WCAA Web Platform
Answers to Frequently Asked About Topics

WEB ADMINISTRATOR ACCESS

Login difficulty

You will need your Wellesley login credentials in order to sign in as an administrator. If you do not have this information, please visit here for login details.

If you have your login and are not able to get into the administrator side of your site, please contact the Wellesley College Help Desk at 781.283.7777. They are open between 8:30 am - 4:30 PM EDT Monday through Friday.

Requesting new web admin access

To add a web administrator, please email wcaawebsupport@wellesley.edu and include the group name, volunteer name, and position. WCAA staff will then be able to set up the permissions to grant the appropriate admin access.

Login error message

Upon login you may encounter error messages, however this does not mean that you do not have access to administrative functions. Please select "OK" or "Close" on any error message you see and you will be able to advance to the full toolbar and menus. Our platform is set up differently than the system default, and our vendor is working on a permanent solution. In the meantime, please just bypass these messages.
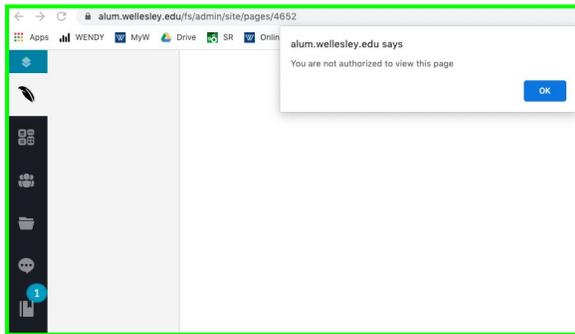
Viewing your site

When you are logged into the admin or back-end side of the site, you get a behind-the-scenes look to access the functionality of the site. This is different from what your group members will see.

The front-end of your website can be seen at alum.wellesley.edu/GROUPNAMEHERE. For example: alum.wellesley.edu/class-of-1958 OR alum.wellesley.edu/santabarbara

You can also take a look as you create content by selecting the Preview (eye) icon on the bottom of the Post creation screen after you publish the Post. This will open a new browser tab showing the page.

POSTS

Changing the order of News and Event Posts

Posts can be re-ordered by changing the start date in the post. When you go into the news or events boards, you will see that the oldest post is last on the list. This also means that the oldest post will appear last in the list of news/events. You can change the date by editing the start date which can be viewed on the right hand side of the post's editing page.
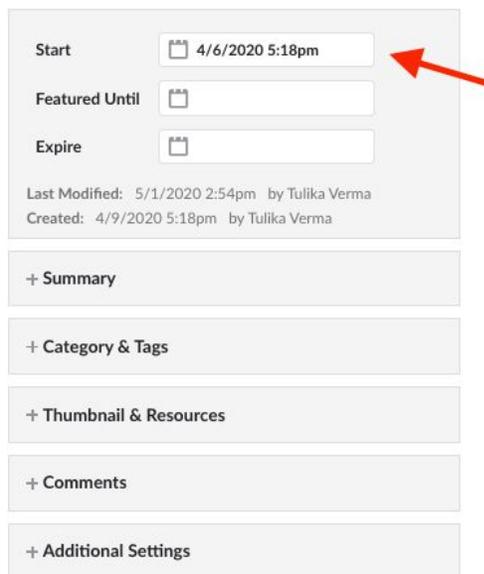
Adding a photo to a Post

You can add a photo to a post by clicking on the image icon in the Body Content box menu.

URL welcome-to-our-new-w ⓘ 🔗

Body Content   External Redirect URL

Getting Started

We invite you to explore this site and information about Wellesley College Alumnae Association groups, class activities, local area gatherings, and ways to stay connected virtually.

All alums have a Wellesley Login that is a single user name and password allowing access to the full features of our online community, including:

Then, on the left hand side, click on your groups folder and choose the image you want to add. If you have not yet uploaded your image to the Resources folder, you will need to do so here.

Once you have added the image, double click on the image, choose align left, and click OK. You will notice that the text is very close to the image, if you double click on the image again and then at the top click on Advanced and enter 10 next to the right box this will give you some space between image and text. This number can be adjusted to add more or less space.
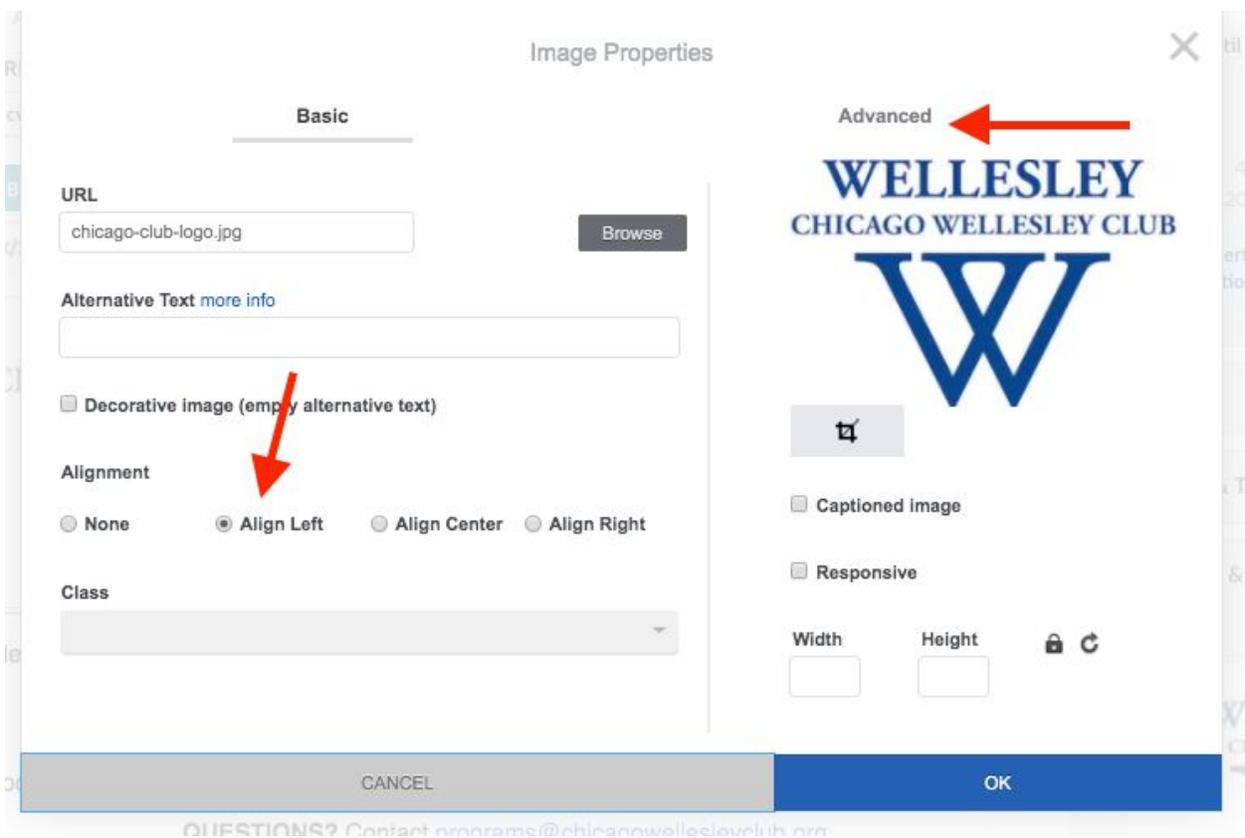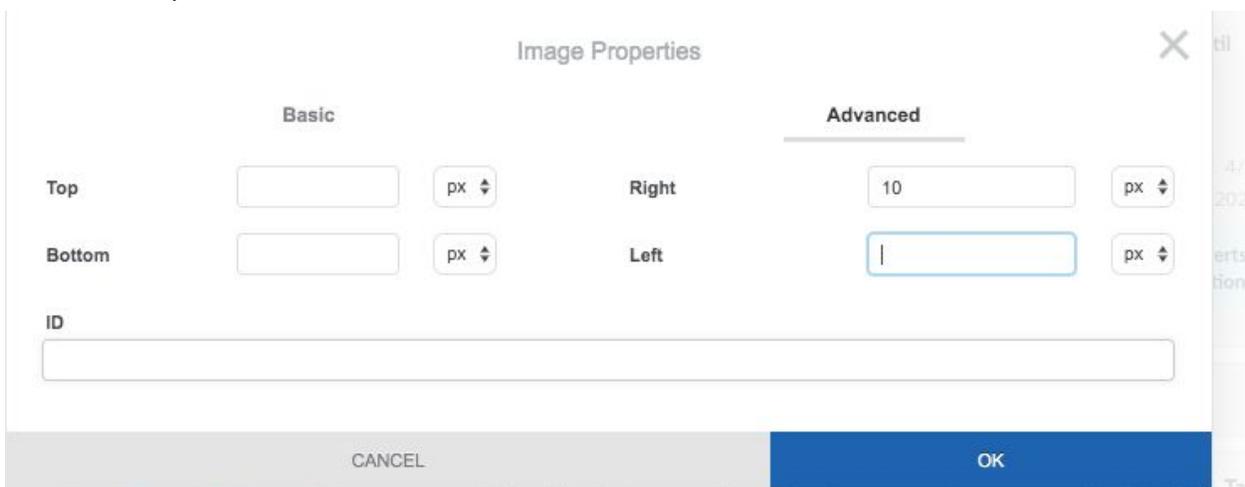
Wrapping text around a photo in a Post

Once the image is added to the body content of the post, right click on the image.
Choose: Image properties and select Align Left, then select Advanced.
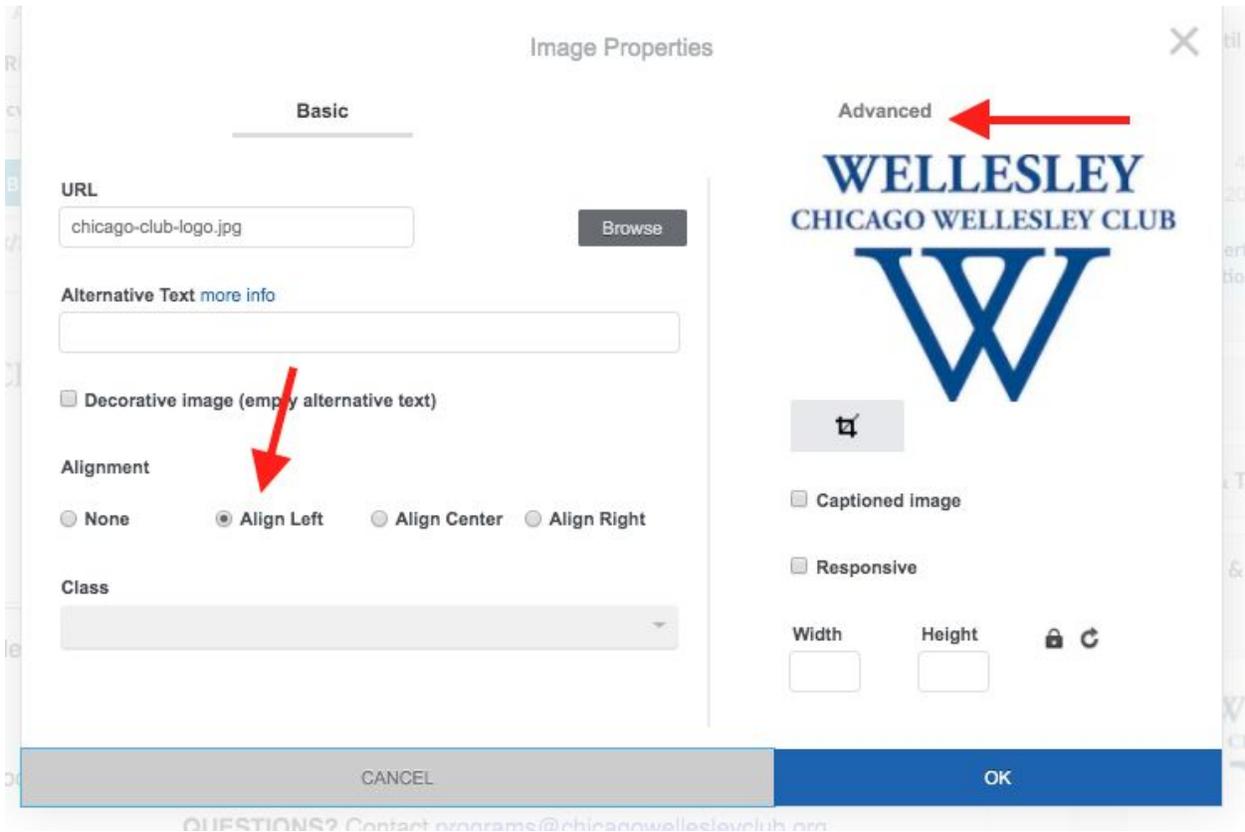
Start with 10 px and select OK.


Preview to see how it looks.

Adjust as needed if you would like more spacing or aligned on the right hand side.

Adjusting the line spacing in a Post

There is not currently a way to change line spacing directly using the content tools. Slight modifications can be made by adding a return space and adjusting the font size.

Formatting a Post

To access font treatment options in a Body Content box, select the paragraph symbol. A drop-down menu will appear with preset font styles.
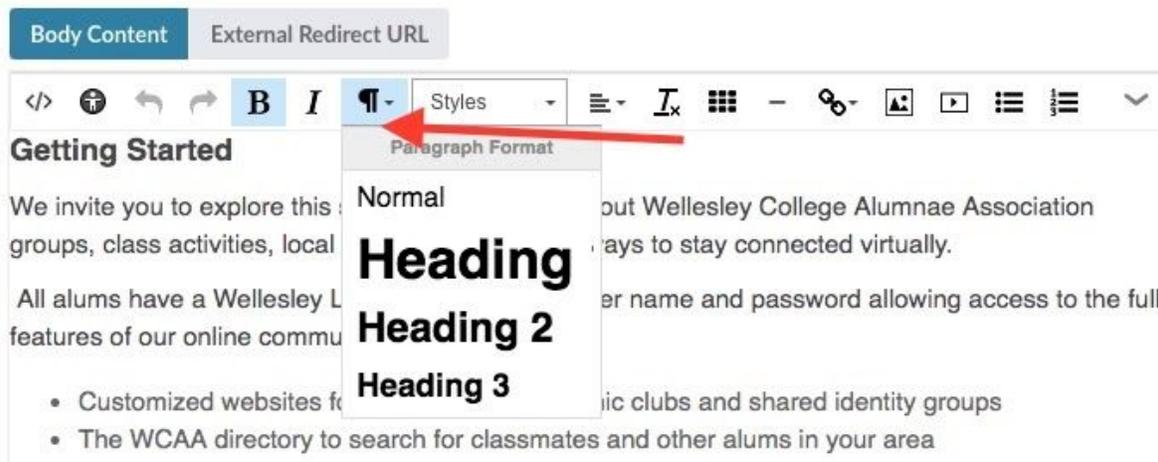
The Styles drop-down menu offers options including inserting a button, creating a different style for the introduction, and selecting some text to appear in a callout style.
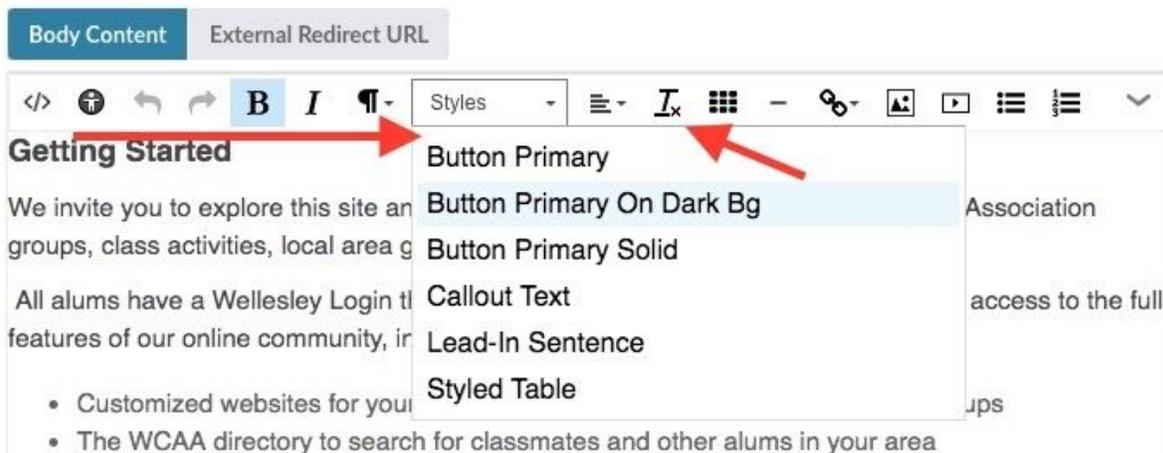
PLEASE NOTE: Any style you apply will stay in place, even if you select a different style after your first selection. For example if you choose a Button Primary, and then decide to try Button Primary Solid, the styles will apply one on top of the other. To remove styles to start from scratch, use the *Tx* symbol to take out all formatting.

Moving Upcoming Events to Past Events

Please email wcaawebsupport@wellesley.edu to turn on the past events function. Once this is set up, update all your posts to be Featured with the date set to be the day after the event or the day that you would like it to move to the Past Events board.
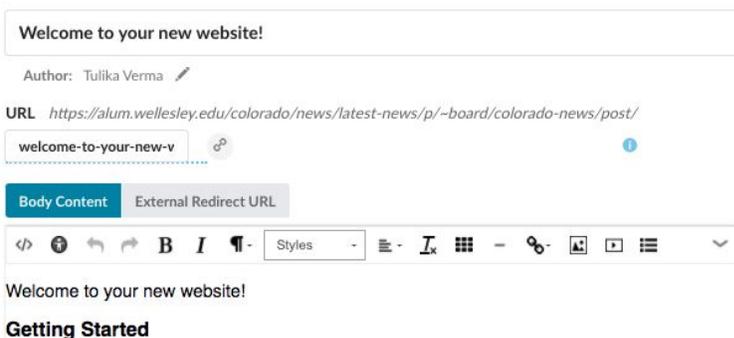
Adding Past Newsletters

Please email wcaawebsupport@wellesley.edu to turn on the past newsletter functions. Directions to add each newsletter can be found here: Adding Past Newsletters

FEATURED POSTS

Changing Featured Events or News

Once you are in the post, use the Featured Until field on the right hand side of the post to add the date that you would like the post to appear as featured until. If you have multiple posts that are featured, the post listed at the top of the board is the one that will appear on your homepage. You can change the start dates to alter the order (see directions under Posts), or delete the date in the Featured Until section in other posts to control what appears.

Photo appearance in Featured section of Home page

Thumbnail images for events and news should be at least 500px wide and landscape orientation. Square shaped and portrait images will not fit the space well and there are very limited options to control how they are cropped within the platform. If only a portrait-oriented image is available, crop the image to be landscape orientation in a photo application such as Mac Preview, MS Paint, Adobe Photoshop, or other photo editing software, and then upload the revised image.

Can you have more than one featured news/event?

The template for the home page is set up to feature only one event and one news item.

RESOURCES

Photo appearance in Featured section of Home page

Thumbnail images for events and news should be at least 500px wide and landscape orientation. Square shaped and portrait images will not fit the space well and there are very limited options to control how it crops within the platform. If only a portrait-oriented image is available, crop the image to be landscape orientation in a photo application and upload the revised image.

Making a gallery public

All photo galleries are set to require a Wellesley login. Officer lists, Record Books, and the directory all also require a login. This safeguard is in place for privacy protection.

FORMS

Selling items

Please note: to take any payments on your site you must first set up an account with BlueSnap - instructions can be found here. Selling an item on the new site is a similar process to setting up Event Registrations. Please watch the Event Registrations, Membership Forms and Product Sales video and follow these instructions for adding payment to your form.

Creating membership forms

The WCAA will create a membership form for you upon request. Your BlueSnap account must be set up before this can be done.

Accessing a member list

Once your membership form has been set up, you can see who has bought a membership by going to Forms Manager, selecting your Membership Form (click on the blue title), then selecting the Results tab on the far top right of the Forms Manager pop-up window. From here, you can export

the results list to a .CSV or .XLS file. Please also watch the video titled Event Registrations, Membership Forms and Product Sales on the admin training page here.

Finding lists of purchasers and/or event registrants

Please watch the Event Registrations, Membership Forms and Product Sales video, specifically at timestamp 3:50.

Fixing duplicate fields on a new form

Once you have created the form, simply delete the fields that you do not need. Click on the field, then select the trash can and the field will be removed.
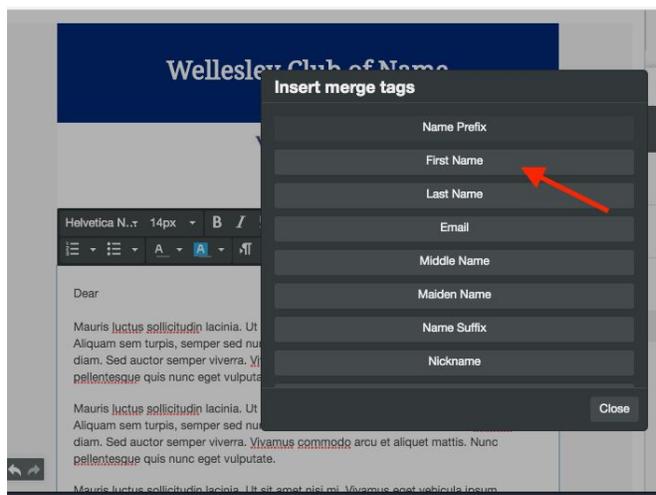
MESSAGES

Adding names automatically to an email salutation

Click into the text box, and add your desired greeting text, for example "Dear", then click on Merge Tags.**

A new pop up will appear. Select First Name.

This is how it will look: Dear %firstname%.

Dear %firstname% ,

* Please note that when you send a test email it will still look like this. The names will only appear once it has been sent.

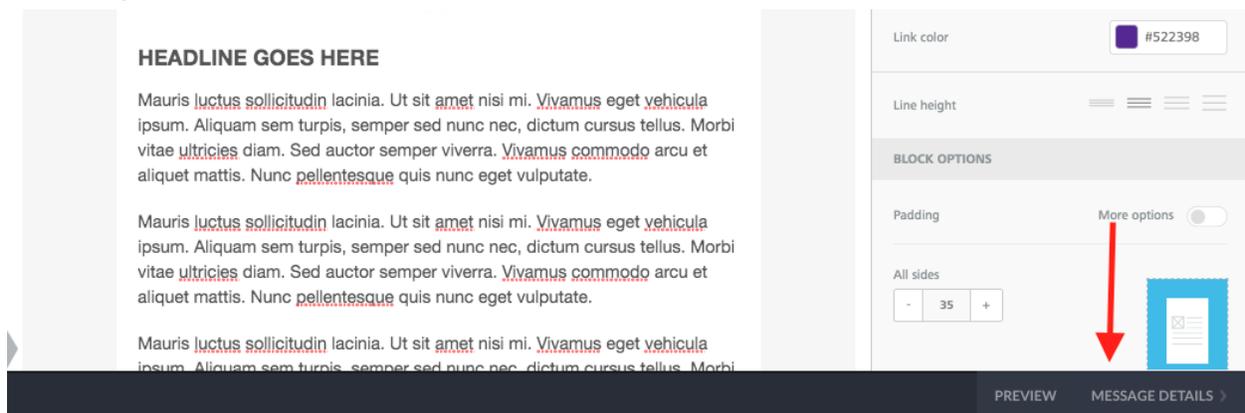## Custom mailing list segments

Currently only WCAA staff has the ability to do this. Please reach out to your or send an email to wcaawebsupport@wellesley.edu. We are looking into ways for web administrators to do this on their own in the future.

Adding someone to the Webmaster reply group

Please contact your key contact or send an email to wcaawebsupport@wellesley.edu.

Sending test messages

Once you have created a new message, edited it, and saved it, click on Message Details on the bottom right hand side.

Update the Label Field, choose your reply-to address, and click on Test Send.

Add the emails you would like to send the test email to, and click Test Send.

Making messages available for other web admins to view and edit

In order for other web admins in your group to view and edit messages you create, you will need to schedule it for a future date. You will also be required to add your groups mailing list in the Send To field at the top of the page (see below).

If you do this, **please remember the message will go out on the date you have specified**, so the date will need to be updated after the email content is finalized. We recommend that you initially choose a date that is very far in the future and then adjust the send time once you are ready to schedule the real message. This will help to avoid a message being sent before you have had a chance to review all edits.
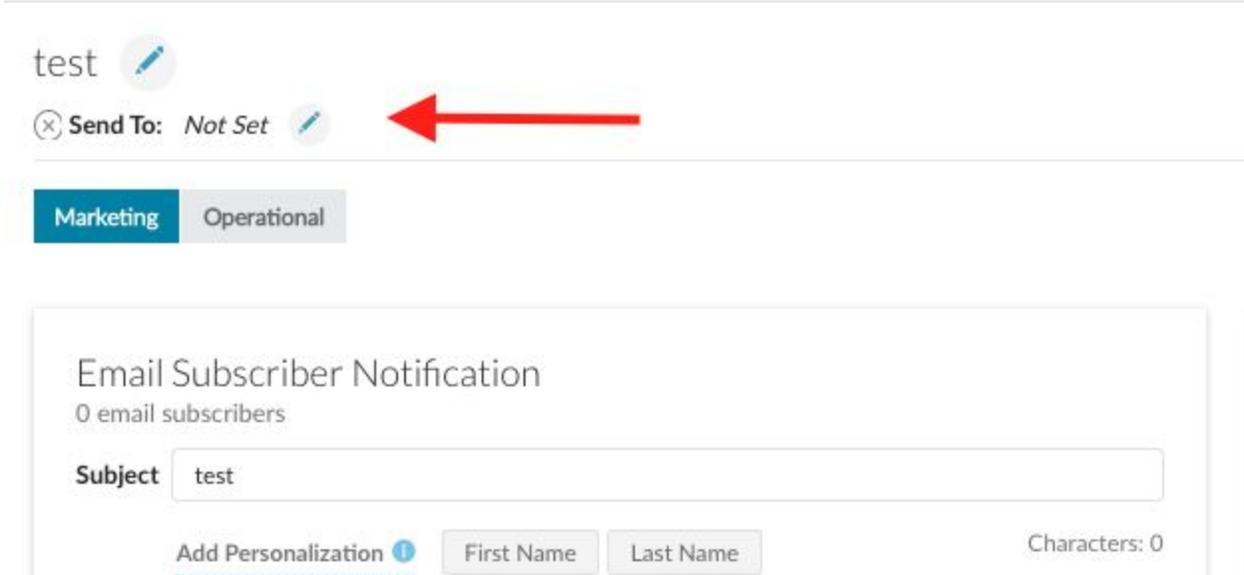
Adding photos to an email message

Click on the Image icon on the right side of the message and drag it into your message.
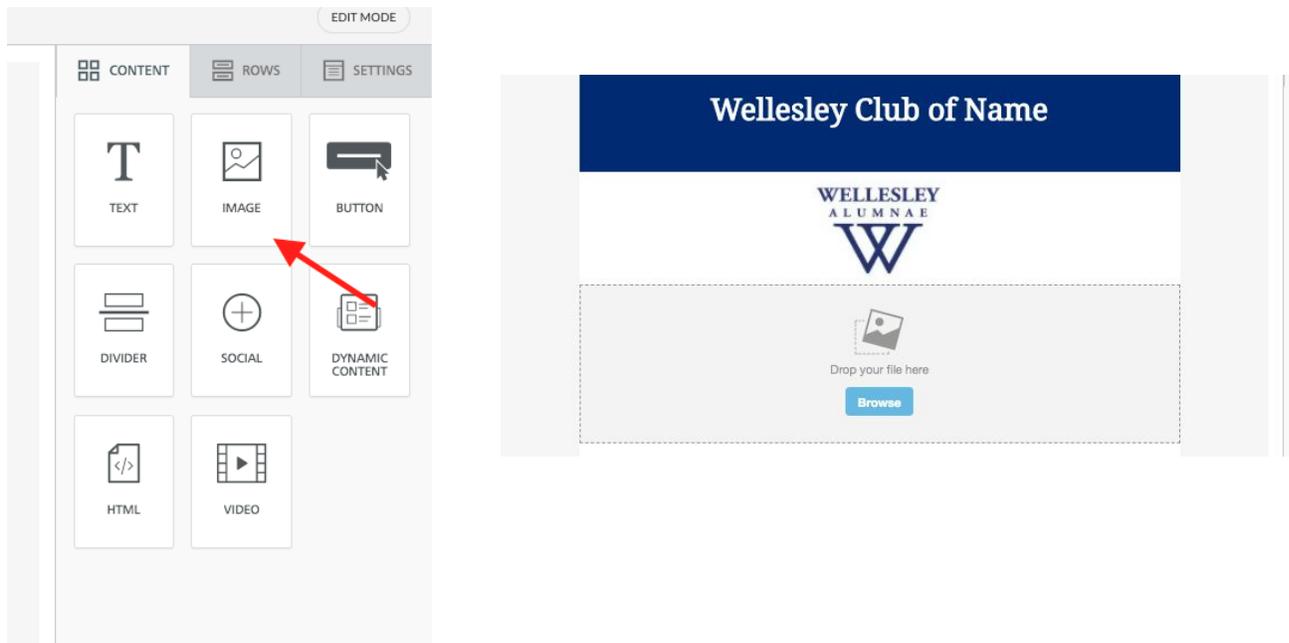
Then click on browse, select Public Folder and then find your group folder for the image and select the image.
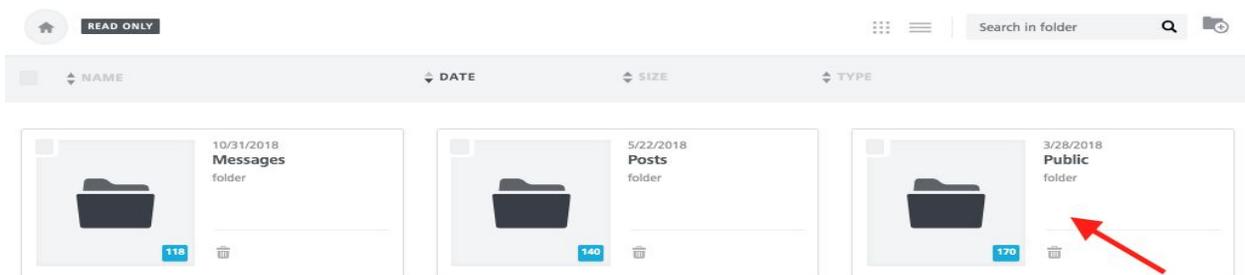
Adding multiple photos to an email message

Multiple photos can be added separately and placed within the message. For each image you need to select the image option on the right hand side. For a collage, it would need to be created outside of the platform and added in the Resource folder like any other image.
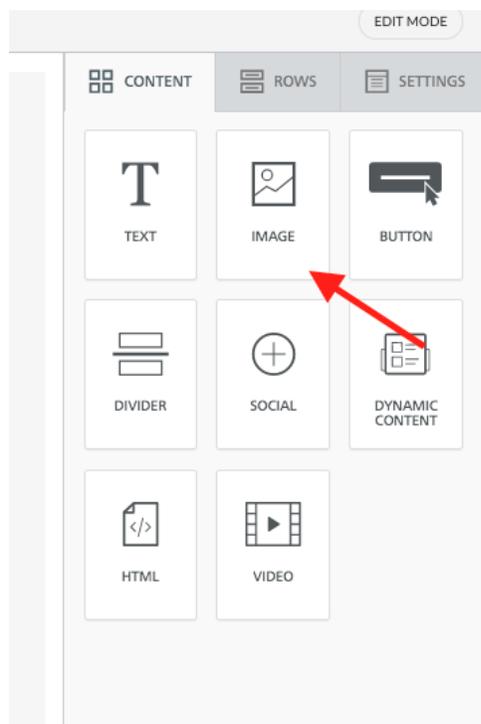
Putting images side by side in an email

You can use the rows options on the right hand side

The rows option, in addition to allowing images to be placed side by side, provides other content that accompanies these images. These "Line Lanes," text blurbs, and buttons can be edited to serve as captions, or you can delete the portions you do not wish to retain. To manually remove the content you do not need, click on the content item (ex: Line Lane) and select the trash can icon. To change the images from the sample ones provided, select an image by clicking on it, and then choosing Change Image from the right side menu.
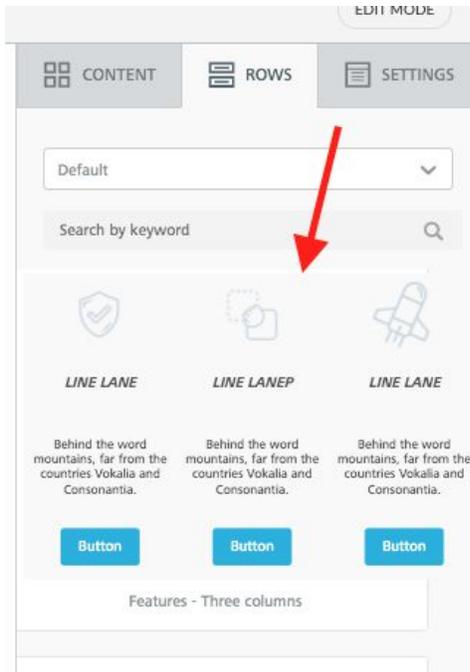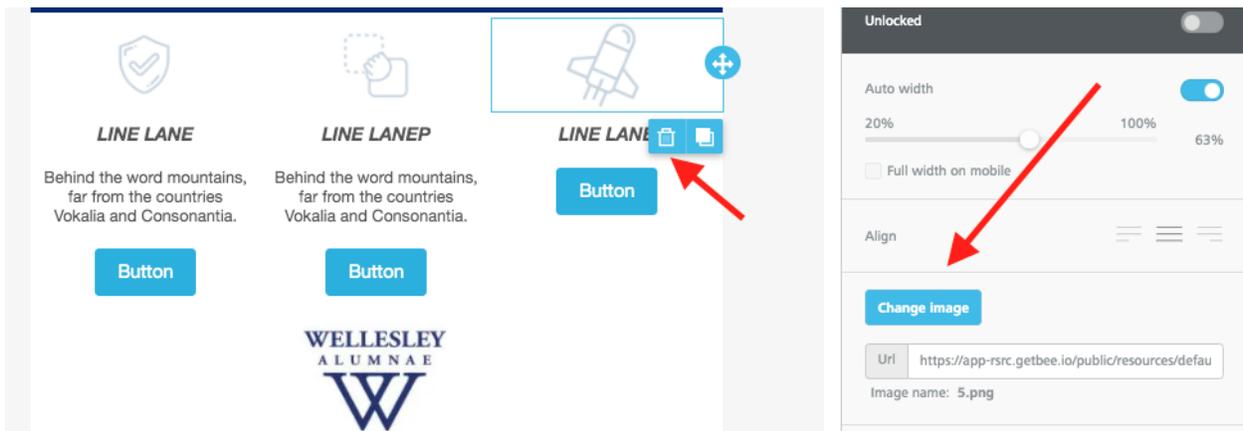

To find your image, click on the Public folder and then find your group folder for the image. If you have not yet uploaded your photo via Resources, you will need to do so here.

Troubleshooting email delivery

If a member of your group has not been seeing your emails, here are some suggestions:

1) Ask them to make sure their email address on record with the College is correct. They can do by contacting recordupdates@wellesley.edu or updating their profile using the button on the homepage of your website. Some alums have an email address on record that is different than one they actively use.
2) Have them check their automatically filtered folders such as Spam, Trash, Promotions, etc.
3) Ask them to add noreply@wellesleyedu.myenotice.com to their contacts.

DESIGN

Site design

The design of the website was created using best practices for user accessibility and experience. While there are some options available to make changes to the style and layout of posts and messages, there are other areas that cannot be altered.

Hero images

Your site's hero image is the main banner photo at the top of your group's page. Currently only WCAA staff are able to change the hero images. Please reach out to your key contact (the list is available here) or send an email to wcaawebsupport@wellesley.edu. Photo changes will be dependent upon the size and quality of the desired image file.

BLUESNAP

What WCAA can help with

We will connect your BlueSnap account with Finalsite once it is created. Instructions on how to set up your BlueSnap account are here. We can also connect with BlueSnap to see the status of your account once you have submitted all the forms. The WCAA does not have the ability to view your transactional data.

What to go to BlueSnap for

Please contact BlueSnap **merchant@bluesnap.com** if you experience any Reporting Issues, would like to know the payout schedule or need to set the minimum payout amount. Another option is the Support FAQ for BlueSnap.

MISCELLANEOUS

Web browser requirements

All browsers work with the platform. If you run into any issues seeing full menus or save/update buttons, please try a different browser (Chrome instead of Firefox).

Navigation menu wording

The sites have been created to be consistent from group to group. The full administrative access WCAA staff has is required to make any changes to these areas. Please reach out to your key contact or wcaawebsupport@wellesley.edu if necessary.