

# Aboriginal Culture, Heritage & Arts Association of NSW (ACHAA)

## USER GUIDE

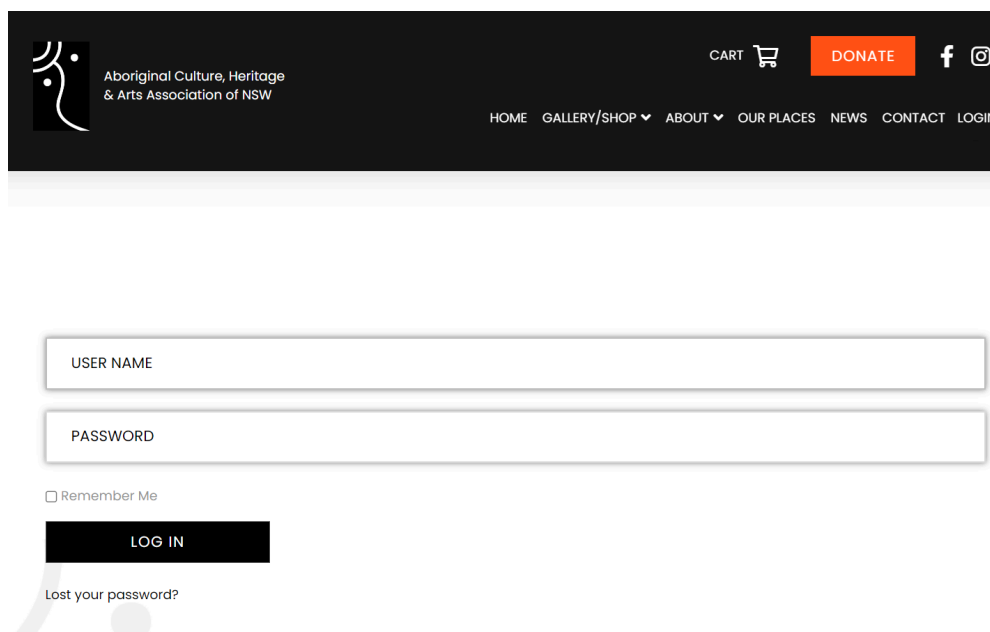
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# Logging In




To log into the Wordpress website, go to this url:  
<https://achaa-wp.janya.net.au/wp-login.php>

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

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



Aboriginal Culture, Heritage & Arts Association of NSW

CART  DONATE  

HOME GALLERY/SHOP ▾ ABOUT ▾ OUR PLACES NEWS CONTACT LOGIN

USER NAME

PASSWORD

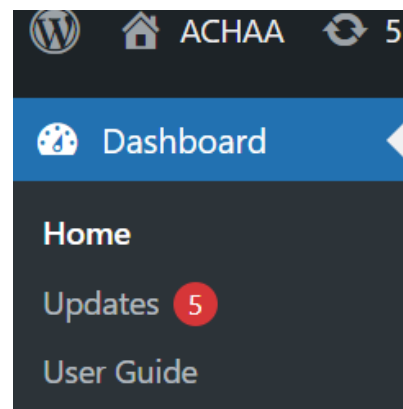
Remember Me

LOG IN

[Lost your password?](#)

## User Guide

A copy of this user guide is available on the backend of the website, by clicking on 'User Guide' in the Dashboard submenu.



# Hierarchy of the Website

The current website is built using the Wordpress Content Management System (CMS). Understanding the hierarchy will better teach you how to navigate the backend of the website.

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

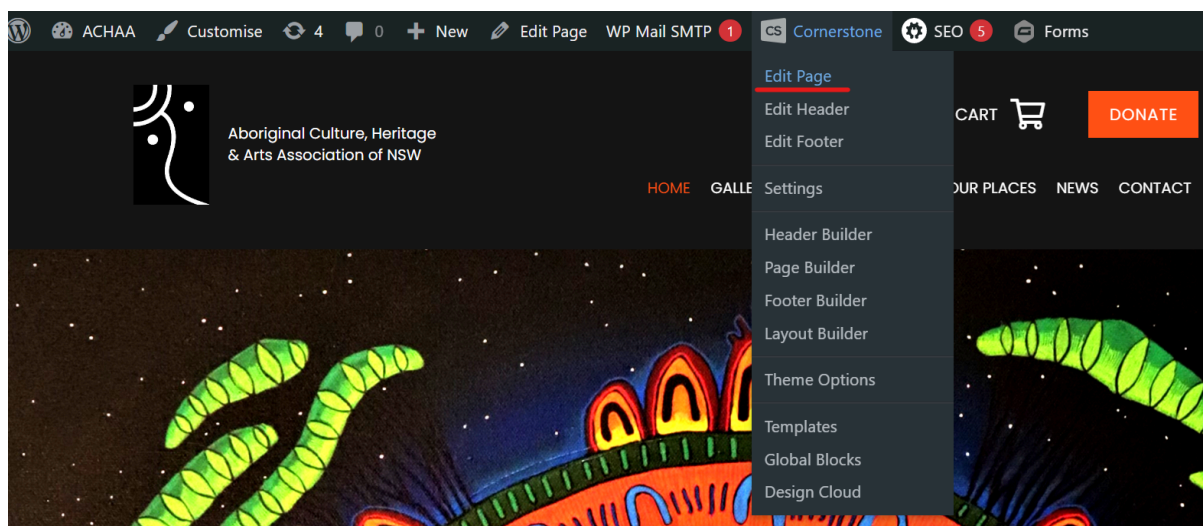
The website can be broken down into these different types:

## Pages

Pages are created using the Cornerstone builder. When viewing the website as a logged in user, in the admin bar at the top go to Cornerstone > Edit Page to edit these pages. Only use Edit Page when changing things like the name of the title, categories or the permalink.

Example

- About



## Posts

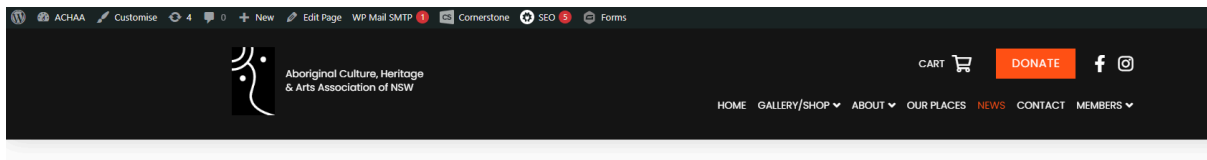
If you have had any Wordpress or blogging experience, you will be familiar with this type. If you are logged in and currently on a News Post, in the admin bar, go to Edit

Posts and you will be able to edit that post's profile. Pages are created using the backend Wordpress blog function and the WYSIWYG (What You See Is What You Get) editor.

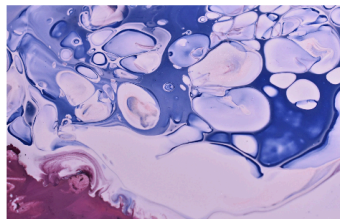
Posts have categories, featured images, and tags as default.

Example:

- WELCOME TO THE NEW ACHAA WEBSITE!



#### LATEST NEWS



##### WELCOME TO THE NEW ACHAA WEBSITE!

Welcome to the new ACHAA website which we launched in April 2022 to help us provide up-to-date information and a space where we can provide

[READ MORE](#)



##### POST TAG 7

Many desktop publishing packages and web page editors now use Lorem ipsum as their default model text, and a search for 'lorem ipsum' will uncover

[READ MORE](#)



##### POST TAG 6

when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries,

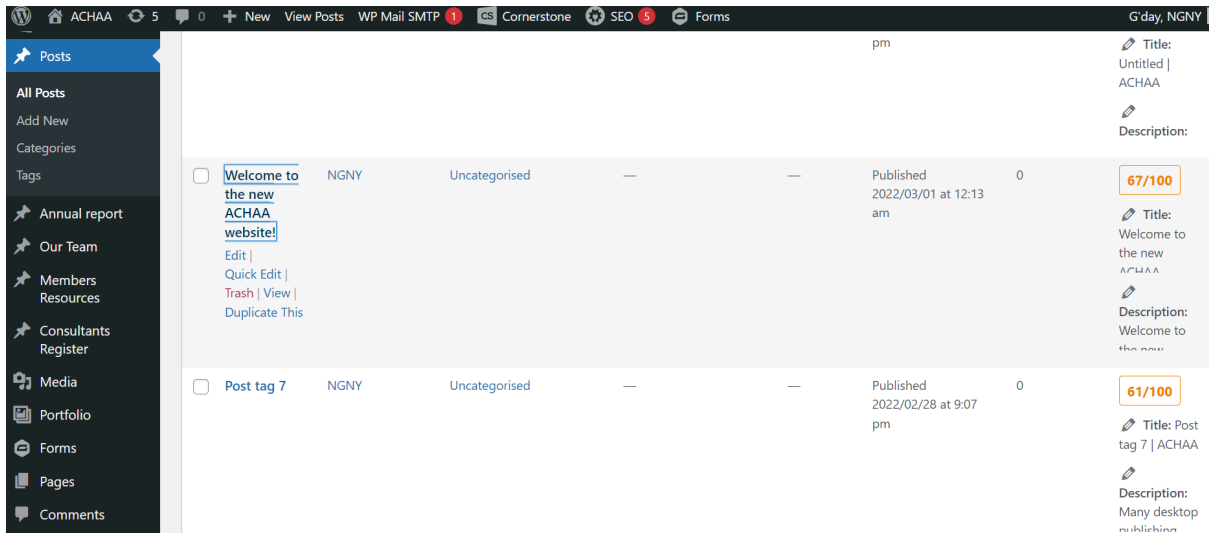
[READ MORE](#)

## Archives

Page that displays all the single posts. These are usually custom templates that have been created and are not easily editable without prior knowledge of PHP and HTML. If you can't find the Cornerstone > Edit Page or Edit Post in the admin bar, then chances are it was created as an archive page.

Example:

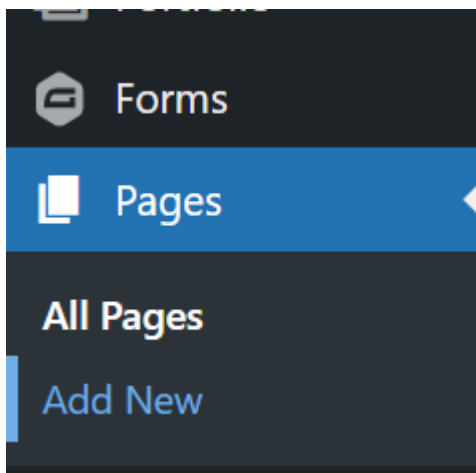
- News



## Create a New Page

### Duplicate Method

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



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

<input type="checkbox"/> Title	Author		Date	Social Shares	AIOSEO Details
<input type="checkbox"/> <b>About</b> Edit   Quick Edit   Trash   View   Duplicate This   Edit with Cornerstone	NGNY	—	Published 2022/02/16 at 3:27 pm	0	<b>61/100</b> Title: About   ACHAA Description: ACHAA is the peak body for Aboriginal cultural assets across New South Wales such as cultural centres, knowledge
<input type="checkbox"/> <b>Add an artist</b>	NGNY	—	Published 2022/08/30 at 2:43 pm	0	<b>67/100</b> Title: Add an artist   ACHAA Description:
<input type="checkbox"/> <b>Annual Reports</b>	NGNY	—	Published 2022/01/31 at 10:37 pm	0	<b>67/100</b> Title: Annual Reports   ACHAA

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

<input type="checkbox"/> Title	Author		Date
<input type="checkbox"/> <b>About</b> Edit   Quick Edit   Trash   View   <u>Duplicate This</u>   Edit with Cornerstone	NGNY	—	Published 2022/02/16 at 3:27 pm

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

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

<input type="checkbox"/> Title	Author		Date
<input type="checkbox"/> <b>About</b> Edit   <u>Quick Edit</u>   Trash   View   Duplicate This   Edit with Cornerstone	NGNY	—	Published 2022/02/16 at 3:27 pm

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

The template used for the website is Blank - No Container | Header, Footer. Click on the ⚙ Settings to bring open the Page settings.

The screenshot shows the 'QUICK EDIT' section of a WordPress page. At the top, there are tabs for 'Title', 'Author', 'Date', 'Social Shares', and 'AIOSEO Details'. The 'Title' tab is active. The form contains the following fields: 'Title' (text input with 'About'), 'Slug' (text input with 'about'), 'Date' (date and time picker set to 02-Feb 16, 2022 at 15:27), 'Author' (dropdown menu with 'NGNY (John\_NGNY)'), 'Password' (text input with a '-OR-' checkbox and 'Private' option), 'Parent' (dropdown menu with 'Main Page (no parent)'), 'Order' (text input with '0'), 'Template' (dropdown menu with 'Blank - No Container | Header, Footer'), 'Allow Comments' (checkbox), and 'Status' (dropdown menu with 'Published'). At the bottom left are 'Update' and 'Cancel' buttons.

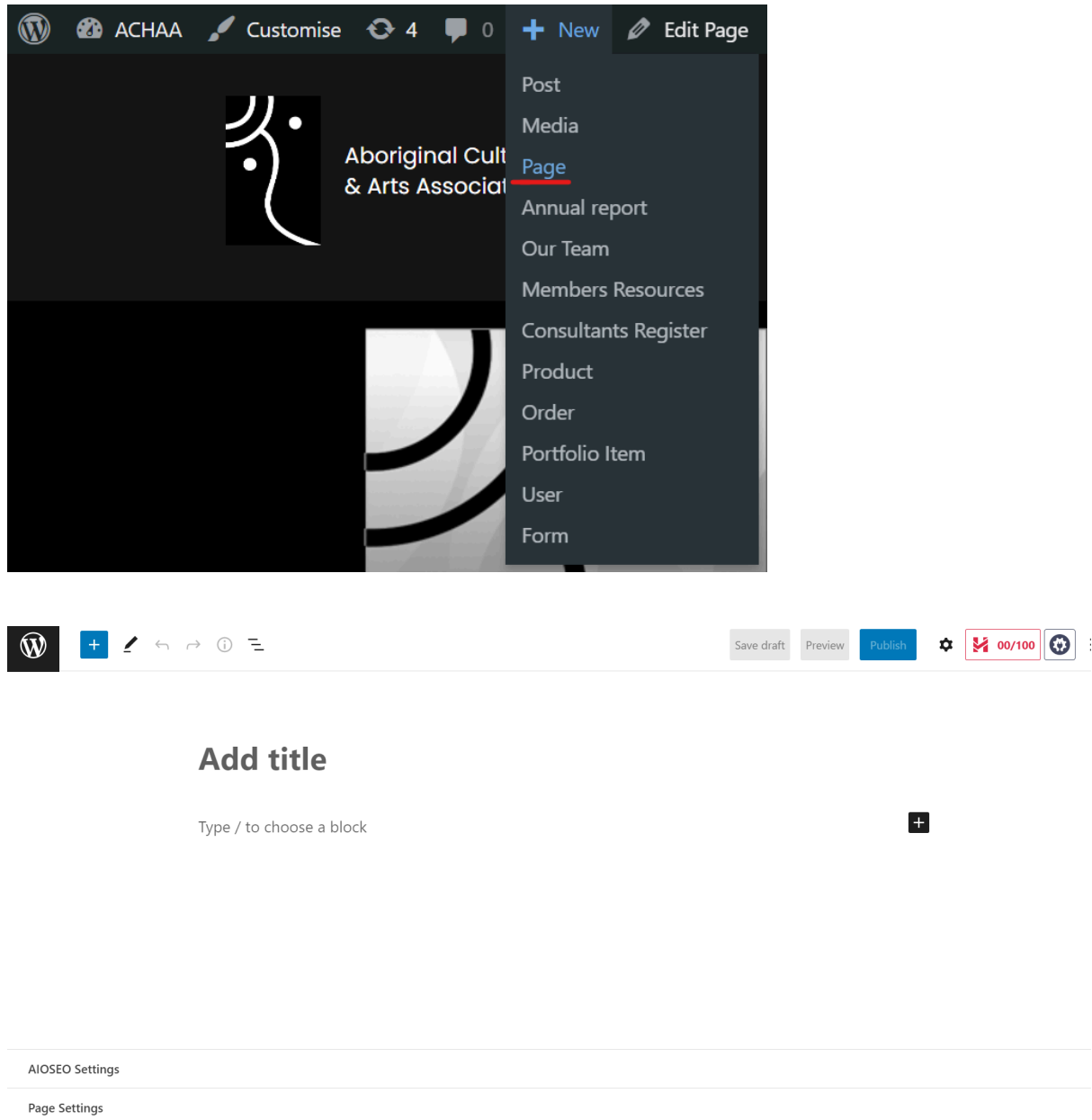
Change the Status dropdown from Draft to Published so that the page is live. This can be done at any point but it is recommended to do so after you have finished editing the page.

This screenshot is identical to the previous one, but the 'Status' dropdown menu is open, showing three options: 'Published', 'Pending Review', and 'Draft'. The 'Published' option is currently selected.

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

## Starting from scratch

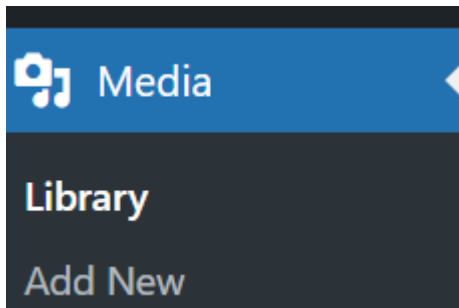
If you hit the Add New button, whether from the menu or at the top of the page, you will also create a new blank page. This is not the recommended route until you become more familiar with the theme and building using the theme's page builder.



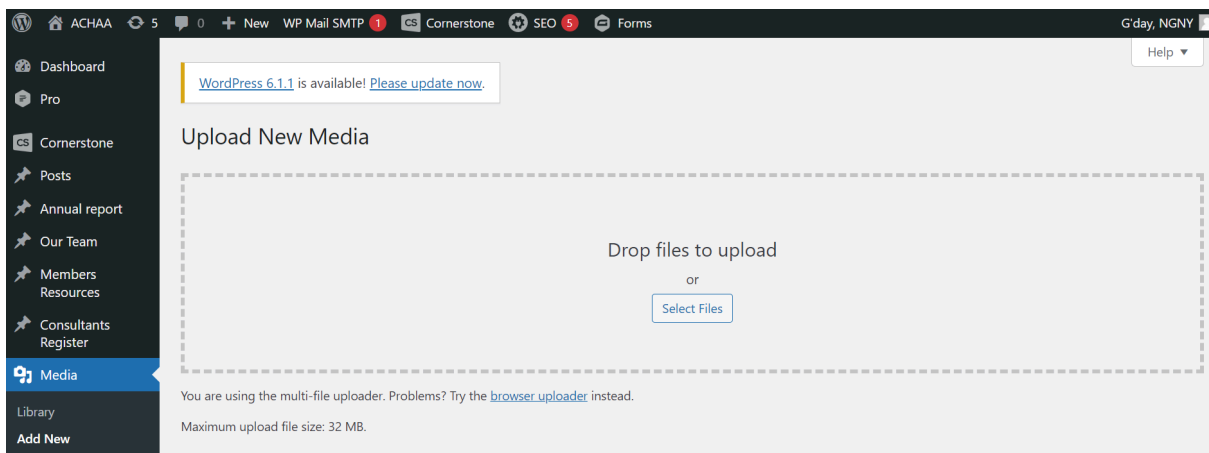


# Uploading New Media

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



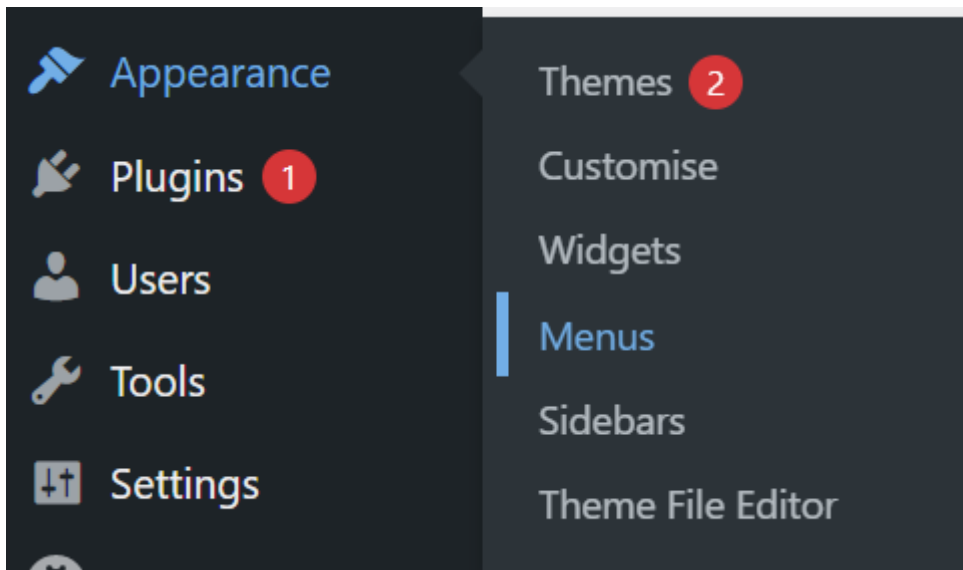
Add New will take you directly to the Upload New Media section where you can choose to drag and drop files, or click to open up a prompt to choose the media.



Acceptable files to upload include images, pdfs, docs and videos as long as it is within the upload limit. If the item you wish to upload is bigger than this limit, please get in touch with NGNY.

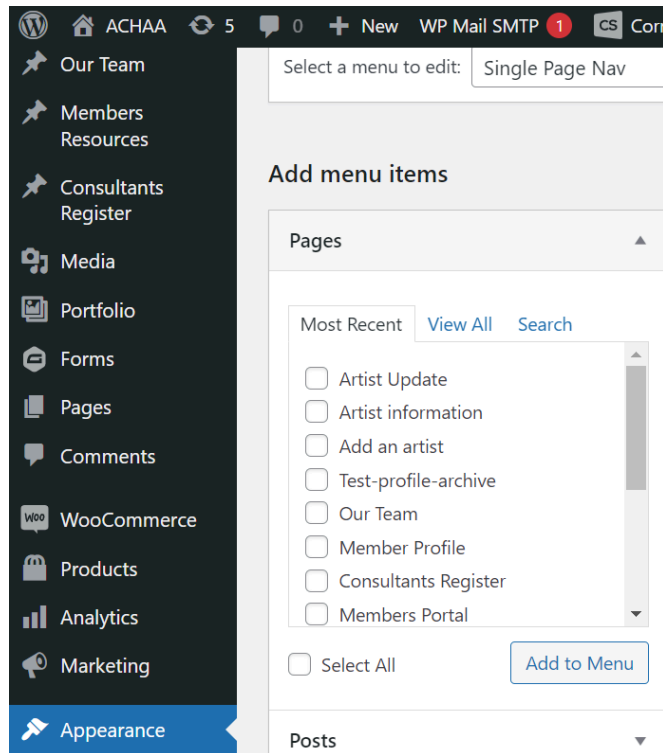
# Updating the Menu

To make any changes, go to Appearance > Menus in the left sidebar.

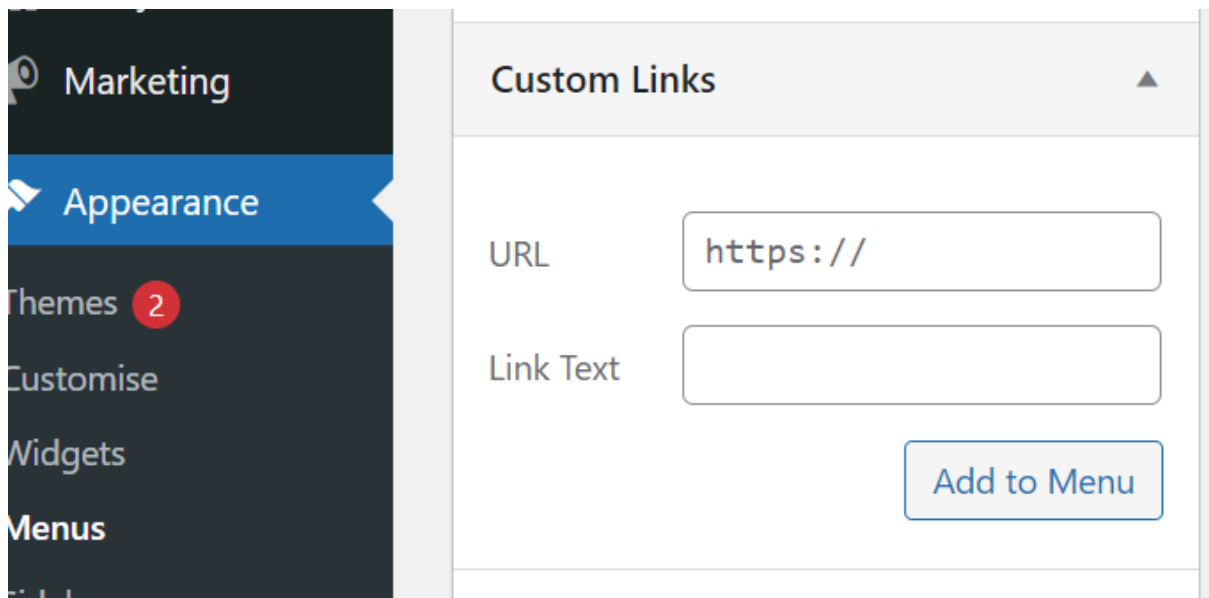


## Add a new link

For pages that are within the website: On the left hand side underneath the Pages accordion, if the page has been published recently, it will appear at the very top. You also have the option of searching up the page if you know the page title, or viewing all the pages. You can select more than one page to add to the menu.



For pages that are external, use the Custom Links. Click on Add to Menu once you have filled in the URL and the link text.



## Remove a link

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

Home
Front Page ▲

Navigation Label

Graphic Display

Icon Primary

Icon Secondary

Image Primary

Image Secondary

Image Primary Alt Text

Image Secondary Alt Text

Image Width (Required)

Input the unitless pixel width.  
E.G. If your image is 300px wide,  
write "300" in the input.

Image Height (Required)

Input the unitless pixel height.  
E.G. If your image is 150px tall,  
write "150" in the input.

Move [Down one](#)

Original: [Home](#)

Remove
|
Cancel

After that, you will also need to click the blue Save Menu button at the top or the bottom of the page. Be careful not to hit the Delete Menu. There will be a warning pop-up to remind you not to delete it!

Navigation Label

Home

Graphic Display

Keep Enabled for this Menu Item

Icon Primary

o-hand-pointer

Icon Secondary

o-hand-pointer

Image Primary

Image Secondary

Image Primary Alt Text

Image Secondary Alt Text

Image Width (Required)

Image Height (Required)

Input the unitless pixel width.

E.G. If your image is 300px wide, write "300" in the input.

Input the unitless pixel height.

E.G. If your image is 150px tall, write "150" in the input.

Move [Down one](#)

Original: [Home](#)

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

[Delete Menu](#)

Save Menu

# Search Engine Optimisation (SEO)

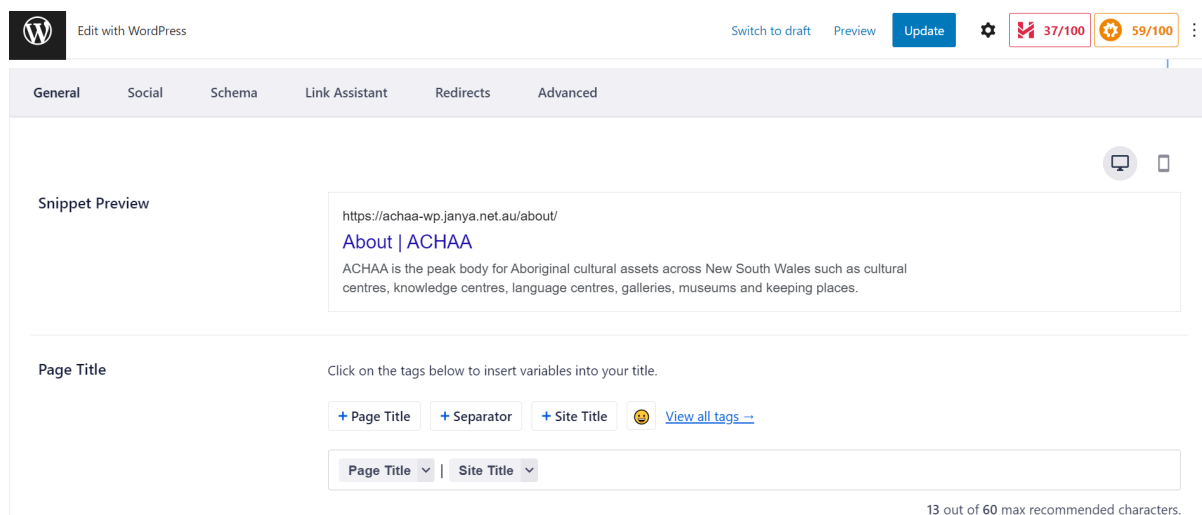
The plugin we use here is All In One SEO (AIOSEO). In this instance, we wish to Edit the page (not Edit with Cornerstone). In the top right hand corner, there are two buttons that will analyse the SEO rating of any page's headline and the SEO content itself. Any errors that can be addressed to improve a page's SEO.

The automatically generated meta description will take on the page's shortcode, so it is recommended for a better SEO score to update these as you see fit.

Please be aware that with Facebook, they use the Open Graph protocol. If you share across Facebook and it is not pulling in the correct imagery then there are some settings underneath AIOSEO Settings > Social which can be individually tailored per post.

The default settings can be changed and accessed from the dashboard menu All in One SEO > Social Networks and then choosing the Facebook tab.

Currently it will use the Featured Image on a post as the Post Image Source, but there is also the possibility of choosing a default post Facebook image if for example the post hasn't been assigned one.



#### Meta Description

Click on the tags below to insert variables into your meta description.

+ Page Content + Separator 🗨️ [View all tags →](#)

ACHAA is the peak body for Aboriginal cultural assets across New South Wales such as cultural centres, knowledge centres, language centres, galleries, museums and keeping places.

178 out of 160 max recommended characters.

#### Focus Keyphrase <sup>🔗</sup>

⊕ Add Focus Keyphrase ⊖ Get Additional Keyphrases

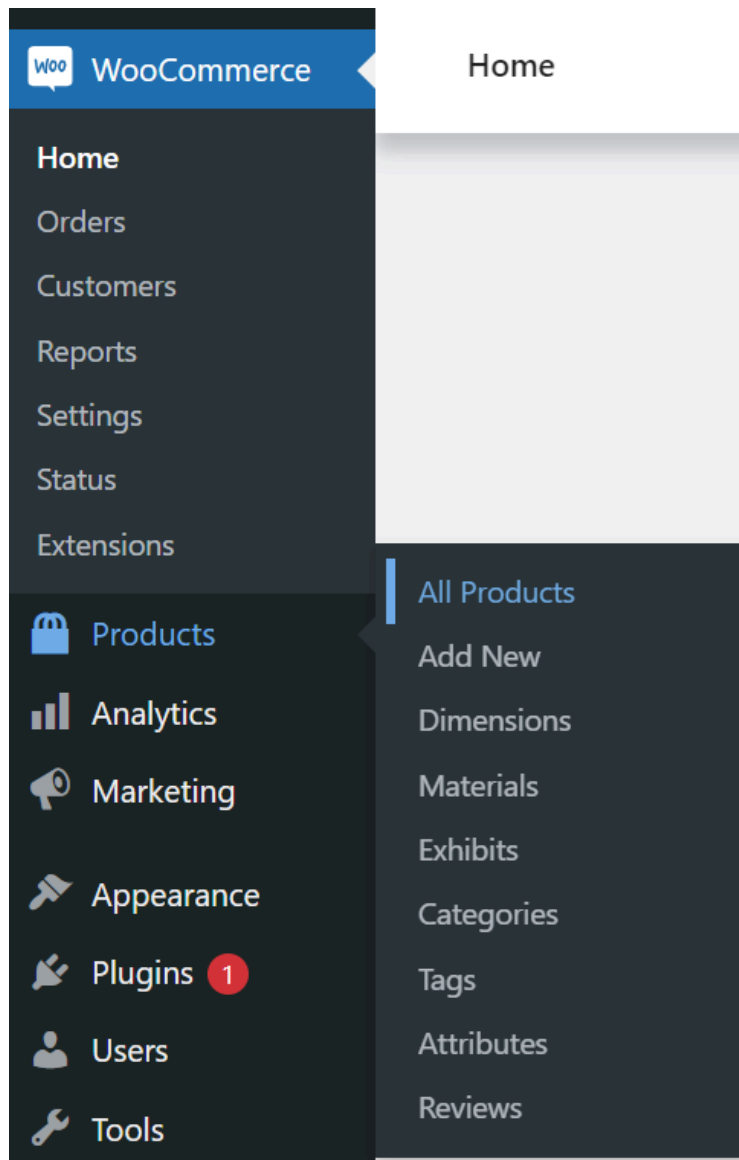
#### Additional Keyphrases

## Woocommerce

Your e-commerce store runs on WooCommerce. Further documentation can be found here: <https://woocommerce.com/documentation/>

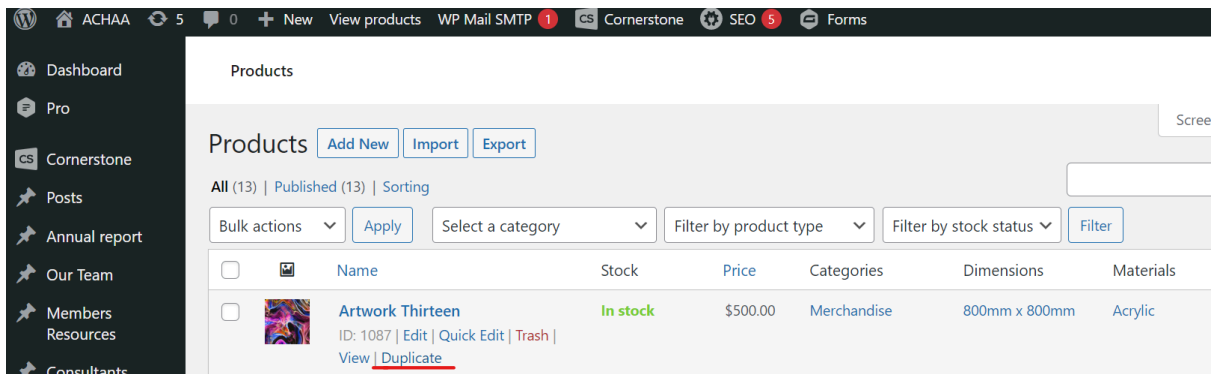
### How to add/edit a product

Go to Products on the sidebar. It sits under the WooCommerce menu item and will load the catalogue.

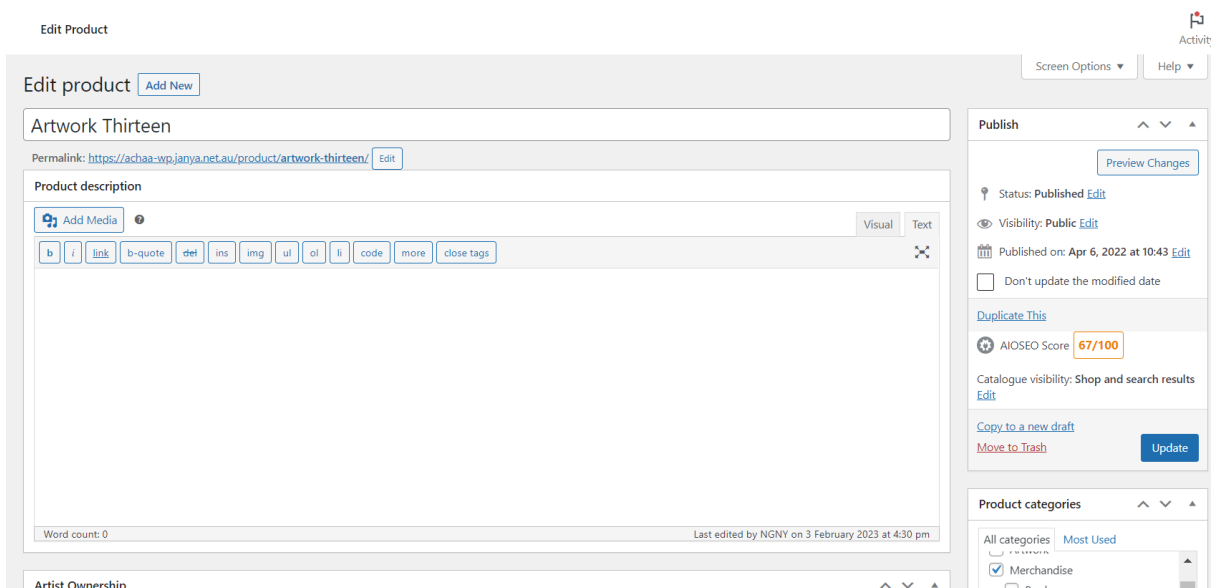


There is a button at the top of the page or in the sidebar to Add a New Product. Our recommendation here is to duplicate an existing product that is similar to the new product you wish to add and edit the draft copy. The duplicate option appears when you hover over a product with your mouse.





To begin making your changes, click on the title or Edit to go to the product page.



Fill in the following fields:

- **Title:** Title of the product. The permalink to the product will automatically be created. It will take the title in lower case, with all spaces replaced by hyphens. You are free to edit and set a custom permalink if you wish.
- **Description:** The first “what you see is what you get” (WYSIWYG) editor will appear in the tabbed section underneath the product.

# Managing Product Data

Further explanation can be found here:  
<https://woocommerce.com/document/managing-products/>

If you need further help, hover over the question mark for a tooltip that will explain what that field does.

Fill in the following fields:

The screenshot shows the 'Product data' section of the WooCommerce admin interface. The product type is set to 'Simple product'. There are checkboxes for 'Virtual' and 'Downloadable'. The 'General' tab is active, showing fields for 'Regular price (\$)' (500), 'Sale price (\$)', 'Tax status' (Taxable), and 'Tax class' (Standard). A 'Schedule' link is visible under the 'Sale price' field.

General Tab:

- Regular Price: How much your product costs. Tax Status: Whether your product is taxable or just the shipping. By default this is set to Taxable.

The screenshot shows the 'Inventory' tab of the 'Product data' section. The 'SKU' field is empty. The 'Manage stock?' checkbox is unchecked. The 'Stock status' is set to 'In stock'. The 'Sold individually' checkbox is unchecked, with a tooltip that says 'Limit purchases to 1 item per order'.

Inventory Tab:

- SKU: Give your product a unique identifier.
- Manage Stock? Toggle this yes or no.

- Yes will mean you can define a specific stock quantity for inventory management, along with setting a number for a reminder when stock numbers become low,
- No means the product order status can be set to In Stock / Out of Stock / On Backorder.

Product data — Simple product  Virtual:  Downloadable:

General	Weight (kg)	<input type="text" value="0"/>
Inventory	Dimensions (cm)	<input type="text" value="Length"/> <input type="text" value="Width"/> <input type="text" value="Height"/>
Shipping	Shipping class	<input type="text" value="No shipping class"/>
Linked Products		
Attributes		
Advanced		
Get more options		

#### Shipping Tab:

- Weight & Dimensions: So that the shipping can be accurately calculated if the Australia Post Plugin has been installed.
- Linked Products Tab: Choose products for upsells and cross-sells.

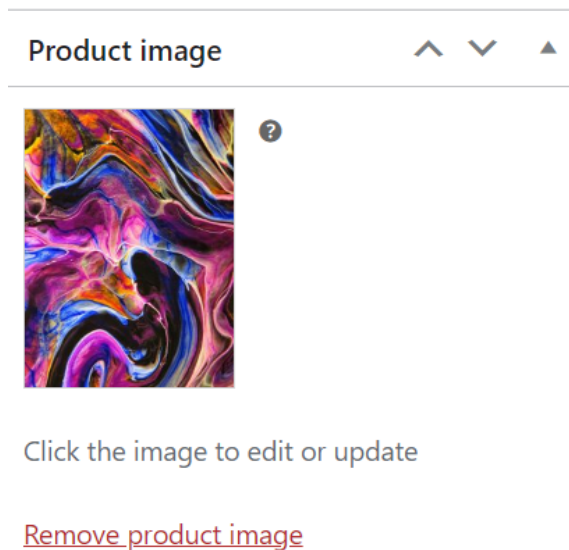
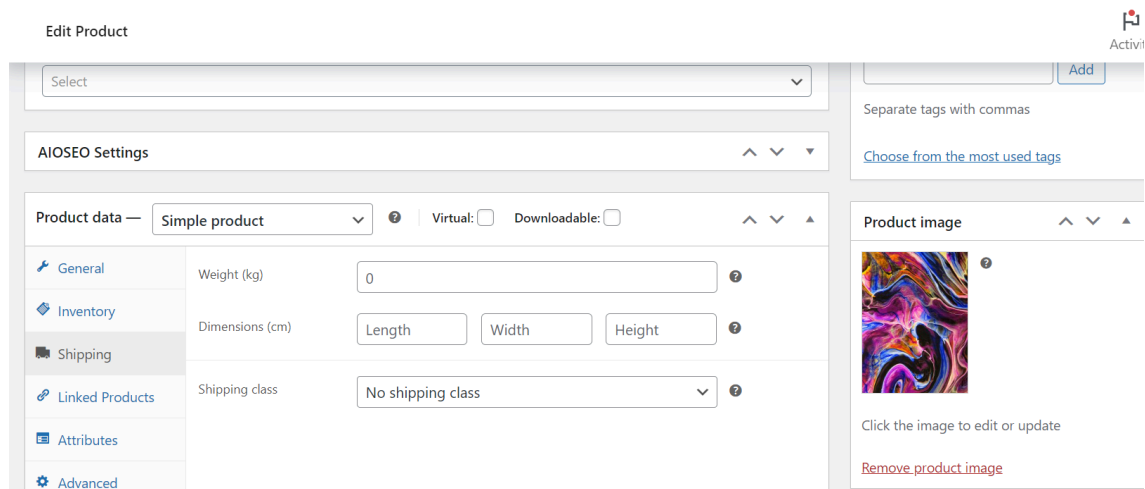
## Product Short Description

Product short description

This is the second WYSIWYG editor and the text entered here will appear next to the product image on the product page.

## Product Images

The Product Image is also the image that will be displayed in the catalogue. Additional images can be chosen by adding them to the Product gallery.



## Product Categories

Product Categories have been set up so select the ones that are applicable to the product.

**Product categories** ^ v ▲

All categories **Most Used**

- Artwork
- Merchandise
- Books
- Dining
- Fashion
- Gift accessories – cards, wrapping paper, gift bags
- Jewellery

[+ Add new category.](#)

# How to manage orders

For further documentation:  
<https://woocommerce.com/documentation/plugins/woocommerce/getting-started/managing-orders/>

Orders are generated after a customer goes through the payment process. Each order has its own unique ID. There are a number of order statuses.

- Pending payment – Order received, no payment initiated.
- Awaiting payment (unpaid).
- Failed – Payment failed or was declined (unpaid) or requires authentication (SCA). Note that this status may not show immediately and instead show as Pending until verified (e.g., PayPal).
- Processing – Payment received (paid) and stock has been reduced; order is awaiting fulfilment. All product orders require processing, except those that only contain products which are both Virtual and Downloadable.
- Completed – Order fulfilled and complete - requires no further action.
- On hold – Awaiting payment - stock is reduced, but you need to confirm payment.
- Cancelled – Cancelled by an admin or the customer - stock is increased, no further action required.
- Refunded – Refunded by an admin - no further action required.
- Authentication required – Awaiting action by the customer to authenticate the transaction and/or complete SCA requirements.

Once you have posted the order, you manually set that order to completed.

# Updating the homepage slider

To update the slider seen at the top of the homepage, navigate to the homepage on the front end of the site or to the “Pages” panel of the admin dashboard and search for the Home page within the list of pages on the site.

From here, either click the “Edit Page” button in the admin bar at the top of the screen or hover the listing for the Home page in the list of pages and use the “Edit” link that appears.

On the edit panel for the homepage, you will first see a prompt to edit the page with Cornerstone. Do not click this prompt, and instead scroll down to find a section specifically used for managing the ‘Homepage Slider’.

In this panel you will see a series of rows, each representing a “slide” within the slider, that each contain 2 columns. The first is a “Background Image” used to add an image to take up the width of the slide, and the second is a “Content” field used to update the text content and buttons that will overlay the slide.

To add a new slide, use the “Add Row” button found below the slide rows. To remove an existing slide, hover over the row for that slide on the right side of the content field and click the ‘-’ button that appears.

To reorder the slides, drag and drop the row by clicking and holding the number that appears to its left and moving it up and down the list. The highest slide on the list will appear first and it will then continue down the list.

# Updating the Our Team page

To update the list of team members shown on the Our Team page, or update their information, navigate to the admin dashboard and follow the Our Team link. This will show the list of team members currently shown on the site, along with a prompt to add a new team member. To add a new team member, simply click the prompt mentioned above. To update a team member's information or remove them, hover over the listing for that team member and click the "Edit" link. When editing or adding a team member, you will see the below fields.

- Title: The opening text field. Fill this with the name that will be used to identify this team member within the admin panel and the member's bio.
- First Name: The first name of the team member, to be displayed on the Our Team page and the member's bio.
- Last Name: The last name of the team member, to be displayed on the Our Team page and the member's bio.
- Position: The role of the team member, to be displayed on the Our Team page and the member's bio.
- Bio: Further information about the team member, to be displayed on the Our Team page and the team member's bio.
- Profile Picture: A picture of the team member, to be displayed on the Our Team page and the team member's bio.
- Category: Used to define if this team member is a board member or staff member, by checking one of the two boxes.
- Order Weight: Used to define how early or late on the board or staff list the team member will appear. The higher the number in this field, the further down the team member will appear, with 0 indicating the user should appear at/near the top. If multiple team members share the same order weight, the order between them will be decided based on when they were added to the site.



# Updating Annual Reports

To update the list of annual reports shown on the Annual Reports page, or update their information, navigate to the admin dashboard and follow the Annual Reports link. This will show the list of annual reports currently shown on the site, along with a prompt to add a new annual report. To add a new annual report, simply click the prompt mentioned above. To update an annual report's information or remove it, hover over the listing for that annual report and click the "Edit" link. When editing or adding an annual report, you will see the below fields.

- Title: The backend name of the annual report, for admin identification. Generally ANNUAL REPORT: <Year start>-<Year end>, for example: ANNUAL REPORT: 2021-2022
- Name: As above, but to be displayed on the Annual Reports page
- Summary: A brief description to be displayed alongside the name and download link for the report
- Link: An optional field used to add a button linking to a page within the site next to the report listing. Currently used to link the latest annual report to the contact page
- Link Name: The name/wording to be used in the button linking to the above page

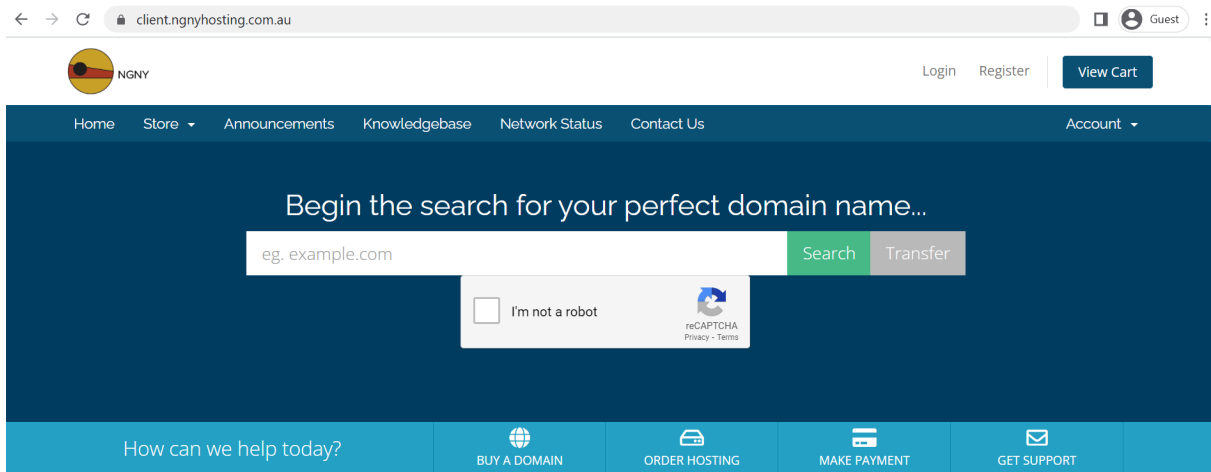
File Upload: Used to upload and assign a report document that the user will be prompted to view or download

# Get in touch with NGNY

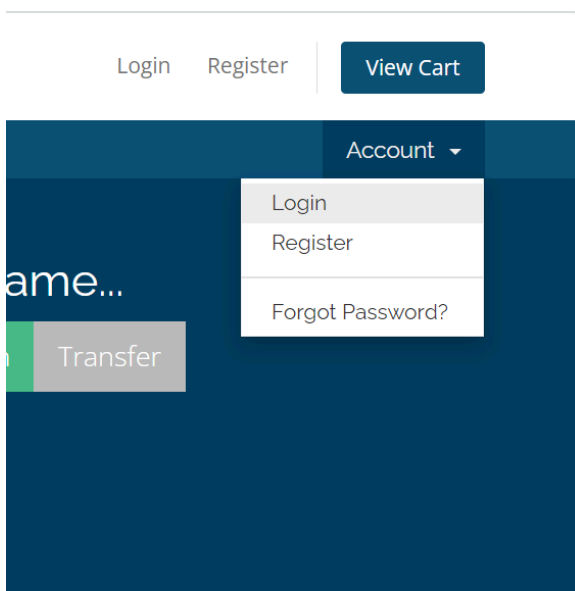
If you have any further questions or would like to request support, please use our client portal.

## How to Access Client Portal

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



Login with your username and password. If there are any problems you encountered regarding your account details, reach out to [info@ngnyhosting.com.au](mailto:info@ngnyhosting.com.au) for assistance.

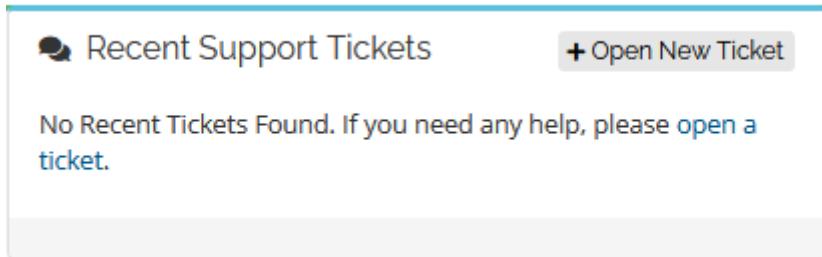


Upon logging in, you will be directed to the client area where all of the information regarding your active subscriptions, update your profile and submit support tickets.

The screenshot shows the NGNY client area dashboard. At the top left is the NGNY logo. The top right has a 'Notifications' dropdown and a 'Logout' button. Below this is a navigation bar with links for Home, Services, Domains, Billing, Support, and Open Ticket, along with a 'Hello, NGNY!' greeting. A notification banner at the top states: 'Please check your email and follow the link to verify your email address.' with a 'Resend Verification Email' button. The main content area is titled 'Welcome Back, NGNY' and includes a breadcrumb 'Portal Home / Client Area'. A dashboard summary shows: 6 SERVICES, 10 DOMAINS, 0 TICKETS, and 0 INVOICES. Below this is a search bar for the knowledgebase and a blue banner about new TLD opportunities. The dashboard is divided into several sections: 'Your Info' (Ngakkan Nyaagu Pty Limited, NGNY Admin, with an Update button), 'Contacts' (No Contacts Found, with a New Contact... button), 'Shortcuts' (Order New Services, Register a New Domain, Logout), 'Your Active Products/Services' (with a View All button), 'Recent Support Tickets' (No Recent Tickets Found, with an Open New Ticket button), and 'Attached Files'. A 'Register a New Domain' section is also visible with a Register button and a Transfer link. A chat bubble in the bottom right corner says 'Need Click i chatti'.

# How to submit a support ticket

If you are experiencing a website or hosting related issue, please submit a support ticket. To access this functionality, after logging in click on the “Open New Ticket” option.



You will be redirected to the Knowledgebase where you can find various ways of troubleshooting problems. However, you may submit a ticket to us depending on the type of concern your website is experiencing. In this case, it will ask you for either support or sales. You may click on the appropriate ticket.

## Open Ticket

[Portal Home](#) / [Client Area](#) / [Support Tickets](#) / [Submit Ticket](#)

If you can't find a solution to your problems in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

[Support](#)

[Sales](#)

After clicking on either of the two options, you will be directed to the Submit Ticket field where you can fill in the details of the issue encountered, type in your message and attach files in the form of screenshots and/ or images provided that it does not exceed the maximum allowable file size of 32 MB. Below the attachments section, is the submit button. Please don't forget to hit submit once you're satisfied with the details you have placed in the ticket.

# Open Ticket

Portal Home / Client Area / Support Tickets / Submit Ticket

**Name**  **Email Address**

**Subject**

**Department**  **Related Service**  **Priority**

**Message**

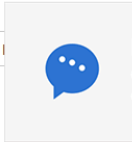
**B** **I** **H**

lines: 0 words: 0 saved

**Attachments**

No file selected.

Allowed File Extensions: .jpg, .gif, .jpeg, .png (Max file size: 32MB)



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