



Administrator Guide

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An important note: Hoop.la is not supported on Internet Explorer 7 or older. Also, you cannot run Hoop.la inside frames (remember that you can use custom domains).

Quickstart - You've Made a Hoop.la!

You are now master of your universe. Your Hoop.la site is ready to roll, right now, with just a few settings to be chosen. If you feel comfortable, go for it! If you're feeling nervous, or you'd like some one-on-one help getting set up, you are welcome to purchase our Build It For Me service. With the "Build It For Me" option, we'll help you get your Hoop.la site set up, based on what you require for your site. We'll configure everything in your Hoop.la control panel and even customize your theme, as necessary. Up to three hours of our time is included to help you get your site launched the way you want! Please note that this does not include graphic design. Here is a summary of the key settings for initial setup:

1. Choose your basic settings.

It's a good idea to run through all of the items in the Settings category of your control panel. Go to Manage > Admin Control Panel > Settings > Basics to see your Settings. You'll find checkboxes to make your community private, set your default level of member notifications, set your reply from email, and more. Click Display Settings to create a header graphic to go across the top of the page for your community. For your header graphic, we recommend a size of 1000 px wide by 100-200 px high.

In the Registration Settings area, you can choose to allow social network login, use your own Hoop.la registration, or both. Integrating social logins is simple; we provide instructions right in your control panel.

Be sure to visit the other settings areas as well, to get set up right, before you invite members.

2. Choose your modules.

Each Hoop.la site has components that can be switched on or off, depending upon your needs. For example, you can have a forums-only site, or just a blog site with chat events. To select which modules you'll be using, go to Manage > Admin Control Panel > Modules > Configuration.

For each module you have enabled, click its configuration page and get set up. For example, if you plan to use UBB Forum (the forums module of Hoop.la), you should create/name some forums so that topics are organized by subject. Your Hoop.la site automatically shows a single generic forum, and you can use it just like that, if you wish. Note that you can also enable categories, for organization if you have a lot of forums.

3. Choose or customize your theme.

Themes allow you to establish colors, fonts, and custom HTML/CSS that really give your Hoop.la site personality. There are several pre-made themes that might work perfectly for you, but you can always make your own. Go to Manage > Admin Control Panel > Themes to get creative.

4. Review your permissions.

You can control the permissions of all members, deciding who can see your community content, post or comment on your blog, participate in the forums, create calendar events, and more. Go to Manage > Admin Control Panel > Permissions to adjust permissions.

Of course, you can also decide who can view or participate in any component of your Hoop.la site. It can be locked down like Fort Knox, or wide open as the prairies...you decide.

5. (If you are using premium memberships) Complete your disbursement information.

If you're using premium memberships, we'll be paying you in accordance with the [Hoop.la Premium Membership Terms of Service for Participating Sites](#), and we'll need to know how you wish to be paid. To complete this information, go to Premium Memberships > Settings and select either Paypal payment or via check. If we're sending you a check, you'll need to give us a mailing address, and we will add a \$5 fee for processing.

Your Hoop.la Site Control Panel

Hoop.la doesn't require any programming, coding, plug-ins, or manual upgrading. Everything just works, the way it should be! All of your controls can be found by clicking "Manage" from the main URL of your site. Note that only the admin (you or anyone you authorize) can see the admin control panel link. It's invisible to your visitors. Note that the items you see in the control panel are tied to the options you've chosen for your plan (for example, you wouldn't see the Groups section if you haven't purchased the Groups option).

Summary

Manage > Admin Control Panel > Summary

This intro page contains links to documentation (including this guide), some quick statistics, and the latest from the Hoop.la Twitter feed. This is also the place to change your site domain.

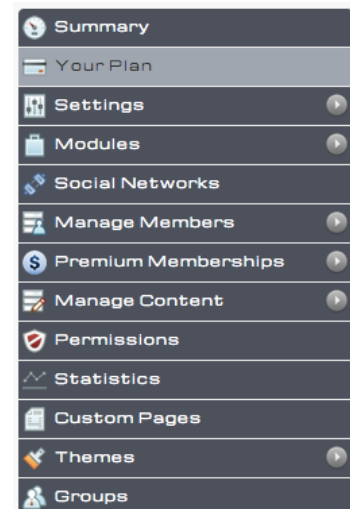
***An important note about changing your site domain**--if you choose to use your own custom domain, your Hoop.la subdomain will no longer function. Be cautious before changing domain information, and let your members know ahead of time so that they can change their bookmarks. Note also that Hoop.la will not accept the domain change until the DNS is set properly, the DNS has propagated, and, if you are using Facebook Connect, the Facebook URL is working.

Your Plan

Manage > Admin Control Panel > Your Plan

This intro page shows basic information on your Hoop.la plan type (and which features are enabled for you), as well as your next renewal date. This is also the place to accomplish the following:

- Add options to your existing plan (like extra page views or members, for example)
- Update Credit Card



- Change Plan
- Cancel Account
- Change your Email for Receipts

Settings

Manage > Admin Control Panel > Settings

When you click “control panel,” you’ll see the sidebar. Using the items in the sidebar, you can tailor your Hoop.la as much as you’d like.

Basics

Manage > Admin Control Panel > Settings > Basics

In the “Basics” setting, you set up the fundamentals. This includes the following:

- Make Community Private - if you check this, no one will be able to gain entry to your community at all unless they have registered. Your site content will not be “Googled” because it will only be open to your members. We recommend if you set your community to private that you also enable [Registration Moderation](#).
- Disable Community - if you disable your community, no one will be able to access it except for Administrators. This can be useful if you wish to temporarily close your community (for instance, during initial setup or during rebranding campaigns). Admins will only be able to access the control panel while the site is disabled.
- Community Name - you can change the name of your community at any time.
- Community Description - this content (which can contain HTML) will appear on the “About” page for your site, as well as in the community profile widget on your home page (note that links/URLs will only function on the About page, not within the widget). It’s important to tell people what your site is all about, so be sure to provide this information.
- New Content Notifications - you can choose the default level of notifications your new members will receive when they register. They can change their own notifications settings at any time. If you make changes to this setting after your community has registered members, it will only add notifications; it will not un-do notifications already requested by the member. Note that the admin can go into the Manage Members area and make specific changes on a per-member basis if necessary.

New Content Notification Defaults

Your members can set their own email notification preferences, but you determine the default notifications that will apply for all new members. If you change your defaults to Moderate or Maximum, you can update the content notifications for all or specific members anytime via the Member Management control panel.

Minimum
Only dialog messages and posts to a members own comment wall will trigger email notifications. Otherwise, your members will not receive notifications about new content unless they change their own settings.

Moderate
Defaults are set so that members receive notifications about all new content, except new forum topics (across all forums). New dialog posts and posts to the members own comment wall also trigger email notifications.

Maximum
Defaults are set so that members receive notifications about all new content, including new forum topics. This is recommended for small and/or private sites that do not generate significant amounts of new content each day.

Include all comments/replies, as well.

Forum Content Notification Frequency Instant Email ▾

Important: Once you’ve gone through the Basic Settings, you might want to customize the

content that appears when someone first visits your Hoop.la site. To do this, go to the Home page of your site (click “Home” in your site’s menu)). Click “Add New Widget,” and choose the widgets you’d like to show. You can then arrange and/or edit the widgets on the page by simply dragging them into place (you’ll see your cursor turn into a hand when you hover on a widget). Your site will look a little empty until you and your users start creating content. :)

Member Settings

Manage > Admin Control Panel > Settings > Member Settings

This section contains settings that pertain to your members' experience after they register.

Member options include:

- Allow "remember me" option at login - this allows your members to stay signed in even if they close their browser.
- Allow members to post attachments in dialog posts - this allows members to add attachments to their private messages with other members.
- Enable "Stuff I Love" Profile Section - this is a widget that appears on each member's profile, where they can upload several small photos to share publicly.
- Enable Profile Walls
- Enable Maps View for Member Directory - if you're collecting geographic data in your profiles, you can opt to allow members to view the member directory in map format.
- Require Email Authorization Whenever Member Tries to Edit Own Profile - this is an additional security measure that could be helpful in the event someone's credentials are compromised. Admins always bypass this extra step.
- Allow Members to Post Replies/Comments by Email - this would let your members respond to topic notifications directly from the notification email.
- Enable Grace Period Content Edits Only - by default, members can always edit their own content. If you enable this feature, you can determine a specific timeframe during which members can edit (beyond that timeframe, they would no longer be able to edit).
- Enable Activity Level Titles - Activity Level titles are "earned" designations based on a user's activity within the community. Points are earned for posts and comments made within your Hoop.la site, as well as other activities. This is a great way to encourage participation in your community. You can add an unlimited number of titles and designate the minimum community points one needs to gain that title. Level 1 should be a base level, with a name like fan, beginner, novice, etc. As you add levels, the names can get more descriptive, such as mentor, expert, professional, etc. If you like, you can also get creative with the title. For a community about fishing, the levels could be "Guppy," "Trout," and "Shark."

Registration Settings

Manage > Admin Control Panel > Settings > Registration Settings

This section contains settings that pertain to your members' initial registration experience. To control what information your new members provide when they register, go to the "Profile Fields" section; you can require as little as email, password, username/avatar or as much information as you wish.

Interested in tighter integration with your own user management system? Contact us at <http://help.socialstrata.com> about our OneCommunity Single Sign-On API.

- Permit New Registrations - if you disable this, no one will be able to join your site. Only existing members will be able to sign in.

- Require Email Verification - with email verification on, all new members will have to click on a verification link in their registration emails to prove that their email addresses are valid. This is an extra measure of security for you and your members.
- Moderate (manually approve) all new member registrations - registration moderation is recommended for all private communities. If enabled, you will need to manually approve each new registration before the new user can officially join your site. Note that anyone you proactively invite to the site will bypass moderation.
- Enable CAPTCHA test for all new registrations - this will ensure that new registrations are humans and not “bots” by asking the user to type a random, obscured word.
- Allow members to invite others to your site - this will show or hide the “invite others” functionality.
- Supported social networks for registration/sign-in - In addition to your internal Hoop.la registration, you can allow your members to sign-in using one of several social networks, including Facebook.
- OneCommunity Single SignOn - Hoop.la Pro plans support authentication against your own member database. Use the help desk link to ask about this option.
- Require Terms of Service Check - if you have a set of terms for your community, check this box so you can display your own custom terms. Once the box is checked, a box will appear for your HTML terms content.
- Registration Banning - you can ban people by IP address or email address.
- Welcome Email Introduction - this is an optional custom message that will be included in the email that is sent to each new person that joins your community.
- Registration Page Custom Wording - use this space to add a customized message to your registration page.

Display Settings

Manage > Admin Control Panel > Settings > Display Settings

This section (in the control panel) offers the opportunity to tailor several aspects of your interface.

- Community Avatar - (you will only see this if you are using Groups or Portfolios options). You can place a 180 pixel by 120 pixel graphic here, which is used on all group or portfolio pages to identify the main community.
- Site Header - by default, we display the name of your community at the top of all pages (the header). You can tailor this header space with up to three 100 pixel square images, or one large custom graphic (that you upload) or with custom HTML. If you upload a graphic, keep in mind that the horizontal width of the header space is 1000 pixels, Thus, we recommend that you create a header graphic that is 1000 pixels wide and between 100-200 pixels high (anything taller tends to overwhelm the page). This header will appear on ALL of your site's pages.
- Site Footer - though optional, many sites display useful information in a Site Footer. For instance, you may want to display a copyright line, or a “contact us” link in such a footer. This footer will be displayed on all pages of your site. Use any HTML, CSS, or javascript.
- Custom Code for HEAD Section - you can use this area for any custom code to be applied globally to the site. It will appear above any custom code used in a specific theme.

- Custom CSS - You do not have to wrap this CSS with a <style> tag. This will be applied to all pages on your site. If you wish to add custom CSS for a particular theme only, you should not apply it here, but rather to that specific theme instead. Whatever you place here will be automatically inserted inside the HEAD tag of all pages on your Hoop.la site.
- Ad slots - optionally insert a custom ad as a “billboard” at the top of all pages, in the right sidebar of your overview and/or other pages (the overview ad image should be no more than 250 pixels wide; the other slot is 300 pixels wide). This field can include code/HTML.
- Default guest time zone - choose the default time zone used for visitors who are not logged in (logged-in members can choose their own preference for time zone display).
- Limit display of signatures - choose to show users’ signatures on their primary post only, or on all replies as well.
- Apply video watermark image - this setting allows you to place a watermark on the video player for your site; it appears in the lower right corner of the player in certain modes.
- Custom favicon - A favicon is an image that displays in your browser next to the location/URL to represent your site’s brand. It should be an icon (.ico) file and the dimensions should be 16x16 pixels.

Mobile Display Settings

Manage > Admin Control Panel > Settings > Mobile Display Settings

This section (in the control panel) offers the opportunity to tailor several aspects of your mobile interface.

- Mobile Header HTML - You can show a header at the top of most of your mobile interface pages. Any HTML is allowed in this box. Images should be 320 pixels wide by 50 pixels high.
- Mobile Footer HTML - You can display a footer at the bottom of most mobile interface pages. Any HTML is allowed in this box. Images should be 320 pixels wide by 50 pixels high.
- Custom Code for HEAD Section - Apply any custom code, which will be inserted in the HEAD section of all mobile pages.
- Mobile Ad Code - Show an ad (or any custom code) on most mobile pages. Images should be 320 pixels wide by 50 pixels high. This ad will not show for members who have the “Bypass Advertisements” permission on your site.

Email Settings

Manage > Admin Control Panel > Settings > Email Settings

This section of the control panel offers some options to tailor your email notifications that come from the community.

- ‘From Name’ - this is the name that will appear as the ‘from’ name for emails sent out from your community.
- Default level of detail - choose to display the complete post body, extracts only, or titles only within emails.
- Allow Notifications About Replies/Comments - if you disable this setting, reply/comment notifications will be prevented.
- Email Header - choose to use the default Hoop.la icon, or a custom header image.
- Email Footer - choose to use no footer, custom text (WYSIWYG editor), or a custom graphic.

Profile Fields

Manage > Admin Control Panel > Settings > Profile Fields

This section of the control panel allows you to decide exactly what information is required, both when your new members register, and when they complete their entire profile.

Standard Profile Fields

For initial registration, you can go as minimal as email address, password, and display name/avatar (if you disable all of the standard fields).

Avatar - For member avatars, you can choose to allow members to upload their own photo avatar, and/or use a stock avatar that you have uploaded. Images will be automatically resized to 100x100 pixels.

Birthday - Hoop.la supports age limits and provides a space to require parental approval (for example, if you are subject to the requirements of COPPA). If “require parental approval” is selected, then members who are under the threshold age will not be granted access to the site until you go to the Parental Approval Queue (in the Manage Members area) and indicate that the parental permission has been received. Note that we do not warrant that this age check/parent permission mechanism constitutes COPPA compliance; you can learn more about COPPA at the official FTC website: <http://business.ftc.gov/privacy-and-security/childrens-privacy>.

Gender, Location, and Geographical Data - These standard fields can be required or optional, and can be kept private (so that only Admins can view them). If you enable the Geographical Data field, you will be able to display your member list as a graphic map.

Custom Profile Fields

You can also add custom profile fields that apply to your specific community. For example, a professional community might ask for any certifications the member has earned, or a hobby site might ask for the member’s favorite model car.

When you click “add new custom profile field,” a popup box allows you to tailor the input. Private fields are only visible to the member and admins, not other members. You can also determine if each custom field is required for all members or only new members. Use the “field type” drop-down to choose whether the field is radio button, text area, dropdown selection, or one of several other options.

The screenshot shows a dialog box titled "Create New Custom Profile Field". It contains the following elements:

- Field Label:** An empty text input field.
- Keep Private (Only Viewable By Admins):** An unchecked checkbox.
- Optional:** A selected radio button.
- Required for All Users:** An unchecked radio button.
- Required for New Users Only:** An unchecked radio button.
- Include on registration form:** An unchecked checkbox.
- Field Type:** A dropdown menu currently set to "Text Field".
- Buttons:** "Cancel" and "Submit" buttons at the bottom right.
- Label:** "Public / Optional" is visible at the bottom left of the dialog.

Graemlins

Manage > Admin Control Panel > Settings > Graemlins

A Graemlin is our special term for emoticons (named after the member who first suggested it 14 years ago). In this section, you can control which standard Graemlins are available for your community, and create your own custom Graemlins. Just click “add Graemlin,” choose a keystroke, and upload your image. Note that while most Graemlins are tiny, this feature does allow you to upload large images that can then be accessed via a short keystroke. If you wish, you

could upload your logo as a Graemlin and use the keystroke :logo: to make it easier to insert it into blog posts or forum content.

Censor List

Manage > Admin Control Panel > Settings > Censor List

Depending on the nature of your community, you might want to restrict certain words from being used in content. Use the censor list to choose which words will be obscured (with asterisks). (Note that phrases are not supported.)

Community Menu

Manage > Admin Control Panel > Settings > Community Menu

In this section, you can control the items that show up in the horizontal menu on every page. Enabled modules (like “blog”, “forums”, “chats”) always appear in the menu, unless you manually move them off. This tool is great for incorporating additional outside pages into your Hoop.la site; for example, you could add a “Shop” menu item with a link to a third party merchandise site (if you have one). You can also have sub-menu items for your custom menu items.

The interface allows you to simply click to add or subtract items from the menu list, and click to change the order as well. Note that if you disabled a module in the Basic Settings, it will automatically be moved off the horizontal menu bar.



Modules

Manage > Admin Control Panel > Modules > Configuration

This is where you decide which parts of Hoop.la you want to include. Modules include Home, Blog, Clips, Calendar, UBB Forum, Chats, About, Members, and Activity. You can enable, disable, or rename any of the modules and it will immediately take effect across the site. For example, you might prefer to call “Members” something like “Fans” instead. In this section, you can also choose your default landing pages for web and mobile users. Note that if you have created a custom page, it is also available as an optional default landing page.

Home Page

Manage > Admin Control Panel > Modules > Home Page

If you wish to place a banner (graphic, html, or ad, for example) at the top of the home page beneath your navigation menu, this is the spot to place the code.

Blog

Manage > Admin Control Panel > Modules > Blog

This is where you can restrict blogging (**by default, Hoop.la allows any registered member to blog**). You can designate a single blogger, a small group, or allow any registered site member to contribute blogs. If you restrict the bloggers, you’ll need to add authorized bloggers to the special “authorized bloggers” permission circle.

You can also choose how the blogs display on the main page. Options include both complete blog posts, and extracts.

There is an option to mark all blog posts as premium (non-premium members who go to the blog page will be prompted to sign up for premium memberships).

Display blog tab on member profile pages. This displays each member's blog posts as a tab on their profile pages, as well as a "post blog" button for them. (This is simply a view option; it doesn't impact permissions at all.)

Enable featured blogs. If you'd like to highlight certain blog content from your community, enable this feature. Choose which blogs to show by default on the home page (users will be able to toggle).

How to feature a specific piece of content - Any blog post or clip can be "featured" if the option is enabled. From the user interface, click "edit" to access the "feature this post" or "feature this clip" option. Use the same method to "un-feature" either type of content. Featured content has a star icon at the top.

Featured bloggers. If you add anyone to the Featured bloggers list, their blog posts will be automatically featured.

Post by Email. Select this option if you'd like to allow members to post blog new entries by email.

On this page, you can also choose to incorporate a specific Twitter feed within the blog stream.

Clips

Manage > Admin Control Panel > Modules > Clips

Clips include all forms of file upload and sharing within Hoop.la. You can control who can upload photos, videos, audio, or general files by using permission settings. If you allow "file upload," that includes any type of file. If you enable specific file types, the accepted file extensions include:

Supported image file extensions: .jpg, .jpeg, .gif, .png (users can only upload .tif/.tiff files if they have the "Upload Files/Documents" permission)

Supported video file extensions: .mov, .avi, .3gp, .wmv, .divx, .flv, .mpg, .m4v, .mp4

Supported audio file extensions: .mp3, .aiff, .aif, .wav, .aac, .m4a

The "Upload Files/Documents" permission will allow any file type to be uploaded, but Hoop.la still detects if the file is an image/video/audio file and treats it accordingly based on what permissions are available. So, if a user only has "Upload Files/Documents" permission, they won't be able to successfully upload image/audio/video files.

Mark all clips as premium. This allows you make all clips premium (non-premium members who go to the clips page will be prompted to sign up for premium memberships.)

Display clips tab on member profile pages. This displays a member's clips as a tab on their profile page, as well as a "upload new clips" button for them. (This is simply a view option; it doesn't impact permissions at all.)

Enable featured clips. If you'd like to highlight certain clips from your community, enable this feature. Choose which clips to show by default on the Clips page (users will be able to toggle).

Add featured clip uploaders. If you add anyone to the Featured clip uploaders list, their clips posts will be automatically featured.

UBB Forum

Manage > Admin Control Panel > Modules > UBB Forum

Your site starts with one default forum. However, you might want to organize your forums a bit more, adding categories and forums to offer a wider array of subject areas to your members.

Creating Categories and Forums

To create a category, click “Add Category.” A pop-up appears, where you can fill in the name for the category. Note that categories do not appear unless they contain at least one forum, and if there is only one category, the category name does not appear.

Once a category is created, you can add forums to the category by clicking the “Add Forum in This Category” button. You will be presented with a pop-up where details can be set. Notice that you can set a custom URL for your forums, to enhance SEO (get found by search engines more easily). There is also a spot for a special forum avatar, or image.

There is a selector for using a custom set of widgets for this specific forum; this allows you to be more tailored with the widgets that appear in each individual forum.

Forum Name: Default Forum

Description: [Rich text editor toolbar and empty text area]

Posting Tips: Toggle WYSIWYG

Forum Avatar: [Folder icon] Click to Upload New Avatar

Standard Web Theme: Inherit Community Theme

Status: Enabled

Who Can View Subjects?: World

Who Can View Content?: World

Who Can Post Topics?: All Community Members

Who Can Reply?: All Community Members

Who Can Moderate Forum Content?: Specific Permission Circles

Super Admins
 Chat Moderators
 Donut Lovers
 VIP

Forum ID: default-forum
The Forum ID is the URL string applied for this content to make it more SEO-friendly. You may only use alphanumeric characters and hyphens.

Support unique widget set for this forum and all content in this forum.
 Override Right Sidebar Ad in Forum
If checked, any ad set in your Display Settings will be replaced by the ad you apply here.
Post By Email

Allow Forum Topics Submissions By Email
Users can submit forum topics by emailing forum+krispy-kreme-society.default-forum@wow.hoopla-dev.net. If you'd like to use a different vanity email address, please select the "Use Vanity Email Address" below.
 Use Vanity Email Address?
 Promote This Option By Displaying Email Address

Buttons: Cancel, Submit

You can also see in the screenshot that there is a checkbox for overriding the master ad slot. This allows you to use a specific ad for each forum, if you choose. You can also set permissions for the forum at this point. The default allows anyone to see the forum content, but restricts posting and replying to registered members.

There is also a setting to allow members to post new topics via email (and to set up a custom/vanity email address for that purpose). You can also choose to promote this option by showing the email address on the member-facing forum pages.

Once your forum is created, you can edit or delete it by clicking the “Edit” or “Delete” icons on the right side.

You can organize your forums by dragging them by the “Arrow” icon and dropping them to a new location. You can re-order your forums, and even move them to a different category. Changes will take place dynamically, as you make them.


Beyond the setup and customization tools in the control panel, much of the day-to-day activity of managing your forums will take place in the member-facing interface.

The screenshot below shows a typical topic with replies. Admins and moderators see the full set of tools in the right sidebar, to edit, delete, manage, download, or configure forum topics. Your members can reply, like/unlike the topic and/or its replies individually, and report content to the moderator team.

Forums / NFL Teams / Seattle Seahawks / Seattle Seahawks are gonna win...

Seattle Seahawks are gonna win the Super Bowl!

[Post New Topic](#)




Disco ✨
Linebacker

April 24, 2013 1:10 PM

Now I've probably jinxed them. 😊

⚠️ 🗑️ 📄 🗨️




dave ✨
Linebacker

May 13, 2013 1:17 PM

though, they never had a chance either way.

👍 Like (0 likes)

🗨️ 📄 ⚠️ 🗑️ 📄 🗨️

- [+ Add Reply](#)
- [❤️ Unlike This Topic \(1 Like\)](#)

- [🔔 Follow This Topic](#)
Be notified about new replies to this topic.
- [🚩 Report To Moderators](#)
Let our moderators know about content that you think warrants review.
- [📄 Edit This Topic](#)
- [🗑️ Delete This Topic](#)
- [🔧 Manage This Topic](#)
- [↓ Download Topic Data CSV](#)
- [📄 Configure Forums](#)
- [🏷️ Tags](#)
None

Forums / NFL Teams / Seattle Seahawks / Seattle Seahawks are gonna win...

[⬆️ Back To Top](#)

[Post Reply](#)

What do the topic icons mean?



Send to moderation queue - This icon is only visible to admins and moderators, and it will immediately send the content to the moderation queue for review and approval. It will disappear from the live interface while it is under review.



Permalink - Clicking this icon will give you a permanent link directly to this piece of content. (Useful because forum topics often get pushed down the page as new content is posted.)



Report to site moderators - This icon is used by members to report questionable content to the moderators/admin. It will not remove the content from the live interface, but it will send it to the moderation queue for review.



Delete - Clicking this icon will delete the piece of content (either an individual reply, or the entire topic with all replies).



Fork - Clicking this icon will create a new topic, using this reply as the initial post (a copy of the reply will remain as-is, with a pointer to the new topic).



Edit - Clicking this icon will allow you to edit the content. If you are not the original author, and are an admin or moderator making an edit, an “edited by” notation will appear within the post.



Multi-quote - Clicking this icon will copy the selected content to your clipboard, so that it can be pasted in your reply to the post. Use this icon if you want to include more than one quote in your reply.



Reply with quote - Clicking this icon will copy the selected content and include it in the Post Reply popup automatically.

Forum Settings

- Alternate topic display - choose where you'd prefer the author information to appear on the main forum page.
- Suppress vote counts in polls for non admins. Only show percentages.
- Collapse categories by default on Forum List Page - you can choose to display only category names on the main forum page, rather than the default categories and forums. This can be useful if you have a lot of categories and forums.

Calendar

Manage > Admin Control Panel > Modules > Calendar

The calendar is a great way to keep your community connected, either with real-life events or virtual events. When the calendar is enabled, you can choose which day is the start of the week, and choose whether to show birthdays (another way to solidify connections). Your members will be able to RSVP to events, and if you provide a street address, a map will be included. After the calendar is enabled, don't forget to visit the member-facing pages and add a calendar widget.

Calendar subscription settings allow you to control whether members can subscribe to events via iCal. Caution; if you enable this subscription, anyone who knows the URL will be able to subscribe to your events calendar (even if your site is private).

Chats

Manage > Admin Control Panel > Modules > Chats

Hoop.la Chats are a great way to keep your community talking in a more immediate, intimate way. Your chats can be set up as an open, unmoderated chat room, or as a moderated event, based around a specific featured guest (or guests). Featured guests can be people of interest, such as an author, game developer, power user in your community, or other celebrity.

Creating a Chat Room or Chat Event


Click the Create Chat button, and you will see a popup to select the type of chat, set a description, customize the URL, or add chat moderators.

About Chat Events

If you are creating a Chat Event, you will be able to select a start date and duration, turn moderation on or off, add featured guest(s), include a chat event picture, and customize the URL.

Your community members can post questions to the featured guests, either in advance, or during the live event. These questions are then approved by a moderator, and appear in the chat window. Moderator and featured guest comments bypass moderation.

There is also a “whisper” tool, which allows the featured guest and moderator(s) to communicate privately during the chat event. Whispers appear in a different color on the screen.

After the chat event is created, you can embed it on an external page by clicking the “embed” icon. 

You’ll get code that you can copy and paste onto the HTML of the external page. The embedded chat is fully functional; users will be able to read and post to the chat from the remote site.

Users who visit the chat event (either on the Hoop.la community or on an external page) will be able to submit questions in advance (if you allowed it). They’ll also see a note regarding when the chat is starting.


As the Administrator (or chat moderator), you’ll have a menu on the right where you’ll be able to view the pending posts and decide whether to post them, put them on hold, delete them entirely, or edit them for content.


Viewing Past Chat Events


Once your Chat Event is completed, it remains available for your members to view, and for your records. To view it:


Click the “Chats” link from the Control Panel. Choose “All Chat Events,” and Click on the name of the chat event in the “Previous Chat Events” column to view the stored Chat Event.


Chat Event

**The Sharknado Smackdown**
7/16/13 1:30 PM-1:49 PM Hide Chat Event Description
Campy, cool, or just plain dumb?

**Jonmark** 7/16/13 1:48 PM
Robo Shark, for the win

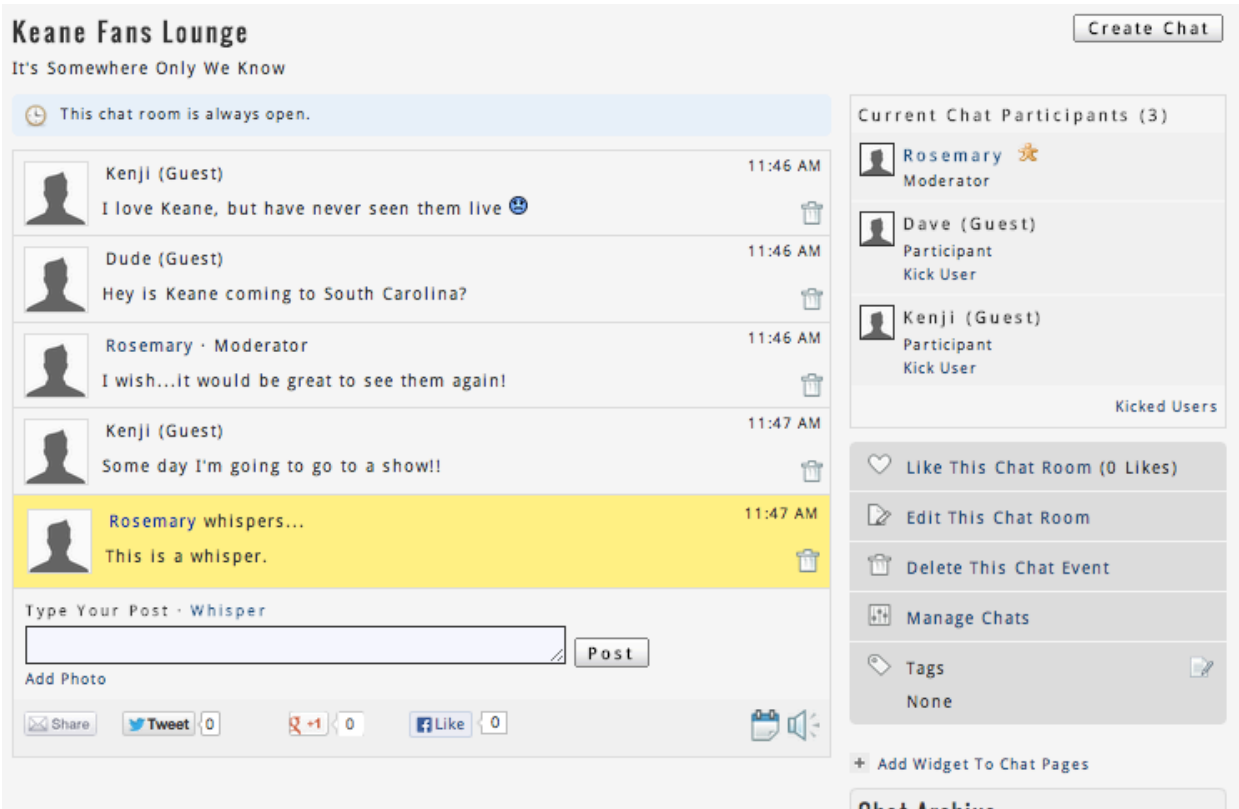


**Marvin · Moderator** 7/16/13 1:48 PM
nice pics!



About Chat Rooms

If you are creating a Chat Room you will be able to set up a title and tagline, make it active or suspended, select always open or set certain open hours, and customize the URL. In this area, you can also add people to the chat moderator permission circle. The screenshot below shows the chat moderator or admin view of an open chat room.



In a chat room, as in a chat event, the chat moderator has the power to whisper to other moderators, temporarily (30 minute time out) or permanently “kick” someone out of the chat, or delete inappropriate comments. (Anyone with SuperAdmin rights can also click the member’s profile and permanently ban them from the Hoop.la community itself.)

QuestionShark (optional paid module)

Welcome to customer support made easy.

QuestionShark will help you establish a community of happy, satisfied, engaged customers. With room to solve issues, report bugs, share ideas, pay a compliment, and more, your customers will love you for using QuestionShark as your support solution.

Hey! Social Strata uses QuestionShark too! If you have any trouble, or just want to come hang out with your fellow QuestionShark customers to share tips and tricks, please visit us at <http://socialstrata.com/support>. We’d love to meet you.

Getting Started - Basic QuestionShark Settings

The first thing you should do to set up your QuestionShark support community is run through the main QuestionShark Settings page. The screenshot below shows all of the options you’ll find for basic configuration, including choosing a theme and deciding what types of topics you want to enable.

When you choose the basic settings, consider how you want your support community to feel. If it's all about resolving customer problems, you can limit topics to “questions,” “issues,” and “suggestions.” However, you can go farther and start building a sense of community and peer support by adding “tips,” “compliments,” or “conversations.” Offering a space for your customers to get to know each other can be a powerful way to reinforce relationships.

Getting Started - Add QuestionShark Services (or Products)

From the Basic Settings page, click “Add Service” to start moving into your new support site. Clicking that button will bring up the following screen, where you can customize the Service details.

Add Service

Service Name*	<input type="text"/>	Service Image*
Short Tagline	<input type="text"/>	<div style="border: 1px solid #ccc; padding: 10px; width: 100px; margin: 0 auto;">Upload Logo</div> <p>Square image of at least 100 pixels recommended.</p>
Section ID	<input checked="" type="radio"/> Auto-Generated Section ID <input type="radio"/> Custom Section ID <p>The Section ID is the URL string applied for this content to make it more SEO-friendly. You may only use alphanumeric characters and hyphens.</p>	
Active Service	<input checked="" type="radio"/> Active <input type="radio"/> Disabled <p style="text-align: center; font-size: small;">Service will not be listed if disabled</p>	
<input type="checkbox"/> Enable FAQ For This Service		
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-top: 10px;">Save Service Settings</div>		

The service tagline will appear beneath the Service Name in the main support page. The square logo will appear at the left of the Service Name on that main page as well.

Note that you can temporarily (or permanently) disable an active service at any time, to remove it from the main listing page. Disabling a service does not delete any content associated with that service; it will reappear if you re-activate it later.

You can have an unlimited number of Services (or Products) in your QuestionShark support community.

Naming Your Support Community

Out of the box, the default navigation menu item for QuestionShark is called “Support.” However, you can rename it easily.

Click “Manage,” then “Modules > Configuration.” In the list where you see “QuestionShark,” use the box that says “custom name for this module” for your preferred name. Maybe it’s “Help Desk,” or “Assistance,” or if you’re feeling fun, “Awesome Support.” When you’re done, click “Update Module Configuration.”

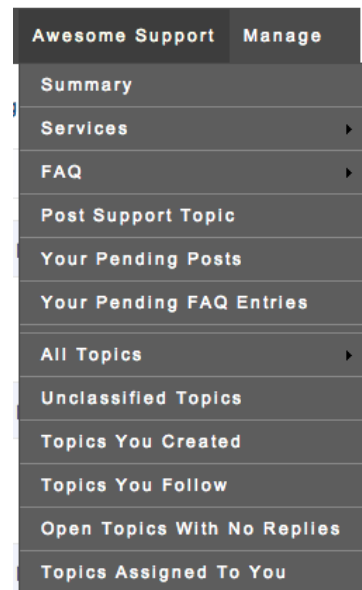
Easy Navigation to What’s Important

A quick and easy way to see new content in the support community, or post new content, is to use the top navigation drop-down menu (see screenshot). If you hover over the “Services” item, it will display all of the Services (or Products) you have, so that you can easily switch between support areas from anywhere in the site.

Similarly, the FAQ item allows you to quickly visit the FAQ section for any of the Services or Products you’ve named.

If you’d like to see all support topics across services, click the “View All Service Topics” link from the main support page.

There is also a quick link (visible only to Administrators) to “Configure QuestionShark Settings” from the main support page as well.



Setting Up Support Reps

Now that you have the structure of your support community in place, you need to think about who will be responding to your customers.

To add Support Reps, go to the control panel, and then click “Permissions > Support Reps.” Click the Members tab, and then click “Add Member(s) To Circle.” You can then either use the Filter to search for a specific member, or click their avatar to add them. When you’re done adding reps, click “Add Users to Circle.” If you want to invite Support Reps who aren’t yet members of your site, use the “Email” tab to send an invitation email to them. When they receive the invitation, they’ll be able to complete their registration and immediately have the proper Support Rep permissions.

Support Reps will have permission to moderate all support topics and create FAQ entries on the site. (If you want any of them to have permission to configure the support settings, they would need Admin permissions, either by being a SuperAdmin or through a custom permission circle with specific permissions).

Day-to-Day Support Tasks

Once someone is a member of the Support Reps permission circle, and given support responsibilities on the site, he/she should set up notifications to stay on top of any content for which they're responsible. Support reps should click "Manage," then "Your Account," then "Notifications" from the top menu.

If you are a support rep, you'll want to get immediate email notifications for any new content in your area of responsibility. For example, if you're responsible for a specific Service (or Product), you can set up notifications of all new topics and/or replies within that area. (You can also opt to get notified of new content across all services.)

Which Tickets Need My Attention?

QuestionShark makes it simple to see support topics that need a response, through several indicators:

1. **Email notifications** - you can click a link from within any notification email to go directly to the support topic and respond, or even reply by email without visiting the site itself.
2. **Use the site's top navigation drop-down** to see "open topics with no replies" or "topics assigned to you" from anywhere in the site.
3. From within the support area, **click into any Service (or Product)** and see the list of options down the left side, including "Topics You Created," "Topics You Follow," "Topics Assigned to You," and "Unanswered Topics."
4. From within any Service (or Product), use the **drop-down menu** at the top of the page to filter by "Last Update - Any Status," "Last Update - On Hold," or "Last Update - Unresolved."

Changing the Status of a Support Topic


Occasionally, a customer may mis-categorize a support topic (wrong service, or wrong type of topic). It's easy to correct. Open the topic, and you'll see across the top a series of drop-down menu boxes labeled "Privacy," "Topic Type," "Status," and "Assigned To." Use the appropriate drop-down to change the status.

Awesome Support / QuestionShark / Suggestions / Product name

Product name Post New Support Topic

Service: QuestionShark


Privacy: Private Topic | Topic Type: Suggestion | Status: Under Consideration | Assigned To: Unassigned

 Annoying Customer Member November 25, 2013 2:36 PM
Last edited by Annoying Customer November 25, 2013 2:37 PM

QuestionSharknado?

Like Reply


Activity Stream

 Ted Member November 25, 2013 3:01 PM

We will take that name under consideration. Thank you!


Like (2 likes) Like Reply Share Delete Report

Like Topic (2 Likes)



Follow Topic
Be notified about new comments on this content.

Support Reps Following



Feature Topic?
 Feature at top of page

Forward To Support Rep

How to Whisper and Why

QuestionShark offers support reps and admins the ability to “whisper” to each other within the context of a support topic. At the bottom of each topic, next to the “Reply to Topic” button, you’ll see “Private Whisper.” If you post using the Whisper button, only support reps and admins will be able to see what you post. The whisper function works great if you need to document a related question behind the scenes, or ask a clarifying question from another support rep in context.


A word of caution--although whispers are not visible to the customer, it’s always best practice to never post anything in a whisper that would harm your customer relationship if it were accidentally made public (for example, if you hit the wrong button).

How to Forward a Support Topic

If you’d like to bring a topic to the attention of another support rep, just open the topic and click “Forward This Topic” on the right side of the page. Topics can be forwarded more than once, and can be forwarded to more than one rep. When a topic has been forwarded, you will see a record of the forward at the bottom of the topic (visible only to support reps and admins).

How to “Fork” a Topic

Sometimes, a support topic takes a sudden tangent in an off-topic direction. QuestionShark can handle that!

Simply go to the topic reply that’s off-topic, and click the “Fork Topic” icon  that appears along the bottom of each reply. When you click the icon, a popup will appear, allowing you to give the new topic a subject, and assign it to the appropriate topic type and Service/Product. As soon as you click “Fork Post Now,” that particular reply will become a new topic of its own, and will no longer appear within the original topic.

Fork This Post

When you fork a post, a new primary topic is created using the post. This is useful if the post is tangential to the source topic.

A copy of the post will remain in the source topic, with a link to the new (forked) primary topic. The post author will be notified about the forked topic as well.

Please supply a subject for the new topic below.

Mark as Private
Only Author and Support Reps can view.

Topic Type

<p>Actionable Topic Actionable topics have a status, can be made private, and in general need a resolution.</p> <p><input type="radio"/> Question</p> <p><input type="radio"/> Issue</p> <p><input checked="" type="radio"/> Suggestion</p>	<p>Simple Topic Simple topics have no status and are always public.</p> <p><input type="radio"/> Tip</p> <p><input type="radio"/> Compliment</p> <p><input type="radio"/> Conversation</p> <p><input type="radio"/> Announcement</p>
--	---

Subject

Services

Hoop.la

UBB Forum

QuestionShark

Moderating Support Topics

QuestionShark content can be screened and edited using all of the robust moderation rules and screening functionality of Hoop.la itself. Community members can report objectionable posts (which will trigger a note in the moderation queue), and Support Reps or Admins can also send content directly to the queue for review by clicking “Send to Moderation Queue” on any post.

Using Drafts

If you need additional time to work on a post, you can save it as a draft. Once it’s been saved, you can retrieve the post by clicking the Support dropdown navigation menu. Click “Your Pending Posts” or “Your Pending FAQ Entries” to see your drafts, edit them, and/or publish them.

Add a FAQ Article

QuestionShark includes an area to hold your Frequently Asked Questions (FAQ) for each product or service. If you’ve enabled the FAQ, in order to add a FAQ article, click Support > FAQ. Click the “Post New FAQ” button, and you can specify a Question and Answer.

Add Documentation

QuestionShark includes an area to hold your documentation for each product or service. If you’ve enabled Documentation, in order to add a document, click Support > Documentation. Click the “Post New Document” button, and you can specify a Title, Description, and either upload the document or use a document link URL.

Social Networks

Manage > Admin Control Panel > Social Networks

You can now give your members a chance to show off their social personality! Choose to enable one or more of several social networks to support users logging in, linking in their profiles, integrating content in their profiles, and including widgets in their profiles. The integrations available appear as checkboxes, so that you can decide what is visible to your members. When you click to enable a social network, a popup window provides detailed step-by-step instructions for identifying your site (if necessary). Currently available social networks include: Facebook, Google+, Twitter, Flickr, YouTube, Instagram, and Foursquare. Logins are also available for Google and Yahoo. Once they are enabled by you, your members will see the option to integrate social widgets on their own profiles.

Manage Members

Manage individual members using our “Member Snapshot,” which is found by clicking the gingerbread man next to any member’s name in the user interface (or in the control panel). The screenshot below shows that you get a quick look at profile data, a link to see all posts by that user, and the ability to add a note about that user (Notes are only visible to admins). You can also start a dialog, block or ban the member from this popup.

This is a quick and easy way to get a peek at a member’s information from anywhere.



Manage > Admin Control Panel > Manage Members

Hoop.la provides all the tools you need to manage your community members. You can search for a specific member, see lists of all members or banned users, and approve new members.

Search

Once you enter the search criteria, and click the “Search” button, you’ll see a list of users that match the criteria, along with detailed information about each user. The tool offers many different parameters for searching (including permission groups, e.g., the premium membership group, or Hoop.la Groups if you are using that option). You can sort your results

by display name, join date, last visit, or community rank. Does that spark some ideas? How about generating a list of members who haven't visited in a long time, and sending them an email? Or sending a congratulations email to your top 10 ranked members?

Manage Members

[Invite Members](#)

Displayed Name	<input type="text"/>		
Email Address	<input type="text"/>		
IP Address	<input type="text"/>		
Last Visit	Between <input type="text"/> <input type="text"/>		
Registration Date	Between <input type="text"/> <input type="text"/>		
Age	Between <input type="text"/> <input type="text"/>		
Point Count	Between <input type="text"/> <input type="text"/>		
Gender	Status	Permission Circle	Email Verified
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sort			
<input type="text"/>			
<input type="button" value="Search"/>			

Select the returned users you want to manage by clicking the appropriate checkboxes, then select the action to perform from the drop-down. You can:

- Ban users
- Un-ban users
- Add a note
- Set custom title
- Create Email List
- Export users as CSV (export includes everything except notes)
- Email User(s)
- Mark email as verified
- Mark email as unverified
- Edit notification settings (only appears if your default is Maximum)

- Re-send registration details
- Add to permission circle
- Remove from permission circle
- Delete member(s)

When you've selected your users and chosen your action, press submit to apply the action to your members. To see an unfiltered list of all members, leave the form blank and select "all members" from the group dropdown.

Viewing Banned Users

Choose "banned" from the Status dropdown to view this list. This list can be used to find and un-ban users, see their IP addresses, or send a note to a banned user. This information can be useful if you have a troll who keeps attempting to re-join your community after being banned.

Member Approval Queue

Click the "Member Approval Queue" to grant or reject membership to new members. (Note that you will not see this in the menu unless you've enabled "approve new member registrations" in the basic settings.)

Any members wishing to join the community will be displayed. Click the appropriate checkbox and press the "Approve Selected Members" button to approve the user.

If you want to reject the user, click the "x" on the right. The user will be notified of their rejection via email.

Parental Approval Queue (only appears if you are using the age-check/parent approval system)

Click the "Parental Approval Queue" to confirm when you've received the appropriate parental response for an under-age member. Use the dropdown to Mark as Parent Approved, Mark as Parent Approved and Bypass Registration Moderation, Resend Registration Details, or Delete Account.

Change Member Email Address or Edit Member Profile

If you need to edit a member's profile or email address (for example, if someone has changed email providers and can no longer receive email at the account they originally registered), go to the member's profile (click his/her name in the member list) and click "edit." You can change any of the information, including email address. You will need to verify your Admin password before you can perform this action. Note that you should have your own security procedure in place to verify that the email change request is legitimate before taking action.

FeePod Premium Memberships

Manage > Admin Control Panel > FeePod Premium Memberships

Using the FeePod Premium Membership option, you can start to make money from your Hoop.la community. You don't need a merchant account or anything else. Just choose a few options, and you're all set. Once it's enabled, you can designate just about any piece of content as "premium" on-the-fly, as it's created.

Balances

Manage > Admin Control Panel > FeePod Premium Memberships > Balances

You will see premium membership balances within this area of the control panel, including your total income/credits, disbursements, and current account balance.

Premium Membership Balances

All Time Total Income/Credits	\$800.00
All Time Total Debits	\$50.00
All Time Net	\$750.00
All Time Proceeds (70%)	\$525.00
All Time Total Disbursements	\$0.00
All Time Total Disbursement Fees	\$0.00
Account Balance	\$525.00

Premium Membership Settings

Manage > Admin Control Panel > FeePod Premium Memberships > Settings

This area is where you can configure your premium memberships, including the price, time frame, and your disbursement preference. **Note that if the “Pay Me Via Check” option is chosen for disbursements, there is a \$5 processing fee.**

For convenience, we have created a “default” configuration for premium memberships, which has several options enabled, with a fee of \$25 per year. You can use this as-is, or tailor it to your own needs.

You have several options for promoting your premium memberships throughout your site (see screenshot below). You can also disable premium memberships.

This page also shows a link to the Premium Membership Terms of Service.

Enable Active Premium Membership Promotion? [Preview Promo](#)

With this option, we will promote your premium membership by periodically displaying an overlay ad when users start new sessions on your site.

Disable.

Enable - LITE MODE. With this mode, we will display the promo relatively infrequently.

Enable - REGULAR MODE. With this mode, we will display the promo more frequently, but not every time.

Enable - HEAVY MODE. With this mode, we will display the promo for each new user session.

Disable Premium Memberships


Disable Premium Memberships - prevent new and renewal orders

Click the Coupons tab if you'd like to offer discount coupons in your community. With coupons, you can specify how much to discount your premium memberships, set a timeframe, and even limit the number of coupons available.

Premium Memberships

[Settings](#) [Permissions](#) [Members](#) [Comped Account Invitations](#) **[Coupons](#)**


Active Coupons [Create Coupon](#)

70% For Life, Dude! 

Coupon Code: dudecoupon

Discount: 70% (Forever)

Maximum Redemptions: Unlimited · Redeem By: No expiration

80% Off 

Coupon Code: 80percentoff

Discount: 80% (12 Months)

Maximum Redemptions: 2 · Redeem By: December 30, 2012

[Premium Memberships Terms of Service](#)

Manage Content

Manage > Admin Control Panel > Settings > Manage Content

Managing content is a big part of your role as Administrator. Deciding what can and can't be displayed on your community goes a long way in establishing tone and making sure it's an engaging place for your members.

You can reach your tools for managing content by clicking the "Manage Content" link from the menu on the left of the control panel.

Search Content

You can search the content on your community using a wide array of parameters, including content type, keyword, author, attachments, tags, date posted, and IP address. Once you enter your search criteria, you can then take action on the content in the results.

The screenshot shows the actions that can be taken based on your search results.

- ✓ Select One
- Add To Collection(s)
- Remove From Collection(s)
- Add To Clip Set(s)
- Remove From Clip Set(s)
- Move To Different Forum
- Add Tag(s)
- Remove Tag(s)
- Mark As Premium
- Un-Mark As Premium
- Feature Content
- Feature Across All Forums
- Un-Feature Content
- Open: Accept New Comments
- Close: Disable New Comments
- Send To Moderation Queue (But Keep Live)
- Send To Moderation Queue (And Un-Publish)
- Delete Content

Moderation Queue

Click the "Moderation Queue" setting to approve or reject moderated posts. By default, a list of new moderated content will be displayed.

Content will land in the moderation queue either because it violates a moderation rule, because a moderator proactively sent it to the queue, or because a member has reported it.

Your Moderation Queue might look like this:

Content Moderation Queue (29)

All of the following content is awaiting review. Please either approve or delete each content item below.

ADD OR EDIT CONTENT MODERATION RULES

- Re: Seattle Seahawks are gonna win the Super Bowl! (Not Live)**
Reply posted 13/05/13 13:09 by dave
Moderated By Admin
- Re: Mobile attachment (Not Live)**
Reply posted 28/08/13 14:19 by Jonmark
Moderated By Admin

From there, to take action on any piece of moderated content (or several items at once), simply check the box next to the item(s), and click the dropdown menu at the bottom of the page. From there, you can approve, delete, or delete the content and ban the author in one action. If you need to review the content, or take further action, click the hyperlinked Title of the content.

That will bring up a pop-up like this:

Re: Seattle Seahawks are gonna win the Super Bowl! (Not Live) 

Reply posted 13/05/13 13:09 by [dave](#) ✨

Category/Forum: [NFL Teams / Seattle Seahawks](#)

Moderated By Admin

Reply Under Review (Edit Reply) ⌵

fine with me.

Notes About This Member (3) ⌵

	Brian ✨	19/02/13 17:12
	User un-banned by Brian.	
	not again. this is your final warning.	
	Brian ✨	19/02/13 17:12
	User banned by Brian.	
	seagals?	
	Rosemary ✨	04/10/11 16:14
	bad dude	

[Add Note About Member](#)

From this handy popup, you can quickly do several things.

- Click “Add Note About Member” to share information with other moderators or the admin.
- Click Delete Content and Ban User
- Click Delete Content
- Click Approve

Note that you don't have to be a “lone moderator!” You can easily create a moderator permission circle, and grant access to the moderation queue to other trusted members of your team.

Moderation Rules

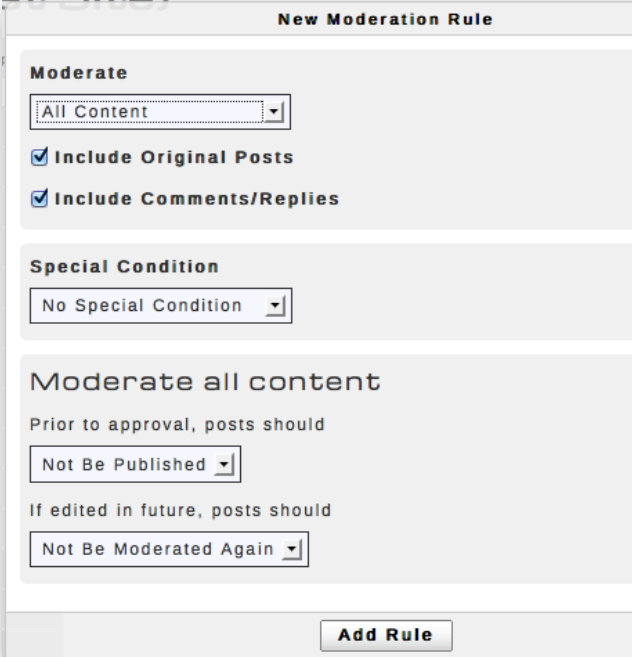
You can use moderation rules to review and/or prevent publication of content based on specific content rules that you create.

You can moderate by many factors, such as type of content (including clips and clip comments), keyword, or user. You can also restrict the pool from which you moderate. Finally, you can determine what happens to content that meets the criteria of the rule, e.g., publish it but put it in the moderation queue for review.

Note that you can create as many moderation rules as you need, and you can create moderation rules that apply to individual members or forums.

Comment Spam

If you've enabled this optional add-on, you can have another layer of protection against spammers!



New Moderation Rule

Moderate

All Content

Include Original Posts

Include Comments/Replies

Special Condition

No Special Condition

Moderate all content

Prior to approval, posts should

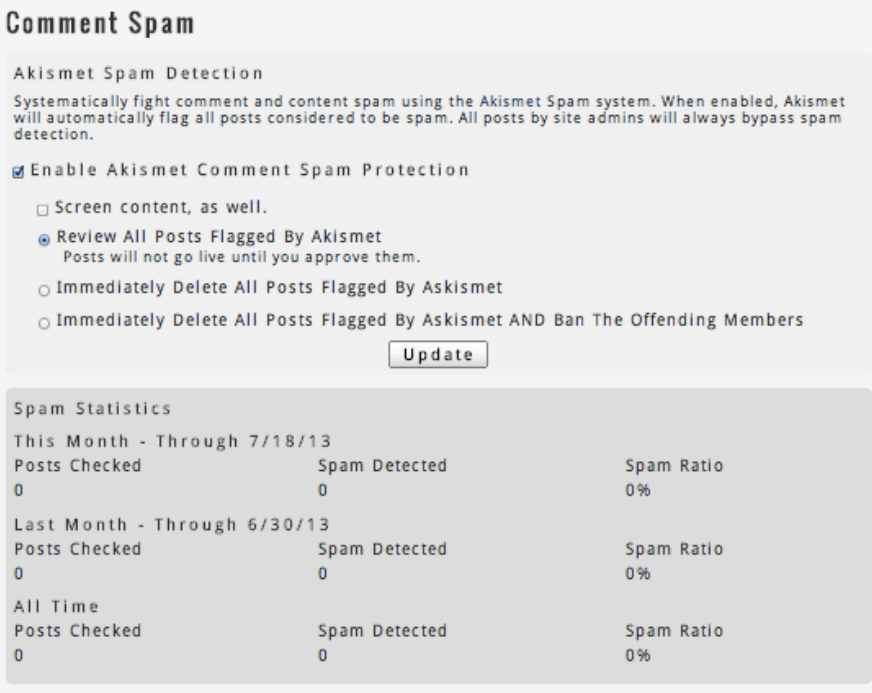
Not Be Published

If edited in future, posts should

Not Be Moderated Again

Add Rule

The screen shot below shows some of the options, such as auto-deleting or auto-banning, and statistics about your spam activity.



Comment Spam

Akismet Spam Detection

Systematically fight comment and content spam using the Akismet Spam system. When enabled, Akismet will automatically flag all posts considered to be spam. All posts by site admins will always bypass spam detection.

Enable Akismet Comment Spam Protection

- Screen content, as well.
- Review All Posts Flagged By Akismet
Posts will not go live until you approve them.
- Immediately Delete All Posts Flagged By Askismet
- Immediately Delete All Posts Flagged By Askismet AND Ban The Offending Members

Update

Spam Statistics

This Month - Through 7/18/13		
Posts Checked	Spam Detected	Spam Ratio
0	0	0%

Last Month - Through 6/30/13		
Posts Checked	Spam Detected	Spam Ratio
0	0	0%

All Time		
Posts Checked	Spam Detected	Spam Ratio
0	0	0%

Permissions

Manage > Admin Control Panel > Permissions

Permissions control who can do what within your community, such as moderate content or contribute to the community blog.

These are the default circles within your community. They cannot be deleted.

The World: Anyone who is not a logged-in Member of your community.

All Members: All logged-in Members of the community.

Super Admins: Anyone in this circle can access and change anything in the Control Panel, as well as perform any other function on the community. This is the highest level of access and should only be given to the most trusted people.

Chat Moderators: Members of this circle are allowed to create and edit chat events, and view and approve content during moderated chat events.

Authorized Bloggers: you'll only see this default permission group if you have configured your community (in Basic Settings) to restrict blogging to certain users. If you are not allowing all community members to blog, this is the permission group you need to use to add authorized bloggers.

Support Reps (will only be visible if you've purchased QuestionShark support module): Members of this circle can manage support content and create FAQ entries.

Add Permission Circle

If you click the "Permissions" link on the left side of the Control Panel, you'll be able to control your permission circles.

You can create a new custom circle by clicking the "Create Custom Permission Circle" link on the main permission page. Create a name for the circle, add an optional badge/icon, then click "add circle." Next click the "permissions" tab, then "add permissions" to determine what the members will be able to do. (You can create up to 63 permission circles.) The resulting popup will show the available permissions.

When all of the permissions have been chosen, click "Finish Selections." Don't forget to follow up by adding members to the circle! You can do this by clicking the Members tab to find and select circle members. If you'd like to include people who aren't yet members of your community, you can also click the "email addresses" tab to invite specific people to the new permission circle. There is space for a personal message on the email invitation that will be sent.

You can delete custom circles by clicking the trash can for the appropriate group. Custom and default circles can be edited by clicking the "Edit" icon on the right.

Permissions List

General Permissions

Admin Permissions

Control Panel Access

Manage Settings

Manage Home Page Settings

Manage Blog Settings

Manage Clip Settings

Manage UBB Forum Settings

Manage Chat Settings

Manage Calendar Settings

Manage QuestionShark Settings (if option is enabled)

Manage Members

Content Management

Moderate All Forum Content

Moderate All Blog Content

Moderate All Clip Content

Moderate All Calendar Events

Moderate All Chats

Moderate All Support Topics (if option is enabled)

Miscellaneous

View/Create Member Notes

User Permissions

Post Clips

Upload Photos

Upload Videos

Upload Audio

Upload Files/Documents

Post Content

Comment/Reply/Vote

Post to Chat

Create Polls in Forum Topics

Create Calendar Events

Post to Comment Walls

Post Support Topics (if option is enabled)

Post Blog Entries

View Content

View Blog

View Clips

View Chats

View Calendar Events

View Member Profiles

View Signatures

View Support Topic Subjects

View Support Topics

View FAQ Entries and Documents

Miscellaneous

Bypass Advertisements

Bypass Grace Period Edit Limit

Create New Dialogs

View and Reply to Dialogs

Like Content/Clips

Use Signature

Change Own Displayed Name

Add Own Clips to Sets

Can Search

Can Mark All Forums as Read

Access Member Directory

Block Members

Bypass Content Moderation

Create Groups (if option is enabled)

Post Photos to Chats

Forum-Specific Permissions

For each forum, you can assign permissions to:

Manage Content

View Forum and Topic Subjects

View Topic Content

Post Topics

Reply/Vote

Statistics

Manage > Admin Control Panel > Statistics

The statistics area allows you to connect with a Google Analytics account to collect detailed information about page views, visitors, etc. Google Analytics is free, but you need to sign up for an account and then enter your ID in the field provided. Your Hoop.la community also comes with some basic statistics for registrations and demographics.

You can also set the timeframe for the report, and export the data as a CSV file for incorporation in other spreadsheets or datasets.

Billable Page Views

This page also displays some statistics about your billable page views and how they are broken down, on a monthly basis. Current disk space usage statistics are also shown. An example is shown below.

Billable Page Views (Limit: 5,000,000)

August

2013

Update

Notice: Data for this month is still accumulating and is subject to change.

Billable Statistics For: August 2013*

	Quantity	Multiplier	Adjusted Total
Standard Page Views	12,905	x1	12,905
Mobile Page Views	291	x1	291
AJAX Requests	253	x0.7	177
Video Plays	0	x8	0
Audio Plays	0	x4	0
RSS Pulls	1,050	x0.09	94
Emails Sent	179	x0.15	26
Chat Pushes	642	x0.0008	0
Embedded Widgets	2	x0.7	1
REST API Requests	0	x0.3	0

Total Billable Page Views For Month

13,499

* Note: Page view multipliers and formula are subject to change at any time. Statistics may be adjusted by Social Strata at any time to correct calculation errors. Adjusted Totals reflect rounding up to next whole number.

Throttle Search Engine Spider/Bot Requests To Your Site?

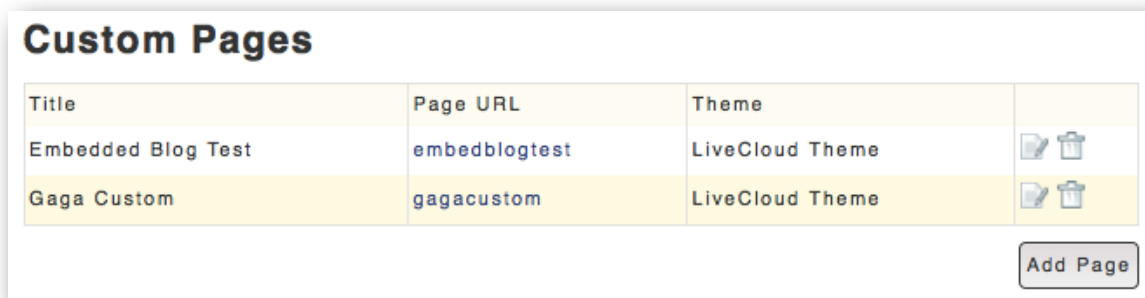
This section will show what percentage of the traffic to your community is coming from search engine “spiders.” If you have a publicly accessible site, you generally want the search engines to be crawling and indexing your site, so that your community and its content are more easily found in searches. However, you have the option to limit the percentage of your traffic that comes from search engine bots.





Click Standard Throttling if you’d like to scale back the spiders to roughly 20% of your page view limit. (Remember that this throttling could have an impact on your site’s visibility on search engines.) If you are an advanced administrator, and want to do a custom robots.txt file, click Custom Throttling.

Custom Pages

Manage > Admin Control Panel > Custom Pages

Hoop.la communities are extremely flexible; one of the ways you can put your own stamp on your Hoop.la site is with Custom Pages.



Title	Page URL	Theme	
Embedded Blog Test	embedblogtest	LiveCloud Theme	 
Gaga Custom	gagacustom	LiveCloud Theme	 

[Add Page](#)

When you click the “Add Page” button, a popup will appear. Type the page Title and URL, select the theme you want to use, place your HTML in the “Custom HTML” box, and click the “Add” button. You can even add your Custom Pages to your community’s menu in your [Community Menu](#) control panel, and/or mark the custom page as premium content.

Now, when a user visits the “Page URL,” they’ll see your custom content, wrapped in your Hoop.la site. You could use this functionality to integrate all sorts of information into your community, such as support documents, staff profiles, or news releases. Take it a step farther by creating a Community Menu item for your new Custom Page!

Themes and Design

Manage > Admin Control Panel > Themes

Themes allow you to establish colors, fonts, and custom HTML that really set your Hoop.la community apart. Your community comes with several pre-built themes, but you can create your custom themes, as well.

You can choose to customize your standard web themes as well as mobile web themes. The theme creation process is the same; if you want your mobile theme to match your standard theme, just copy and paste over the selected colors and fonts.

The theme editor is a simple series of boxes, ready to customize with your color palette. First, you can choose the background and border, and create custom code for the HTML HEAD section. This is useful for adding meta tags, for example. There is also a separate box for custom CSS (remember this is CSS specific to this theme, global CSS is added in the Display Settings area).

The rest of the editor allows you to choose colors and fonts for the various areas of your Hoop.la community.

Colors can be selected either by filling in the hex code (like #121212) or by clicking the color box and choosing a color visually from the palette. Hoop.la's theme editor supports Google fonts natively, so you can see what the fonts will look like as you're selecting them.

In the "Miscellaneous" section of the theme editor, you can change the "powered by Hoop.la" logo that appears at the bottom of each page (among other things). This will allow you to match the branding with your site's general color scheme.

Miscellaneous

Underline Hyperlinks Underline mouseover only

Forms (Input, TextArea) Background Color

Forms Border Color

Forms Text Color

Forms Input Padding (text input, menus)

Powered By Image

Image Set

Sub m

Hoop.la community platform

Hoop.la community platform

Hoop.la community platform

Hoop.la community platform

Using the theming, your site can look drastically different, without hiring a designer! The two examples below are both Hoop.la sample sites---themes and widget placement give them each their own flavor.



Standard and Custom Widgets

Hoop.la's widgets are one of its most powerful features. They can bring in outside content from other social networks using custom code, or they can be embedded on external websites to bring your Hoop.la out to the wider social world. Almost any piece of content within Hoop.la can be highlighted using the pre-made widgets as well; for example, you could use a clip set widget to display only photos from within a certain set. It's just one way of making your Hoop.la absolutely unique and perfect for your own audience.

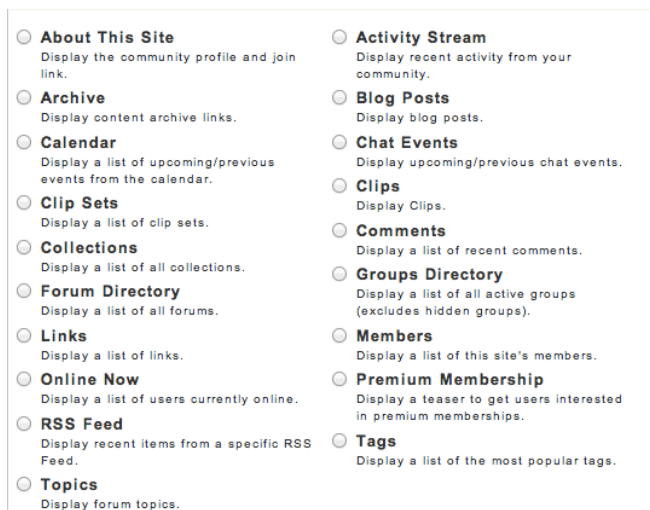
To create and manage widgets, simply go to the page on which you want the widget to appear and click the "add widget" link. The popup will offer a variety of pre-set widgets, or you can then click "create new custom widget" to make your own.

You can set a specific group of widgets to appear on your Home page, and then select other widgets for Forum pages, Chat pages, Clips pages, or elsewhere on your Hoop.la site.

One of the standard widgets is the Activity Stream, which displays a running list of activity from across the Hoop.la site. (Members also have a personal activity stream on their profile pages.)

When you create a custom widget, you can give it a title, which is used in the admin popup list (so that you can edit or delete it later).

The widget content/code box can be populated with any code you desire, including HTML, JavaScript, Flash, whatever your imagination cooks up. Custom widgets can also be used to pull in content from other social networks that provide "badge" code or a content feed.



Widget Title

Widget Content/Code

Insert any code (HTML, JavaScript, Flash, etc.)

Display in standard widget box
If unchecked, the widget title will only be displayed in our widgets list and will not appear in the widget itself. If checked, your code will be rendered using the theme's standard Widget Box CSS.

Display Widget Title?

Is This Widget An Advertisement?
If your widget is an ad, check the box. That way, Hoop.la will know to hide the widget/ad for users that you bestow the "Bypass Ads" permission. Note: admins who can manage widgets on your site will always see ad widgets. This is necessary in order to allow admins to edit, move, and delete the ad widgets.

Note: Hoop.la utilizes three different widget sizes. On the home page, there are two different column sizes- the outer columns are 250 pixels wide and the middle column is 440 pixels wide. On all other pages, the widget width is 300 pixels. Please keep this in mind when designing and placing your custom widgets.

Custom widgets can be sized at 250, 300 and 440 pixels wide, depending on which column and which page they occupy.

Ad widgets - Any widget can be marked as an "ad" widget; this information is used by Hoop.la to determine whether to display the widget or not (you can set up a premium group that bypasses ads, for example).

About Groups

If you have purchased the Groups option for Hoop.la, you and your members (if you allow them) can create unique content sections within one Hoop.la site, with each group containing its own forums, blog, calendar, chats, clips, etc. Groups can be public, private (membership restricted), or hidden (only invited members can see it at all).

Members of your overall Hoop.la site are not automatically members of each group; they need to proactively join (and be allowed to join). Your Hoop.la site still has a single login.

Groups can be used to give your members freedom to create their own interest areas, for organizations that have many different constituencies, or whatever your imagination can dream up!

Groups

Manage > Admin Control Panel > Groups

In this section, you can create and manage all groups on your Hoop.la site. As the SuperAdmin, you can join any group on your site (whether it's public or private), and you will have SuperAdmin permissions in every group, so you have a level of control over what's going on within your site.

To create a new Group, click the “Create Group” button in the top right of the screen. You’ll be able to choose the type of group and give it a name and description. Note that you can use HTML in the group description field.

Manage Groups

Manage > Admin Control Panel > Manage Groups

In this area, you can search for groups based on Group Name, Type of Group, Status (active, disabled, owner disabled), creation date, or owner username.

Once you’ve found a group, you can enable, disable, or delete it from the drop-down (and you can do this several at a time). You can also click the name of the group to go directly to it.

Group Settings

Manage > Admin Control Panel > Group Settings

In this area, you can disable all groups by clicking one box. You can also choose to force all groups to inherit your main site’s standard and mobile themes (if you do not select this box, group owners will be able to choose from any of the standard themes).

Another option is to allow non-Admins to create hidden groups. A hidden group is one that doesn’t appear in the group directory, and is not visible at all to anyone who is not a member. These can be useful, but if your site has a wild-west type of membership, be careful of allowing non-Admins to make hidden groups. It might open up opportunities for misbehavior. (But remember, an Admin can disable or delete any group.)

Your site’s search is another area where you can tailor the experience. Checking this box means that all public group content will be included in your main site searches. Without this checked, site search will only search main site content, excluding groups.

A note about Group Management: Anyone who starts a group is the SuperAdmin of that group. That person will have access to a control panel with settings that apply only to their particular group. They will not be able to affect the settings or configuration or your main Hoop.la site. Group owners will see a “Manage” item in their community menu, to access their group control panel. We have a separate Group Administrator Guide available for anyone managing a Group.

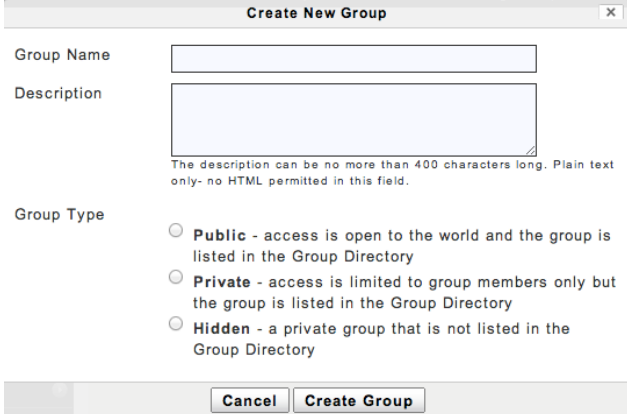
How do members find and join groups?

Members of your site can be invited to join a group, or you can highlight the public groups in a widget. There is also a Group Directory page in the navigation menu. Remember that members of your Hoop.la site will not see content or get notifications from any groups unless they proactively join that group.

The Group Control Panel

Reach it from any page within the Group, click Manage > Group Control Panel

The Group Control Panel is used to set up and configure the Modules you want to use within that particular group, as well as manage content and members, and set up permissions.



The screenshot shows a dialog box titled "Create New Group" with a close button (X) in the top right corner. It contains the following elements:

- Group Name:** A single-line text input field.
- Description:** A multi-line text area. Below it, a note reads: "The description can be no more than 400 characters long. Plain text only- no HTML permitted in this field."
- Group Type:** Three radio button options:
 - Public** - access is open to the world and the group is listed in the Group Directory
 - Private** - access is limited to group members only but the group is listed in the Group Directory
 - Hidden** - a private group that is not listed in the Group Directory
- Buttons:** "Cancel" and "Create Group" buttons are located at the bottom right of the dialog.

Settings

Manage > Group Control Panel > Settings

On this page, choose whether the group is public, private, or hidden. You can also temporarily disable the group.

Choose or edit the name, URL, avatar, and description for your group. Other options include:

Choose the group theme (group admins can choose from themes created by the SuperAdmin; they cannot create new themes of their own).

Decide the default setting for new content notifications (minimum, moderate, or maximum).

Managing Group Members

Group admins can ban members and/or remove them from their group, but this action doesn't impact the individual's membership in the larger Hoop.la site or in other groups. However, banning or deletions at the top level by the SuperAdmin DO affect members in the group (e.g., if Joe Smith is banned by the SuperAdmin of the Hoop.la site, he will no longer be able to participate in any groups within the site either).

Since a group is like a mini-version of the larger Hoop.la site, you can refer to the relevant sections of this administrator guide for all other actions within a group (e.g., setting up forums or creating chat events). Note that group admins are dependent upon the social network integrations at the SuperAdmin level.

What is the difference between Groups and Portfolios?

There are a few key differences:

*Portfolios are created by an Admin; groups can be created by members themselves (if the Admin allows it)

*Portfolios do not need to be "joined" by members of the overall community; groups need to be "joined"

*Groups can be public, private, or hidden, while Portfolios are always visible to members of the site

*Groups can have their own permissions settings for people who run the group; Portfolios share permission settings across the site (for example a group can have members who are moderators for only that group; if someone is a moderator on a Portfolio site, they can moderate any content across the community)

About Portfolios (Pro Only)

If you have purchased the Portfolio-Enabled version of Hoop.la Pro, you have a powerful way to create unique content sections within one Hoop.la site, with each portfolio containing its own forums, blog, calendar, chats, clips, etc. Your Hoop.la site still has just one membership. Each portfolio is part of one overall site, so members do not have to join each one (this is different from the Groups option, in which members have to proactively join each group).

With your portfolio-enabled Hoop.la site, there are two levels:

a) **The Hub:** this is a "global" level that includes a "home" page, which can be comprised of any content widgets you like, as well as your Member Directory, Dialogs, Site-Wide Activity Stream, About The Site, and your Hub Control Panel. Content from across all portfolios can be promoted on the hub home page.

b) **Portfolios:** Each portfolio has its own "home" page for promoting content within the portfolio, its own portfolio control panel, and of course any content types you wish to enable for each portfolio.

Other facts about portfolios:

Panel. For portfolios, there is a hardcoded “Hub” menu item that cannot be removed, so that your users can always get back to the Hub/global level of your site from any portfolio.

Accessing Portfolios

How do your members access portfolios?

- a) On the Hub Menu, there is a menu item for the Portfolio Directory.
- b) There is a default Portfolio Directory widget that appears on all home pages (Hub and Portfolio). This widget displays a list of all portfolios on your site.
- c) The Portfolio Directory page always display all portfolios on your site.

Searching Content

When you are on a portfolio page, the Search option in the menu is always context based and will limit search results to content from the portfolio you are on. You can also expand scope of the search to be site-wide.

Tags in Scope

Tags displayed in a portfolio are always limited to content from that portfolio.

Custom Pages Supported for Portfolios

Custom pages are supported at the global/hub level, as well as for each portfolio. This gives you maximum flexibility for your site.

Activity Stream Per Portfolio

While a site-wide activity stream is supported at the hub level, each portfolio also has its own activity stream that is limited to actions within that portfolio.

Notifications

Your community members can control content notifications for each portfolio. Thus, a member could follow all blog posts in one portfolio, but not in another.

The Portfolio Control Panel

Reach it from any portfolio page, click Manage > Portfolio Control Panel

The Portfolio Control Panel is used to set up and configure the Modules you want to use within that particular portfolio.

Settings

Manage > Portfolio Control Panel > Settings

On this page, choose the name, URL, and description for your portfolio. Other options include:

- Portfolio theme
- Use/ignore global header
- Use custom portfolio header
- Use/override global footer
- Portfolio avatar

Since a Portfolio is like a mini-version of the larger Hoop.la site, you can refer to the relevant sections of this administrator guide for all other actions within a Portfolio (e.g., setting up forums or creating chat events).

Summary

That's it! You're ready to send out invitations to your community members! Remember, we're always ready to help; just visit <http://help.socialstrata.com> to look for FAQs, make suggestions, share feedback, or submit a public or private support ticket.

We'd love to stay in touch with you; you're invited to join our own Hoop.la at <http://company.socialstrata.com>. We blog about product updates, community management ideas and tips, and if you'd like, about you! If you'd prefer, follow us on Twitter at <http://www.twitter.com/gethoopla> for product updates and relevant social news, as well as behind-the-scenes information. You can also share your Hoop.la news and tidbits with us via Twitter; we're always listening!

If you love your Hoop.la, we'd be honored if you'd visit our [LinkedIn corporate profile and give us a recommendation](#).

Thank you, and congratulations on your new community!