

1. Introduction

Welcome to our User Guide, broken down into five easy stages to help you create your own website in a matter of hours. This guide is complemented by our **Cliktips Guides**, which cover more detailed and specific aspects should you need them and which we refer to from time to time. May we wish you every success in building your website!

The Klikpic Team

PS Don't forget, help us at hand. Just raise a ticket or email us at support@clikpic.com.

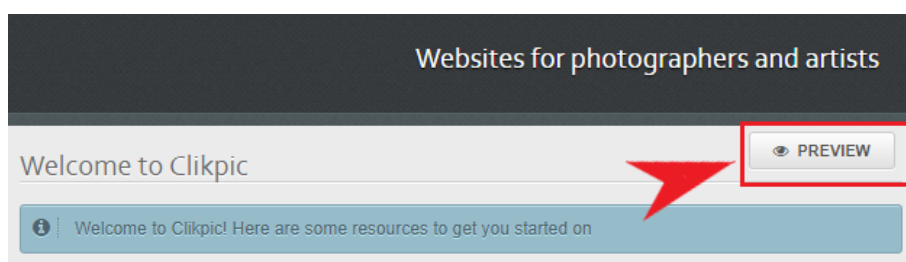
2. Getting Started

2.1 The Admin system

The **Admin system** is where you build and edit your site. It can be found at www.clikpic.com/admin - definitely worth bookmarking. We frequently refer to the **Admin system** and the **Admin menu**, so it's important you're familiar with these terms.

2.2 Preview your site

To view your site at any time, click on **Preview**. You will see the first stage of your website including the **Site name** you entered when you registered.



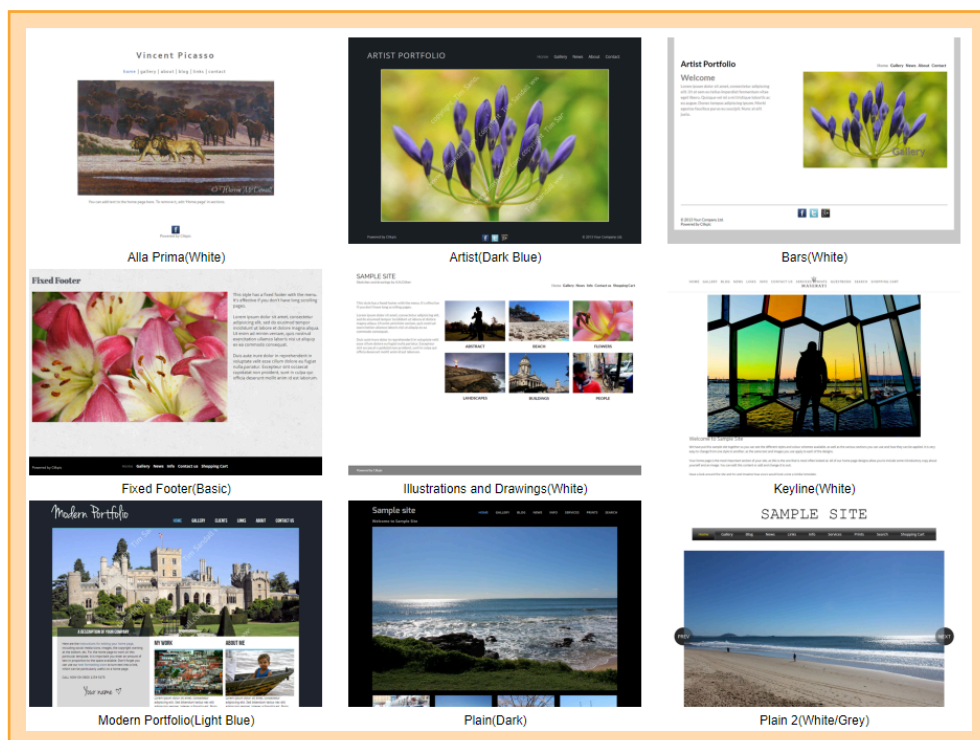
3. Choosing a template style

The first stage of building your site is to choose a template style. We have a range of templates to choose from which you can view and select by clicking on **Styling > Site styles**.

Browse the list of available styles, and rollover an image for a better preview. You can see a full size preview by clicking "View live demo".

Once you've chosen your style, click "Use this template". A pop-up will appear asking you to confirm your choice. Click "OK" and then "OK" again.

You can always change from one template style to another at a later stage.



Now you have chosen your style, click "Preview" to view your site.

4. Your site details

To edit any details about your site, go to **Site management > Site details**.

Here you can change your site name and opt to publicise your site. We strongly recommend ticking this option so your site will appear in search engines.

5. Refreshing your browser

Whenever you make a change to your website, you may find that you can't see that change either in Preview or on your live site. This is because your browser (eg Internet Explorer, Google Chrome, etc) has 'remembered' the earlier version.



To get round this, all you have to do is click on your 'Refresh' button, the curly arrow. This is usually found at the top of your screen, next to the web address. Alternatively press Control + F5 (Mac users: Apple + R). You will need to do this a lot, so do familiarise yourself with it! This process is also known as 'Reloading the page.'

6. Validate your email address

Finally, it's really important that you validate your email address with us, so we can notify you of system changes, renewal reminders, etc. Please add **support@clikpic.com** to your address book in your email system. Please note we do not pass your details on to any third party.

7. The next stage

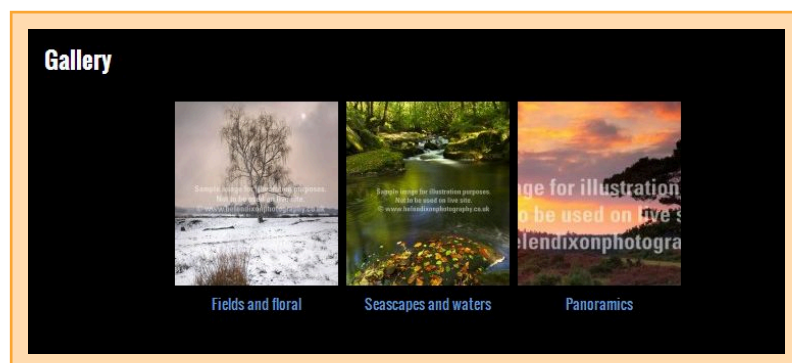
Now that you have chosen a template the next stage is to create some galleries and upload your images:
Stage II: Creating galleries and uploading images.

User Guide Stage II: Creating galleries and uploading images

1. Creating Galleries

1.1 Introduction

Now that you have chosen a template, it is best to get some images uploaded before working on any other parts of your site. The first stage, however, is to ensure you have some galleries to load them into. Most of our template styles have a main Gallery section, typically called 'Gallery', in which there are individual galleries such as 'Seascapes' and 'Panoramics'. You can have as many of these individual galleries as you like, name them and put them in whatever order you like.



1.2 Editing the main Gallery section

If you're happy with the word 'Gallery' and the order it's in your main menu, skip to 1.3 below. However, if you'd like to change this click on **Content** in the admin system > Then **Sections** > Click on the pencil icon to the right of the default gallery section.

You will probably only need to change the following fields.

- **Title.** The heading that appears in your main menu and at the top of the page, eg Gallery.
- **Intro.** Optional text which appears at the top of the section.
- **Show in menu and Sort order.** Tick if you want this section to appear in the menu and use **Sort order** to dictate the order in which it appears.

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One gallery per section

You don't have to have multiple galleries in a section. Sometimes sites have multiple sections which appear in the menu, each with just one gallery in them.

It's often effective not to show the gallery index page in this scenario, going straight to the first photo. To do this, edit the section and tick `Don't show gallery index`

1.3 Stage II: Creating/editing individual galleries

Click on **Images/Galleries** > **Galleries** > Click on the **New** button at the top to create a new gallery, or click on the pencil icon at the right to edit one of the default records.

- **Gallery name.** Enter the name of the gallery, eg Andalucia.
- **Description.** This is optional text which appears at the top of the gallery, eg 'Here are some of my favourite shots...'

Now **Save.** your gallery

Repeat this process for however many galleries you would like.

1.4 Other options

The system also provides a range of other options for structuring your galleries, which you may wish to come back to at a later stage. These include:

- **Creating sub-galleries.** You may have an individual gallery called, say, 'Landscapes' and you would like to set up sub-galleries within Landscapes called 'The Peaks' and 'The Lakes'. Create the main gallery in the usual way, e.g. Landscapes, but don't assign any images to it > Then create the new gallery, e.g. The Peaks > A new field will appear for this called **Sub gallery of** > Select Landscapes from the drop down options. Repeat the process.
- **Create more than one gallery section.** This can be useful if you only have a few galleries as you can add them into your main menu. Create a new section in Content > Sections called, say, Landscapes, ensuring it's a gallery section. Then create an individual gallery and name it Landscapes as well. Under the field **Section**, select which gallery section you would like it to appear in.
- **Create a drop down menu within your gallery section.** This is ideal if you have a large number of galleries as it makes navigation easier. See Cliktips Guide B6 Drop down gallery menu for instructions.
- **Gallery isolation facility (Super Pros only).** This allows you to set up galleries with restricted and password access. Ideal for wedding and social photography. See Cliktips Guide B5 Gallery isolation for instructions.

2. Adding images

2.1 Bulk uploads

Let's start by uploading 3-4 images – but no more at this stage until we have shown you some other options later on. Go to **Images/Galleries > Bulk uploads** and follow the instructions below.

- ➊ **Import to gallery.** Select which gallery you would like the images to be uploaded into.
- ➋ **Image sets.** Rarely used for bulk uploads, so ignore for the time being.
- ➌ **Start sort order.** Leave at default (unless you want to change the sort order for the first uploaded image - 10 will be added for each subsequent image).
- ➍ **Get caption and/or ref from file name.** Tick if you would like the system to automatically generate a caption and/or reference field from the file name. We cover this in 2.3 below.
- ➎ Select and drag the files from your computer into this box. (Users of the latest Firefox or Chrome browsers can use drag and drop to add images to the queue.) Other browsers will use the Flash plug-in which allows you to select multiple images or folders via a dialog.
- ➏ **Start upload.** When ready click on this button and wait for the images to upload.

Preview your site to see how they look. The images you have just uploaded each have their own record in the admin system and can be found in **Images/Galleries > Images**. Here you can also upload images one at a time.

Don't worry if you've messed up or forgotten to assign your images to a gallery. The appendix to this guide shows you how to delete images in bulk as well as move them around galleries, etc. We also show you how to delete the default images in 2.6 below.

Before uploading any more images read the rest of this guide for additional options and tips.

2.2 If you prefer to prepare your own images

When you uploaded your images, our system compressed them and resized them for web use, so they won't slow your site down. For large image files, there is an outside chance image quality may be compromised on upload. If so, you can always prepare your images offline and then upload them as we have just shown you.

- If so, prepare your images in jpeg format, saved at 72 dpi resolution. Mac users must ensure the files have an extension of .jpg.
- Save them to a fixed maximum width and height, as specified in your admin system, which you can see by clicking on **Images/Galleries > Image settings**.
- Thumbnails are automatically generated from the enlargements, to manually upload thumbnails, upload at the same time but ensure `_thumb` is appended to the filename *before* the extension, e.g. `portait_of_a_lady.jpg` would have a thumbnail of `portait_of_a_lady_thumb.jpg`
- Before spending too much time on this try it with just a handful of images until you have worked your way through this section.

We provide further instructions about image preparation, including how to batch process in Elements/Photoshop in our **Cliktips Guide B1 Preparing your own images**.

2.3 Image file names

If you would like a caption to appear (recommended for search engine purposes), rename the image on your computer, e.g. instead of `IMG_1001.jpg`, use `Big_Ben.jpg`.

Then in the bulk upload page ensure **Get caption from file name** is ticked. Now when you bulk upload our system will automatically generate a caption of Big Ben (the underscore acts as a space). This can save hours and is excellent for search engine purposes.

If you need a unique reference ID (normally for shopping cart purposes), put the reference at the start of the file name followed by a hyphen, e.g. if you use the file name `123-Flying_Osprey.jpg`, ensure **Get ref from file name** is checked, and a reference of 123 will also be generated.

2.4 Adding a watermark

Watermarks are a great way of protecting your images and warding off image predators. Our system makes it very easy to add them, either using our own default watermark or using one you create yourself. In the admin system, go to **Images/Galleries > Image settings >** For the default watermark tick against the field **Watermarks >** Save. Now all images will show this watermark after you have uploaded them.

If you are able to create a gif or png file and would like to create your own watermark, you can add this instead using the **Watermark file** field in **Image settings**.

Important notes

- You must do this BEFORE you upload any images. It will NOT apply to any images already on the system unless you delete and re-upload them!
- So if you want to subsequently remove the watermark, you will also need to re-upload.
- Watermarks only appear on image enlargements, not thumbnails.



2.5 Deleting the default images

Your site template may have default images that need to be removed before you make live.

Go to **Images/Galleries > Images**. Click on the **TABLE** button in the top left corner. Tick all of the records you would like to delete (or select them all by ticking the tick box at the very top of the tick box column in the top left). Then scroll down to the bottom and click on **DELETE MARKED**. That's it!

2.6 Assigning your images to the home page, slideshow section and carousels

Once you have uploaded your images you can now assign them to the various parts of your website where they are displayed such as your home page or a slideshow section. This is done by selecting an **Image set** in the respective image record. Go to **Images/Galleries > Images >** Edit an image by clicking on the pencil icon > Scroll down until you see the **Image set** field > Simply select the Image set you require, eg **Home page images >** Save.

It can be quicker to do this in bulk. See the **appendix to this guide** for information on how to do this.

Please note the following about image sets:

➤ **Home page images.** For some templates you should select images that are similar in shape to those in the template, or else you may mess up the overall style and look. If you do not assign images to the home page, the system will randomly select them irrespective of shape. For most templates, there is a slideshow on the home page, so select more than one image. Some templates just have a static image, if you assign more than one image then the system will randomly rotate each time the user clicks on your home page, which is quite a neat feature to add variety.

➤ **John Hicks example.** Jon has been careful to use a panoramic as his main image, a standard landscape would be too deep. For this template, the thumbnail images are the first four gallery heading images. Each time you click on his home page a different set of images appear.

➤ **Gallery headings.** These are the images the user sees when they click on the main Gallery section.

➤ **Background images.** Only used with templates where an image is displayed as a background.

➤ An image can appear in as many Image sets as you like.



3. Upload some more images

Try some more image uploads and new galleries to familiarise yourself with the system. It is crucial you get your images as you want them, so if you have any problems or questions at this stage please do not hesitate to email us.

4. The next stage

Now that you have uploaded some images your website has started to take shape and look like your own. If you are still a bit unsure about how to manage images have a read of the appendix below, otherwise move on to the next stage: User Guide Stage III: The home page

5. Appendix: Managing your images (sort order, changing galleries, deleting, bulk changes, etc)

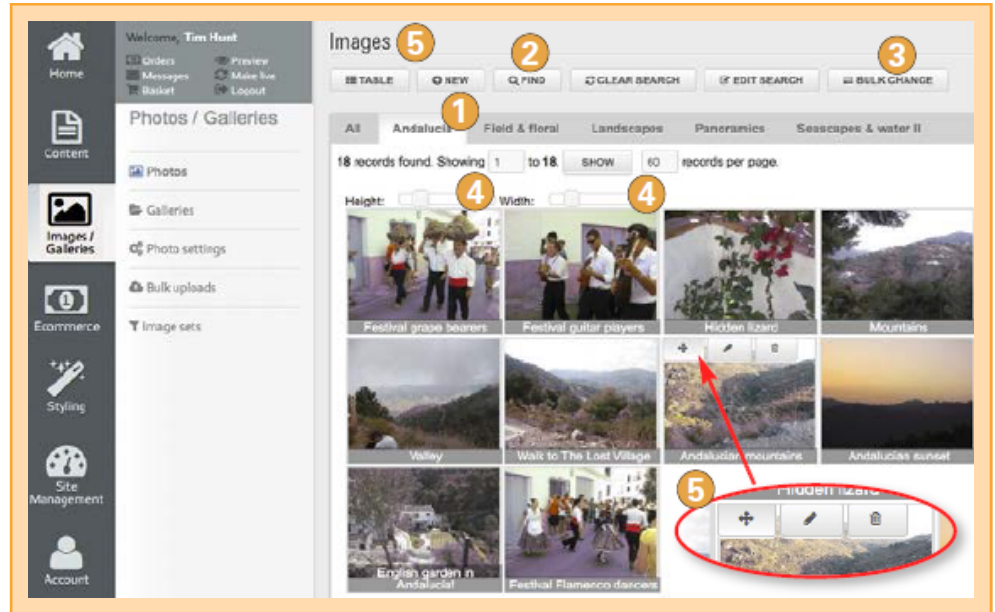
5.1 General

Once you have uploaded your images you can view and edit them by going to **Images/Galleries > Images** in the admin system. Here they can be viewed by gallery or as a complete list **1**.

5.2 How to edit a single image

Go to **Images/Galleries > Images**
 > Click on the Gallery the image is in **1**. Alternatively click on **FIND** **2** at the top and enter the data unique to the image such as gallery, image id or the caption. Then search.

- To move the image order within a gallery. Hover over the image. Click on the re-order icon (the 4 arrows **5**), hold, then drag the image where you'd like it to appear.
- To edit the image record. Just click on the pencil icon to get to the image record **5**.
- To delete the image. Click on the delete icon. Please note the image will still appear until you have refreshed/reloaded your page.



5.3 How to edit a group of images

This would typically include deleting a batch of images or moving them from one gallery to another.

Stage I: Find the images

- Firstly, find the images you would like to edit. To do this, click on **FIND** **2** and search according to whatever criteria you are looking for, eg what gallery they are in or what Image set. Just left click on the respective field and choose from the drop down list.

Stage II: Edit the images you find

- Once you have done your search, click on the **TABLE** button in the top left **5**. The system changes the format the results appear in, as in this example below.
- If you want to edit all of the records you have found, click on the **BULK CHANGE** button right at the top **3**. (Deleting images is slightly different, see below.)
- Whatever you select/enter here will then be applied to all of the images remaining in your find. So if you select a particular gallery, for example, they will all be assigned to that gallery.
- If you do not want to edit all of the records, then tick the ones you would like to select (or deselect). Scroll down and click on **SHOW MARKED ONLY** or **HIDE MARKED** to tell the system which images you would like to omit before editing them. **TIP:** If you want to edit the majority of the records you have found, click on the tick box at the very top of the tick box column (in the top left), which will automatically select all of the records. Then simply untick the ones you do not want.
- To delete all of the images in your find, again click on the **TABLE** button, then tick the all of the records you would like to delete. Don't forget you can select them all by ticking the tick box at the very top of the tick box column in the top left. Then scroll down to the bottom and click on **DELETE MARKED**.

5.4 Adjusting thumbnail view height and width **4**

We have included these to help with viewing, especially when looking at a lot of images. Just use the sliders to alter how the images appear on your screen. They do NOT affect the image width on your live site!

User Guide Stage III: Your home page



1. Introduction

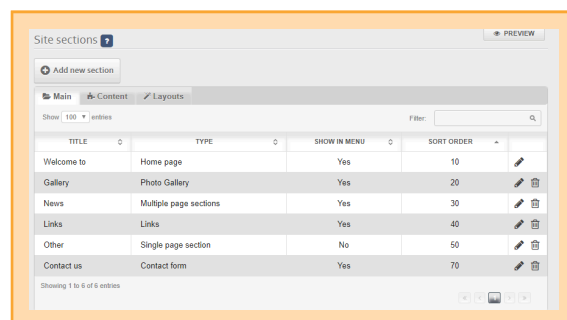
Your home page is the most important part of your website and will always appear in your menu. The structure and content can vary between each of the design styles, so your template might not have the elements we describe.

2. Editing your home page

2.1 Edit the title and text

In the Clikpic system, most content is edited in the Content > Sections part of the admin system.

To edit your home page, go to the section list and click the pencil icon to edit the section. Change the title and text as you like and then click Save.



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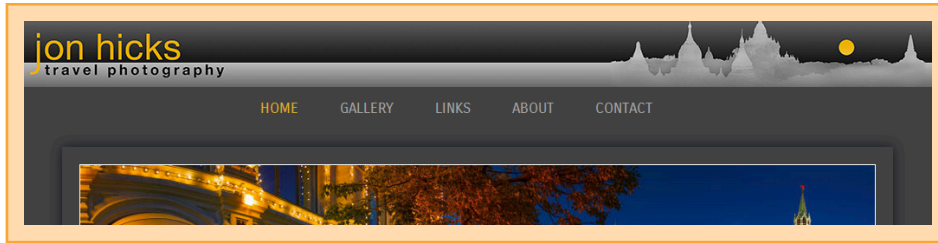
Don't set these fields to blank values

If you don't want either the title or the text on your homepage, we'll show you how to turn them off later, but if you set them to blank values, you can affect other operations on your site.

2.3 Your site title

By default your site shows the title in the header. To change this, edit your site title in Site management > Site details.

It is possible to change your header font and style, which we'll cover later. Even better, if you are able to create your own artwork in, say Photoshop, you can upload your own header artwork. See Cliktips Guide A2 Adding a header graphic for instructions.



3. Images on your home page



3.1 Assigning images to your home page

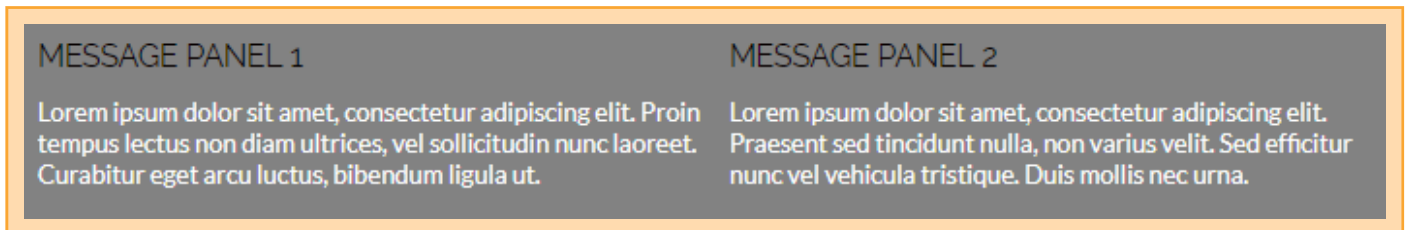
The main image is selected from your Homepage Images set. This is covered in **Stage II** of the user guide.

3.2 Changing from a slideshow to a static image (and vice versa)

If your style has a large image on the home page, you can turn this into a slideshow by selecting **Slideshow** from the “image mode” options .

If you choose **Standard** and you have more than one image in your homepage images the system will randomly show a different image each time the user reloads the page.

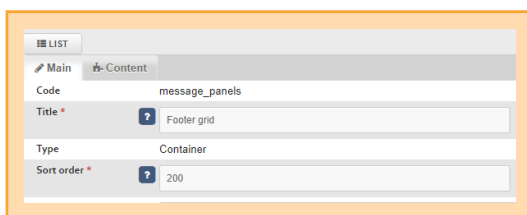
4. Editing ‘message panels’



Message panels are a set of optional content items that show how a grid and the extra content works.

If your site doesn't have the panels showing, you can test them out by going to **Content > Other content** and clicking the **Optional** tab to show a list of the content options for your site.

Find the footer grid and edit it. Set it to **Live** and save the record. Now preview your site. You should see the items at the bottom of your page.



To edit the message panels themselves, close the preview and go back to the edit page for the grid. At the top you will see tabs for **Main** and **Content**. Click on the content tab.

You can edit the three items as you like. To remove them, untick live.

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Adding your own grids or items

You can add as many grids and items as you like via the Other content system. For full details, see the user guide [E5 Styling Grids](#)

5. Adding social media icons

5.1 How to add a social media icon

Most of our templates include 6 social media icons, although these are rarely live on the default template: Facebook, Twitter, Google Plus, LinkedIn, Pinterest and You Tube. You can make whichever ones you want live, link to your social media page, change their sort order, even change the icon altogether. Just click on **Content > Social media** > Click on the respective record. There are only three fields you need to be aware of:



Live. To add/remove the icon from your website, simply tick/untick this and click on **SAVE** at the bottom.

Sort order. Use this to affect the order the icons appear in. Remember to use integers of 10 so if you add something at a later stage you don't have to re-number all of the records.

Link URL. Enter the web address of your social media page.

Click on **Content > Social media** to repeat the process.

5.2 Having a Facebook 'like' button and a Twitter 'follow me'

These work in a different way and require you to obtain a code from the respective provider. Whilst this is still fairly straightforward, we cover it in more detail in [Cliktips Guide A3 Adding social media buttons](#).

5.3 Using other social media

You can replace any of the icons just by uploading a different image in the respective record and amending the link. The icon will need to be 32 x 32 pixels in size.

6. The next stage

Now that you have sorted your home page, images and galleries, the remaining sections are all fairly straightforward. You can add single page sections, blog type sections with multiple articles, contact forms, listings, pricing, and if you enable e-commerce, a shopping cart. These are covered in the next stage.

User Guide Stage IV: How to create and edit the other sections

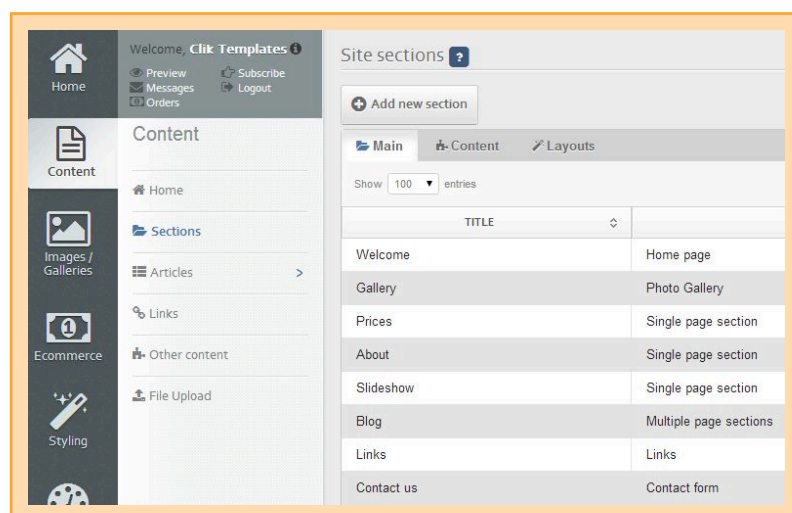
1. What are sections and how do they work?

Home | Gallery | About | Blog | Slideshow | Links | Contact us

As well as the Home page and the Gallery section/s, you can create as many other sections as you want, e.g. a **Blog**, **Slideshow**, **About me**, etc. Your site may have some sections pre-defined as examples. To edit or remove them, go to **Content > Sections** and click the pencil to edit the section you want.

To add a new section, you need to understand a little about the different section types. For example, the **About me** page is a **Single page** type section, which can be used for just about any notice or piece of information. The **Blog** is a **Multiple page** section, ideal for news, events or listings. The **Contact** section is a **Contact form**.

Before adding, a new section, decide on what is the best type.



2. Creating and editing a single page section

Single page sections include a heading, an (optional) introduction, and space for text. They are therefore ideal for "About us" pages, simple announcements, statements or general information. Just about all of our templates have an **About** page, which you can edit by going to **Content > Sections** and clicking on the pencil icon.

You can create a new section by clicking on **Add new section** at the top and selecting **Single page**. Name it whatever you like and click **Add**. Complete the fields as prompted, namely **Title**, **Intro**, **Main text content**, and **Show in menu**. Ignore all other fields at this stage. Once you have entered all of this, click on **SAVE** at the bottom and then preview.

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Formatting text

You can format the text using the icons on the editing page. For more details, see part 5 of **Kliktips Guide C2 Formatting text**.

3. Blog, news or events pages using 'multi page section'

3.1 Introduction

Multi page sections allow you to list a series of "articles" in that section, typically in date order, with an optional link for further information and image upload. These sections are perfect for blogs, news, series of

information pieces, notes, admin notices, etc.

There are two stages to creating these sections – 1. Editing/creating the section itself; and 2. Creating the Article/s that appear in the section (e.g. the actual blog entries)

3.2 Stage I: Editing the Section

To edit the main section, click on **Content > Sections**. Either edit an existing multiple page section or create a new one.

In addition to the usual section information, there are some fields specific to this section type:

- **Show dates.** Tick if you would like the dates to appear in the listing.
- **Show straplines.** Tick if you would like the introduction paragraphs to appear in the listing. You almost always want this to be on.
- **Show images.** Show article images in the listing, either thumbnails or as full size images.
- **Show link.** Add a short link to the full article (if any)
- **Link text.** The text of the link to the full article e.g. "read more..."
- **Sort by** Choose how the articles will be sorted. For news or a blog, always choose "date descending"
- **Load content inline** If selected, the full text of the articles will be displayed by expanding the page inline when the users click on the Link.

3.3 Stage II: Creating articles/blog entries

To create an article, go to **Content > Articles** in the admin system. Click on **New** at the very top, or click on edit (the pencil icon) against one of the existing articles.

Add a headline and a strapline as a minimum. Optionally add a date, the body (the main text) and an image, then **SAVE** the record.

If you have more than one multi page section, you will need to select which one it appears in.

Now preview your site to see the section and the blog entry.

3.5 Adding news to your home page

You can add your latest news to your home page or any other part of the site by using the **Articles** type of content section.

Go **Content > Other content**. Ensure you are on the **Custom** tab and click **Add content item**. Select **Articles** as the type, name and save the section.

Then ensure you have the correct **Section** selected (if you have more than one) and set the content section to appear where you want it (e.g. Home page only, positioned in the sub column).

You'll usually want to have "show title" selected so that users know what the list is showing.

4. Creating a links section and adding links

You can create directory lists using a links section.

There are two stages: 1. Editing the Links section itself. 2. Adding/editing individual links.

- **Editing the Links section.** Go to **Content > Sections** > Click on the pencil icon to the right of the Links section. If you tick **Use address fields** the system will add fields in the individual links for address,

telephone number and email. This can be useful if you would like to use this section as a directory.

- **Adding/editing individual links.** Go to **Content > Links > Click on New** at the top and enter the link information. Create a new record for each link.

5. Contact Forms

A contact form allows your website users to contact you through a 'form' rather than just a straight email link. A notification of any messages they post will be sent to your email address (the one you used to register with us); and they will also be listed in the **Messages** section in your admin system. Not only does this look a lot more professional than simply quoting an email link, it allows you to collect information that you may need, such as address and phone number.

To edit the questions on the form, go to **Site management > Forms**.

For full instructions, see **Cliktips Guide C6 Editing forms**.

5.1 Guestbook

Our Guestbook facility allows you to post messages you have received onto a Guestbook section on your website. To create the Guestbook, go to **Content > Sections** and add a new section in the usual way. Select type **Guestbook > Click Preview** to have a look and you will see that a Form has automatically been added.

To add a Message to your Guestbook, go to **Messages > Click on edit** against the message you would like to post > **Change the Status to Use on Guestbook > Click Update record > Preview** to have a look.



5.2 Comments facility

This facility allows you to post comments/messages on various parts of your site, not just your Guestbook. This can be useful, say, if you've had a positive comment about a particular image. For instructions, see **Cliktips Guide C7 Comments**.

6. Slideshow sections

You can use a slideshow section to showcase your favourite pieces of work. In some templates, slideshows also feature on a smaller scale on other parts of the site.

If you don't already have a slideshow section, create one. Then, to assign images to the Slideshow, go to **Images/Galleries > Images > Edit** the respective image and under the field **Image set** select **Slideshow section > SAVE**. You can have an image assigned to more than one Image set.



7. Other ideas

7.1 Creating sections within sections ('Parent' and 'Child')

You can also create different types of sections within a 'parent' section. For example, you could have a section entitled 'About us', within which you have a Single page section entitled 'Terms & conditions', and another Single page section 'Postage & packing'. This is covered in **Cliktips Guide C1 Menus and site structure**.

7.4 Create a 2nd menu

Ideal for sections that you don't want to appear in the main menu but you still need on your site, say, in a footer menu, eg Terms & Conditions and Company Information. Again, this is covered in **Cliktips Guide C1 Menus and site structure**.

7.5 flickr gallery

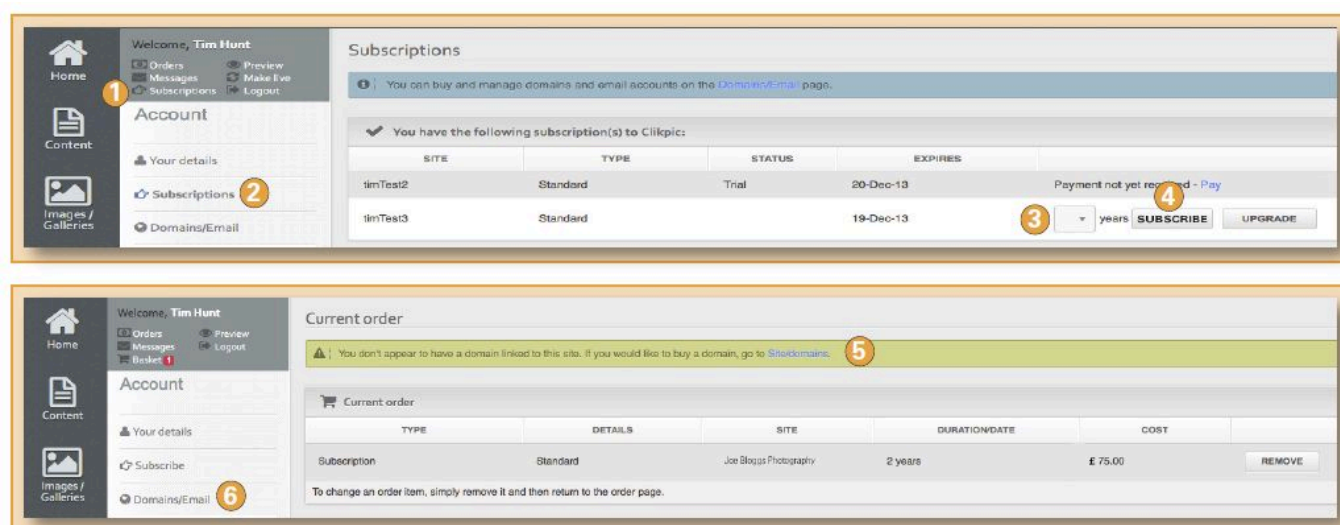
Here you can display images that you may have in a flickr gallery without using up your image allowance. These can also be displayed as a slideshow. See **Cliktips Guide A7 Adding a Flickr gallery** for instructions.

User Guide Stage V: Making your site live and admin

1. How to subscribe

To make your site live you must firstly subscribe and pay. To do this, click on **Subscriptions** ¹ at the very top of your admin system (or click on **Account > Subscribe** ²). Select the term and type of subscription you require ³ (see the Prices grid at the bottom of this page for a reminder of prices and how each subscription level differs). Click on **SUBSCRIBE** ⁴.

If you would like a domain through us (see 2 and 3 below), do not proceed to Checkout at this point, rather click on the prompt ⁵ or go to **Domains/Email** in the Admin menu ⁶ and follow the instructions in 3.



Please note:

- ▶ You can subscribe at any stage after registering – up to 3 months after your free trial has ended.
- ▶ Payments are made through a secure online payment gateway.
- ▶ UK customers can opt to pay by cheque or BACS transfer, instructions are provided by clicking on the prompts. If so, please don't forget to quote your order reference, as it is a manual process for us to reconcile your payment with your order.

Once you have subscribed, don't forget: i) To click on **Make Live** in the admin system! ii) Click on **Publicise site** if you would like us to submit your site to the major search engines. **Site Management > Site Details > tick Publicise site.**

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You don't have to finish before you go live

Your website doesn't have to be the finished article before you go live. It will take search engines several weeks before they start picking it up, so the sooner you go live the better.

2. The default domain name

All Clikpic web sites have a default domain name preceded by `www.clikpic.com` and followed by whatever name you entered in Site code when you registered. For example, if your code was `joebloggs`, then your default address would be `www.clikpic.com/joebloggs`. Don't confuse 'domain name' with 'Site name'. Site name is simply the heading at the top of your site.

3. Buying a domain name through us

If you would like your own domain name, eg www.joebloggs.com, you can buy one through us and we will automatically link it to your site. You can still edit and change your site in the usual way. To do this, just follow the prompts in the Subscriptions section and/or click on **Domains/Email** in the admin system. Within this process you will see that we check to see if the domain name you require is available. Important notes:

- ✎ It will take around 24-48 hours for your domain to become live. This is the time it takes “name servers” around the world to update themselves with new registration information.
- ✎ We buy the domain on your behalf, so you are the official owner. In so doing it also gets registered with the appropriate registration bodies.
- ✎ You may receive unsolicited emails from organisations about renewing your domain. Please ignore these!
- ✎ Your subscription and domain are two separate things. When it comes to renewal, it is important that you renew BOTH of them!
- ✎ Whilst you can have as many domain names as you like for one site, we generally do not recommend this, as it can cause problems with your search engine rankings.
- ✎ We are able to provide .com and .uk domains among others. Unfortunately we cannot offer country-specific domain names other than .co.uk, although you can buy these elsewhere and still link to your site with us (see 4. below).

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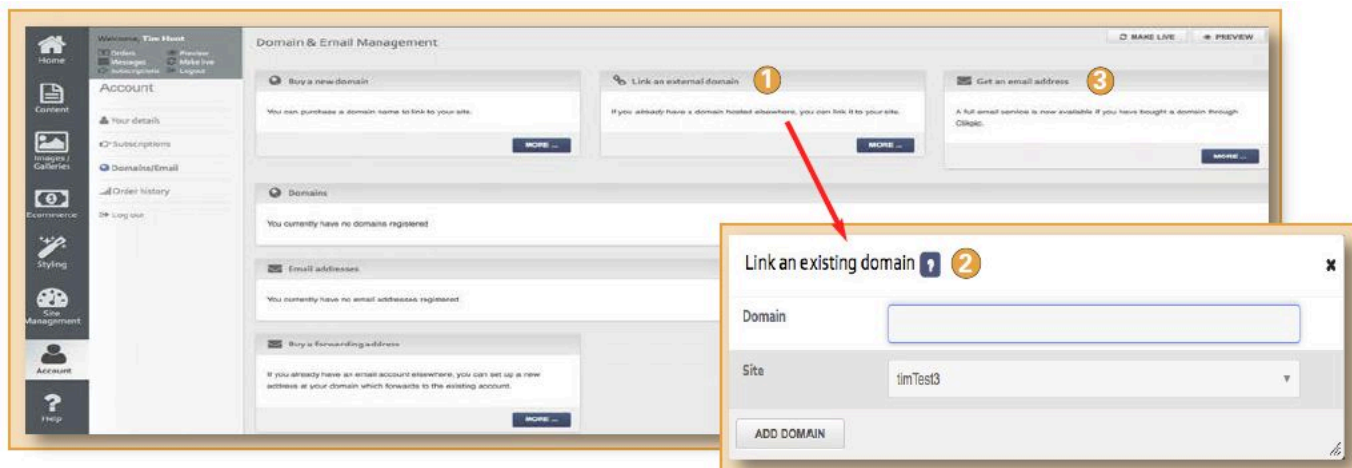
Address bar. If someone enters your domain name here, they will see your website within 2-3 days of your purchase.

Search bar. It can take up to 3 months before your website will appear if users try to search here.

The difference between an address and a search bar



4. If you already have a domain name



It's usually very easy to point an existing domain to your site with us. The exact procedure varies according to your existing domain name supplier, as you will have to update your domain record with them. To begin the process, go to **Account > Domains** in the admin system, click on **Link an external domain** 1 and follow the prompts for adding an external domain. Instructions are given by clicking on the Help icon 2.

5. Buying email addresses through us

You can also buy email addresses through us. In effect, this means your email address can match your domain name, eg if you have a domain name of www.joebloggs.com, then you can buy email addresses such as

john@joebloggs.com. Click on **Account > Domains/email** in the Admin system and then on **Get an email address**.

6. Upgrading your subscription

You can upgrade your subscription at any time. To do this, click on **Accounts > Subscriptions** in the admin system > Look for the prompt that says **Upgrade** > Click on this and the prices to upgrade will appear.

These will typically be the difference in the subscription prices divided by how long you have left for your subscription. For example, if you are upgrading from a £55 pa subscription to an £85 pa subscription, the annual difference is £30. If you have, say, 6 months left of your subscription, we will charge you $£30 \times 6/12 = £15$. Please note there is a minimum upgrade charge of £3. Also, if you have taken out a subscription for longer than 12 months, the upgrade will apply to the entire period of your subscription and not just the current year.

7. Adding a second subscription

You can have as many sites as you like on your account, which means you can use the same email address / log in details to control all of your sites. To add a second site to your account: Click on **Site management > Sites** > Under **Create a new site**, enter a site name and site code as prompted > Click on **Add site**.

To switch from one site to the other, click on **Sites** and then click on **Switch** against the site you would like to switch to. Please note, you can only have one Trial site at any one time.

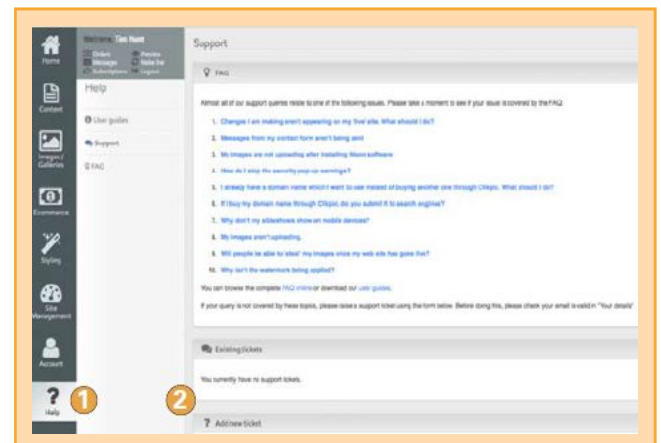
8. Updating your account

You can update your details whenever you like, including changing your password. You can also add additional emails to the account. If so, you can also select which email addresses you would like us to use when we contact you, eg to notify you of system changes, subscription reminders, messages received, etc. This is all managed in **Account > Your details**.

9. Support Service

We regret we cannot offer a telephone support line but we do offer an email reply service (which has received excellent feedback in a recent survey of over 1,000 respondents). You can either email support@clikpic.com OR use the support ticket system in the admin system by clicking on **Help** ¹ and then the **Support** box.

We try to reply within 24 hours. If you have not received a reply, please log into the admin system and view your ticket in the Support section ². If we have replied but you did not get an email response, the mail will have probably been blocked as spam. Please ensure you add support@clikpic.com to your address book to ensure emails from us don't get blocked.



For security reasons, some support issues, such as domain changes, transfers, and account queries must be done over a secure connection, ie via the ticket system in our Support section rather than a direct email.

10. System availability

Our system is constantly monitored to ensure it is active. In addition, customer sites have extra resiliency to ensure they stay up at all times, even in the event of the admin system being unavailable, for instance during maintenance or upgrades.

11. Resetting your password

Your password is stored with irreversible encryption in our system. This means although we can check it when you log on, no one including our system administrators can view it. If you forget your password, we will send you a link to reset it to one of your choosing. If so, enter your email address on the log in screen and click **Reset password** instead of **Log in**. Click **yes*** to confirm. An email will then be sent with the link to reset your password, although this may take a few minutes. When you click on the link - or copy and paste it into your browser's address bar - you will then be asked to enter your new password.

12. Our weekly Stats reports

We provide a weekly traffic report showing you some basic information about your web traffic. Just click on **Site Management > Stats** in the admin menu and you will see a report like this.



- 1 **Pages ("Hits")**. The number of clicks made while people have been on your site.
- 2 **Users**. The number of different people who have visited your site.
- 3 **Visits**. This is the number of times your site has been visited, eg if someone visits your website twice, they show as 2 visits but only 1 user.
- 4 **Table**. Click button to view data in a Table format.

You can also add **Google Analytics** and **Webmaster tools** to your site. These free resources give users access to in depth information about traffic on your site and also provide Google with information to better index your web pages. See **Cliktips Guide C5 An Introduction to Google analytics** for details.

13. Cliktips guides if you wish to take things further

Our user guides have taken you through the five key stages in building your template website. We hope you are pleased with it and you have found the whole process fairly straightforward. There are still many more things you can do and learn about the system which we cover in our Cliktips Guides. These provide clear instructions how to do them and can be found by clicking on the home page icon in the admin system. Definitely worth having a look!