

I Training Manual - Fast-Fix Franchisee Guide for the Franchise Dashboard

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To login go to:

<https://test-fastfix.pantheonsite.io> and click Franchise Dashboard in the footer menu

Introduction	4
Managing Content on your Mini-site	4
Content type display and use	4
Content Types - specific to your Mini-site	4
Content & Field overview	4
Mini-site content	4
Editing your minisite	5
How to edit your mini-site content (video):	6
Updating a store image (including video)	6
Updating Our Store information (including video)	6
Updating Store Hours (including video)	6
Updating Our Services (including video)	7
Updating Our Work (including video)	7
Updating Team Members (including video)	8
Updating Social Media (including video)	8
Deleting content from your mini-site:	8
Adding Events to your Mini-site	9
Adding a new event to a minisite	9
Deleting a new event from a minisite (including video)	9
Adding Employment Opportunities to your Mini-site	10
Adding a new employment opportunity to a minisite (including video)	10
Removing an employment opportunity to a minisite (including video):	11
HTML editor	12
How to add an image through the Text Editor:	12
How to add an image in the Text Editor (video):	13
How to add a file through the Text Editor (video):	
Files are added through the WYSIWYG on Message and Comment content	13
How to add a file through the Text Editor (video):	14
Managing Content on the Franchise Dashboard	14
Content type display and use	14
Content Types	14
Message	14
How to add a message (Video)	14
How to comment on a message (Video):	
https://www.loom.com/share/83633dff88a849e883e60980f3397bab	14

How to view messages:	14
Bulletins	14
How to view bulletins:	15
Resources	15
How to filter for Resource content	15
How to filter for resource content (Video):	15
Adding Files	15
How to add a file to a message resource or bulletin	15
Users	18
Passwords	18
Change password	18
How to change my password (video):	18
“I forgot my password”	18
Logging in/out	18
How to login to your Franchise Dashboard:	18
How to log out of your Franchise Dashboard:	19
Appendix	19
FAQ	19
Image Recommendations	19

Introduction

This Content Management System (CMS) Documentation for Fast-Fix franchise owners, to understand how they can update their personal store pages and access resources on the Franchise Dashboard. We have created the Franchise Dashboard as part of our public site re-build, incorporating 2 formally separate web entities into a 1 stop shop.

Managing Content on your Mini-site

Content type display and use

The Fast-Fix website has the following content types that as Franchise owners, you will be able to edit to your liking to represent your personal franchise.

Content Types - specific to your Mini-site

These content types can appear associated with your mini-site, directly on the page that a public user would be reviewing

- Employment opportunity
 - Used to create an employment opportunity to display on the public site
 - You will have access to create employment opportunities for your personal store, depending on your permissions
 - These will display on your personal store page
- Event
 - Used to create an upcoming event to display on the public site
 - You will have access to create events for your personal store, depending on your permissions
 - These will display on your personal store page

Content & Field overview

Mini-site content

- Title
- Store Photo
 - Update the store photo to be shown to the public
- Our Services
 - Select or deselect what services your store provides to the public
- Our Store

- Address Information
 - Update your location information under Our Store > Address Information (ie. Beside JC Penney)
- Our Store
 - Update any relevant information that would be useful or informative for public users to learn more about your store
 - This can be a short biography/history of your franchise
- Our Work
 - If your store has specific work you have completed that you would like to showcase, upload the imagery and caption here
 - Note: When uploading an image, it is critical that you add an Alternative Title, so your page maintains accessibility standards. The site will not let you save without entering this information.
- Store Hours
 - Upload your store hours per day here
 - To add another day with hours, click Add Hours
- Analytics
 - *Ignore this field; it is used for DE purposes*
- Team Members
 - If your store has prominent team members, you can upload their personal information and photo here
- Coupons
- Social Media
 - If your store has it's own Facebook and/or Instagram account, update the social media fields with the links here
- Click save
 - Note: this is the page users will be able to access when they view an individual store

Editing your minisite

- On the Franchise Dashboard, locate My Store in the side menu
- Click Edit My Store
 - Note: If you are associated with more than one store, you will see all of the stores as links that you can edit
- Determine the store you would like to edit and click on the link
- Edit the fields you would like to make adjustments to
- *Please refer to the Content Field & Overview above to review what each field means and what can be edited*
- Click save!

How to edit your mini-site content (video):

<https://www.loom.com/share/7f3bdfea6b464144b16b09e75a8ea1af>

Updating a store image (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Locate the field that says Store Photo
- Under Image, click Add Existing Media
 - This will open your file browser
 - Note: you will need the photography of your store added to your computer before you add the image to your Store mini-site
- Select your image and click upload
- Add alternative text
 - Note: This is CRITICAL to add, as it will keep your imagery ADA compliant. However, this will only show for screen readers and devices used by image impaired individuals.
 - Tip: describe the image as best as you can
- Scroll to the bottom and click save
- See video here: <https://www.loom.com/share/791258700e574584ae0547d06ed6e9db>

Updating Our Store information (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Locate the field that says Our Store
 - Address information
 - If you would like to add or edit the information of where your store is in the mall/space it is in, enter this text here
 - Our store
 - If you would like to add or edit a store biography or special information your store may like to share, enter this text here
- Scroll to the bottom of the page and click save
- See video here: <https://www.loom.com/share/b73958a0c2094f73a99a0125583934d2>

Updating Store Hours (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)

- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Where it says Store Hours, click the arrow and open this area
- Update the store hours as needed
- Scroll to the bottom of the page and click save
- See video here: <https://www.loom.com/share/0c5990dbf4f3485ab9566e6651b44f99>

Updating Our Services (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Where it says Store Hours, click the arrow and open this area
- Update the services hours as needed by clicking or removing the blue box button
 - If the box is blue, the service will appear
 - If the box is not blue, the service will not appear
- Scroll to the bottom of the page and click save
- See video here: <https://www.loom.com/share/6b592c98614f4612aa2266a6c28f076a>

Updating Our Work (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Locate the field that says Our Work
- Under Image, click Add Existing Media
 - This will open your file browser
 - Note: you will need the photography of your work added to your computer before you add the image to your Store mini-site
- Select your image and click upload
- Add alternative text
 - Note: This is CRITICAL to add, as it will keep your imagery ADA compliant. However, this will only show for screen readers and devices used by image impaired individuals.
 - Tip: describe the image as best as you can
 - Ex. if the image is of 2 gold rings with engraved words on them, enter “2 gold rings that have engraved words on the inner band”
- If you would like, add a caption to your image
 - Note: this does not need to be ADA compliant - this is meant to be whatever text you feel is best for end user’s
- If you would like to add another image, click Add Our Work and you will be able to add a second image
 - Repeat the above steps to add another image of your work

- You can add as many images as needed
- Scroll to the bottom and click save
- See video here: <https://www.loom.com/share/4326533326e042c6a09b3291819c6baa>

Updating Team Members (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Locate the field that says Our Team
- Enter the personal information as needed in the fields provided
 - Note: You can provide as much or as little as you would like
- Under Image, click Add Existing Media
 - This will open your file browser
 - Note: you will need the photography of your team member added to your computer before you add the image to your Store mini-site
- Select your image and click upload
- Add alternative text
 - Note: This is CRITICAL to add, as it will keep your imagery ADA compliant. However, this will only show for screen readers and devices used by image impaired individuals.
 - Tip: describe the image as best as you can
- If you would like to add another team member, click Add Team Members and you will be able to add another team member
 - Repeat the above steps to add another team member
- Scroll to the bottom and click save
- See video: <https://www.loom.com/share/a6b42ffcb2754e35b5349391ca87afec>

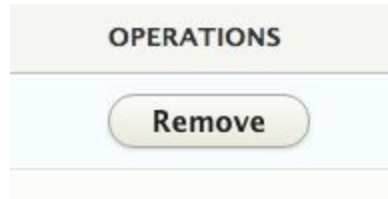
Updating Social Media (including video)

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store
- Select the store you wish to edit, if you have more than 1
- Locate the Social Media field, at the bottom of the page
- Under Facebook, copy and paste the Facebook URL you use for your store
- Under Instagram, copy and paste the Instagram URL you use for your store
- Click save
- See video here: <https://www.loom.com/share/17db62251ffc4719921b5cdc32dcc82d>

Deleting content from your mini-site:

- From the side bar navigation on the Franchise dashboard, click My Store(s)
- Click Edit my store

- Select the store you wish to remove content from, if you have more than 1
- Locate the field you would like to delete content from
 - If it is text, simply erase the text using your keyboard Delete button and scroll to the bottom and click save
 - If it is an image, click the Remove button and click the Remove button a second time to confirm you would like to delete the image



- - If you are deleting a service from appearing on your minisite, click the blue button beside the service you wish to remove
- Scroll to the bottom and click save
- See video here of how to delete image, text and service content:
<https://www.loom.com/share/89d4410e84dd49d497e8b630d6930d9c>

Adding Events to your Mini-site

Adding a new event to a minisite

1. On the Franchise Dashboard, locate My Store in the side menu
2. Click on Add Event
3. Click on the title of the store that you want to add an event to
 - a. Note: some people will have more than 1 store, so these will show in one list
4. Fill out the fields for your Event:
 - a. Title
 - i. Enter the title of your event
 - b. Start Date / End Date
 - i. If your event is only one day long, please include the same date as the start and end date
 - c. Image
 - i. Upload an image for your event, if you have one
 - d. Body
 - i. Include any relevant information for your event here
5. Click save
6. See video here: <https://www.loom.com/share/5497a7a6a0e74975adace0f356b7a80f>

Deleting a new event from a minisite (including video)

- On the Franchise Dashboard, locate My Store in the side menu
- Click on Edit My Store(s)

- Click on the title of the store that you want to remove an event from
 - Note: some people will have more than 1 store, so these will show in one list
- Click Nodes
 - A node is a term in the system that essentially means “page”
 - This represents all of the event and employment opportunity pages that exist under the name of your mini-site



-
- On this page, you will see all employment opportunities and events that belong to your minisite
- Locate the event you would like to remove
- Expand the menu that says “Edit Relation”



-
- Select Delete Node
- The system will ask if you are sure that you want to delete the event - if so, click Delete
- The Event will be removed from your page
- See video here: <https://www.loom.com/share/7b2064bac84249cbab294a688b9c5a48>

Adding Employment Opportunities to your Mini-site

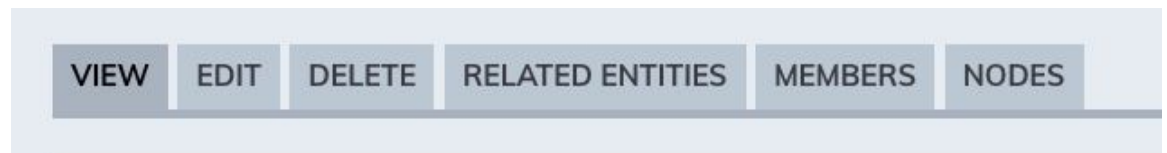
Adding a new employment opportunity to a minisite (including video)

1. On the Franchise Dashboard, locate My Store in the side menu
2. Click Add Employment Opportunity
3. Click on the title of the store that you want to add an employment opportunity to to
 - a. Note: some people will have more than 1 store, so these will show in one list
4. Fill out the fields for your Employment Opportunity:
 - a. Job Title
 - i. Enter the Job title of your Employment Opportunity
 - b. Job Description
 - i. Include a synopsis of the Job Description
 - c. Image
 - i. Upload an image for your employment opportunity, if you have one

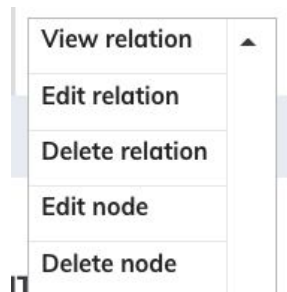
5. Click save
6. See video here: <https://www.loom.com/share/c0062db35a4f4a1aaff02530258875a9>

Removing an employment opportunity to a minisite (including video):

- On the Franchise Dashboard, locate My Store in the side menu
 - Click on Edit My Store(s)
 - Click on the title of the store that you want to remove an employment opportunity from
 - Note: some people will have more than 1 store, so these will show in one list
- Click Nodes
- A node is a term in the system that essentially means “page”
 - This represents all of the event and employment opportunity pages that exist under the name of your mini-site



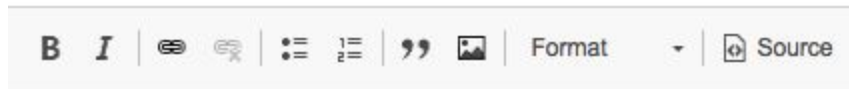
-
- On this page, you will see all employment opportunities and events that belong to your minisite
- Locate the employment opportunity you would like to remove
- Expand the menu that says “Edit Relation”



-
- Select Delete Node
- The system will ask if you are sure that you want to delete the employment opportunity - if so, click Delete
- The employment opportunity will be removed from your page
- See video here: <https://www.loom.com/share/b87cc85916034e52a165441fc94a1fc2>

HTML editor

The HTML editor has similarities to a text editor that you may be familiar with from a word processing application.




From left to right, top to bottom the editor offers:

- Bold - will bold the selected text, like **this**
- Italics - will make the selected text italics, like *this*
- File management browser - allows you to upload files that have been saved to the website previously
- Remove link - will remove the link from the selected text.
- Insert/remove bulleted list - will turn the selected text into a bulleted list and remove the list if it already exists
- Insert/remove numbered list - will turn the selected text into a numbered list and remove the list if it already exists
- Quote - add a quote style to “pull” out information from the text
 - This is what the quote will look like:



- Image - allows you to choose a file to upload as an image. You can left, center or right justify this image. You have the option to add a visible caption to the image.
- Format - select a heading format to ensure your content is properly organized with headings (in order from H2 - H6, as needed - screen readers use headings to organize content and read in order of heading)
- Source - Will show HTML source text

How to add an image through the Text Editor:

- Images are added through the WYSIWYG on Message and Comment content
- Simply click the button that looks like this: 
- Locate the image you would like to add and click upload
- Enter alternative text
 - Note: this is meant to be a description of the image for folks using screen readers or in the instance that the photo doesn't load, the text will replace it

- If you would like to align your text Left, center, or to the right, select which option
- If you would like to add a caption that appears under your image, click the box that says Caption
- This is what your image will look like when added (for this example, I added an image into the comment field. This example is Left aligned and has an added caption of *Aren't these rings nice?*):

new
Submitted by Test_Owner on Mon, 04/29/2019 - 15:31

This is my nice photo: ...

This is my nice photo:



Aren't these rings nice?

Reply

○


●

How to add an image in the Text Editor (video):

- <https://www.loom.com/share/dd5203842287409690e1722f17b8f661>

How to add a file through the Text Editor (video):

Files are added through the WYSIWYG on Message and Comment content

- Simply click the button that looks like this: 
- Locate the file you would like to add and click upload
- This is what your image will look like when added (for this example, I added an image into the comment field):

How to add a file through the Text Editor (video):

<https://www.loom.com/share/91ffafed4c1b48cfa8d4137433bd104f>

Managing Content on the Franchise Dashboard

Content type display and use

The Fast-Fix website has the following content types that Franchisee's/FSC members/Franchise owners will be able to interact with on the Franchise Dashboard

Content Types

Message

- All users can create a message that will be viewable by all people in the Franchise Dashboard system
- You have the ability to comment on other individual's Message comment, as well
- All roles have permission to add Message content and Comment on Messages

How to add a message (Video)

<https://www.loom.com/share/22128e9a4e6a494c972623afb22ff97c>

How to comment on a message (Video):

<https://www.loom.com/share/83633dff88a849e883e60980f3397bab>

How to view messages:

- On the franchise dashboard, click Messages in the side bar navigation
- Click the link and view all bulletins
- These are sorted from earliest added to latest
- If you would like to see more, click Load More

Bulletins

- Franchisees/FSC Members/Franchise managers cannot add/edit/delete bulletins, but they will be able to review them when created by the site administrator
- Bulletins cannot be commented on
- These are meant to be informative from a business stand-point

How to view bulletins:

- On the franchise dashboard, click Bulletins in the side bar navigation
- Click the link and view all bulletins
- These are sorted from earliest added to latest
- If you would like to see more, click Load More

Resources

- Franchisees/FSC Members/Franchise managers cannot add/edit/delete Resources, but they will be able to review them when created by the site administrator
- Resources cannot be commented on
- Resources are used to distribute information found in files that pertain to all people who work for Fast-Fix (Ex. HR information, Marketing files that are free to use)
 - You can filter by specific types of Resources on the Resource landing page by clicking the button that says All to expand a menu of resource types (see below for images)

How to filter for Resource content

- On the franchise dashboard, select Files in the sidebar menu
- Click the button that says All with the arrow
 - This dropdown will expose the categories that you can sort file content by
 - Ex. if you are looking for Marketing Materials, you would drop down this menu and select Marketing Materials

How to filter for resource content (Video):

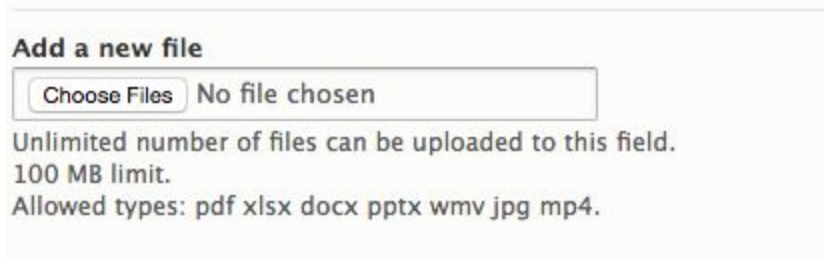
<https://www.loom.com/share/9221323f8f4e4068ac69677b3c83c902>

Adding Files

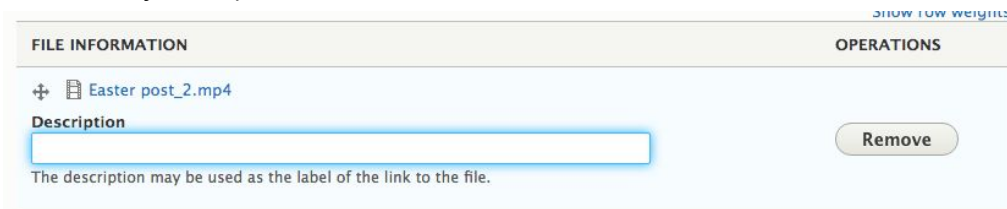
How to add a file to a message resource or bulletin

1. Select the content type you wish to add a file to
 - a. Message
 - b. Or Resource

- c. Or Bulletin
2. Enter your title and body copy as needed
3. Locate the Attachment section at the bottom of the page
4. Under Add a New File, select Choose Files



- 5.
6. You will be able to upload any of the following file types:
 - a. Pdf
 - b. Xlsx (excel sheet)
 - c. Docx (word document)
 - d. Pptx (powerpoint)
 - e. Wmv (windows media video)
 - f. Jpg (image)
 - g. mp4.(video)
7. This may take some time to upload
8. Once it successfully has uploaded, it will look like this:



- a.
9. You can enter a description if you would like in the Description box
 - a. This will be what shows on the page to a user
 - b. This is what it will look like if the Description is filled in

 **This is a great resource!**

- i.
10. Click save
11. See video here: <https://www.loom.com/share/dc847c8560b847a99ee13bb0d4394581>

RESOURCES

All

Intranet Home	Marketing Materials - Summer ISM 2016	04/12 2019
My Store(s) ▾	Marketing Materials - Spring 2016 ISM	04/12 2019
Files	Marketing Materials - Social Media	04/12 2019
Bulletins	Marketing Materials - Holiday 2018 for Social	04/12 2019
Message Board	Marketing Materials - Fast-Fix Logos	04/12 2019
	Marketing Materials - Fall & Winter ISM 2016	04/12 2019
	Marketing Materials - Additional ISM Signs	04/12 2019
	Marketing Materials - 2017-ISM	04/12 2019

DATES & EVENTS

RESOURCES

All
 Backlit Sizes
 Fast-Fix Videos
 New Hire Packet
 Sales Comparison
 Training Forms
 Training Videos

Intranet Home	Marketing Materials - Summer ISM 2016	04/12 2019
My Store(s) ▾	Marketing Materials - Spring 2016 ISM	04/12 2019
Files	Marketing Materials - Social Media	04/12 2019
Bulletins	Marketing Materials - Holiday 2018 for Social	04/12 2019
Message Board	Marketing Materials - Fast-Fix Logos	04/12 2019
	Marketing Materials - Fall & Winter ISM 2016	04/12 2019
	Marketing Materials - Additional ISM Signs	04/12 2019
	Marketing Materials - 2017-ISM	04/12 2019

DATES & EVENTS

RESOURCES

Sales Comparison

I filtered for Sales Comparisons, and am able to view only Sales Comparison resources now. Filtering can be an easy way to review content if you know specifically what you are looking for.

Intranet Home	Sales Comparison - Dec 2015 Sales Comparison	04/10 2019
My Store(s) ▾	Sales Comparison - Dec 2016 Sales Comparison	04/10 2019
Files	Sales Comparison - Dec 2017 Sales Comparison	04/10 2019
Bulletins	Sales Comparison - Dec 2018 Sales Comparison	04/10 2019
Message Board	Sales Comparison - Feb 2019 Sales Comparison	04/10 2019
	Sales Comparison - Jan 2019 Sales Comparison	04/10 2019

DATES & EVENTS

* I filtered for Sales Comparisons and am able to view only sales comparison resources now. Filtering can be an easy way to review content if you know specifically what you are looking for.

Users

Passwords

Change password

To change your own password, log into the website:

1. Click on My Account in the top right corner of the webpage
2. Click on the link “Edit”
3. Enter your old password in “Current password” field
4. Enter the new password you would like to use in the “Password” field
5. Enter password again in the “Confirm password” field
6. Click “Save”

How to change my password (video):

<https://www.loom.com/share/e4a130d3dd16405da796ac8f63d61a47>

“I forgot my password”

If you forgot your password go to the login page at URL/user:

1. Click on the “Reset your password” tab
2. Enter your username or email address
3. Click Submit
4. Check your email for instructions on how to reset

Note: Please also check your spam folder if you don't receive an email

Logging in/out

How to login to your Franchise Dashboard:

- Click the Franchise Dashboard in the footer of <https://test-fastfix.pantheonsite.io>
- Enter login credentials
- You will be brought to the franchise dashboard landing page
- Note: if you are logged in already and click Franchise Dashboard in the footer, you will be brought to the Franchise Dashboard landing page
- How to login to your Franchise Dashboard - [Watch Video](#)

How to log out of your Franchise Dashboard:

- In the top right hand corner, click Logout
- You will be logged out
- How to log out of your Franchise Dashboard - [Watch Video](#)

Appendix

FAQ

Image Recommendations


The following image recommendations are to be used on the public Fast Fix website. Please note that these are recommendations that are intended for use on the responsive website and will be scaled to fit all screen sizes.

Event image:

If you would like to update an image to your event, as seen below, please use the recommended image size.

VIEW EDIT DELETE

📅 Tue, 01/29/2019 - 12:03



Aliquam lorem ante, dapibus in, viverra quis, feugiat a, tellus. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Praesent ac massa at ligula laoreet iaculis. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Cras risus ipsum, faucibus ut, ullamcorper id, varius ac, leo. Aliquam lorem ante, dapibus in, viverra quis, feugiat a, tellus. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Praesent ac massa at ligula laoreet iaculis. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Cras risus ipsum, faucibus ut, ullamcorper id, varius ac, leo.

Recommended Image Size: **550w** (background image)

Mini Site:

If you would like to update the store image that appears on your mini-site as seen below, please use the recommended image size.

OUR STORE

Across from Victoria's Secret



Recommended Image Size: **540x540**