



**ACUMEN**  
DEVELOPERS

# Passwords

Twitter UN: IDANRV

Twitter PW: idanrv1

Thank You



Sincerely,  
Acumen Developers

*Sp. Hahn*  
*Quelapus*  
*Buddy Dink*  
*Jim O'H*

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# USER'S MANUAL

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## 1.0 GENERAL INFORMATION

### 1.1 System Overview

A homepage, Facebook, Twitter, and MissionFish account and interlinking their social networking presence. The Twitter and Facebook accounts will allow people who visit these accounts to be informed about upcoming events and updates either sponsored or advocated by our client. The MissionFish account will allow this non-profit organization to receive donations via online transactions supported by eBay. The website will serve as a portal, providing direction to the social networking sites, MissionFish, and will also provide news and upcoming events.

### 1.2 Definitions & Acronyms

- HTML: Hyper-Text Markup Language
- IDA: Intellectual Disabilities Agency
- IDANRV: Intellectual Disabilities Agency of the New River Valley
- PS: Photoshop
- DW: Adobe Dreamweaver
- CMS: Content Management System
- PHP: PHP Hypertext Processor
- W3C: World Wide Web Consortium
- SQL: Structured Query Language
- CSS: Cascading Style Sheets
- API: Application Programming Interface

### 1.3 References

[www.radford.edu/softeng18](http://www.radford.edu/softeng18)  
<http://www.idanrv.org/>  
<http://ww.wordpress.org>  
Software Engineering 8th Edition, Sommerville

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## 2.0 INSTALLATION

### 2.1 Unpacking WordPress and its Files

Unzip Wordpress.zip into your host directory (ie <http://www.site.com> ) Wordpress will unzip as its own subdirectory (ie <http://www.site.com/wordpress>), just move the files within this subdirectory to your host directory. All files must be set to public in order to run the installer.

Once everything is unzipped move the “**Themes**” and “**Plugins**” folder to the “**wp-content**” folder

### 2.2 5 minute Install

After successful migration of all files you are now ready for the 5 minute install. To begin the install just access your host directory (<http://www.site.com>) and follow the prompts to begin, if for some reason your install does not start from the host directory automatically you can run the installation file manually by visiting <http://example.com/wp-admin/install.php>

#### The Important Screen:



The screenshot shows the WordPress installation database configuration screen. At the top left is the WordPress logo. Below it, the text reads: "Below you should enter your database connection details. If you're not sure about these, contact your host." The form consists of five rows, each with a label, an input field, and a description:

Database Name	<input type="text" value="wordpress"/>	The name of the database you want to run WP in.
User Name	<input type="text" value="username"/>	Your MySQL username
Password	<input type="text" value="password"/>	...and MySQL password.
Database Host	<input type="text" value="localhost"/>	99% chance you won't need to change this value.
Table Prefix	<input type="text" value="wp_"/>	If you want to run multiple WordPress installations in a single database, change this.

At the bottom left of the form is a "Submit" button.

The above display is a screen showing your settings for the database Wordpress will be interacting with. Here you can assign which database Wordpress will talk to as well as the username and password

Wordpress will use too log into your mySQL database. **Acumen recommends assigning Wordpress its own unique account (not an admin or global user) in case of a security breach**

## 2.3 General Site Settings

Congratulations! At this point you have successfully installed Wordpress and have been given a user name and arbitrary password. Proceed to log into the main site.

**First things First: change your password to something you can remember.**



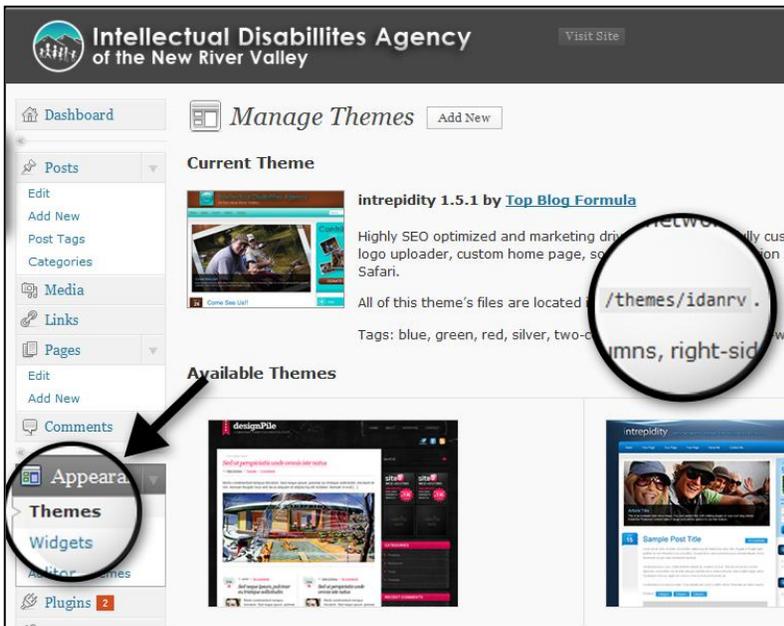
On the left hand sidebar look for a object box labeled “Users” When you click on the box a subdirectory will appear and the “All Users” page will load. If you select the “Your Profile” in the list on the left sidebar your user page will appear. Scroll to the bottom to change your password.

Click “Update Profile” to save changes.



## Themes

In this segment a user will learn how to change their current theme to the one developed for the IDA. To begin, select the “Appearance” option on the left sidebar again. Once clicked a submenu will appear, select the “Themes” option. You should be on a page that looks similar to this:



The theme were looking for is called “Intrepidity”, look for the brown screenshot similar to the one in the picture. Also check the “All of this themes files are located at: /themes/idanrv” to confirm that you have the correct theme.

If Intrepidity does not display on this screen then double check the **wp\_content/themes** folder to make sure the transfer of the theme was successful.

---

## Last Adjustments

Your website should be sporting its new theme however; you're probable noticing that a few of the elements are just off. This last section will help a user disable these small bugs.

You will now have a new option on the left sidebar called "My Theme." On click a submenu will appear consisting of: **Design, Settings, Homepage, Option/signup Form, and Landing page.** The page you currently on should be "Design" Click settings and under **Socialize Icons** input the following information:

Twitter: **http://www.twitter.com/idanrv**

Facebook: **http://www.facebook.com/#!/pages/Intellectual-Disabilities-Agency/10150100630900371**



**Socialize Icons**

Your twitter URL:   
Eg. *http://twitter.com/username*

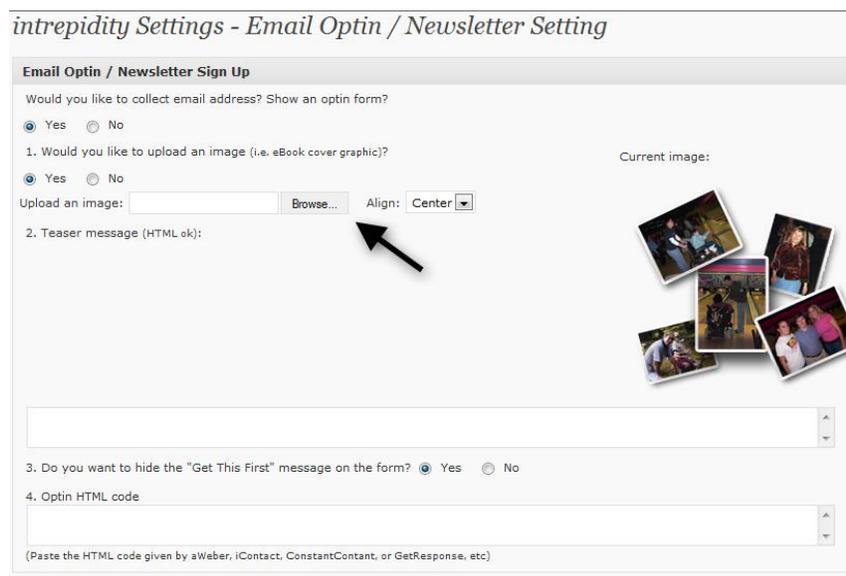
Your facebook URL:   
Eg. *http://www.facebook.com/xxxxxxx*

YouTube URL:   
Eg. *http://www.youtube.com/user/xxxxxxx*

RSS feed URL:   
Eg. *http://www.yourblog.com/feed/*

Enter Links to Your Twitter, Facebook, and RSS feeds.  
If you want to remove the icon, clear the field and save this page

Afterwards click on the **option/signup form** under the upload an image: click browse and then proceed to click on "donationboxpic.png" in your images folder inside the CD. Final settings should look like this:



*intrepidity Settings - Email Optin / Newsletter Setting*

**Email Optin / Newsletter Sign Up**

Would you like to collect email address? Show an optin form?  
 Yes  No

1. Would you like to upload an image (i.e. eBook cover graphic)?  
 Yes  No

Upload an image:   Align:

2. Teaser message (HTML ok):

3. Do you want to hide the "Get This First" message on the form?  Yes  No

4. Optin HTML code

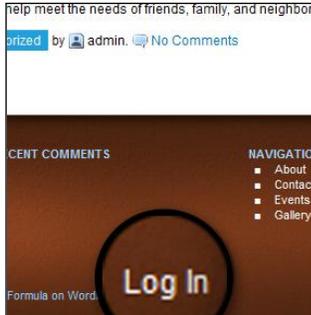
(Paste the HTML code given by aWeber, iContact, ConstantContact, or GetResponse, etc)

Current image:  


Lastly click “Settings” on the left sidebar and proceed and clear the blog title and tagline.

## 3.0 CONTENT MANAGEMENT SYSTEM (WORDPRESS)

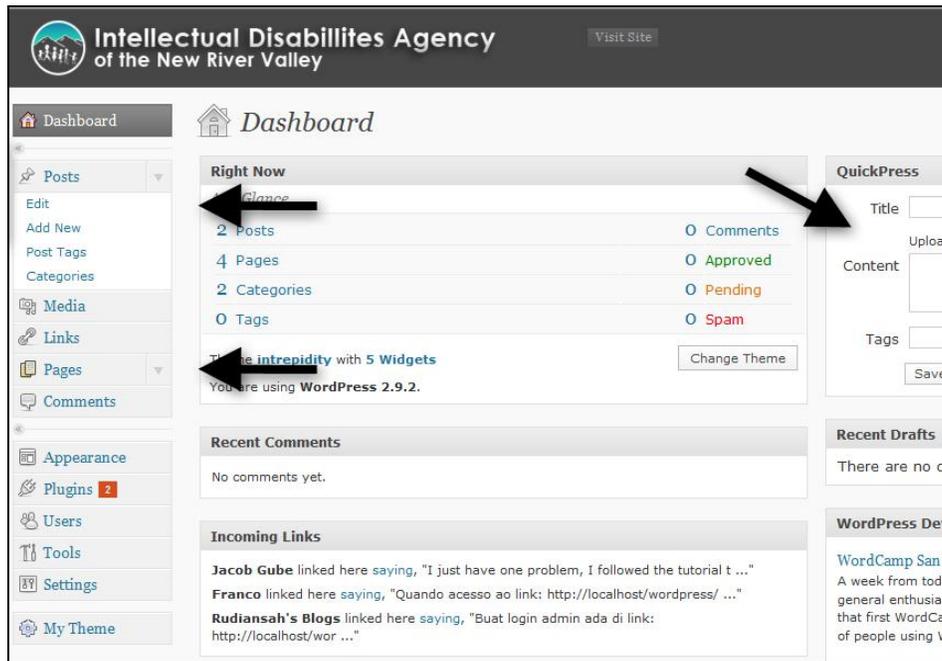
### 3.1 Logging On



The very last line rendered on the website has an option to “Log in”

This option brings you to our Log-In page which will then let you into the administration menu

### 3.2 System Menu



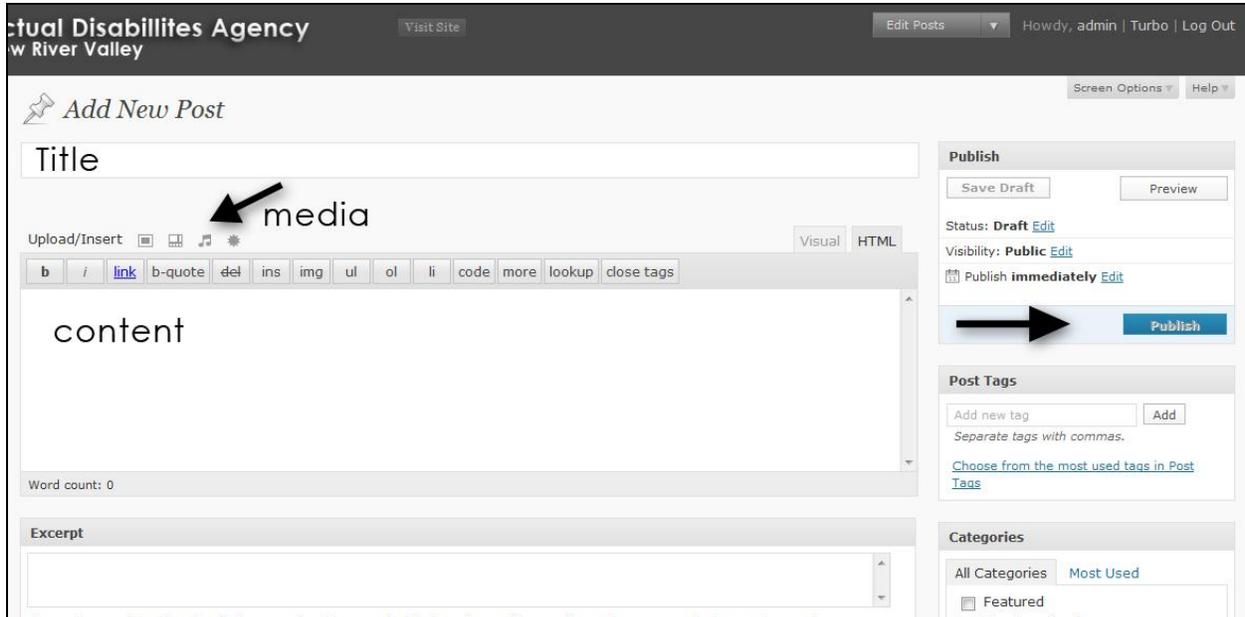
The Wordpress Control Panel is a powerful tool that is designed to keep the latest information, news, and developments at your fingertips. Because wordpress is so dynamic and evolving Acumen highly suggests that you visit:

[http://codex.wordpress.org/Working\\_with\\_WordPress](http://codex.wordpress.org/Working_with_WordPress)

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### 3.3 Adding a Article

Under “**Posts**” Click “**Add new**” this will bring up the new Article Creation menu. It should look like this:



The site uses a text editor that is fairly common, you have access to buttons that format text (like in Microsoft Word) and a option at the top to insert various forms of media including: Pictures, video, and music. Some of the things you’re probably not too familiar with:

**Excerpt:** are smaller “summaries” of the article that are used in the homepage and in rss feeds. For this website we did not make use of excerpts.

**Post Tags:** Post tags are search keywords that you can manually add to an article. Wordpress automatically index’s the post for local search by using the content presented inside of it and tags are a good way of returning the given article for a vague query.

**Categories:** Categories are how the CMS files the article. Users can search and make queries on given categories.

**Custom Fields:** Custom Fields are fields that a directly associates an article with a widget function. For example the custom fields “**articleimg**” and “**featuredtext**” are two fields required for an article to be featured

### 3.4 Plugins & the Sidebar

Plugins are external pieces of code that can increase the amount of interactivity and content within a given blog. One of the Plugins included in your CD is featured content box that is highly recommended (though is not required). The other highly recommend plug in is the branded admin. To activate both just click “**Activate**”

<input type="checkbox"/> Plugin	Description
<input type="checkbox"/> <b>Akismet</b> <small>Activate   Edit   Delete</small>	Akismet checks your comments against the Akismet web service to see if they review the spam it catches under "Comments." To show off your Akismet stats plugin. Version 2.2.7   By Matt Mullenweg   <a href="#">Visit plugin site</a>
<input type="checkbox"/> <b>Branded Admin</b> <small>Deactivate   Edit</small>	Display custom header & footer in the WordPress Admin area. Now 2.7.x comp Version 1.2   By Kerry Webster   <a href="#">Visit plugin site</a>
<input type="checkbox"/> <b>Featured Content Gallery</b> <small>Deactivate   Edit</small>	Used to create a customizable rotating image gallery anywhere within your Wo support. Version 3.2.0   By iePlexus   <a href="#">Visit plugin site</a>
<input type="checkbox"/> <b>Hello Dolly</b> <small>Activate   Edit   Delete</small>	This is not just a plugin, it symbolizes the hope and enthusiasm of an entire ge Dolly. When activated you will randomly see a lyric from Hello, Dolly in the up Version 1.5.1   By Matt Mullenweg   <a href="#">Visit plugin site</a>
<input type="checkbox"/> <b>jQuery Lightbox</b> <small>Activate   Edit   Delete</small>	Used to overlay images on the current page. Original jQuery Lightbox by Balu Version 0.9   By Pedro Lamas   <a href="#">Visit plugin site</a>
<input type="checkbox"/> <b>Lazyest Gallery</b> <small>Activate   Edit   Delete</small>	Easy Gallery management plugin for Wordpress with automatic creation of thu Version 0.16.2.1   By Brimosoft   <a href="#">Visit plugin site</a>
<input type="checkbox"/> <b>My Brand</b> <small>Activate   Edit   Delete</small>	Enables You to Customize the Login Page. Add Backgrounds, Form BG's, Font C Browser. Built-in RGB Color Picker. Uses the Built-in WP Gallery, ThickBox and Version 1.2   By Kris Jonasson   <a href="#">Visit plugin site</a>
<b>There is a new version of My Brand available. <a href="#">View version 1.3 Details</a> or <a href="#">upgrade automatically</a>.</b>	
<input type="checkbox"/> <b>Twitter for Wordpress</b> <small>Deactivate   Edit</small>	Displays your public Twitter messages for all to read. Based on Pownce for Wo Version 1.9.7   By Ricardo González   <a href="#">Visit plugin site</a>

**Featured Content Selection** - Select either a blog category or individual post/page IDs for your featured content:

Select here to use category selection     
 Select here to use individual post or page IDs

Category Name:      
Post or Page IDs (comma separated no spaces):

Number of Items to Display:      
 Check here to randomize post/page ID display

**Gallery Style** - Choose your gallery size and colors:

Gallery Width in Pixels:      
Gallery Border Color (#hex or color name):

Gallery Height in Pixels:      
Gallery Background Color (#hex or color name):

Text Overlay Height in Pixels:      
Gallery Text Color (#hex or color name):

**Slide Transition Times and Other Options** - Choose your slide and fade duration, carousel button name and text overlay word qu

Slide Display Duration (milliseconds):      
Carousel Button Name: 
  
(Default: 9000 milliseconds / 9 seconds)     
(Default: "Featured Content")

Slide Fade Duration (milliseconds):      
Number of Words in Text Overlay: 
  
(Default: 500 milliseconds / .5 seconds)     
(Default: 100 words)

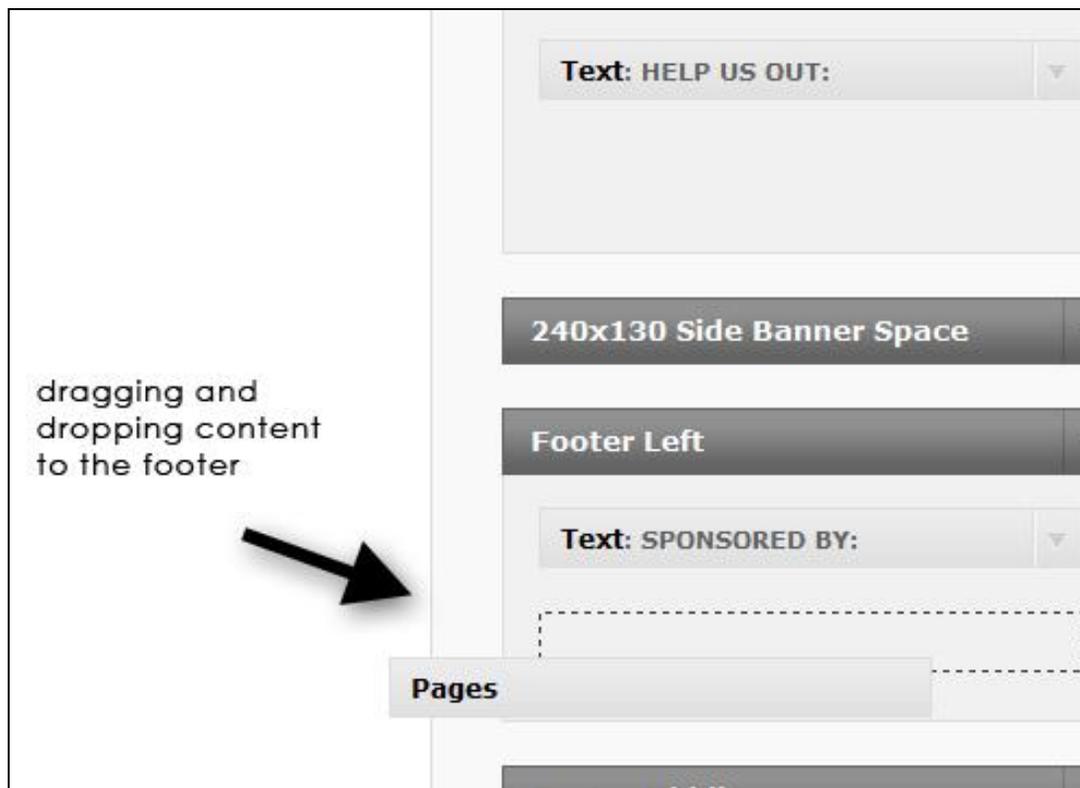
**Slide Transition Type** - Choose your slide transition effect:

The above picture is the settings for the featured content gallery (those not shown can be left at default). Once the FCG is activated its menu will appear in the “**settings**” bar

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## Sidebar and Footers(Widgets under Appearance)

The sidebar and footers menu provide a dynamic way to change the look and feel of your website. To change what each corresponding division holds just drag and drop the given function



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## 4.0 FACEBOOK

### 4.1 Overview

The Facebook page will serve as an efficient means of broadcasting any updates, information, events, and news. The main intention of the Facebook is to broaden the web presence of the IDA in an interactive manner. Facebook offers a variety of tools and functions that can be broadcasted to any users interested in interacting with the IDA Facebook. Any individual who is a Facebook user will have access to the IDA Facebook, and will have the ability to publicly or privately interact the IDA page.

Facebook is considered by most to be easily adaptable and reliable. However; it is not uncommon for Facebook to change the user interface, resulting in minimal relearning of the Facebook processes.

### 4.2 Getting Started

If an IDA administrator chooses to log on, he/she must enter the homepage and give their email and password. If the password has been forgotten, Facebook will send you an email with the password.



Any individual listed as an administrator on the IDA Facebook page has the power to edit information on the IDA Facebook. There is no log in process for the IDA Facebook. An administrator must log on to their own personal Facebook. Once logged on, they can click the “Ads and Pages” option on their home page. From there, there are several options an administrator has to choose from in regards to the IDA fan page.

In the case of adding a new administrator to the IDA Facebook, a current administrator would log on and click the “Ads and Pages” option. On that page, there is a list of current administrations, and a link that says “add”. Click on the “add” link. A box will pop up requesting the name of the individual whom you wish to add as an administrator. In order to add an administrator to the IDA page, they must already be a Facebook friend to whoever is adding them as an administrator.

### 4.3 Things to do on Facebook

Once an administrator has successfully logged on, Facebook will direct them to their homepage, along with notifying them of any new notifications. The notifications will alert the IDA of any new wall posts, messages, picture comments, events, and all feedback from IDA fans. There are several ways to respond to different types of notifications:

- If a fan leaves a comment on the IDA wall, an administrator can respond by clicking the “comment” link below the posted comment. This is a public form of responding to a fan.



- If an administrator chooses to upload any pictures, they may do so by viewing their current pictures and either creating a new album, or uploading them in an existing album.

- 
- If an administrator wishes to send a private message, they may do so by going to an individual's Facebook page and clicking the "send message" link below the default picture of the person they are trying to message.
  - If an administrator wishes to post an event, they can do so by clicking the events tab on the IDA homepage, and clicking "create new event".

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## 5.0 TWITTER

### 1. Overview

Twitter is a social networking website, allowing near-instantaneous update of a user's status to be shared with their friends (termed followers), as well as to receive updates from their friends (called following). In addition, users can create lists of users they want to receive updates from without actually becoming friends with those users.



### 2. Creating an Account

To create an account, a new user needs to provide their full name, their desired username (which will be checked against the Twitter user database), a password, and a valid email address. They must also read through the Terms of Service and the Privacy Policy and check the box that shows they understand it. There is also a checkbox for if the user wishes to receive email updates.

#### Join the Conversation

Already on Twitter? [Sign in.](#)

Already use Twitter on your phone? [Finish signup now.](#)

**Full name**  ⇒ enter your first and last name

**Username**   
Your URL: <http://twitter.com/> USERNAME

**Password**

**Email**   
 Let others find me by my email address  
Note: Email will not be publicly displayed

**Terms of Service**  
[Printable version](#)

Terms of Service

These Terms of Service ("Terms") govern your access to and use of the services and Twitter's websites (the "Services") and any information text.

By clicking on "Create my account" below, you are agreeing to the [Terms of Service](#) above and the [Privacy Policy](#).

I want the inside scoop—please send me email updates!

### 3. Home Page

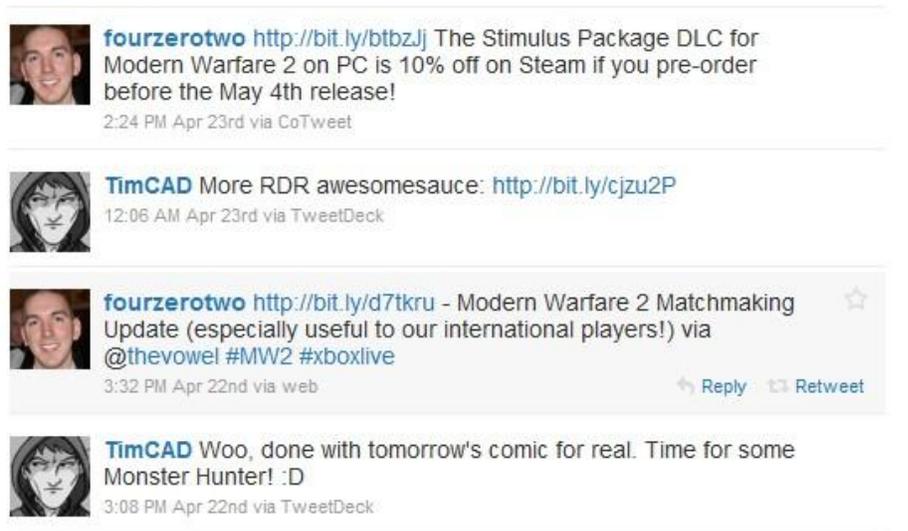
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After logging into their account, the user will be taken to the Home page, which consists of several components detailed as follows

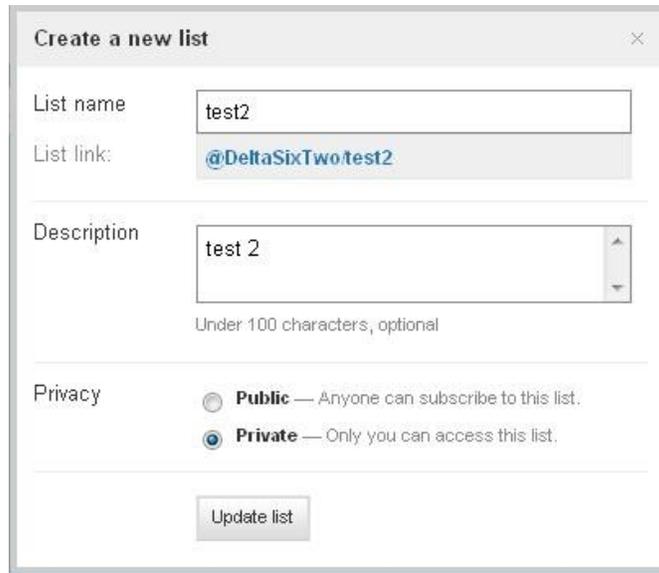
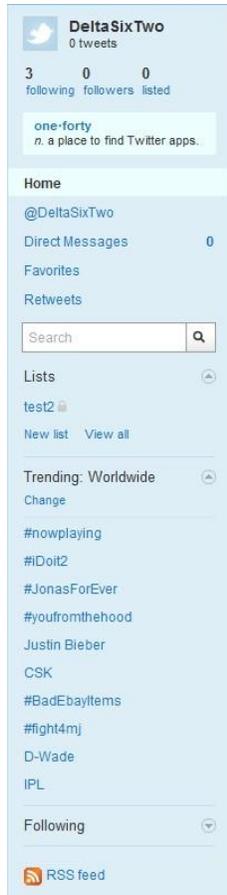
- a. Right near the top of the page is the What's Happening box, which is where you type an actual tweet. A tweet is a comment about your status, in 140 characters or less. Once your tweet is composed, you click the Tweet button. Your tweet will then be displayed on the feed underneath the What's Happening box, which also contains information from users you are following and previous posts from yourself.



- b. As stated above, underneath the What's Happening box is the feed of updates from both other users, as well as tweets you have made. You can also select users to reply to from this feed



- c. Beside the feed is a sidebar, which contains several important parts of a user's profile, including a count of users you are following, users who are following you, and any listed users you have. It also contains a search bar, allowing you to search for topics by keyword. Underneath that are your lists, which are created to allow a user to get updates from specific users without necessarily following them. To create a list, you need to click on the new list link in the sidebar. This will take you to the list creation page, where you will need to create a name and a description for the list, and then search for people to add to the list. You may also add users you are following, or from any users' profile page. You can also edit a list's name and description, as well as add users to the list later on if needed. Underneath the list section is the Trending Topics section, which displays the most active topics on Twitter at the time.



- d. To tweet to specific users, while typing your tweet, you include @username in your message, and it is both posted to your feed, the users feed, and is included in the users sidebar under the @username link. There is a link for your username as well in the sidebar, directly under the Home link on the sidebar. Clicking this link takes you to a special feed that only includes tweets with your username in them.



- e. Also included in the sidebar at the bottom is an option to subscribe to Twitter's RSS Feed. An RSS Feed allows you to receive updates to a program that supports RSS Feeds. Most internet explorers now support subscribing to RSS Feeds, as well as other social networking services.



4. Your Profile page contains all the information specific to your profile, including your user photo, your number of followed users, users following you, and lists. It also shows your favorite tweets, which you select by clicking the star beside a tweet.



5. To find other users on Twitter, you first need to click on the Find People link on the menu bar. This takes you to the main page for locating users on Twitter. You are presented with several options, the first of which allows you to search for users by their Twitter names.

## Find accounts and follow them.



You can find people, organizations, or companies you know that already have a Twitter account.

A screenshot of the search input field for finding users. It has a light blue background and contains the text 'Who are you looking for?' above a white search box. Below the search box, it provides examples: 'Examples: Bill, Bill Smith, or Whole Foods'. A blue 'Search' button is located at the bottom left of the input area.

The second tab allows you to invite a user by their email address, which will send the invite to their email.

- Browse Suggestions
- Find Friends
- Invite By Email
- Find On Twitter

You can invite folks by sending them an email. See [what you'll send them](#).

Enter some email addresses:

Separate multiple email addresses with commas, ex: joe@twitter.com,jane@twitter.com

Invite

The next tab allows you to find any of your email contacts that may be on Twitter.

- Browse Suggestions
- Find Friends
- Invite By Email
- Find On Twitter

Many of your friends and colleagues already use Twitter. Find and follow them.

Find your contacts from

- Gmail
- Yahoo
- AOL

Your email

Your password

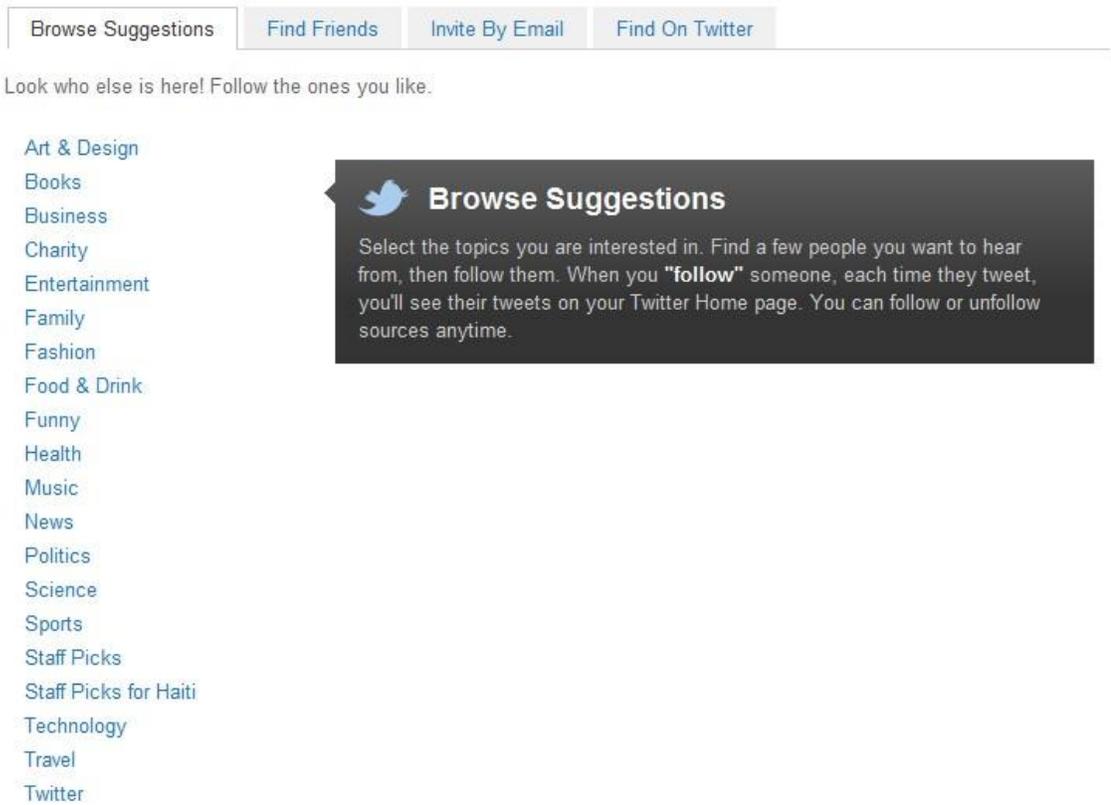
Find friends

**Email Security**  
We don't store your login and your password is submitted securely. We store email addresses from this import to help you connect with other Twitter users. We won't email these addresses without your permission. [Learn more.](#)

 **Find your friends**

Scan your email address book or contacts to discover which of your friends are already using Twitter. Select an email service from the list to the left. Follow any of the friends you find to add their Tweets to your Home **timeline**.

You can also select the Browse Suggestions tab, which shows general categories and allows you to find users who share your interests.



6. The Settings section contains most of the information for your profile and account, and is where you can actually edit that information. Upon clicking the Settings link in the menu bar, you will be taken to the Account page, where you can edit your username, your email address, select whether you want other users to be able to find you by your email, change your language, select your time zone, add a location to your tweets, and select if you want only approved users to be able to view your tweets. Clicking the Save button will save and apply your changes.



## DeltaSixTwo's settings

**Account** Password Mobile Notices Profile Design

Name	Dan You can change your name on your <a href="#">profile settings</a> .
Username	<input type="text" value="DeltaSixTwo"/> No spaces, please. Your URL: <a href="http://twitter.com/DeltaSixTwo">http://twitter.com/DeltaSixTwo</a>
Email	<input type="text" value="haurach@yahoo.com"/> <input type="checkbox"/> Let others find me by my email address Note: email will not be publicly displayed
Language	<input type="text" value="English"/> <span>▼</span> What language would you like to Twitter in?
Time Zone	<input type="text" value="(GMT-05:00) Quito"/> <span>▼</span>
Tweet Location	<input type="checkbox"/> Add a location to your tweets Ever had something you wanted to share ("fireworks", "party", "ice cream truck", or "quicksand...") that would be better with a location? By turning on this feature, you can include location information like neighborhood, town, or exact point when you tweet. When you tweet with a location, Twitter stores that location. You can switch location on/off before each tweet and always have the option to delete your location history. <a href="#">Learn more</a>
	<hr/> <p>You may <a href="#">delete all location information</a> from your past tweets. This may take up to 30 minutes.</p>
Tweet Privacy	<input type="checkbox"/> Protect my tweets Only let people whom I approve follow my tweets. If this is checked, you WILL NOT be on the <a href="#">public timeline</a> . Tweets posted previously may still be publicly visible in some places.
	<input type="button" value="Save"/>

[Deactivate my account](#)

Clicking the Password tab allows you to change your password by entering your old password, then your desired new password, then verifying your new password and clicking the Change button.

### Account

From here you can change your basic account info, fill in your profile data, and set whether you want to be private or public.

### Tips

Filling in your profile information will help people find you on Twitter. For example, you'll be more likely to turn up in a Twitter search if you've added your location or your real name.

Change your Twitter user name anytime without affecting your existing tweets, @replies, direct messages, or other data. After changing it, make sure to let your followers know so you'll continue receiving all of your messages with your new user name.

Protect your account to keep your tweets private. Approve who can follow you and keep your tweets out of search results.

Account **Password** Mobile Notices Profile Design

Current Password:   
[Forgot your password?](#)

New Password:

Verify New Password:

### Password

Be tricky! Your password should be at least 6 characters and not a dictionary word or common name. Change your password on occasion.

**Note:** If you have trusted a third-party Twitter service or software with your password and you change it here, you'll need to re-authenticate to make that software work. (Never enter your password in a third-party service or software that looks suspicious.)

Clicking the Mobile tab will allow you to link your Twitter account to a supporting mobile phone. To do so, you need to choose your country, enter your phone number and select if you want other users to be able to find you by your phone number, then click the Start button to verify your phone.

Account Password **Mobile** Notices Profile Design

 **Use Twitter with Text Messaging!**  
 Twitter is more fun when used through your mobile phone. Set yours up! It's easy!

Twitter does not charge for this service. Standard message and data rates may apply.

- Choose your country**
- Enter your mobile phone number**  
  
 Let others find me by my phone number
- Verify your phone**

### Text Messaging on Twitter

Setting up your phone allows you to:

- Send tweets with text messaging on your phone.
- Receive texts for DMs and the tweets from users you want to be notified about.

Clicking the phone icon on a users profile page or your followers page sets Tweet notifications for that user.

 **Twitter commands**  
 Do more than Tweet! Send these commands to Twitter:

**FOLLOW *username***  
 Start following a user

**UNFOLLOW *username***  
 Stop following a user

**ON/OFF**  
 Turn all Tweet notifications on or off

**ON/OFF *username***  
 Set Tweet notifications for a user on or off (you'll still be following them even if you set it to off)

**GET *username***  
 Shows you the latest tweet from any user

**RT *username***  
 Retweet a user's latest tweet

**FAV *username***  
 Favorite a user's latest tweet

**D *username your-message***  
 Send a direct message to a user

The Notices tab allows you to select what notices you want to receive emails when a user starts to follow you, when you receive a new direct message or whenever there is an update.

The screenshot shows the 'Notices' tab selected in a navigation bar with options: Account, Password, Mobile, Notices, Profile, Design. The main content area has three sections: 'New Follower Emails' with a checked checkbox for 'Email when someone starts following me'; 'Direct Text Emails' with a checked checkbox for 'Email when I receive a new direct message'; and 'Email Newsletter' with an unchecked checkbox for 'I want the inside scoop—please send me email updates!'. A 'Save' button is at the bottom left. On the right, there are two sections: 'Notices' with a sub-header 'These settings control how much we bug you about various things.' and 'Tips' with two paragraphs: 'Nudge only works if you have a registered device and it is on.' and 'Be sure your email is correct in [account settings](#) to receive emails.'

Clicking the Profile tab allows you to edit your profile picture, by selecting an image no more than 700 kilobytes and of the JPG, GIF, or PNG file formats. You can also edit your name, location, add a personal website or blog, and type a short biography of yourself that's no more than 160 characters.

The screenshot shows the 'Profile' tab selected in a navigation bar with options: Account, Password, Mobile, Notices, Profile, Design. The main content area has five sections: 'Picture' with a Twitter bird icon, a 'Browse...' button, and the text 'Maximum size of 700k. JPG, GIF, PNG.'; 'Name' with a text box containing 'Dan' and the instruction 'Enter your real name, so people you know can recognize you.'; 'Location' with a text box and the instruction 'Where in the world are you?'; 'Web' with a text box containing 'http://', a 'Show info' link, and the instruction 'Have a homepage or a blog? Put the address here. (You can also add Twitter to your site here)'; and 'Bio' with a text box and the instruction 'About yourself in fewer than 160 chars.' A 'Save' button is at the bottom left. On the right, there are two sections: 'Picture' with a sub-header 'Your Twitter profile pic helps instantly identify you to those following you -- and tells those who aren't more about you.' and 'Tips' with three paragraphs: 'A real picture of yourself is encouraged. It adds personableness to your tweets.', 'Because the images are usually seen in a small version, a crop of your face works best.', and 'People can see the full-sized version when they click on your picture from your profile page. So don't upload a tiny one -- we'll create the thumbnail for you.' Below these are two more paragraphs: 'If you want to control exactly how it will be cropped, upload a square picture.' and 'Nudity or obscene images are not allowed.' At the bottom of the tips section, it says 'Be sure you have permission to use the photo you're using. (And don't use a celebrity's picture -- unless you're that celebrity, of course.)'

Clicking the Design tab allows you to change the theme of the website, or to change the background image by selecting an image no more than 800 kilobytes in size, and of the JPG, GIF or PNG formats. You can also change the design colors by clicking on the appropriate button.

Account Password Mobile Notices Profile **Design**

Select a theme



Change background image      Change design colors

cancel      save changes

### Design

Customize the way Twitter looks for you and how your profile looks to others. Start with a pre-designed theme -- and then, optionally, customize it with your own color scheme and background image.

### Tips

You can see what your changes look like instantly, but they're not saved until you click "save changes."

If you want to start over, click "cancel."

### Get more creative

[Check out Themeleon »](#)  
Thousands of background patterns & color palettes available to customize your Twitter profile.

Change background image      Change design colors

Images must be smaller than 800k. GIF, JPG, PNG.

✘ Don't use a background image

*tile background*

Change background image      Change design colors

background

text

links

sidebar

sidebar border

- Twitter's Help section gives you access to a variety of topics as well as allowing you to search for a solution to your specific problem. The Getting Started section covers such information as how to edit your account, frequently asked questions, and using advanced search operators.

Topic (61)	Comments	Latest activity
<a href="#">Welcome to Twitter Support!</a>	0	about 4 months ago by <b>crystal</b>
<a href="#">Frequently Asked Questions</a>	0	about 3 months ago by <b>crystal</b>
<a href="#">Rules and Best Practices</a>	0	about 1 month ago by <b>Lukester</b>
<b><a href="#">Profile and Account Settings</a></b>	0	about 1 month ago by <b>emilypinkerton</b>
<a href="#">About Public and Protected Accounts</a>	0	about 1 month ago by <b>emilypinkerton</b>
<a href="#">How To Confirm Your Email Address</a>	0	24 days ago by <b>Charles</b>
<a href="#">How To Change Your Profile Picture or Information</a>	0	18 days ago by <b>emilypinkerton</b>
<a href="#">How To Customize Your Twitter Design</a>	0	24 days ago by <b>emilypinkerton</b>
<a href="#">How To Change Your Password</a>	0	24 days ago by <b>emilypinkerton</b>
<a href="#">How To Change Your Email Address</a>	0	24 days ago by <b>emilypinkerton</b>
<a href="#">How To Change Your Email Preferences</a>	0	24 days ago by <b>emilypinkerton</b>
<a href="#">How To Change Your Username</a>	0	24 days ago by <b>crystal</b>

The Mobile section contains information specific to setting up a mobile account on Twitter, as well as how to use Twitter on your phone.

Topic (37)	Comments	Latest activity
--GETTING STARTED--	0	about 1 month ago by <b>Is</b>
Twitter Phone FAQs	0	4 days ago by <b>keerthi</b>
Official Twitter Text Commands	0	11 days ago by <b>emilypinkerton</b>
How To Add Your Phone via SMS	0	11 days ago by <b>tholden</b>
How To Add Your Phone via Web Activation	0	11 days ago by <b>emilypinkerton</b>
How To Add Your Phone via One-Way Long Codes (International)	31	about 13 hours ago by <b>Chanschrijft</b>
How To Find Your Twitter Short/Long Code	0	11 days ago by <b>tholden</b>
How To Create a Twitter Account Using SMS	0	11 days ago by <b>tholden</b>
How To Create an Account on Twitter Mobile Web	0	11 days ago by <b>Is</b>
How To Complete Mobile Sign Up: Accessing Your Web Account	0	11 days ago by <b>Is</b>
How To Follow/Unfollow Others via SMS	0	11 days ago by <b>Is</b>
How To Send Messages On mobile.twitter.com	0	11 days ago by <b>Is</b>
NEW: Twitter on Your Blackberry!	0	11 days ago by <b>Is</b>

The Policy section contain Twitter’s various rules and regulations, as well as information on how to file complaints of Terms of Service or Rules violations.

Topic (18)	Comments	Latest activity
The Twitter Rules	0	16 days ago by <b>Twitter</b>
How To File Terms of Service or Rules Complaints	0	9 days ago by <b>ginja</b>
How To Contest Account Suspension	0	about 1 month ago by <b>ginja</b>
Inactive Usernames Policy	0	about 1 month ago by <b>ginja</b>
Name Squatting Policy	0	about 1 month ago by <b>Is</b>
Impersonation Policy	0	about 1 month ago by <b>crystal</b>
Parody, Commentary, and Fan Accounts Policy	0	about 1 month ago by <b>ginja</b>
Harassment and Violent Threats Policy	0	about 1 month ago by <b>ginja</b>
Reposting Content without Attribution Policy	0	about 1 month ago by <b>ginja</b>

The Troubleshooting section covers many of the likely problems you may encounter using Twitter, and has solutions both added by Twitter staff and other users, allowing for a dynamic problem solving approach.

Topic (33)	Comments	Latest activity
<b>LOGIN PROBLEMS</b>	0	3 days ago by <b>Is</b>
<a href="#">I Can't Log In</a>	0	3 days ago by <b>Is</b>
<a href="#">I'm Locked Out After Too Many Login Attempts</a>	0	3 days ago by <b>Is</b>
<a href="#">Twitter is Asking me to Confirm an Account I Didn't Register!</a>	0	3 days ago by <b>Is</b>
<a href="#">I Don't Have Access to My Account's Email Address Anymore</a>	0	3 days ago by <b>Is</b>
<a href="#">My account is compromised! (hacked?)</a>	0	3 days ago by <b>em33</b>
<a href="#">I'm Having Trouble Confirming My Email</a>	0	3 days ago by <b>Is</b>
<a href="#">I Can't Restore My Account!</a>	0	3 days ago by <b>Is</b>
<a href="#">An API Pop-Up Box Asks Me to Log In</a>	501	3 days ago by <b>JKHijkrenoigtre</b>
<b>ACCOUNT SETTINGS</b>	0	3 days ago by <b>Is</b>
<a href="#">My Account Information Is Already Taken</a>	0	3 days ago by <b>Is</b>
<a href="#">I Can't Upload My Profile Picture or Avatar</a>	0	3 days ago by <b>Is</b>

The Known Issues section contains problems that have been solved by either Twitter's staff or users.

Topic (29)	Comments	Latest activity
<b>SEARCH</b>	0	12 days ago by <b>Charles</b>
<a href="#">I'm Missing from Find People Search</a>	2,835	7 minutes ago by <b>MargvilleFoods</b>
<a href="#">My Tweets Aren't In Search/Hashtags Aren't Working</a>	0	12 days ago by <b>Is</b>
<b>FOLLOWING</b>	0	12 days ago by <b>Charles</b>
<a href="#">I Can't Access My New Follower Requests</a>	1,196	about 1 hour ago by <b>Sweetiestheeshh</b>
<a href="#">My Follow Count is Incorrect</a>	434	14 minutes ago by <b>AboutOne</b>
<a href="#">My Count Numbers Fluctuate</a>	943	44 minutes ago by <b>mmacaluso</b>
<a href="#">Unable to view all lists that follow you</a>	17	5 days ago by <b>archimag</b>
<a href="#">Missing Hovercards</a>	135	5 days ago by <b>Marc</b>
<b>MESSAGING</b>	0	5 days ago by <b>Charles</b>
<a href="#">Can't access my favorites!</a>	30	about 7 hours ago by <b>stacy013</b>
<a href="#">My Direct Message Count is Inaccurate</a>	505	about 9 hours ago by <b>adalecki</b>
<a href="#">Tweets do not post after pressing the 'Tweet' button</a>	194	about 11 hours ago by <b>PerryWilson</b>
<a href="#">Missing Tweets on your Timeline?</a>	972	11 minutes ago by <b>judygreeno</b>

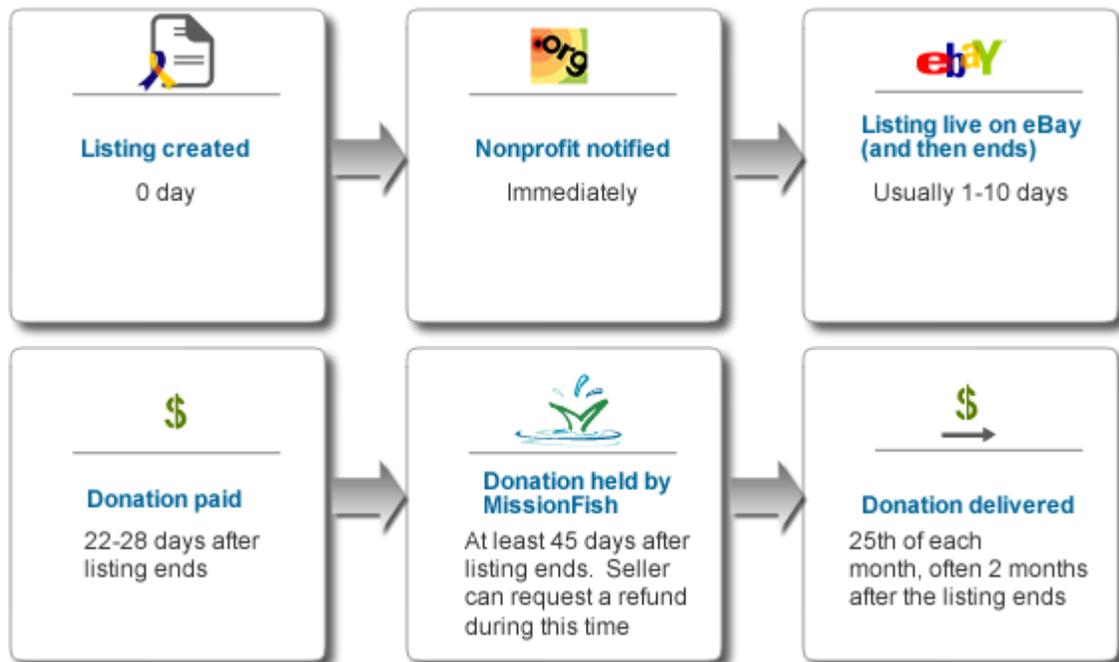
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## 6.0 MISSIONFISH

### 6.1 Description of Service:

The Mission Fish program is designed to provide an easy to use interface for nonprofit organizations, giving them the ability to raise funds through donations and auctioning items on eBay. Just by creating your MissionFish account, everyday eBay users will have the option to donate a percentage of their sale toward your nonprofit organization. The following guide will provide a few steps to accomplish some common functions used through a Mission Fish account as well as some brief information about how it works. A more detailed MissionFish guide can be found at [www.missionfish.com/help/us\\_help.html](http://www.missionfish.com/help/us_help.html)

**The Lifecycle of a Community Seller donation:** The following timeline shows a summarized lifecycle of an eBay Giving Works donation that results from a Selling listing.

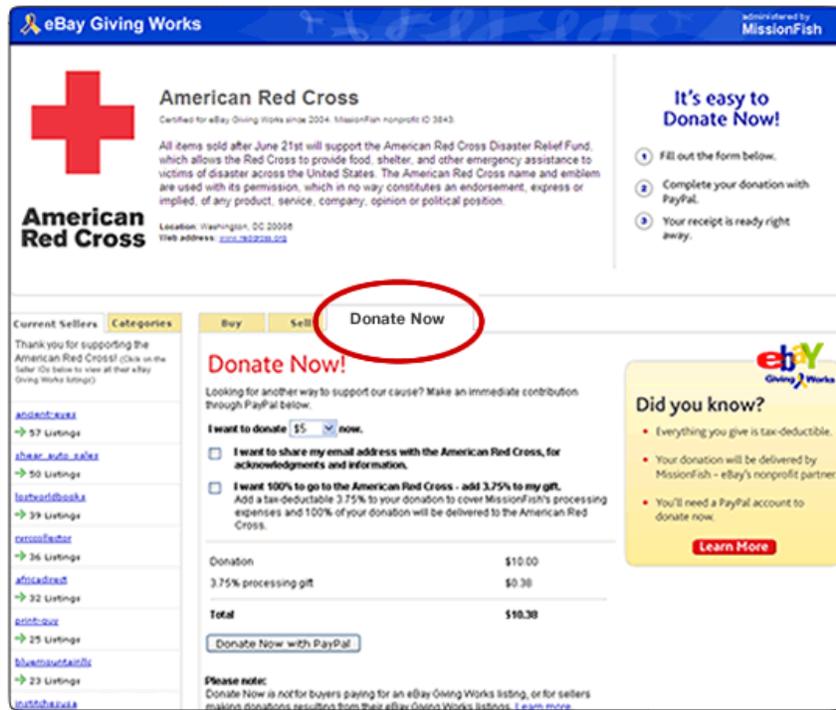


#### 1- Donate Now Option

Every eBay Giving Works certified Mission Fish account is paired with the feature to automatically receive donations from individuals without having to auction an item. This feature is handy as it provides a link for any Paypal account holder to generously donate at any time. To access this feature:

- Log into your MissionFish account

- Click the “About My Nonprofit” link near the top of the page
- Click the “Donate Now” tab near the center of the page



All donation information will then be listed.

## 2- Linking an eBay seller ID to your MissionFish Account (registering as a Nonprofit Direct Seller)

This feature provides you the luxury of selling items directly onto eBay to raise money for your nonprofit organization. With your eBay user ID and password, setup begins by:

- Log into your MissionFish Account
- Click the “Manage Direct Sellers” button on the left side of the login page
- Click the “Adding a Direct Seller to your account” button approximately half way down the page
- Click the “I know the eBay User ID and password of the Direct Seller” button and then Click the “Go” button located at the bottom of the menu.
- You'll be taken to a special eBay sign-in page. Enter your eBay seller ID and password as directed.

- Once the confirmed button is pressed, you will then be taken to a confirmation page listing your new Direct Seller Account information.

The screenshot shows the MissionFish website interface. At the top, there is a navigation bar with 'MissionFish' logo and 'The way to fundraise on eBay'. Below this is a 'Manage Direct Sellers' section. A large blue instructional box is overlaid on the page. The box contains the following text:

**Adding a Direct Seller to your account**

In order to add a Direct Seller to your account, you will need to know the Direct Seller's eBay User ID and password.

I know the eBay User ID and password of the Direct Seller that I would like to add

After you click the "Go" button, you'll be taken in a new window to an eBay page asking you to sign in to the Direct Seller's eBay account. Once you have entered the User ID and password, you will be redirected back to MissionFish confirming that the Direct Seller has been added to your account.

Go

Check the radio button

Then click "Go"

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## **7.0 ADDITIONAL SYSTEM INFORMATION**

### **7.1 Process Model**

