

USING OUR CLIENT FEEDBACK SYSTEM FOR YOUR WEBSITE

We use a **special approval and feedback system** which allows you to mark your areas of concern or the changes required, directly ON the website page itself - at the exact spot on the page(s). This makes life very easy and way less confusing than writing copious email instructions and notes that have to refer back to a page. No more emails, Yay!

You can place a "comment" on the exact spot where you require a change to be made. Your webmaster is immediately informed. He/She will do the changes and then answer i.e. respond to comment(s). You will be notified automatically via email when any changes have been completed by your Webmaster.

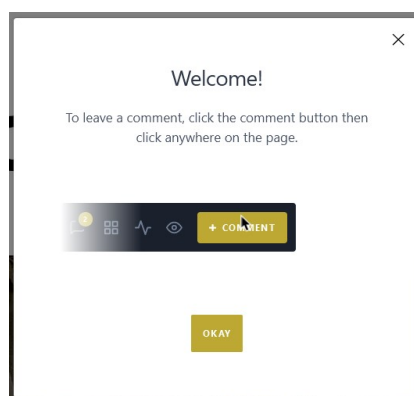
You can then **approve any Comments** after you have checked the changes that have been done - **simply by changing the Comment status to "Approved or Completed"**. Or you can read the comment and respond back to the webmaster directly in the comment box - i.e. building up a chain of communication for a specific modification until it is approved by you.

Your Webmaster can also create comments if they need to ask/tell you something. **You will receive notification via email**, asking for more information or clarification of what has been done. Your webmaster will also change the status of a comment to "Client to approve", i.e. telling you what has been completed and what needs your attention. Please check the Feedback System frequently and **resolve (approve) the changes** as soon as they are done by your Webmaster.

Login Credentials: For the purposes of the feedback system, we have created special security credentials for you to use for the duration of the website development and testing. See the separate email regarding your details - it contains your website username, password, and the email address that has been set for you. Note: We usually set the same username and password for your (1) Website Login, (2) our Feedback System and also (3) the 247highway CRM Ticket Support system. **You will use these same Login credentials to (1) Login to your Website AND THEN to (2) Login to the 247Feedback System.**

STEPS TO FOLLOW FOR THE CLIENT FEEDBACK SYSTEM

- Using any Internet browser, **navigate to your website** (either the Beta site or the Live site). At the bottom of the screen, you will see a **POPIA or GDPR Cookie notice**. Click Accept.
- Navigate all the way down the page to the bottom footer area of the home page and use the **"Office Access"** link to log in to the WEBSITE. The website Admin backend will appear. You are now logged in to the **website**.
- To navigate to the **front end (public view) of the website**, click on your website's name (link) at the top left of the screen. The website Home page should appear on your screen. Do not open a separate Tab or Window.
- After a few seconds, the **Welcome popup box** will appear on the screen. *(If you are using an Edge or Chrome Browser you might need to reload the page once or twice until the Welcome Popup box appears - please be patient - it should appear within 45 seconds - if not see the Troubleshooting section below.)*



- Simply click the **GOLD OKAY** button to close the Welcome popup.

Now look at the bottom of the screen: you should see the Feedback System Comment creation box - something like this:

(Don't worry, only users that are logged in to the website AND with editing rights will see this box!)



TROUBLESHOOTING THE FEEDBACK SYSTEM

If the Welcome screen does NOT appear after 45 seconds or you have difficulty in logging in to the FEEDBACK SYSTEM

The Feedback system is designed to run on any type of Internet Browser in the Windows environment. However, as a browser can be setup can be modified by a user and any number of basic browser settings changed, it could cause issues with the display or operation of the Feedback System. *For example, if the browser is set to NOT show popup windows, or if there are tracking blockers set, or simply that the browser cache has not been cleared by closing the browser entirely after each session of accessing your website.*

There are a number of possible issues that could be the cause of the Feedback System not operating according to the instructions in this document. Here are a few tips to help with the integration and operation of the System:

Solution 0: Before you log in to your website, close down your Browser if it has been open for a while. It is good practise to always close your Browser after you have been on the internet for a while. This will also clear your Browser cache so that outdated information is flushed from your system's memory (cache). Open your Browser and follow the Solutions below:

Solution 1: If the Welcome screen or the Comment box has not appeared after 30-45 seconds, try refreshing the browser page. Either via the F5 key or using the SHIFT+Refresh icon button at the top of the screen next to the URL of the web page. If the Welcome screen/Comment creation box appears, then follow the rest of the steps in this document, else follow Solution 2.

Solution 2: One of the easiest ways to test if it is a Browser extension or setting that is affecting the connection to the Feedback System, is to open an "incognito window" (or "Private window"). Log in and navigate to the front end of your website (do not open a new Window or Tab when doing this) and see if the Welcome Screen appears within 45 seconds. If the Welcome screen/Comment creation box appears, then follow the rest of the steps in this document, else follow Solution 3.

Solution 3: Switch off any AdBlockers, Malware Monitors or Popup extensions and addons that you might have installed or specified via your Browser's settings pages. Log in to your website and navigate to the front end of your website (do not open a new Window or Tab when doing this) and see if the Welcome Screen appears. If the Welcome screen/Comment creation box appears, then follow the rest of the steps in this document, else follow Solution 4.

Solution 4: Close down your Browser and re-open it to clear any cache. If you are using a Browser AntiVirus / Firewall software such as AVAST or AVG turn it off temporarily. Log in to your website and navigate to the front end of your website (do not open a new Window or Tab when doing this) and see if the Welcome Screen appears. If the Welcome screen/Comment creation box appears, then follow the rest of the steps in this document. *However, we caution you that it is not good to work without your antivirus software switched off and you do so at your own risk.*

If all the Solutions above do not get the expected results and you cannot get the Feedback System to operate, then obviously there is a serious incompatibility between our Feedback system and your Browser and/or Firewalls.

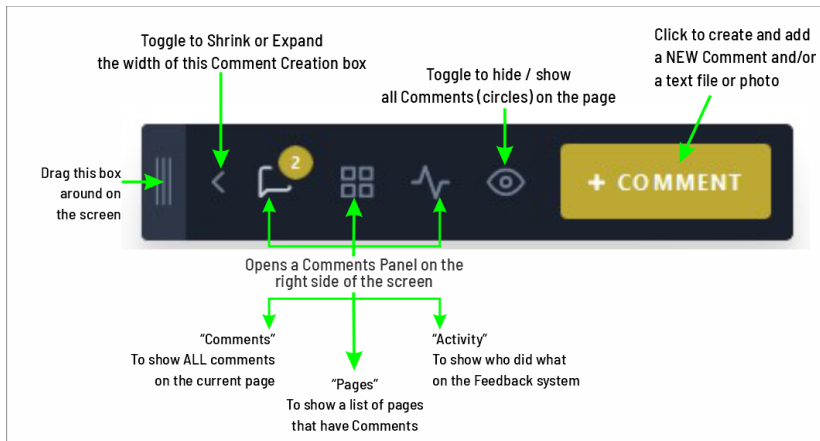
There is nothing more we can do about this and unfortunately you will have to request website changes by sending emails to our Support Ticket System with detailed instructions and attaching files to your emails instead. This is such a time-waster for you but it is the only solution left.

Please expect a delay in response from our support department in this instance.

If you can see the Welcome message and the Comment Creation box on your screen, please continue with the rest of the Feedback process on the next pages.

TO LOGIN TO THE FEEDBACK SYSTEM ITSELF (DO THIS ONCE ONLY PER EDITING SESSION)

1. Click on the **ANY of these 3 icons: Comments, Pages, or Activity icon** links 

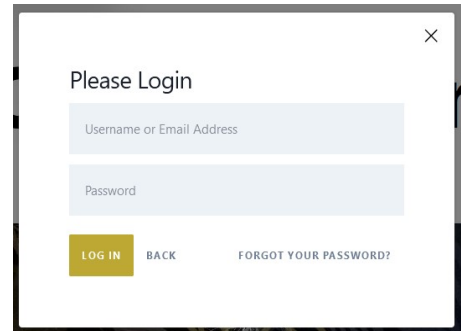


The Comments side panel will open on the right side of your screen. Don't worry about any of the other items in the panel at this point. At the very bottom right corner of your screen you will see the word **LOGIN**.

2. Click on this **LOGIN** link and the "Please Login" screen will pop up.
3. Type in the Username and Password - using the same credentials that you used when logging in to your website.
4. Click on the GOLD **LOGIN** button.

If the Login is successful you will briefly see a **"Thank you - You have successfully logged in"** message box. You will also see that the **LOGIN** link in the side panel has changed to a circular icon with your avatar or substituted icon - indicating you are currently logged in.

Now you are ready to create your first Comment!



The "Please Login" dialog box contains the following elements:

- A close button (X) in the top right corner.
- Input fields for "Username or Email Address" and "Password".
- A yellow "LOG IN" button.
- Links for "BACK" and "FORGOT YOUR PASSWORD?".

Tips

- The BACK button will close the Login dialog box if you have opened it by mistake.
- Lost Password: As your Website password must ideally be the same as the Feedback System password, we recommend that you request a password reset when logging in to your WEBSITE.

HOW TO PLACE A NEW COMMENT ON A PAGE

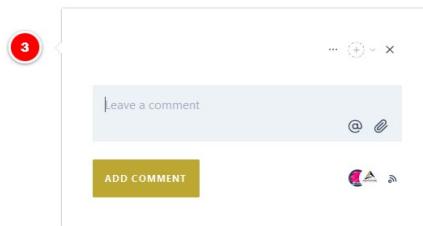
A Comment is actually an instruction to your webmaster to perform a task i.e. you have found an item on the web page that you want to have changed and you want to indicate exactly where and what must be changed.

1. Click on the large GOLD **+ COMMENT** button



The button turns **red with the word "Cancel"**. (In case you clicked by mistake, you can cancel it).

2. Move your mouse around on the screen and you will see a **black banner bar** with the words **"Click to leave a comment"**. You will notice that your mouse **cursor is now a + sign**.
3. Move to the spot (or general area) **where you want to place a comment and CLICK**. A RED circle with a comment number will appear, together with the popup Comment dialog box like this:



4. Type your comment (instructions) in the grey "Leave a comment" box area (which will expand as required).
5. **After you have typed your instructions, click the GOLD **ADD COMMENT** button to create and save the comment.** After you click the button, wait for the status of the comment to appear i.e. **Active** in red at the top of the comment dialog box. **Only now has your comment been saved.**

Closing the comment dialog box: It closes automatically or you can click outside the comment dialog box and it will close - and in its place you will see its **red circle with the comment number**. You have successfully created your first comment! Hover over any comment and the dialog box will automatically open for you to add more details, etc.

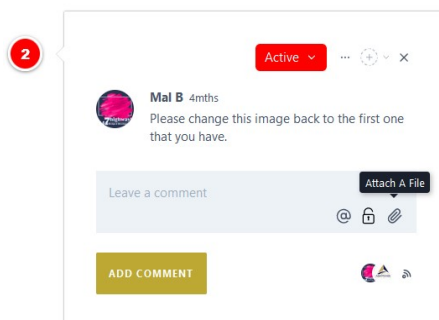
Now keep repeating Steps 1 to 5 above for all your further comments.

TO UPLOAD A TEXT FILE OR AN IMAGE FOR INCLUSION ON A PAGE

When adding a comment, you can also upload an image or a Word document containing the text that you want to place on the page.

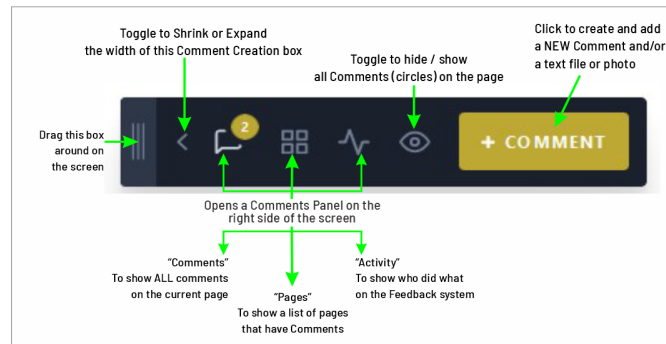
Accepted file formats are: .jpg, .png, .doc or docx. You can also upload a PDF document that you want website visitors to be able to view/open/download via a link on your web page. *Note that the webmaster will optimize and resize the image files before they appear on the page of the website.*

Create a comment in the normal way and when the Comment dialog box opens, type any instructions. To attach a file to the Comment, click on the paperclip icon and follow the prompts on the screen. **REMEMBER TO SAVE THE COMMENT USING THE GOLD **ADD COMMENT** BUTTON.**

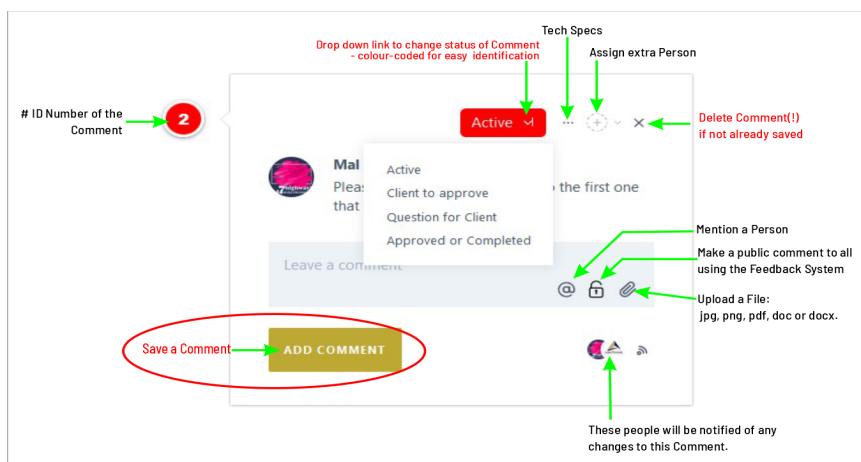


COMMENTS CREATION BOX - DETAILED EXPLANATION

Comment creation box actions



THE COMMENT CREATION DIALOG BOX FUNCTIONALITY



Status of a Comment

There are 4 different Status' for any Comment. Comment tasks are colour-coded for easy visibility and identification, namely:

- **Active** When you have typed a request for a task to be done and clicked "Add Comment" it automatically becomes "Active".
- **Client to approve** Means that the webmaster has completed the task and it is awaiting approval from you.
- **Approved or Completed** You, as the client, must change a Comment to this Approved Status when you have reviewed the changes and agree they are accepted and completed. All you need to do is change the status of the Comment using the dropdown menu.
- **Question for Client** If the webmaster does not fully understand what is required and needs further input from you, he will change the status and ask for clarification and further details before completing the comment (task).

OTHER TIPS

- **Reading the contents of a Comment:** If you want to read an existing comment and/or add more to a previous comment, simply move your mouse over any red number circle and the comment popup will appear and show you its contents. **Simply move away from the popup box and it will close.**
- **Editing a comment:** You can edit a comment that you have placed by clicking on the **pencil icon** next to your previous typing in the comment popup.
- **Oops, did you click in the wrong place?** If you click on the wrong spot on the page by mistake, just don't type anything inside the comment box - just click outside the popup and it will close. If you have typed something - you will be asked if you want to cancel the Comment - "Are you sure you want to discard your comment without saving? ".
- **To see a list of every comment and its status,** click on the "Comments" icon - a side panel will open with the full list of all comments. You will also be able to see which comments have been answered and resolved, as we work through the site. See the next page for a full description on how to work with the Status' of a Comment. There is also a section to explain the contents of the Comments side panel.
- **Email notifications:** All assigned members of a task will receive an Status Update email once a day until all tasks are resolved.

THE COMMENTS PANEL AND FUNCTIONALITY - DETAILED EXPLANATION

- The Comments panel is accessed via the Comment Creation box option - Comments icon = View ALL comments in the side panel.
- The Comments panel is also used to **LOGIN** or out of the **Feedback System**.
- You can also send an email to the Ticket Support system directly from the Comments Panel.

