BIGWING

Managing Your New WordPress Website

Documentation prepared for you by BigWing

Introduction

Congratulations on the launch of your new website! We've been glad to be alongside you as a partner while creating this version of your business online. But, we don't recommend letting your site sit still. Taking an active interest in your site's future content can ensure that it never goes "stale" or becomes irrelevant. In fact, search engines tend to favor websites that show occasional regular content updates from time to time over sites that appear to have been abandoned and whose information may be out of date.

With that in mind, we will continue to be your partner in making sure that any changes or new content you want to publish going forward should be as easy as we can make it. Our first step on that is providing you with this step-by-step guide to help you get to know your new platform.

About WordPress

WordPress is the largest content management platform on the web by far, and that is largely because just about anything you might want to do is probably possible in WordPress thanks to the power of its massive community. They work together to keep the platform updated, modernized as standards change, and secure in order to keep up with any new vulnerabilities and threats that spread online from time to time. As a part of your website's maintenance contract we'll be keeping up with these system updates to make sure your website's software is always running optimally.

Technical bona fides aside, what draws most everyday people to WordPress is that they make content management easier and more customizable than most. Websites big or small can be controlled through your dashboard, and any custom features we've configured (such as testimonials, contact forms, or even design tools) are all managed in the same place.

WordPress itself is ever-changing, so this guide will mostly focus upon what tools and processes may be unique to your website. But if you don't see how to do something that you'd like to implement on your site we highly encourage you to reach out to us so that we can find a solution that will fit best within your site's ecosystem.

About Gutenberg

While WordPress has been around since 2003 they made one of their biggest changes at the end of 2018 by including a new set of tools known as "Gutenberg" (after the famous printing press). This new feature replaces the plain WordPress editing experience (an interface that looked more like a Word document than

a webpage) with an optional What-You-See-Is-What-You-Get interface that more closely resembles your actual pages. Through Gutenberg it's now easier to see what you are changing and how it will impact the way your website looks.

When editing a page, post, or other piece of content, you will now see that individual parts of that content are treated like Lego blocks. Content blocks can be dragged around to other places on the page freely, new blocks can be inserted where you are typing so that you can configure how they look and what they do, and some blocks of content even have special features such as contact forms, links to your other pages, and more.

If you'd like to play around with Gutenberg in a safe "sandbox" without touching your website's content you can visit https://testgutenberg.com. Here you'll have a dummy content page you can manipulate, move around its pieces, drop in new blocks, edit what's there and more all without worrying that you might accidentally save unwanted changes into one of your own pages.

Since Gutenberg is the direction that WordPress is headed we've made sure that all the tools we've picked for your website were specially chosen because they work well with Gutenberg. This also includes custom sets of blocks that were setup to directly match your website's theme, fonts, and color scheme so that you can build your pages without having to worry as much about consistency in branding, colors, typography, and other design matters.

About Plugins

Part of what makes nearly anything possible with WordPress is its library of community-created "plugins" that can be installed into your website to add features or functionality. BigWing has used several select choices of these when building your website.

Often when looking at plugins there may be several or even dozens of them all designed for similar features. Narrowing down which one to use isn't just a matter of how highly rated or popular they are, either. It's important to note that our team takes careful time to audit and evaluate all plugins we use to ensure they don't slow down your site too much, create any security vulnerabilities, and also that it won't change any of your website's other essential features or settings. Any new plugins should fit in well with your site's current ecosystem.

If a new plugin is installed without our knowing and it ends up causing issues we may have to restore your site to an earlier backup which could cause any of your other changes to be lost. For this reason we ask that you consult with us before changing any of your website's plugins so that we can research the best way to accomplish what you want.

Future Support

While we've tried to anticipate future needs you may have and tried to make your content tools robust and versatile your needs may change and new ideas may come up. Though we'll always be working behind-the-scenes on software updates and system maintenance we'd also like to be an active partner in finding new and unique ways to grow your website. If you don't see what you need covered here, or have any questions, please reach out to us at...

Getting Started

Your website uses WordPress's dashboard to collect all of its tools and settings in one place. From writing blog posts to editing pages to creating new login accounts so that your colleagues can help you manage the website, we'll discuss each of these tasks step-by-step.
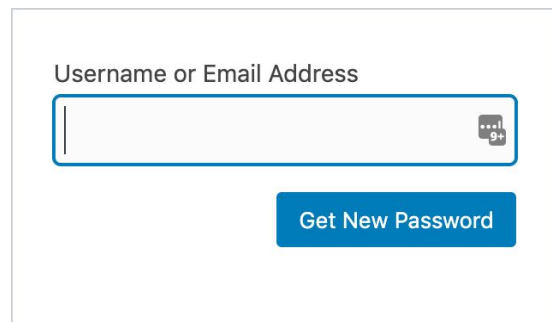
Logging In

First, we'll need to make sure that you can login. When your website was launched we would have created a user account for you (as well as anyone else that was requested) and sent login info to your email address. This would have included a randomly-generated password to start, but you are not required to keep the password you are given.

Your Login Link

You can sign into your website's dashboard using the link below:

https://okspinecenter.wpengine.com/wp-admin

If you no longer have your initial login information then you can use the "**Lost your password?**" link just below the sign in fields. It will then send you a new, randomly-generated password to your email address. You'll need to login with that information at least once before you can change the password to something else.


Changing Your Login Information

Once you are able to sign in, if you want to set your password to something else you'll be able to do so. In the upper right-hand corner of the dashboard you'll see your name. Hover over it and choose "**Edit My Profile**".

Scroll down to the section titled "**Account Management**" and you'll see some options including "**Generate Password**" and "**Log Out Everywhere Else**". The second button is worth noting as it can be used to make sure that if you accidentally left yourself signed in on a device that other people could be using (a public or shared computer for example) then you can use this to close any open sessions by logging out everywhere but your current device.
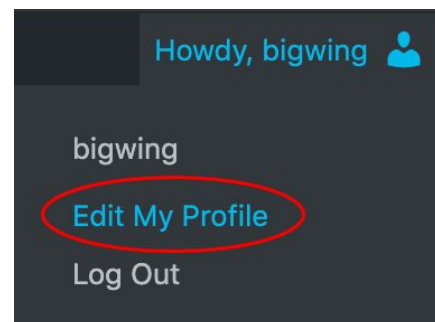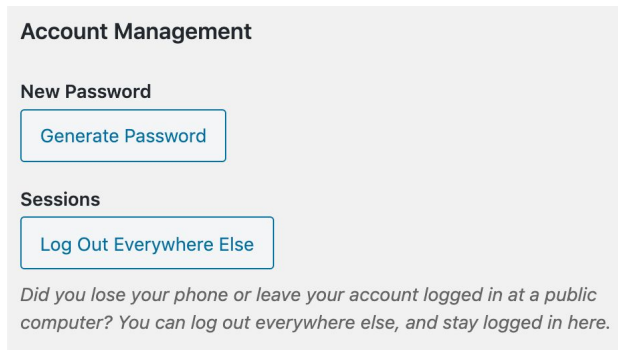
To change your password click the "**Generate Password**" button and it will show you a randomly-generated strong password. You can type over these contents if you want to manually set the password to something else. However, we do still strongly recommend that your new password be rated as "**Strong**" before saving. This should ensure that your password is harder to guess or to crack with malicious software.
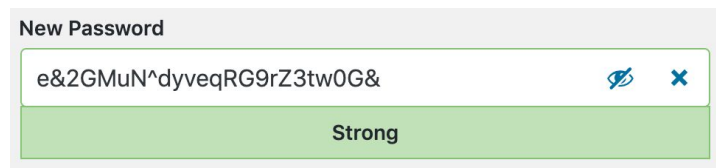

When you are done, be sure to click the "**Update Profile**" button at the very bottom.

Managing Other Users

If other colleagues are going to be helping you with the website, for security reasons it's best to give them their own account rather than sharing login information. You can also manage each user's privileges to restrict or enable them access to parts of the site as you see fit.
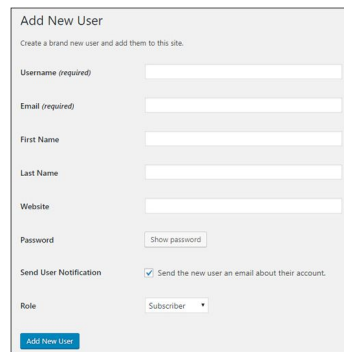
Adding A New User

1. To add new users and give them login access to your site, go to "**Users > Add New**".
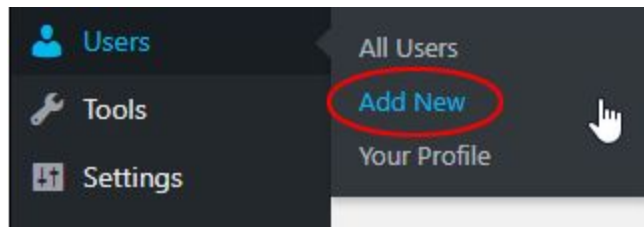
2. You can also add new users from your "**Users**" screen by clicking "**Add New**" above the list of users.
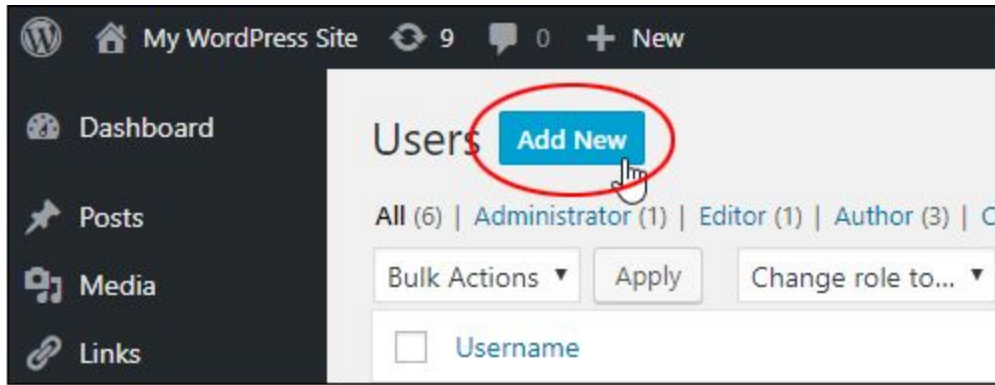
3. Either option should bring up the "**Add New User**" screen.
4. Enter the requested information into each field. **Username** and **Email** are required fields. The username cannot be changed once it is set. Various functions of WordPress will use the email address entered to send users notifications and to reset a forgotten password.
5. **Website** is an optional field.
6. You have the option to view a randomly-generated strong password that will be sent to the new user automatically, but you do not have to edit the password manually. However, this is where you can assist a user later if they need a new password created or sent to them (other than the "forgot password" option on the login screen).
7. Check the "**Send User Notification**" box if you want your new user to receive a notification email about their account. Deselect if you don't want your new user to have access to their login password.
8. Select the role you want to assign to your new users from the drop-down menu. Note the User Permission Roles summary table we're
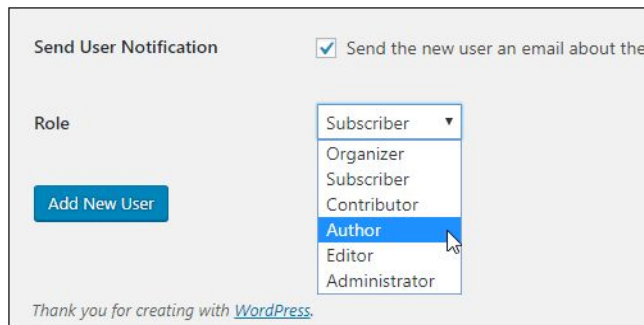
including below which breaks down what parts of the site each role can control:

BIGWING	WordPress User Permission Roles				
	Administrator	**Editor**	**Author**	**Contributor**	**Subscriber**
Posts	Full Control	Full Control	Add, Edit, Publish, Delete Own	Add, Edit, Delete Own	No Control
Pages	Full Control	Full Control	No Control	No Control	No Control
Upload Files	Full Control	Full Control	Full Control	No Control	No Control
Moderate Comments	Full Control	Full Control	No Control	No Control	No Control
Plugins	Full Control	No Control	No Control	No Control	No Control
Themes	Full Control	No Control	No Control	No Control	No Control
Users	Full Control	Edit Own	Edit Own	Edit Own	Edit Own
Settings	Full Control	Full Control	No Control	No Control	No Control

9. After completing all of the new user's details, remember to click on "**Add New User**" at the bottom to save your changes.

10. The site administrator will receive a notification email that a new user has been registered on the site, and the new user will also receive a registration email containing the login details.


Changing Individual User Roles

1. If you are an Administrator on the site you can view all registered users on your site by going to your navigation menu and selecting "**Users > All Users**".

2. This brings up the "**Users**" screen which llists all registered users on your site and displays information about them including their role.
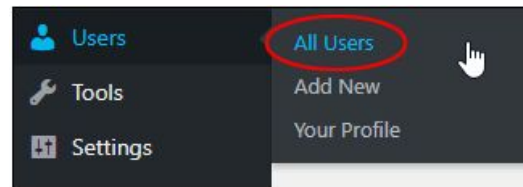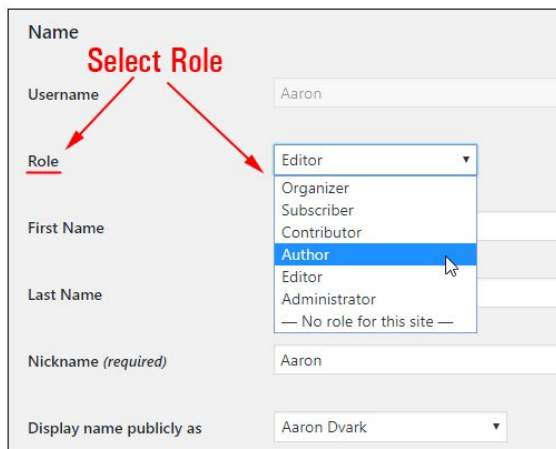
3. To assign or reassign an individual user's role, hover the cursor over the username and click on the "**Edit**" link.
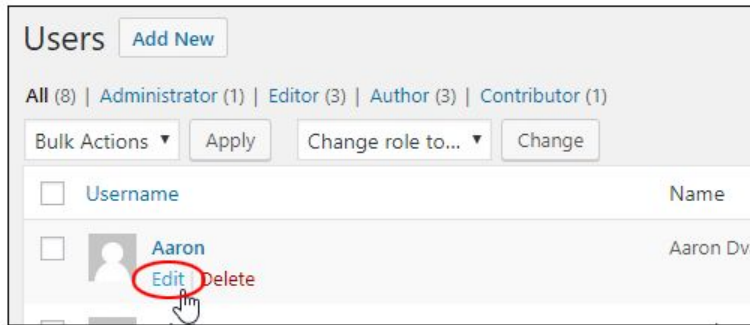
4. This will bring up their "**Edit User**" screen.

5. Scroll down to the "**Role**" section and select a new user role from the drop-down menu. You can refer back to the User Permission Roles table from the previous section for a breakdown of each role.

6. Click "**Update User**" to save your setting.
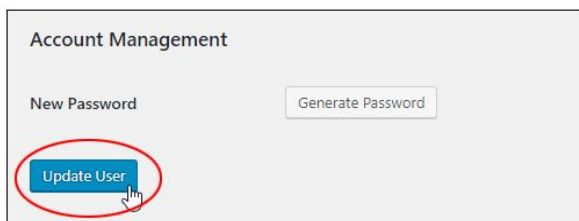
7. The user role will be updated.

Deleting Individual Users
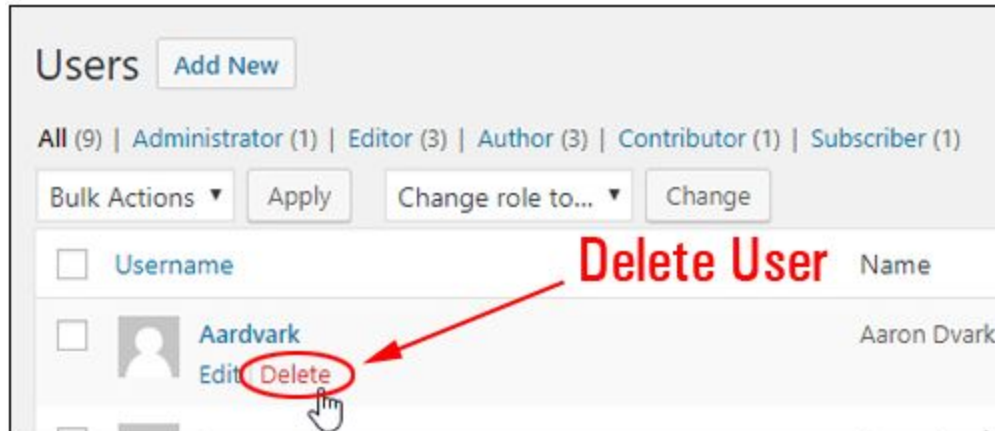
1. To delete an individual user, hover the cursor over the username of the entry to be deleted and click on the "**Delete**" link.

2. You will be asked to confirm the deletion. Click on "**Confirm Deletion**" to proceed. NOTE: If the user you are deleting has any content tied to them (such as pages, posts or other entries) you will be prompted for whether you want to assign that content to another of your users. If so, you will be given a list of options to choose from so that your content gets reassigned to that user.
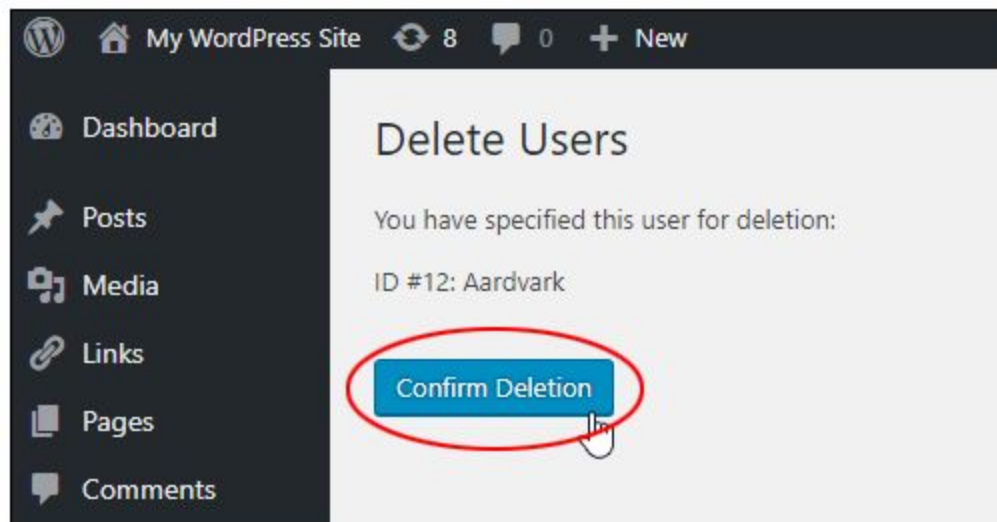
3. The user will be deleted and their details will be removed from the database.

Blogging

At the beginning of this guide we mention that taking an active interest in your website's content can keep it from becoming stale or irrelevant. Also, search engines prefer seeing a website where something somewhere gets updated from time to time so that they are signaled that the website has not been abandoned and is being continuously curated. The easiest way to do all of this is to operate a blog.

Ideally, you'll want to setup some sort of schedule for when you plan to blog so that your content changes consistently. For example, you might decide to post a shorter (300-600 word) post every few weeks. Or, you might decide for a longer (700+ words) post once a month or so.

Whatever your desired frequency though it's important to stick to it to reap the best benefits. It'll train search bots that there's new content on your site on a regular basis. This will encourage your regular visitors to check back periodically to read what's new, and it will also train the search engine bots how often they should return to grab and index your latest article (and possibly earn some "freshness" brownie points in your search engine rank).

You can locate your website's blogging tools on the left side of the dashboard under the heading of "**Posts**". Here, you can click on the title of a post to edit it or hover over it for more options.
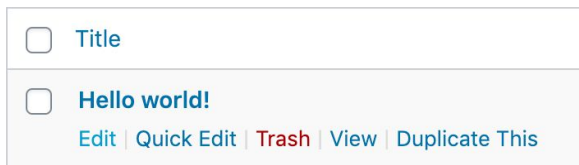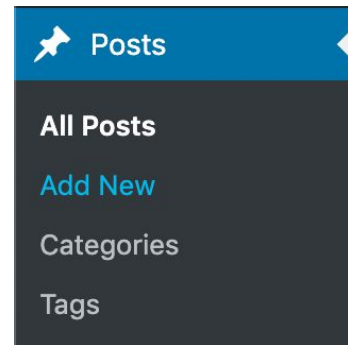
When clicking "**Add New**" you'll be taking to a writing screen. There are only two requirements for a blog post: a title and some content of some sort - basically, you can start typing just like writing an email. However, we also recommend that you use the right sidebar and provide one "**Featured Image**" and also consider typing a short description into the "**Excerpt**" field.

The **Featured Image** will show at the top of the post as well as act as the thumbnail for that post when it shows on your archive page (a grid of your past posts), in search results, and when sharing the post on social media. Images that are landscape-oriented (as in, they are longer than they are tall, like most computer screens) are recommended, as if you use an image that is portrait-oriented (taller than it is long) the image may become cropped when displayed.

The **Excerpt** field is optional, but what it does is introduce your article with a short summary before someone clicks to read the entire post. If you do not provide an excerpt then the article's summary will be created for you automatically by grabbing the first 55 words of your post. That may be fine, but if you want to override the automatic summary you can always fill in the excerpt later.
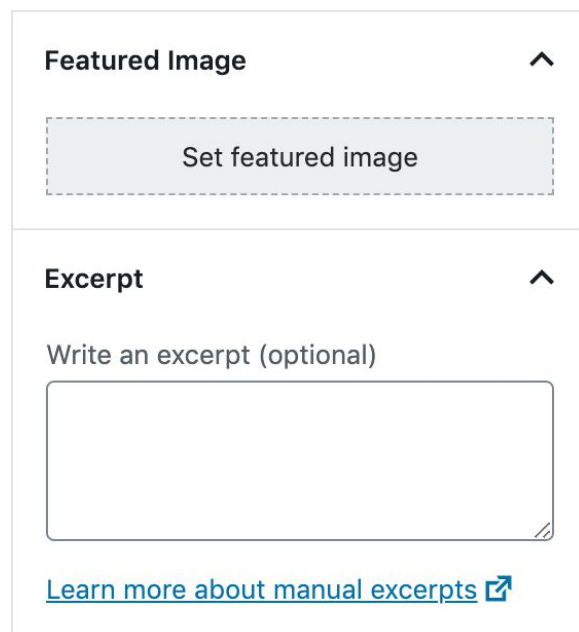
Feel free to keep a blog post simple with just text - and simpler is typically better. However, you also have access to the same robust Gutenberg "blocks" in your blog that you'll have when working on your content pages. So, if you want to drop in a form for someone to fill out, organize your content into columns, or use any of the other special purpose blocks in your article you're free to do so. We'll cover working with blocks in the next section.

When done creating a new post be sure to click "**Publish**" in the upper right-hand corner (or that button will be replaced with an "**Update**" button if you are editing an existing post).

NOTE   If you don't see your blog as a page in your website's menu then we may have hidden the page until you've made at least one post. This is to prevent visitors from seeing a mostly empty page. If you're done writing your first blog post, just contact us when you're ready and we'll finish launching your website's blog features.

Finding Your Content Pages

Working on your site's content pages works about the same way as it does for blogging. Down the left side of your dashboard you'll see "**Pages**" as an option. Visiting this section will show you all of your website's pages. Clicking their names will launch an editor, or hovering over each page's row will show additional options.
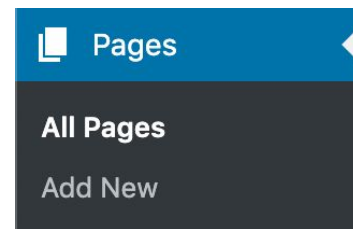
While blogging is typically kept as simple as possible, your content pages are typically more robust both in text and in structure. Most of this structure comes in the form of Gutenberg "blocks" which we've discussed briefly so far and will cover in more detail in the next section.
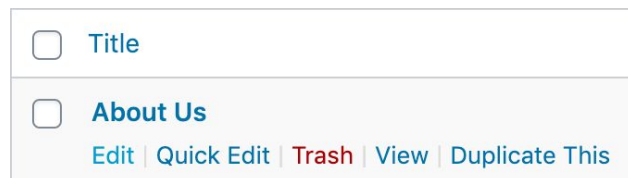
Editing Content Pages

The most fundamental part of your website is its content pages. While our staff has ensured that your starting pages are written and structured well and contain some elements of design to them we want to always encourage that you take an interest in these pages should your site need to say something different.

With that in mind, we utilize WordPress's Gutenberg editing system so that when you decide to change one of your content pages what you see in the editor will be very close to how the page will look when viewed by a visitor (with some differences on tablet and phone).

Working With Blocks

As a reminder, if you'd like to play around and get familiar with how Gutenberg works you can visit https://testgutenberg.com/ where you'll have very similar editing tools for a dummy page and there's no risk of saving changes to your live website.

The basics though are that in addition to typing your text into the editor you can also drop in a block by clicking on the plus icon.

⊕ Start writing or type / to choose a block

Add block
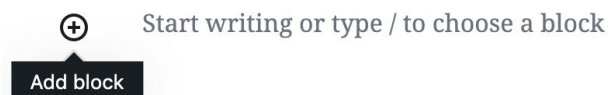
This will bring up a menu of various blocks all of which can be considered components of your page. You'll see straightforward options like paragraphs, bullet lists, images, headings and such, but also some specialty blocks that may serve many different purposes. You can also search for blocks using the bar at the top if there's something specific you're trying to add to a page (like dropping in a YouTube video for example).
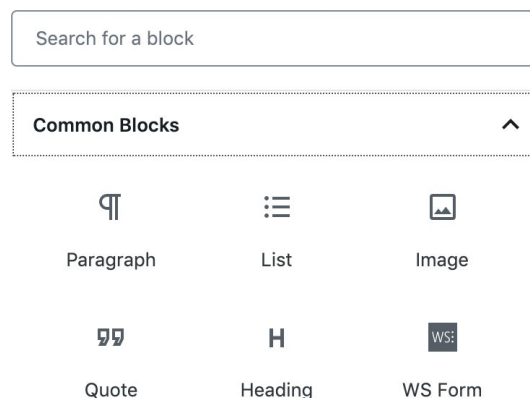
Scrolling down the block browser there will also be blocks organized by categories such as:

Search for a block

Common Blocks ⌃

¶ Paragraph

☰ List

🖼 Image

❞ Quote

H Heading

WS Form

- **Common Blocks** - the basic components that go into content such as different text and media types
- **Layout Elements** - can be used to split content into rigid columns, add manual spacing, content breaks, and other formatting rules
- **Formatting** - these are for inserting special kinds of text such as code, quotes, or tables

There are other categories as well, some of which we'll discuss specifically in the next sections. Also, since Gutenberg is a part of WordPress, new blocks may be added as WordPress releases new features.

Once blocks have been dropped into your workspace you can then drag them into different positions by clicking on them once to select them and then using the "handle" that will appear to the far left of the block. You can also use the up or down icons at the top or bottom of the handle to rearrange the block above or below adjacent blocks one "step" at a time.

Also, with a block selected, a header of tool icons should appear across the top. The icons will vary depending on the block you've clicked. One icon you should always see is the vertical ellipse which will give you additional options such as inserting a new block above or below what you've selected (which can be easier to use than trying to drag something into the "sweet spot" between two blocks).

Also, with a block selected, your right-hand toolbar should change to give you settings for that particular block to allow you to customize it. Such tweaks could include making text bigger/smaller or changing colors on text, picking size presets for images, setting links and styles for buttons, or other properties that will change from block to block.

To summarize, when you initially drop in a block it likely won't do much other than hold the place for a piece of your page you have planned. You can go ahead and place it in your workspace, drag it around or rearrange things until it's in the right spot, then open its settings and tell it what you want it to do. Once that block is setup the way you'd like it, move onto the next piece of your page's content until all your blocks are assembled with the text, images, links, buttons, contact forms, or other pieces that make up your new page.

Some blocks may require more setup than others whereas some are very straightforward. There are also some custom blocks and features which are unique to your website which we'll discuss in the next sections.
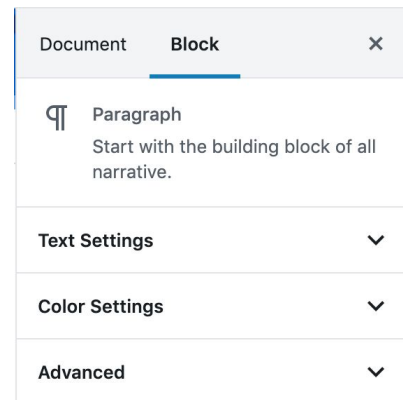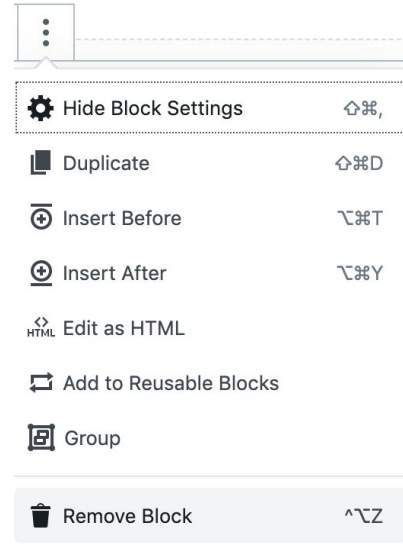
Using Kadence Rows as a Foundation

There are numerous third-party makers of Gutenberg Blocks that expand upon the ones that WordPress offers with their base system. Kadence Blocks Pro is one that we have chosen so that you'll have some more powerful tools in your toolbox which were specifically customized to match your website's theme, fonts, and colors. We'll cover some of the basic highlights as well as how to customize things to suit your needs going forward.

The primary block in Kadence - **the one which should be used as a container for everything else** - is the "Kadence Row". This serves a few useful purposes:

- It groups similar content to keep things organized into managed sections. Once a row contains contents you can easily move the entire row around along with everything that's inside of it.

- A row can be told how many columns to have, how wide each column should be, and when those columns should break back into their own rows on desktop, tablet, or mobile-sized devices when space gets tight. This is an improvement on Gutenberg's basic column block (found under "Layout Elements") which does not allow you to control when the columns turn into rows or how they "stack".
- Rows can have their settings changed so that everything within that row follows the same rules for colors, padding, and other display properties. For example, you might want to create a stripe effect in a page where everything in one row has white text and a dark background. You can tell the row what text color everything should have, and then fill it with as much text as you need without having to tell each piece of text what color it should be - it'll follow the rules of the row that contains it.
- Adding a background image, parallax scrolling effect, or video header can be used to create striking calls-to-action or to replace a page's default header.

It's highly recommended that before you insert any new blocks of content into a page that you start with a row. If a row is already there then you may wish to edit that row to add a column or you may want to add a row before or after the current row. This will ensure that each section of content that has different formatting is grouped into easily managed containers. Dropping content directly into the editor without first adding a row can lead to issues such as that content not having the same padding as other parts of your site and make it more difficult to arrange things later on as the amount of content grows.

Begin in the Block Editor by clicking the plus icon to insert a new row:
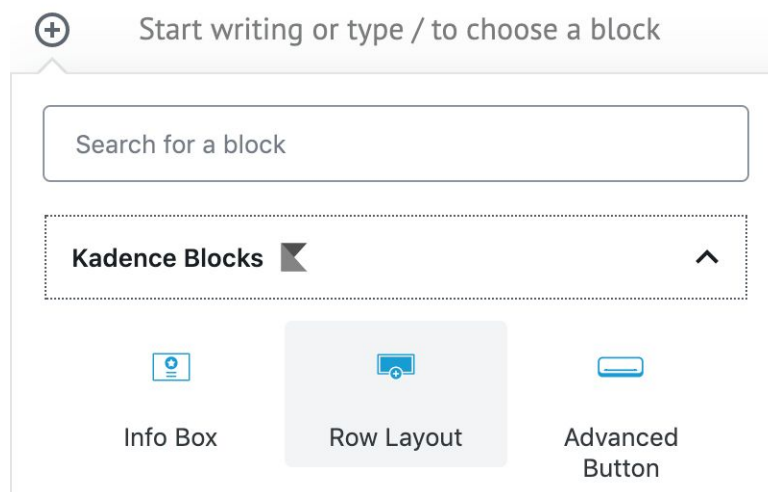
NOTE Blocks are arranged by category, and "**Kadence Blocks**" has its own category. "**Row Layout**" should be one of the first ones in the list, but the list order does change so that the blocks you use the most float to the top.

Once you've clicked "Row Layout" you'll be given some options to help you get started. You can choose how many columns you'd like now if you already have a plan in mind (including whether those columns are

equal width or wider/narrower on one side) or you can always add or remove columns to your row later on down the line.
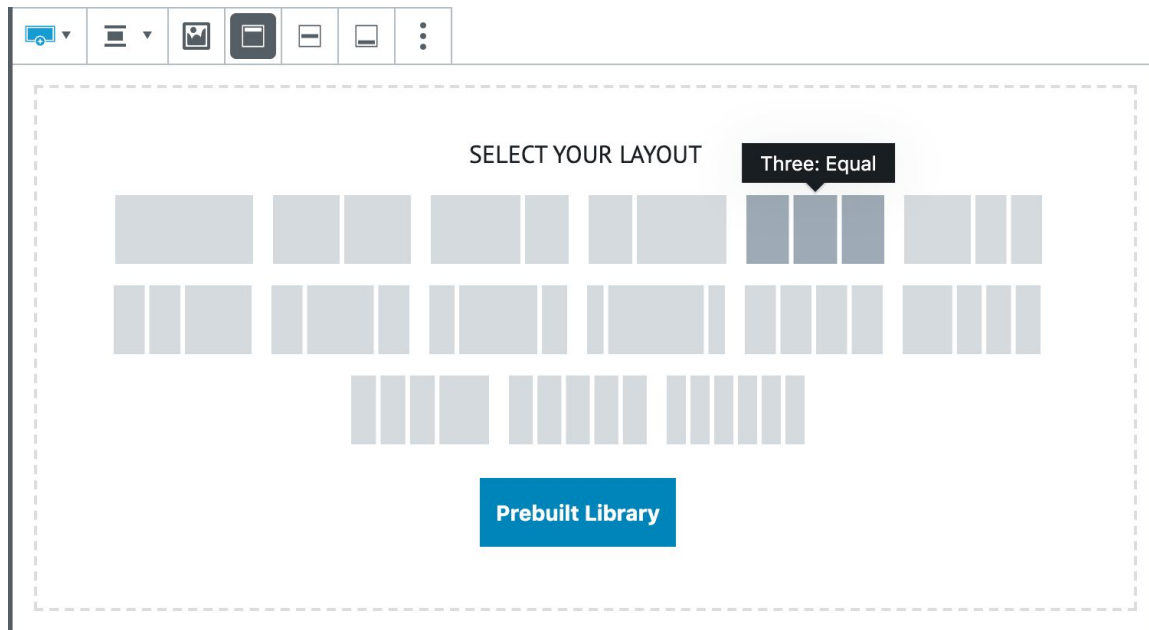
NOTE   Kadence Row includes a "**Prebuilt Library**" button which includes some pre-designed pieces of content. While this can be a quick way to get started it's important to note that the prebuilt library is built and controlled by Kadence, not by BigWing, and the designs they offer may not use the same color scheme, fonts, sizing rules, or other thematic settings that we've used throughout your site's existing content. What this means is that if you use them as is they may clash with your site's design unless you then edit the pieces to use colors and settings closer to the rest of your site's theme.

Also of note is the width control along the top toolbar. We recommend setting the row to "Full width" so that you don't end up with extra margins on each side (which can make content appear too squished on mobile devices). However, settings like "Align Center" can create a small row in the middle of the page useful for a quick call-to-action or other content you want to intentionally keep narrow.

Once you have a Kadence row inserted you can fill it with other blocks and content as needed, but you can also use the right-hand settings column to change text colors and background effects that will be applied to all content inside that row.

You can use as many blocks as you need, but we do not recommend placing rows inside of other rows as that can create redundant padding around your work since each row adds its own spacing.

If you'd like to learn more about Kadence's blocks and how to use them you can also use the following resources:

- [Kadence Gutenberg Block Tutorials Blog](#)
- [Kadence Blocks Knowledge Base](#)
- [Kadence Blocks PRO Knowledge Base](#)

Setting Up Rows For Mobile Devices

One of the most useful things you can do with a Kadence row versus the regular "Columns" block is setup different rules for how many columns will appear on different sized screens. This is controlled at the top of the right-hand settings column using the three icons that represent desktop screens, tablet screens, and phone-sized screens. Clicking on each icon will let you control how the row will rearrange on each type of screen.
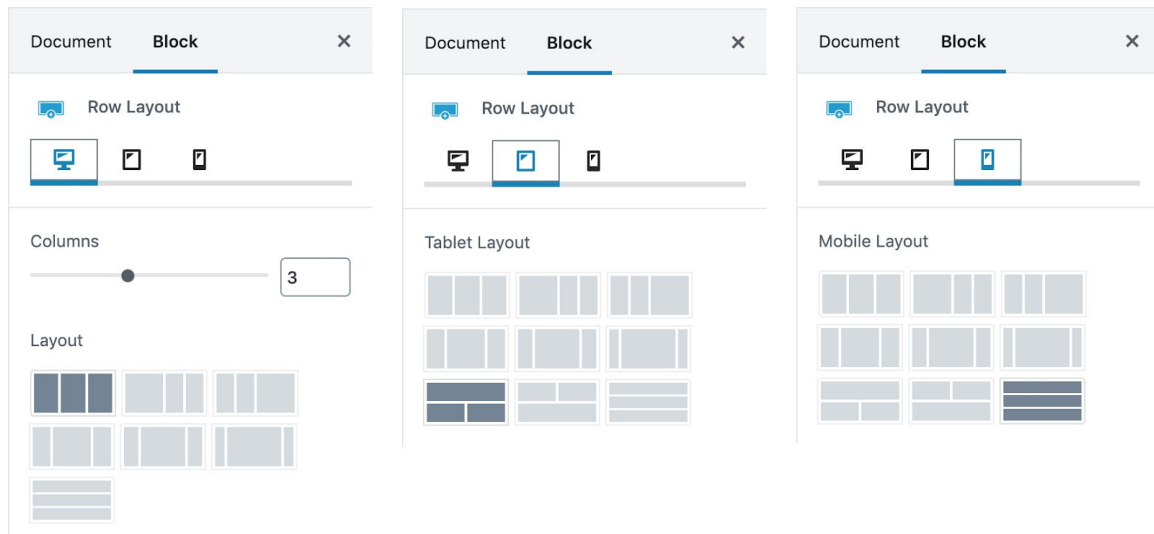
In the examples above, a Kadence row is setup to have three equal-sized columns on desktop-sized screens. On tablet-sized (or "in-between") screens, the first column will become its own row, but columns two and three will still be stacked into its own row. On mobile-sized screens all three columns stack into rows.

Note the layout icons that allow you to setup lots of different layouts. This can be a powerful way to easily ensure that your content looks as good as it can on a variety of screen sizes. Depending on the amount of information you put into each column you may find that, as screen sizes shrink and content gets squeezed around, one of the other layout choices may be a better fit for what your content does on those devices.

We highly recommend trying your site's pages on a tablet and a phone and changing these settings to see which ones look the best. Though BigWing has already gone through the site's content during our launch quality checks, future content changes should continue to be checked.

What Are "Reusable Blocks"?

Reusable Blocks are a way to take a snapshot of a set of blocks to use again later. For example, on many of your site's pages are graphical "hero" headers and occasional "call-to-action" rows that are all styled

similarly for a consistent design to match your brand and theme. Much of the time, these were built using the basic Gutenburg tools so that they can be edited just like the rest of the page. In order to save time inserting these same styled elements into every page of your site we set it up once in the editor and then turned it into a "Reusable Block" so it could be inserted again and again with just a few clicks.

NOTE   Reusable Blocks are not Gutenberg's version of "copy and paste". You can still select a block and do a standard copy (**Ctrl+C**) and paste (**Ctrl+V**) that same block elsewhere just like you can copy and paste other things. In most cases, copy and paste is the method you will probably find easiest to keep using regularly, especially if something will only be used a few times and you know you intend to tweak each of them after placing them in your page. Reusable Blocks are specifically for saving blocks exactly as they are in a library for future use, not for quick duplication.
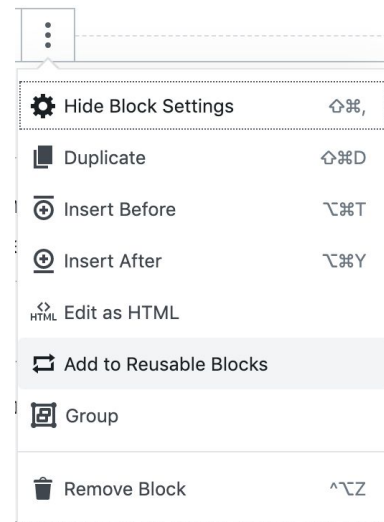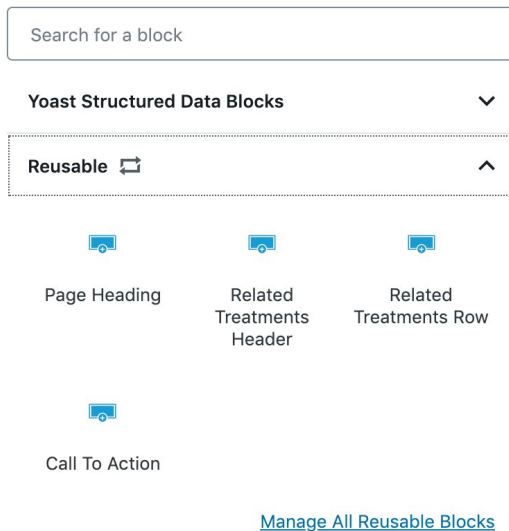
Creating a Reusable Block

Setup a block the way you want it once, such as if you are going to have a row with a custom background image and effect, a special text color setting, a heading, a button, or any other number of pieces.

Then, to save yourself that setup work the next time you need a block like this, select the top-most block (usually a Kadence row) and click on that block's vertical ellipse icon (⋮). In the dropdown menu choose "**Add to Reusable Blocks**", give your new block a custom name in the **Name** field, and then click **Save**..

⚙ Hide Block Settings	⇧⌘,
📋 Duplicate	⇧⌘D
⊕ Insert Before	⌥⌘T
⊕ Insert After	⌥⌘Y
HTML Edit as HTML	
⇄ Add to Reusable Blocks	
🔲 Group	
🗑 Remove Block	^⌥Z

Inserting a Reusable Block
The next time you need a block just like that one again you can browse for any saved blocks by opening the "**Reusable**" category in the block browser. Click on the block's name and it will be inserted into your workspace.

Search for a block

Yoast Structured Data Blocks ⌄

Reusable ⇄ ⌃

Page Heading

Related Treatments Header

Related Treatments Row

Call To Action
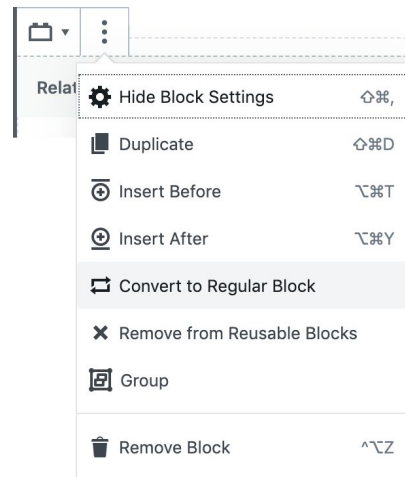
Manage All Reusable Blocks
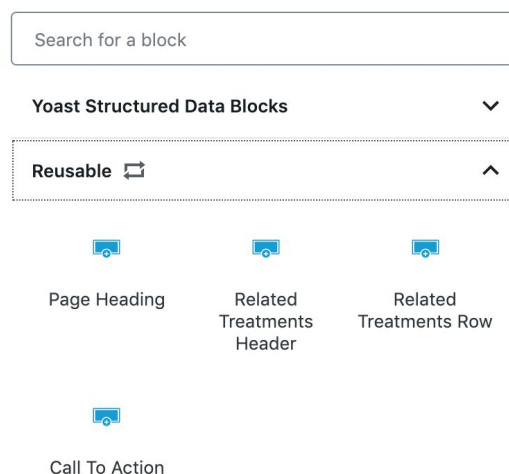
Editing a Reusable Block After It Is Placed

The initial intention behind Reusable Blocks is not to make your own library of custom blocks (though that's almost how we are using it in your website's case). This feature was actually designed by WordPress so that you could put something into several pages identically (for example having matching call-to-action rows on every page of your website) and have one centralized way to change all of those same elements simultaneously. Editing the call-to-action in one page would make all "copies" of it elsewhere on your site match without having to seek out and change each one individually.

After inserting a block into a page though, if you want this block to be changed independently of how it was setup you can do so by converting it into a regular block. Click on your reusable block's vertical ellipse icon (⋮) and from the dropdown menu choose "**Convert to Regular Block**". This will unpack all of your saved settings and content and turn it into a block that can be freely changed just like the others on your page.

⊟ ⋮

⚙ Hide Block Settings ⇧⌘,

▯ Duplicate ⇧⌘D

⊕ Insert Before ⌥⌘T

⊕ Insert After ⌥⌘Y

⇄ Convert to Regular Block

✕ Remove from Reusable Blocks

▣ Group

🗑 Remove Block ^⌥Z

Managing or Deleting a Reusable Block

As a reminder, you may not need to create a reusable block for every piece of similar content and in many cases it may be best to just rely on copy/paste instead of creating a list of blocks that you'd then have to maintain and keep tidy. If you've created a Reusable Block and no longer need it you can clean up your saved blocks to prevent future confusion.

Search for a block

Yoast Structured Data Blocks ⌄

Reusable ⇄ ⌃

Page Heading

Related Treatments Header

Related Treatments Row

Call To Action

Manage All Reusable Blocks

At the bottom right corner of the list of reusable blocks in the block browser is a link for "**Manage All Reusable Blocks**". Here you can view the blocks you've created, edit them locally (so you can change its settings for future use), or delete them from your list.
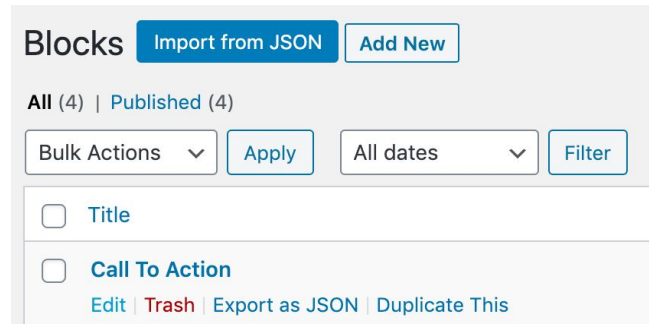
About our Custom Reusable Blocks

Many of your content pages have pieces that match each other because they started off as Reusable Blocks during the initial setup. As pages were finished these blocks were converted into regular blocks so that each page could be edited freely without affecting the others.

We've kept these blocks in your library to save additional time creating pages in the future while still ensuring that new pages can easily use those same design elements on the existing pages. The blocks we built are as follows:

Page Heading	The top of most pages of your website includes a large graphical header with a custom background image and your page's headings floating in front of it. This was built using a Kadence row and setting up a background image, a bottom divider effect (the chevron cutout pattern) and inserting text placeholders into a column with an extra empty column on the left (since the default image looks best with that part uncovered). When this block was added to your various pages the background image was usually replaced with something custom that better fit that page. This can be changed by selecting the main row and going to "**Background Image**" in the right column. Also, not every content page needed to have a header with an empty spacer column on the left. If that column wasn't needed then the headings could be dragged into the first column and then select the main Kadence row and change the first "**Columns**" setting in the right pane from a 2 to a 1.
Call To Action	The bottom of most of your site's pages include a block that is similarly styled to the Page Heading but with a top chevron divider instead of a bottom one and with an action button added below the text. In most cases the message at the bottom of each page was customized to reference the topic above (for example directly addressing what the page was trying to solve for your readers). If desired, the button could also be changed to point to a different page instead of just the contact us page.

Related Treatments Header	Your website's conditions pages each end with a list of related treatments that may apply to people who are experiencing those conditions. Just above each of these lists of treatments is a heading with a green background and a small green down arrow pointing to the treatments. This was designed as a Kadence row with a bottom divider, but was saved as a reusable block to save time adding this same header into additional conditions pages that may need it in the future.
Related Treatments Row	In addition to the Related Treatments Header, the Related Treatments Row is a block we heavily customized so that it could be used to display suggested treatment pages. It uses a Kadence row as its main container but is powered by a block called Kadence Post Grid. This allows you to choose your pages from a list and have the links inserted all with the same styles (including a featured image to the left).
Related Treatments Row (continued)	After inserting a Related Treatments Row into a page you'll want to click into the Post Grid block to select it and then use the right settings column to "**Select Posts**" and choose the pages you wish to have featured here.

Select a post

✕

Search

Filter Posts

Spinal Stenosis
Type: Page**Published:** 4th Feb, 2020

Facet Joint Syndrome
Type: Page**Published:** 4th Feb, 2020

Osteoarthritis
Type: Page**Published:** 4th Feb, 2020

Testimonials
Type: Page**Published:** 29th Jan, 2020

Back Pain Assessment
Type: Page**Published:** 20th Jan, 2020

Dr. Cheng-Lun Soo, M.D.
Type: Page**Published:** 10th Jan, 2020

Sasipha Pahamark
Type: Page**Published:** 10th Jan, 2020

Spinal Fusion
Type: Page**Published:** 27th Dec, 2019

Spinal Decompression Surgery
Type: Page**Published:** 27th Dec, 2019

Sacroiliac (SI) Joint Fusion
Type: Page**Published:** 27th Dec, 2019

View Selected Posts   Select

Other Unique Features of your Website

In addition to customizing your website's theme and the WordPress experience there are some features that were added as a custom set of tools per your request.

Contact Forms

Though contact forms are a basic feature in most websites the default offerings in WordPress are basic and do little more than send you an email. Our preferred plugin for creating contact forms is WS Form. We will have configured your website's current forms for you already, and you'll be able to view how these are setup by going to "**WS Form**" on the left of the dashboard.

| NOTE | If you see a number in a red circle next to the "**WS Form**" heading this is the number of new submissions that have come in from your site's forms. Submissions will be discussed in the next section. |
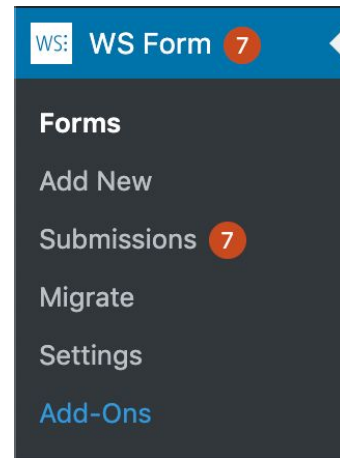
Visiting the main screen here will show you a list of forms, and hovering over a form's row will reveal options to manage each form.


There are numerous ways you can build a form and customize what it does when someone sends their information such as to send them to a special page at completion or create a custom response email. Any forms built by us have already been configured prior to launch but can be edited later as needed. You can read more about managing your forms in the WS Form official documentation here.

Checking Form Submissions

By default, when anybody fills out one of your website's forms your chosen admin user will receive an email message that contains the information that your visitor shared in the form. You can also edit the form to send those notices to other email addresses if you choose (see the WS Form official documentation for steps).

Rather than relying on those email notifications though you can also check your website's submissions at any time by going to "**WS Forms > Submissions**" on the left of your dashboard. If you have new submissions you may see a number in a red circle indicating how many of them are new.

Submissions are organized by what form your visitor filled out on the website. Before you can view them you'll need to specify which form's submissions you want to view. At the top of the next window
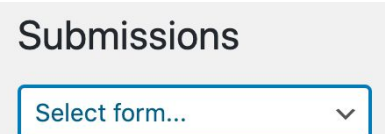
there will be a dropdown menu with a list of your site's forms. Select the form and it'll list all submissions for that form.

When looking at the list of your submissions they will all be marked as new until you select one and click "**View**".

		1	Submitted	Test	Tester	thisisatest@testinge mail.com	4057845987	February 25, 2020 1:43 pm
		View | Edit | Mark as Read | Trash | Export CSV						

Viewing a submission will show you on the right the exact date/time that they filled out the form as well as what they typed into each of your form's fields. The "**Actions**" section in the lower right will also show you what the user was sent when they completed the form which is usually showing them a brief message and sending them a thank you email. Clicking the "" icon will give you details about those such as what message they were sent and if the email was delivered successfully.

If you'd like to change the messages and emails a form sends to a user please refer to the WS Form official documentation.

▦ Submission   ID: 2

Status	Submitted
Added	February 25, 2020 1:45 pm
Updated	February 25, 2020 1:45 pm
User	-
Duration	1 Minutes 55 Seconds

First Name
Test

Last Name
Tester

Email
thisisatest@testingemail.com

Phone
4057845987

Your Inquiry
test

Actions

#	Action			
1	Show Message	⚙	ⓘ	
2	Send Email	⚙	ⓘ	↻
	Log			
	Email – Email successfully sent			
3	Save to Submissions	⚙		

Testimonials

Testimonials on your website are treated like blog posts but with a special purpose and some extra fields to go along with them. You'll find these features by going to "**Testimonials**" on the left of your dashboard. Here, you can "**Add New**" or click to edit any of the existing testimonials.

Though editing is simple and uses most of the same features as blog posts there are some differences in how these fields will be used.
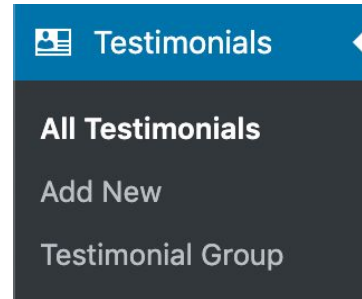
- The title of the Testimonial would usually be the name of the person who you are quoting (for example "Jane Doe" as the title).
- The "**Featured Image**" field on the right of the editor - which regular blog posts use as a thumbnail for the article - is completely optional now and could be used to add a small photo of the client beside their quote if you choose.
- There is a new "**Testimonial Options**" section at the bottom of the editing window which can also add additional enrichments such as:
  - "**Text Next To Name**" will add something immediately following the name of your client which is usually used to cite the client's location to show where your usual clients come from. For example, if the title of this testimonial is "Jane Doe", and you fill out "Oklahoma City, OK" in this field, then the post will say "Jane Doe | Oklahoma City, OK".
  - "**Client Title**" works the same way and is typically used if you wish to show a client's professional titles so that their testimonial carries some authority. Running with the previous example of a post from "Jane Doe", if you fill this in with "CEO of Acme Co." then the post will say "Jane Doe | CEO of Acme Co.".
  - "**Link**" would include a link to the client's website (or any other relevant website if that applies).

Testimonial Options	
Text Next To Name	Moore, OK
	ex: New York, NY
Client Title (single post only)	CEO of Acme Co.
	ex: CEO of Example Inc
Link	https://acme.com
	ex: http://www.example.com

NOTE   If you don't see your testimonials as a page in your website's menu then we may have hidden the page until you've created at least one testimonial. This is to prevent visitors from seeing a mostly empty page. If you're done writing your first testimonial post, just contact us when you're ready and we'll finish launching your website's testimonial features.