - Downloads**

Hoover over the sub categories to get a preview of what the widget will look like.


Pages	<b>Widget preview</b>		
Page titles	<b>Page URL</b>	<b>Pageviews</b>	<b>Unique Pageviews</b> ▾
Outlinks	/index	8	6
Downloads	/mimsbasic	5	4
	/websites	7	3
	/template	5	3
	/videotutorial	2	2

By clicking on the subcategory name you will add the widget to your statistics page.

To delete a widget from your statistics page simply click the X in the top right corner of the widgets window

Pages 		
Page URL	Pageviews	Unique Pageviews 
/index	8	6

When prompted if you would to remove the widget click yes.


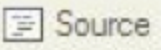





 **Are you sure you want to delete this widget from the dashboard?**





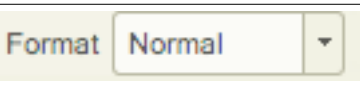

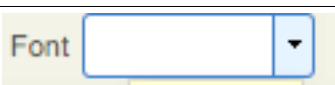
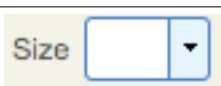


Yes  No












## Appendix A: Page Modification


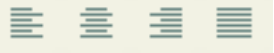











This is the Modify Content toolbar. This appears at the top of the Modification section that displays to you the contents of your web page. This Appendix explains what each button does.

	Hide/show toolbar	Click this to hide the tool bar – click it again to show the toolbar.
	View Source Code (HTML)	Shows the HTML code for that page. Click it again to return to the WYSIWYG view.
	Preview	Opens the page in a new window so you can see the page as your visitors will.
	Templates	Deletes all current content and places a template of your choice to add new content.
	Cut	Cuts highlighted text and places it on the clipboard.
	Copy	Copies highlighted text and places it on the clipboard.
	Paste	Pastes from the clipboard. You can paste text you copied previously from MSWord.

	Paste as plain text	Paste as plain text (does not include any text formatting).
	Paste from word	Paste from word including the formatting.
	Undo	Undoes last change made
	Redo	Redoes last action that was undone
	Format	Highlight your text and change the formatting of it (paragraph, heading, etc.)
	Remove Format	Removes any formatting in text
	Font	Highlight text and change the font
	Size	Highlight text and change the size
	Style	You can choose a style from the drop down menu. You will want to use the format menu more than the style menu.
	Maximize	Click to enlarge the wysiwyg editor. Click it again to return to normal size

	Show Blocks	Places blocks around content to show a more graphical layout of the web page.
	Bold	Highlight text and then click the button to bold text
	Italics	Highlight text and then click the button to italicize text
	Underline	Highlight text and then click the button to underline text
	Strikethrough	Put a strike through your text (a line)
	Subscript	Makes highlighted text subscript
	Superscript	Makes highlighted text superscript
	Insert/Remove Numbered List	Inserts/removes a numbered list (too add another list item hit enter)
	Insert/Remove Unordered list	Inserts/removes a numbered list (too add another list item hit enter)
	Decrease Indent	Decreases the indent of highlighted text
	Increase Indent	Increases the indent of highlighted text

	Block quote	Inserts white space before and after a blockquote element. It also insert margins for the blockquote element.
	Justify	Aligns text to left, center, right, and justify, respectively.
	Insert / Edit Hyperlink	Highlight text and click this button to open a new window. Specify where the link leads and if it should open in a new window. This is also how you add send email links. You can modify existing links the same way.
	Remove Link	Highlight a link and click this button to remove a hyperlink from the text.
	Insert/Edit Anchor	Highlight text to create an anchor tag, which will allow users to jump from one section of the page to another. Good for very long pages.

	Insert/Edit Image	Inserts a picture into the webpage. When clicked, it opens a window showing all the image files you already have on your server, and a place to upload files from your hard drive. You must upload a file to the server in order to use it on your website. Select the image name from the list and click on “ insert.”
	Insert/Edit Flash	Insert or edit your flash video settings
	Insert/Edit Table	Inserts a table with your column and row specifications. Tables are very important to webpage formatting.
	Insert Horizontal Line	Inserts a horizontal line
	Insert Special Character	Inserts special characters not found on the keyboard.
	Text Color	Change the text color. Highlight the text and click the drop down arrow to pick a color

	Background Color	Places highlight color behind selected text. Highlight the text and click the drop down arrow to select a color
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## Appendix B: Troubleshooting

<p>I cannot upload information to my website.</p> <p>OR</p> <p>I get an error message when I am uploading information to my website.</p>	<p>First, check your connection to the Internet. Can you access any websites at all? If not, contact your Internet Service Provider. You will not be able to upload information to your website until you have a working Internet connection.</p> <p>Check your username and password combo in MIMS. (Go to Web-&gt;Set Web Access.) Is there a username, password and website address listed? When you click "test connection" do you get a "Test connection succeeded!" message?</p>
<p>I uploaded an image, but it will not show on my website.</p>	<p>There are many different image file types, but only a few work for web viewing. .JPG and .GIF are the standards for website use.</p> <p>Check the file name of the image you uploaded. Are there illegal characters in the filename? (Examples include commas, slashes, semicolons, question marks) If there are, rename the file</p>

	and upload the renamed file to your website.
On my services calendar, the heading is automatically called "Calling Hours". Can I change that to something else, such as "Visitation Times"?	Yes. In your MIMS program, hit CTRL – SHIFT – Sat the same time. Look under "Item Description" for "Visitation Header" and in the other text field type in the desired heading.
When I upload an obituary, the obit is created but no text appears  OR  The text in my obituary is incorrect or some is missing.  OR  When I upload an obituary, the wrong person's information shows up.	Your Web Obit.doc might have become corrupt, or someone has accidentally saved over it. Contact Twin Tiers at 800- 480-6467 to receive a new document via email.
When I print an obituary from my website, the edges of the "book" do not appear.	Make sure you are using the print icon that appears in the left hand lower side of the obit "book". If the problem still persists, go to Tools -> Internet Options -> Advanced and scroll down to the Printing heading. Check the box that says "Print background colors and images". Click Apply, then click OK.
I uploaded an obituary from MIMS, and I didn't notice a mistake until after it was up on the site. How can I fix the mistake	Both deleting a duplicate obit and changing information on an uploaded obit is very simple. See Chapter 4 for details on editing or

without going through the entire process again?– OR I accidentally uploaded two copies of the same obit. How do I delete an obituary?	deleting an obituary.
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