# User Guide

*25th May 2005*

Introduction ..... 5
1 Logging in ..... 5
1.1 Login through www.reason8.com ..... 5
1.2 Login directly through your site ..... 6
1.3 The login window ..... 6
1.4 Navigating around the editing system ..... 7
1.5 Testing your website – viewing the changes you have made ..... 8
2 Step 1 - Basic Information ..... 8
2.1 Web name: ..... 8
2.2 House: ..... 9
2.3 Street: ..... 9
2.4 Town: ..... 9
2.5 County: ..... 9
2.6 Postcode: ..... 9
2.7 Tel_no: ..... 9
2.8 Fax_no: ..... 9
2.9 Email: ..... 9
2.10 Show contact form: ..... 9
2.11 Show address form: ..... 10
2.12 Show map: ..... 10
2.13 Keywords: ..... 10
2.14 Slogan: ..... 10
2.15 Theme: ..... 10
2.16 Logo image: ..... 11

3 Step 2 – Style and Layout ..... 12
3.1 Background ..... 12
3.2 The style layout screen ..... 12
3.3 Select a template design ..... 12
3.4 Select a button design ..... 13
3.4.1 Left Buttons ..... 13
3.4.2 Right Buttons ..... 14
4 Step 3 - Wepages ..... 14
4.1 Background ..... 14
4.2 The webpage management screen ..... 15
4.3 Creating a webpage ..... 15
4.4 Deleting a webpage ..... 16
4.5 Change webpage settings ..... 17
4.6 Change webpage name ..... 17
4.7 Change the order in which the webpages are displayed (left buttons) ..... 18
4.8 Hide the webpage or force the visitor to click a link to see the page ..... 18
4.9 Show the product category buttons (RIGHT buttons) on the webpage ..... 19
4.10 Edit a webpage ..... 19
5 Step 4 - Groups and Items ..... 20
5.1 Background ..... 20
5.2 What is a group? ..... 20
5.3 The group management screen ..... 21
5.3.1 Settings ..... 22
5.3.2 Hide ..... 22
5.3.3 Delete ..... 22
5.3.4 Items ..... 22
5.3.5 New Item ..... 23

5.4 Creating a group ..... 23
5.5 Deleting a group ..... 24
5.6 Change group settings ..... 25
5.7 Changing the group name ..... 25
5.8 Change the order in which the groups are displayed (left buttons) ..... 26
5.9 Hide the group ..... 26
5.10 What is an item ..... 27
5.11 Creating a new item ..... 28
5.11.1 Option1 – from the group table ..... 28
5.11.2 Option2 – from the items page ..... 28
5.12 New Item Screen ..... 29
5.12.1 Select a Picture ..... 30
5.12.2 Text description ..... 30
5.12.3 Item Name and Group ..... 31
5.12.4 Item row and column ..... 31
5.12.5 Item code ..... 31
5.12.6 Item price and currency ..... 32
6 Logging out ..... 32
7 Microsoft Windows ..... 32
8 Apple Mac Users ..... 34
9 Changing your billing details ..... 34

# Introduction

The website creation system is a very simple yet very powerful tool for rapidly creating compelling business websites. The system is linked to a hosting framework which allows a one-stop-shop approach to website creation.

Customers can now create a website in minutes without any concerns about hosting or domain management.

The guide is divided across 6 main areas, these align to the basic steps used by the website updating tool.

Step 0 - Logging in and changing your website

Step1 – Basic information

Step2 – Style and layout

Step3 – Webpages

Step4 – Groups and items

If this guide does not answer any questions you have, then please contact the reason8 support team at **support@reason8.com.**

## Minimum requirements

To use the online you website creation system you must have a computer connected to the internet. If your computer is a PC it must have a Microsoft browser (Internet Explorer at least ver.5). If it is a an Apple Macintosh it must either have the very latest Safari Browser or the latest Netscape Navigator Browser.

# 1 Logging in

Before you can modify your website you must first login.

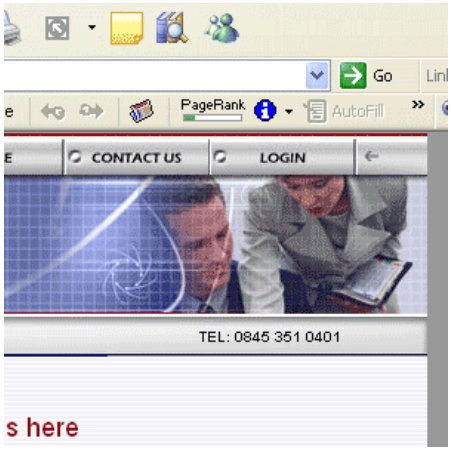
There are two ways to login to your site.

## 1.1 Login through www.reason8.com

You can click the login link at the top of the page in http://www.reason8.com

## 1.2 Login directly through your site

If you do not want to keep going back to the reason8 site each time you want to login, you can login directly from your own site. You will see a login(or admin) button at the top of your website. [ if a customised template has been created for you, your login button may have been hidden for cosmetic reasons]




## 1.3 The login window

Whichever route you choose to login to your site you will see a login screen similar to the one shown below. You must enter the username and password emailed to you and click [login].

If you have forgotten your password you can click the [forgot your password ?] link on the login screen

Enter your email address when prompted and the system will email your password to you. If you have forgotten which email address you provided then contact the support team at **support@reason8.com.**

We take the security of your site very seriously. If you use this *reminder* tool, our system will track the location of your PC and your hosting provider and send emails to you and to our security team.

You should therefore take as much care with the password for your email system as you do with the password for your website.

If you receive an email providing you with your email details that you did not request please get in contact with us immediately. (support@reason8.com)

## 1.4 Navigating around the editing system

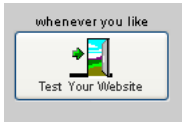
Once you have logged in you will see that your website moves down a few centimetres and 6 navigation buttons appear at the top of your screen.

These buttons let you to change the content of your website and will remain at the top of your screen until you logout.

### 1.5 Testing your website – viewing the changes you have made

The website editor lets you to make changes instantaneously to your website. As you make changes you may wish to see how your site looks.

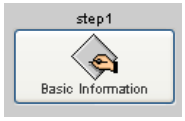
One of the buttons at the top of the screen is a very useful and powerful




You can click this button to test your website at any time and see how it looks. If you have added text, perhaps a new page or even some products, you may want to see how your site appears. **ALWAYS REMEMBER TO SAVE YOUR WORK** before clicking this button.

## 2 Step 1 - Basic Information

The first step in customising your website is to enter some basic information about you and your business. This is a simple process. Just complete the form that appears when you click the step1 button




The form has a number of fields to complete. A description of each field is shown below

### 2.1 Web name:

A shortened version of your business name that will appear on every page of your webpage. This will be embedded inside the template you have chosen and provide your visitors with a consistent overview of who you are.

Note: You are limited to 30 characters in this title to ensure that it fits inside the template you have chosen.

**TIP** – avoid using all capitals in this field as it may *force* the template and cause some temporary distortion.

### 2.2 House:

First line of your business address (there is no validation or prescriptive format)

### 2.3 Street:

Second line of your business address (there is no validation or prescriptive format)

### 2.4 Town:

Town where your business is located (there is no validation or prescriptive format)

### 2.5 County:

County or state where your business is located (there is no validation or prescriptive format)

### 2.6 Postcode:

Postcode or Zip code of your business. Note: when you enter a valid postcode and If you click the 'Show Map' option (see below) the system automatically provides a Ordinance Survey based street map on your 'Contact Us' page. This is a valuable tool that lets your customers to see your exact location. You can easily turn this feature off if NOT required.

### 2.7 Tel_no:

Preferred contact number for your business. This may be used in the header you choose for the site and will automatically appear in the contact-us screen.

### 2.8 Fax_no:

Preferred fax number for your business. This may be used in the header you choose for the site and will automatically appear in the contact-us screen.

### 2.9 Email:

Your sales - email address provided to your customers. This email will be the business email assigned to your website. It can be different from the main account communication you supplied when you registered.

If you show a contact form (see below) the email that your site generates is sent to this address.

### 2.10 Show contact form:

Selecting 'yes' allows your visitors to contact you. A link appears inside your 'Contact Us' page. When your visitor clicks the link they are presented with a small form. Your visitor can then enter their information and any questions they might have. When they click the submit button this information is turned into an email and sent to the email address you have entered.

### 2.11 Show address form:

Selecting 'yes' allows your visitors to see your address. Selecting 'no' prevents your address from being seen by your visitors.

### 2.12 Show map:

Selecting 'yes' allows your visitors to see a location map. A link to your map appears inside your 'Contact Us' page. This service is currently only available for customers with a UK or Swedish postcode.

### 2.13 Keywords:

Note a more comprehensive explanation can be found in the Search Engine Optimisation Guide.

Keywords are the words that you expect your customers will type into search engines to find you.  They will be 'woven' throughout the fabric of your website.

We use a number of methods to improve your search engine rankings and all revolve around using these keywords.

It is very important that you consider these keywords carefully. You can change them but it takes several weeks/months before the search engines process these changes, so it is better to try and get them right first time. (E.g. RightSure are a building company in Harlow, Essex. Their target market is local homeowners, and since their expertise is varied but is mostly building and plumbing, they have chosen their keywords to be Builder' 'Plumber' 'Harlow' Essex')

### 2.14 Slogan:

This is a short phrase or strapline that provides your customers with a clear idea of what you do. Eg. Josephie's Flowers is a retail florist that has branches in 12 towns across the country but each shop has a dedicated loal customer base. Their slogan is 'Your National, Local Quality Florist'

### 2.15 Theme:

This is a short description ( a few sentences) that will be submitted to the search engines and provide a neat summary of the content of the entire site. e.g Taj Mahal Restaurant in Basildon has three points they wanted to get over on their site and these are covered in the theme of:

'The Taj Mahal Indian restaurant offers Exotic food in Basildon.  We have an award winning chef who specialises in Balti and Vegetarian dishes.  Our Food is fresh and our service is friendly.  The Taj Mahal was recently voted best Basildon Curry House because of its great food, reasonable process and excellent service'

## 2.16 Logo image:

If you do not want to upload a logo click the [Remove Logo] button.

Many of the design templates you can choose allow you to add your own logo image.  To upload a logo click 'Browse' and search for your logo image on your own computer.  Our system will reduce the size automatically to fit inside a 195pixel x 95pixel space.  If your logo is very large our image scaling system may cause the quality of your image to reduce.

**TIP** – try and save your logo as a .JPG format, with both dimensions less than 195pixel (w)x 95pixels(h)

Once you have uploaded your logo you will see a small thumbnail of your image indicating that the upload has been successful.

# 3 Step 2 – Style and Layout

## 3.1 Background

Our systems lets you change the style and design of your site without changing the content and change the content of your site without changing the design.

You can look through the design library and select a design that you like.  Simply select a new design and your content stays the same.

To change the style of your website click the Step-2 button at the top of your web-page. Once you click this button you will be able to choose a design you require.

## 3.2 The style layout screen

When you click step2 you will see the screen below.

The left of the screen lets you choose a template.

The right of the screen allows you to select a button colour that suits the design and your colour scheme.

## 3.3 Select a template design

The first step is to select a template design.

On the left of the screen you will see a small 200pixel thumbnail of the design that you are currently using for your website design.

Above this design, you will see a short message informing you that a customised template can be created for you.

Directly beneath the thumbnail is a button that opens up the library of designs in the same category as the template being used. E.g. If you are currently using a template from, say the Small Business category, the button will read 'More Small Business Templates'.

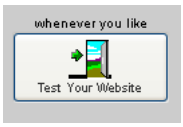
The template designs are arranged into categories. Each category can be chosen from the pick list. There are a number categories to choose from. The main two categories are 'Fast and Simple' or 'Small Business' categories.

You can either choose a category from the drop down menu or click the button beneath the thumbnail. You can then select a design from the list displayed.

To select a design simply click the word [select] next to the image you require and your whole site will change.

To see the effect of the changes just click [test your website] button.

You can do this as many times and as often as you like.




## 3.4 Select a button design

Your website uses navigation buttons to enable your customers to view your webpages and any products you display.

### 3.4.1 Left Buttons

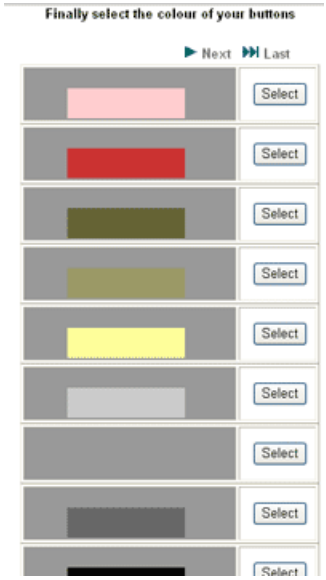
The button on the LEFT are standard website navigation buttons. A button is automatically created when you create a webpage and automatically removed when webpage is deleted. There are a number of button styles to choose from. Once the button style has been selected you can choose the colour of the button for your website.

To change the buttons click [Change Button] at the top of the right pane.

You will then be prompted to select a type of button. Click [Select] to choose the type of button you require.

After selecting the type of buttons you require you can then choose from several pages of coloured buttons. Choose one that matches the colours in your template and the colour scheme of your website

### 3.4.2 Right Buttons




The buttons on the RIGHT enable your visitors to view the groups (or categories) of products or items that you have entered.

Each time you create a category, you also created a new button. Each time you delete a category the button is removed.

To change the buttons click [Change Button] at the bottom of the right pane.

You will then be prompted to select a type of button and colour of button in the same way as you did for the left buttons.

After selecting the type of buttons you require you can then choose from several pages of coloured buttons. Choose one that matches the colours in your template and the colour scheme of your website

# 4 Step 3 - Wepages

## 4.1 Background

Your website is made up of a number of separate webpages all linked together in a way that allows you to display information and your customers to access information . The most important webpage is your home page. The home page is the first page that your customers will see when they visit your website.

There are just 4 basic activities you need to undertake to create and manage your website. To need to be able to:

1. Create a webpage
2. Delete a webpage
3. Change the webpage settings
4. Edit a webpage

All the webpage management activities take place in step3. The access the webpage management functionality, simply login and click the step3 button at the top of you screen.

## 4.2 The webpage management screen

After clicking step 3 you will see a screen that looks similar to the one shown. Each webpage appears as a separate line in the table.

You can name each page anything you like but the home page must always be called 'Home'. You website will initially look for the home page when your visitor firsts visits.

There are 4 further columns in this table (Settings, Hide, Show Groups and Delete). Each of these will be explained in more detail within the Change the Webpage settings section later. In brief the functionality is summarized below

**Settings** – allows you to change all the various settings for the webpage.

**Hide** – allows you to hide the page or force the visitor to click a link to see the page

**Show Groups** – displays the product category buttons (RIGHT buttons)

**Delete** – deletes the page

Finally there is an input field at the bottom of the screen that enables you to create a new webpage.

## 4.3 Creating a webpage

To create a webpage:

1. Login to your website
2. Click Step3 button
3. Enter the webpage name into the input box below the webpages table.
4. Click the [New Webpage] button

5. You will then be prompted to confirm that you want to create a new webpage with this name. Click [Yes, add this page].

Once you have created a webpage you will see that a new line appears in the webpage table and a new button appears on your website:

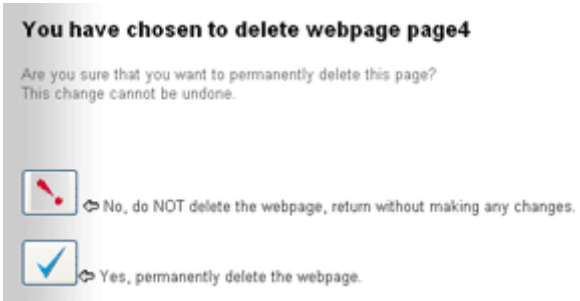
## 4.4 Deleting a webpage

It is simple to delete a webpage. However, this is a permanent activity and once deleted, data cannot be recovered.

To delete a webpage

1. Login to your website
2. Click the step3 button
3. Click on the [Delete] icon

to delete the entire webpage and all its content.
4. You will then be prompted to confirm this deletion. If you wish to proceed click the blue tick.




Once you have deleted the webpage you will see that the webpage will no longer appear in the webpages table when you click step3 and the navigation button for this webpage has been removed from your website.

**Note about deleting the Home-page**

If you try and delete the [**Home**] page the system will present you with a warning and not allow this actioned to be performed.

## 4.5 Change webpage settings

There are a number of settings that you can change on each of your webpages. To change any of these settings you can either click the settings icon for the webpage you wish to change or click either the [**Hide]** or the [**Show Groups]** Icons for the webpage you wish to change.

If you click any of these icons, the following screen is displayed:

# You can:

## 4.6 Change webpage name

If you wish to change the name of the webpage without removing the content and starting again simply edit the name in the box.

Because of the size of the button and the limited space available the page name must be less than 16 characters.

**Note on changing the name of the HOME page.**

Caution should be exercised when modifying the name of the home page. Our system WILL allow you to rename your webpage. However, if your site remains without a webpage named '*Home*' our system will add the following image to your home page:

Page Under Construction

## 4.7 Change the order in which the webpages are displayed (left buttons)

By default all webpages on your website will be displayed in the order in which they were created. This may not be ideal, for example you may wish to create a new page that appears at the top of the list.

The system makes it possible to do this by allowing you to change the value of a parameter called ***[Position in List].***

It is important to understand that system applies the following rule when ordering the buttons :

1. First it orders the buttons by using the [Position in List] parameter (lowest number first)
2. If two buttons have the same value then the order in which they are created is then taken into consideration.

All new webpages created are created with a [Position in List] value of **'1'.**

It is important to note that the system will apply a ***relative*** weighting to the order of the webpages. (for example if there are three buttons having [Position in List] values of **5,6** and **7** respectively then a new webpage created with a [Position in list] value of say **'4'** would appear at the top of the list because it is the lowest number, not at position 4 as you might expect.

## 4.8 Hide the webpage or force the visitor to click a link to see the page

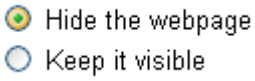
Every time you create a new webpage a navigation button appears on your site that allows your visitors to see the webpage you have created.

However, there may be situations where you do not want all you pages displayed.

For example you may have a Special Offer or seasonal page that is only displayed for a specific period of time. If you have lots of pages you may not want a long list of pages cluttering up all your webpages. You might wish to create a 'User Journey' that forces the user to view pages in a certain order.

In such cases you will want to *Hide* the webpage and suppress the creation of a webpage button for that page.

It is simple to do this.  Just click the radio button as shown below




## 4.9 Show the product category buttons (RIGHT buttons) on the webpage

This section is only really relevant if you have purchased a Gold or Platinum package and have added products or items into categories in Step 4.

If you click the tick box :

All the groups that you have created and elected to show will be displayed on this webpage.

## 4.10 Edit a webpage

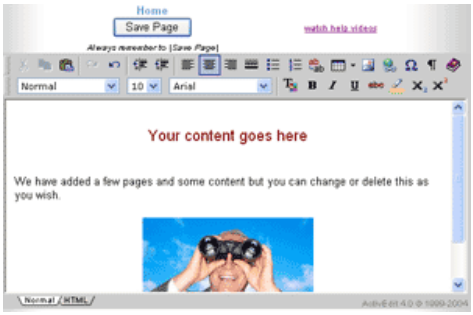
You have full control over the content that you display on your webpages.  You can login to your site and update the content as often as you wish.

There is a powerful editor that lets you to modify the content without any programming or HTML skills.

To edit a webpage:

1. Login to your website

2. Click the step3 button
3. Click on the name of the page you wish to edit.
4. You will then be taken to a page that displays the editor.




If there is already information in the page, this will appear inside an editing window. You can then use the functional buttons within the editor to change the look and the feel of the content.

When you have finished adding content you must click the [Save Page] button to upload your changes to your website.

# 5 Step 4 - Groups and Items

## 5.1 Background

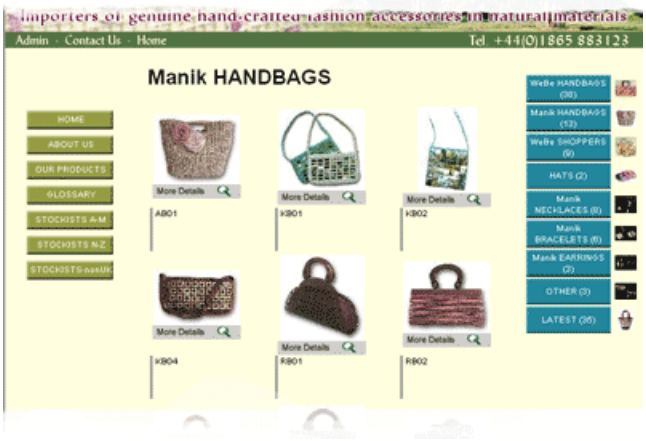
One of the most powerful features of the online website creation tool is the way that products or specific items that are to be displayed on the website are handled.

Whether you are interested in displaying a fully coded set of stock that you want your clients to buy, or perhaps you want to display photographs or images that might be of interest to your customers, our systems make it simple to group the items together and display in a consistent format.

## 5.2 What is a group?

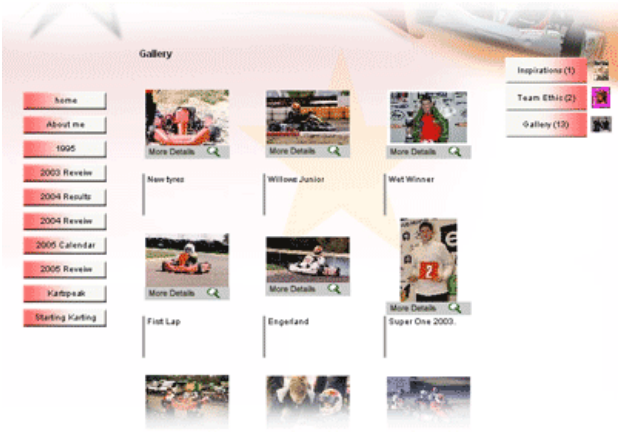
Put simply a group is a collection of items. You can group together similar products or items and allow your customers to view numerous items at any one time.

For example if you run a business selling handbags and jewellery you might wish to group all the handbags together so that you customer could see them all at once. However if the number of products that you sell is high you will need to split the bags and jewellery into different categories so that your customers can choose a category and then view all the products in the category.




You can see from the example above that this client has created 9 separate groups which represents a separate group from each category of product.

In the example below the client has uploaded photographs into separate groups.




## 5.3 The group management screen

When you click the [Step4 – Groups and Items] button, you will see a screen something like the image shown below:

This table displays all the groups for your website.

There are a number of icons and information available for each group

### 5.3.1 Settings

Settings

If you click the settings icon a new screen appears that allows you change settings for this group

### 5.3.2 Hide

Hide

If you click the Hide icon you can prevent a group button from being displayed on your webpage.

### 5.3.3 Delete

Delete

If you click the Delete icon the group and all its content will be permanently removed

### 5.3.4 Items

The number of items in this group is shown in the ***Items*** column.

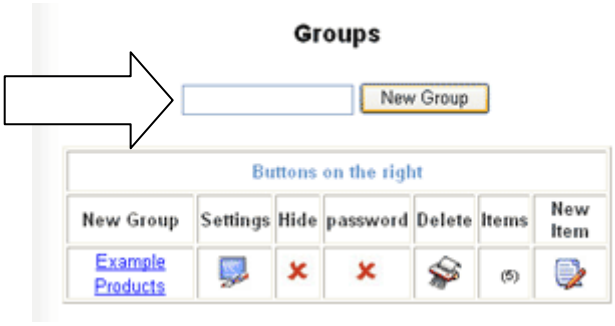
### 5.3.5 New Item

If you click the new item a new screen will appear that lets you enter all the information for a new item within this group.

## 5.4 Creating a group

To create a new group:

1. Login to your website
2. Click the [Step4 – Groups and Items] button at the top of your webpage
3. You will then see a page that looks something like the image below

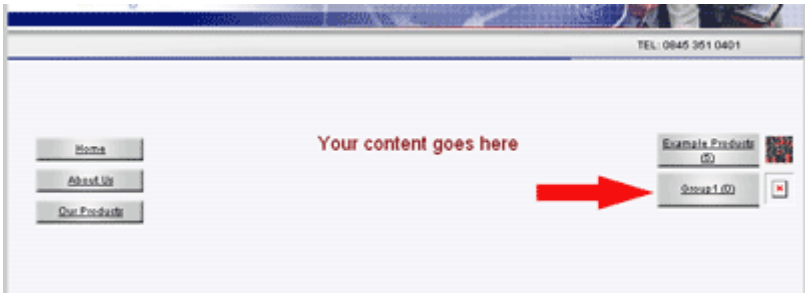



Type in the name of a new group in the input box at the top of the screen and click the [New Group] Button

You will then be prompted to confirm that you wish to create a new group with a message similar to that shown below. Click the button [Create a New Group].

4. If you now click the [Step4 – Groups and Items] button at the top of your page you will see that the new group has been created and a new entry appears in the table.

If you view your website and then click on the Home button you will see that a new group button has been added on the right of your webpage:



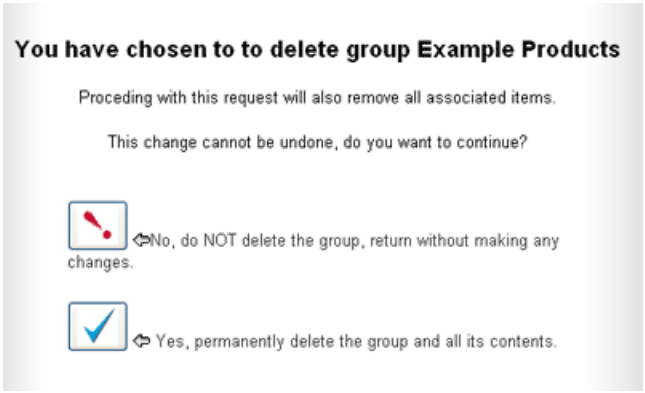

## 5.5 Deleting a group

Although it is simple to delete a group a word of warning is required. **If you delete a group, all items within that group will also be permanently removed.**

To delete a group

1. Login to your website
2. Click the [Step4 – Groups and Items] button
3. Choose the group from the table shown and click on the delete icon

4. You will then be prompted to confirm that you do wish to delete the group and all the items within the group permanently




If you wish to proceed click the blue Tick.

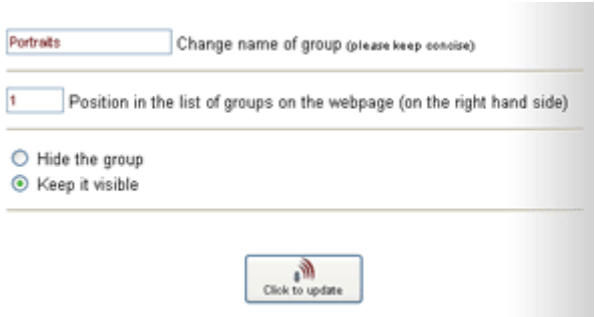
## 5.6 Change group settings

There are a number of settings that you can change on each of your groups. To change any of these settings you can either click the settings

icon for the group you wish to change or click

Icon for the group you wish to change.

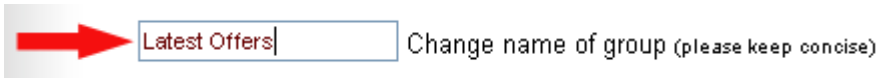
If you click any of these icons, the following screen is displayed:




Change group name

## 5.7 Changing the group name

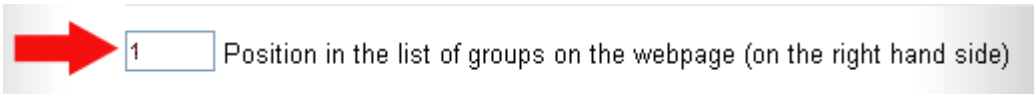
If you want to rename your group simply type in a new name in this screen. Note there is no limit on the length of group name. Discretion should be used as the name has to fit inside a small button. A name length of less than 16 characters is recommended.




## 5.8 Change the order in which the groups are displayed (left buttons)

By default all groups on your website will be displayed in the order in which they were created. This may not be ideal, for example you may wish to create a group that appears at the top of the list.

The systems make it possible to do this by allowing you to change the value of a parameter called ***[Position in List].***




It is important to understand that system applies the following rule when ordering the buttons :

1. first it orders the buttons by using the [Position in List] parameter (lowest number first)
2. if two buttons have the same value then the order in which they are created is then taken into consideration.

All new groups created are created with a [Position in List] value of **'1'.**

It is important to note that the system will apply a ***relative*** weighting to the order of the groups. (for example if there are three buttons having [Position in List] values of **5,6** and **7** respectively then a new group created with a [Position in list] value of say **'4'** would appear at the top of the list because it is the lowest number, not at position 4 as you might expect.

## 5.9 Hide the group

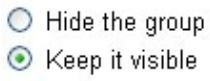
Every time you create a new group a navigation button appears on the right of your site that allows your visitors to see all the items in the the group you have created.

However, There may be situations where you do not want all your groups displayed.

For example you may have a Special Offers or a seasonal group that is only displayed for a specific period of time. If you have lots of groups you may not want a long list of groups cluttering up all your website. You might also wish to create a 'User Journey' that forces the user to view groups in a certain order.

In such cases you will want to *Hide* the group and suppress the creation of a group button for that page.

It is simple to do this.  Just click the appropriate radio button as shown below.




## 5.10 What is an item?

An item is anything that you want to display to you clients that can be combined into a group. For example items might be a products, pictures, items on a menu, services, delivery options, sponsors or even resellers of your products.

In fact an item can be anything that you would ant to display on its own page with descriptive text and a picture.

The system handles items in a very powerful and unique manner.  As you have seen when a group button is clicked, the entire group of items is displayed.  However, your clients want to see more information and a bigger picture than is displayed on this screen.

This system lets your visitor click the thumbnail image to display a great deal more information about that product.  The system then generates a dedicated webpage which describes the item in great detail.

## 5.11 Creating a new item

Before you can create an item you must first create a group for that item. Once you have created a group, there are two ways to opening the page that creates a new item.

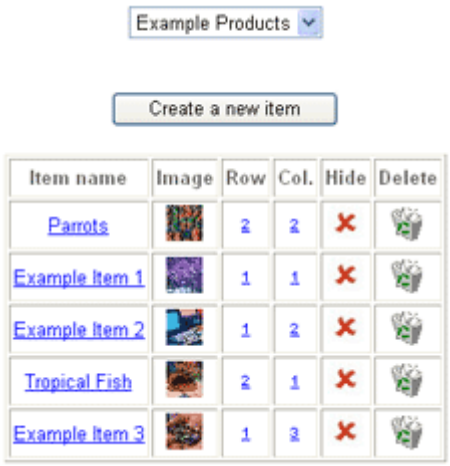
### 5.11.1 Option1 – from the group table

1. Login to your website
2. Click the [Step4 – Groups and Items] button.
3. Click the

icon

### 5.11.2 Option2 – from the items page

1. Login to your website
2. Click the [Step4 – Groups and Items] button.
3. Click on the name of the group to display the item list similar to the page shown below

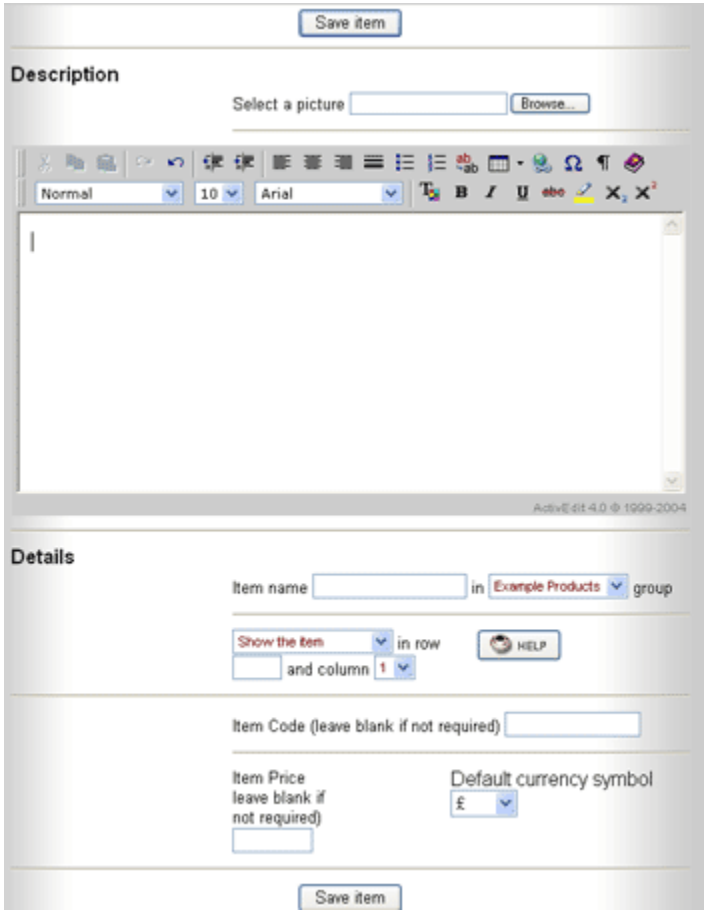



4. Click on the [Create a New Item] button

## 5.12 New Item Screen

The New Item Screen lets you enter all the required information for a New Item.

The system will automatically adjust the way that the item is displayed depending on the information you choose to enter.




### 5.12.1 Select a Picture

You must add an image to each item you create. To upload an image click on the [Browse] button at the top of the screen. You will then be able to choose an appropriate picture from your computer.

(**TIP** the final picture size will be 270pixels X 270pxels). If you upload an image that is bigger then 270x270 the system will shrink it and there will be no problems. However, if your image is smaller than this the system will still expand it to fit in the 270x270 box. If your image is very small this may result in a very poor quality image. It is recommended that the image you upload is at least 270x270 pixels)

### 5.12.2 Text description

The editing area allows you to enter as much text as you wish to describe the item. You have full text formatting and editing capability with our advanced editor.

**TIP.** Use Arial 10pt for the main body text. This is the most readable, standard internet font.

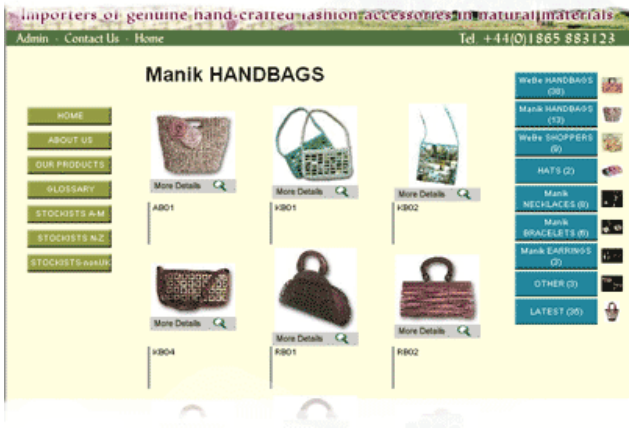
### 5.12.3 Item Name and Group

Enter a name for the item in the test entry box..

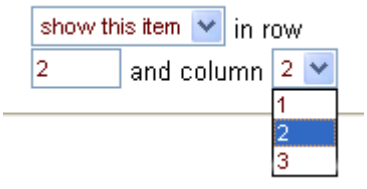
The group pick list also enables you to move the item between groups.

### 5.12.4 Item row and column

When the items are displayed in the group view they are displayed in a 3 column matrix as shown in the image below.



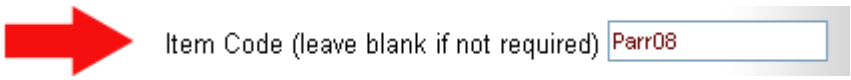

It is possible to arrange the items inside this matrix manually. You can choose the column and the row to display the item:




The drop down menu also lets you hide the item within the group. This is can be useful if for example you run out of stock of a particular item or perhaps it is a seasonal item that you only wish to display at certain times of the year.

### 5.12.5 Item code

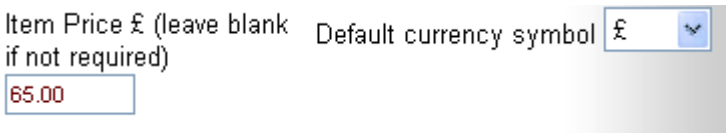
You can add a unique code to the item. This code will be displayed in the group view and the detailed item view on your website. If you choose not to enter an item code nothing will be displayed.




### 5.12.6 Item price and currency

If it is appropriate, you can input a price for the item by entering a value in the price text entry box.

**Warning** – this must be a numerical value




You can choose the currency of an item by selecting the currency from the currency symbol pick-list.

**TIP** The system is not multi-currency. If you choose a currency for one product, all products will be the same currency. You can cannot have different currencies for different items.

# 6 Logging out

Your site will very soon become a very valuable business asset. You do not want other people being able to change the content.

We have devised a sophisticated security system that will prevent hackers for getting access to your site. As part of this security system, you will be logged out automatically if there is no activity on your account for more than 20 minutes.

However it is very important to click the [LOGOUT] button to prevent unscrupulous visitors from gaining access to your website through your computer.

# 7 Prompted for the Microsoft Office 2000 CD ?

You may find that you are prompted to Insert your Office 2000 CD whenever you load the editor. This is a well known Microsoft Office 2000 installer bug. It sets the default HTML editing component to "Install on first use", although it is already installed on Windows. The

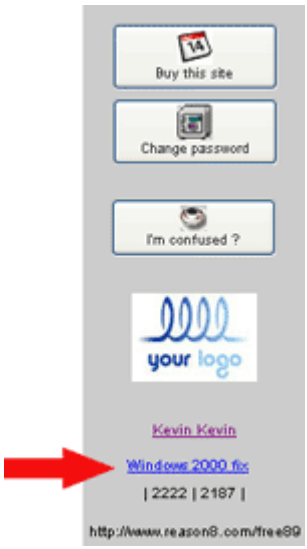
bug causes annoying prompts for the Office 2000 CD when the editor and other applications that use the HTML editing component are launched.

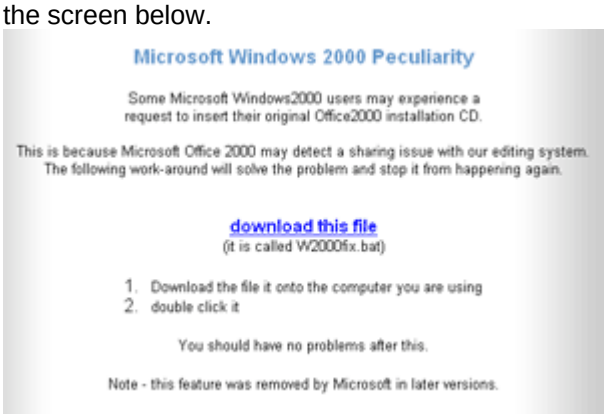
This can be annoying as you may find you have to press [Cancel] a number of times before the prompts finally disappear.

To overcome this bug we have created a neat bug fixer that you can download easily.

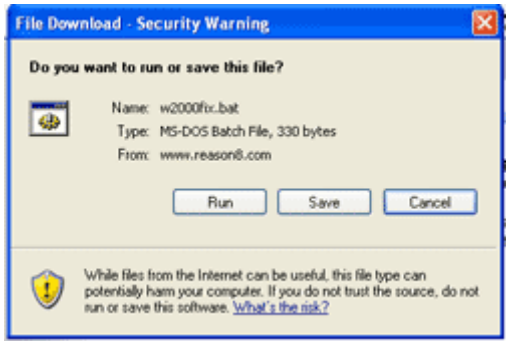
To prevent these error messages from occurring:

1. Login to your website
2. Click any of the first 4 buttons at the top of your screen (e.g. Step1)
3. On the left side of your screen towards the bottom you will see a link Windows2000 fix. Click this link to display the screen below.




4. Click the link in the centre of the screen and you will be prompted to down load the file to your computer with a window similar to the one below:



5. Click [save] and choose a location to save the file on your computer. The file is tiny and should only take a few seconds to download.
6. After the download is complete locate the file and double click it to run a batch file.

This will change one small setting in Microsoft Office on your computer so that it no longer tries to install the HTML editing component and you will never get the installer messages again.

# 8 Apple Mac Users

If you have an Apple Macintosh computer, you will still be able to use the systems and the editor to create a website providing you are running the latest Safari Browser or Netscape Navigator browser.

Before you start the editor in Step 3 you must setup the system for Apple compatibility:

1. Login to your website
2. Click any of the buttons at the top (e.g. step1)
3. Click the Apple Icon on the Left of your screen

(note once the apple button is clicked it will change to the Microsoft Windows symbol:

# 9 Changing your billing details

You can change your billing details by:

1. Login to your website
2. Click any of the buttons at the top (e.g. step1)
3. Click the link to your name at the bottom left of your screen
4. Update the billing details form that appears