

Using MemberClicks

To save you time and effort, we've compiled a list of the most often asked questions about our product and their answers.

Website Management

How do I use the HTML Editor?

A: Even though EditLive! provides authors with a WYSIWYG view of the content, there are often slight differences between the way EditLive! displays the content and the way that browsers do. These changes could be because of simple things like the inline spell checking EditLive! provides or more complex things like other elements in the site design changing the way content is displayed. Fortunately, it's simple to preview the content being edited in the browser. Here are some basic functions that are used in the EditLive! Editor during the Design view to help you edit your pages within the MemberClicks Product:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=348>

How do I use the HTML view of the editor? Can you teach me HTML?

A: In cases where things may become jumbled using EditLive! it may be necessary to switch to the HTML view of things and adjust, build, and/or correct. In order to do so, it is highly recommended that you understand HTML. Here is a great resource for teaching, looking up and understanding HTML and its use:

<http://www.w3schools.com/html/DEFAULT.asp>

What software do I need to use the HTML Editor?

A: The implementation of EditLive! MemberClicks is using requires the latest version of the Java Run-Time Environment found at <http://www.java.com>. When using this software it is recommended to periodically clear the cache associated with it. This cache is similar to your browser cache / temporarily internet files which can slow down the use of both the browser and EditLive!. Here are some quick instructions on how to clear this cache for Java:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=340>

How do I setup and manage my hosted email services?

A: If you are using MemberClicks for hosted email services you will need to access this area and manage both the administrative side of here as well as setting up these accounts on a user by user basis.

To access the administrative area to setup accounts you will want to first login as your Authorized Service Administrator to your MemberClicks product. Once here, using the new admin interface, you will find an Email Administration login area at the bottom of the Related Links section on the Admin Home page. Your username and password will be provided by MemberClicks. Once in here you will use the documentation found below to setup both your accounts and email access:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=347>

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Database Management

How do I assign pages / forms to the site navigation?

A: Navigation in the MemberClicks product is all managed from one main area. Page Management. This area is found under the Website Management area of the site, or as part of your default Admin Home page in the new admin interface. Here is documentation on how this page works in relation to your navigation and how to build your site out:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=349>

I/The user can/can't see/search this information. Why?

A: In order for users to search or see information in your site they need the proper permissions assigned. These permissions are based on an area of the site called Attribute Security. Here is our documentation on how this page works:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=330>

How do I change the way that search results appear on my site?

A: The Template Search Results area found under Database Management dictates how your search results will display to you and your user base. This area of our product uses the same editor available throughout the site. Instructions on how to edit are found at:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=237>

How do I import data?

A: You may perform a data import by following these instructions:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=239>

What if something goes wrong during the data import process?

A: If something goes wrong during the import process or data is changes that was not intended you may roll the import back by navigating to Reports > Data Import Report > Viewing your Data Import Details and clicking Roll this import back.

Where can I find out how the import went?

A: You may view all the details of your import by going to Reports > Data Import Report and clicking on the View Report Icon.

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Form Management

How do I create a form?

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=275>

What types of forms can I create?

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=323>

How do I edit my form?

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=324>

How do I setup pricing on my form?

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=52>

How do I setup my payment processor?

A: The first step to setting up your payment processor is to sign up with a payment processing solution. You may find a list of the compatible services on our website here:

<http://www.memberclicks.com/payment/>

Once you have your payment solution activated you will want to add the service to your MemberClicks Product. Please use these directions when adding a new payment solution:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=350>

General

Where can I retrieve my password?

A: Your password may be recovered by navigating to your MemberClicks Product login page and clicking forgot password. This will prompt you with a window in which you can enter the email address associated with your MemberClicks profile. Upon submission, you will be sent your login information.

Where do I find my account number?

A: Your account number may be found on the Administrative Splash Page when you log in as your Authorized Service Administrator. This account number is also present on your invoices sent from MemberClicks.

What is an ASA?

A: ASA stands for Authorized Service Administrator. These individuals are allowed to speak with the MemberClicks Help Team and make changes to the account. They also represent the super users within the MemberClicks Product. Full information on these individuals may be found here:

<http://help.memberclicks.com/memberclicks/consumer/kbdetail.asp?kbid=138>

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How do I change my payment information?

A: You may update your payment information (How I pay MemberClicks) via <http://www.memberclicks.com/paymentupdate>. Please allow 1 business day for your account to be updated.

How do I contact support?

A: There are three ways you can contact the Help Team.

a. Via the Help Center

To contact the MemberClicks Help Team via the Help Center you will first login to your account as the Authorized Service Administrator. Once here you will see the link for the Help Center in the administrative bar located at the top of your browser window.

b. Via Email

To contact the MemberClicks Help Team via email you will send an email to help@memberclicks.com. Our hours are Monday through Friday, 9 a.m. to 6 p.m. eastern. Please be advised that any emails sent to help@memberclicks.com may take up to 24hours for a response and/or resolution.

c. Via Phone

i. The MemberClicks Help Team is available via phone during our normal business hours of Monday through Friday, 9 a.m. to 6 p.m. at 404-879-2800.