Getting Started

SuttonNet

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Contents

1 Introduction

Bizazz is a website management system owned and developed by Bill Sutton of SuttonNet. This manual is a user's guide for SuttonNet clients whose websites use the Bizazz system.

2   Technical Matters

1. Bizazz is written in PHP with a mysql database. It incorporates shareware and original software, and is frequently updated and expanded.

2. Bizazz resides on a SuttonNet server. The system is separate from each Bizazz website.

3. The Bizazz webpage editor for a specific website may include responsive design components from either Twitter Bootstrap, Foundation5 or Foundation6. The Bizazz interface itself is not (yet) responsive.

   - *Responsive design* causes a website to re-arrange its layout for different sized screens.

4. The webpage editor is based on an oldish system called Xinha. Xinha offers more facilities than any other web editor we know of. However, due its age:

   (a) some of its editing functions are no longer useful; and
   (b) for responsive styling, we needed to add other tools.

5. Until a better responsive editor becomes available, Bizazz page editing functions are in two sections:

   - Xinha tools (top of webpage editing frame) and
   - responsive styling tools (right side of the editing frame).

6. Bizazz and its interface are undergoing substantial revision. We are writing our own web editor & blogging software.

3   Using Bizazz

3.1   What You Can Do

Bizazz page templates are more flexible than templates in some other website software. You can:

- update, add or delete text, products, feature items, links, images, gallery photos and PDF documents
- re-arrange or rename menu items
- re-order content and change layout on webpages
- add new webpages
- delete, hide or activate webpages
- design or edit forms for webpages.

3.2 What You Can't Do

Contact SuttonNet to:

- change website colour scheme, borders, logo, content of header or footer;

- change menu styling or position.

3.3 If Bizazz Won't Do What You Want

1. Don't fudge. Fudges that work on your computer do not work on your customer's.

2. Don't give up.

   - Check the manual, go to the Bizazz Support area of our website https://suttonnet.com.au or contact us for help.
   - There are different versions of this manual and different levels of Bizazze. Check the Manual page on the website or ask SuttonNet
   - Bizazz is versatile software.
     - You might need extra functions added for your website from the suite of options currently available in Bizazz.
     - You can ask for new features to be added to Bizazz itself.
     - SuttonNet provides customised web programming for complex or unusual specifications.

4 Web Browsers & Operating Systems

1. You can update your website using Bizazz on any operating system and on most common web browsers.

   - Due to idiosyncrasies with Internet Explorer/Edge, we recommend that you use another browser when updating your website.
   - If you customise any settings on your browser/operating system (eg the double click setting in Chrome), it could affect the operation of other software - including the Bizazz webpage editor.

2. The Bizazz photo processor requires Oracle's Java, which can be installed on your computer from https://java.com. The processor cannot be used on tablets, because they do not usually support Java.

3. Otherwise, Bizazz functions well on PC, Mac or tablet.

4. The current Bizazz interface is not designed for use on mobile phones, but it can be done.

5. Microsoft Word uses a non standard character set as default. To paste Word (or other) text into your webpages, walways use the Clean Pasted Text function. This changes text to Universal Character Set.

6. Ad blockers prevent some Bizazz functions from working. If Bizazz doesn't display all functions:

    (a) save any webpage draft or other updates that are on the screen;

    (b) disable the ad blocker for your website only;

    (c) refresh the Bizazz page you are on.

    If you have more than one Bizazz website, disable the ad blocker separately for each website.

7. Web browsers and operating systems keep changing. Contact us if you have any problems using Bizazz with your system.

5 Your Responsibilities

5.1 Some Legal Considerations

1. Website content (images, text, audio & video files...) and often the graphic design are copyright.

2. Website content is usually authored by the website owner, or *for* them by a contractor or employee, so copyright generally belongs to the site owner. If you want to use material from other sources on your website, it is your responsibility to ensure that you have the right to use it for this purpose and to include any attributions or acknowledgements.

3. Graphic designs may have conditions attached to their use, re-use or variation. Check the designer's contract. Be careful when a business or website changes (eg a new business entity created; a new template re-uses or alters a graphic design; a different website domain is used, or a different web developer).

4. It is the website owner's responsibility to ensure that their practices and website meet legal obligations and are ethical. This includes secure handling of private data, such as credit card information.

5. If you provide advice on your site, eg via a blog, you may need to add disclaimers as to the general nature of that advice.

6. It's good practice - and in some cases required - to have website Terms of Use and Privacy Policy displayed on your site, as well as Terms & Conditions for ecommerce sites.

7. SuttonNet does not provide specific legal advice. Consult Department of Fair Trading or similar government websites in your State or Territory and Commonwealth government bodies such as the ATO for up to date and complete information for online trading: eg credit card surcharges, GST, privacy policy, misleading advertising.

8. We will query you about your instructions to us or about your website content if we become aware, in the course of our business, that these may be illegal or lacking integrity. We reserve the right to refuse service if we are not satisfied that any client's website or their request to us is legal or ethical, in our judgment.

5.2 Bizazz Copyright & Licence

A client has the right to use Bizazz under licence from SuttonNet:

- only on a specified website;

- only for the functions of Bizazz covered by your hosting plan; and

- only while SuttonNet hosts that website, and all hosting and annual licence fees and other charges are paid up to date.

Bill Sutton holds copyright to the Bizazz system and to component code developed or revised by him.

5.3 Security

IT security is critically important for all clients. If you have an ecommerce credit card decryption key stored on your computer, you have added responsibility to ensure the safety of your customers' private data.

1. For best, fastest results and greater website security:

    (a) keep your computer and all linked computers free of viruses, spyware and malware. ;

    (b) ensure that your computers are in a secure environment. No one should have unauthorised access to your Bizazz password, decryption software, or business-in-confidence information: eg ecommerce data, customer database, unpublished webpages;

    (c) retain a valid security certificate on your website.

        i. Ensure your domain name does not expire. This is all that's needed for a Let's Encrypt brand certificate.
        ii. Renew any higher level certificate in good time, so that security checks and installation are complete before the old certificate expires.

2. Bizazz allows for controlled levels of access by different users: eg some staff may only edit webpages, others may be able to update product prices or process ecommerce orders.

3. One or more users have authority to publish draft webpages and to manage users' access privileges in Bizazz.

4. SuttonNet has full access to the Bizazz system for every website, for troubleshooting and client support.

6 Login

1. Enter the website's name/bizazz/ into the address bar on your web browser.
   - eg suttonnet.com.au/bizazz/

   - Note: no capital letters.

2. Enter your login and password, as supplied by SuttonNet. You can now see the Bizazz Main Menu.

3. To change your password: go to Administration − Users − Edit User.

4. To start up the photo processor for the first time on this computer: follow instructions in the Photos manual.

7 Save

7.1 Save Your Work

Save work before you close a draft webpage or leave Bizazz. Save your draft webpage too while you are editing it. You can do this either manually or via AutoSave. AutoSave does not work when adding a new webpage, until the page title and menu setting have been specified.

7.2 Timing Out & Log Out

1. Your Bizazz session will automatically time out if it has not been used for 24 minutes. Click on the Bizazz logo/name or on 'log in' to start a new session.

2. To log out: either:

   - just close the Bizazz tab on your browser; or
   - if you need to logout on a shared or nonsecured computer, go to the main menu and click on 'Logout'.

3. After logout or timing out:

- webpages which are signed out, will remain signed out to the same Bizazz user;

- draft webpages will remain as they were when last saved (manually or by AutoSave);

- a new page under construction *is only saved if it has a page title and menu specifications.*

8 Getting Around

8.1 Bizazz Interface

There are 3 Bizazz levels for users: Bizazz Business, Advanced and Developer. Complex tasks don't display on menus and webpage editors in the lower levels. The interface also has special items for individual websites.

8.2 Main Menu

Menu items which you do not need are not displayed in your version of Bizazz.

- *Administration*: update Bizazz user specifications and some advanced settings;

- *Website*: change most webpages; the core 'content management system';

- *Contacts*: manage a database of customers and other contacts;

- *Products*: manage ecommerce products and photo galleries (On some websites, it covers other specialised functions too);

- *Commerce*: shipping costs and records of online orders and sales;

- *Campaigns*: email/SMS campaigns to contacts in the website's database;

- *Configuration*: create online forms and reports.

8.3 Go Up One Level

1. Most Bizazz pages have an 'Up Level' arrow button at top right, to return you to the next highest menu level.

2. To go to the main menu from any part of Bizazz:

   (a) save all changes that you want to retain;
   (b) click on 'Bizazz' or on the logo at the top of the page.