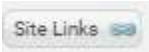



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Editing Emails and Articles

Both Contact Center emails and Website articles are edited using the same MemberClicks editor. Several items apply to both types of content:

- Media Manager - Images & Files
 - All images and files are stored in Media Manager. There are folders and subfolders set up for clubs and these should be used when storing images and files in TellicoLife.
 - To the extent possible, images should be resized BEFORE being uploaded into an email or message. There is an admin How To that discusses resizing: [How to Resize an Image](#)
- Help with Editing
 - MemberClicks has extensive documentation on editing under both '[Website](#)' and '[Email](#)'
- Links
 - Links to content within TellicoLife should be added using the 'Site Links'  icon underneath the editing window.
 - When you want to delete text that is a link, first break the link ,  then delete the text.

Contact Center – Emails

Creating and sending an email

To send a newsletter to your membership, the email is created in the Contact Center. Typically, you will create a new email by using a template or a previous version of the newsletter.

- Creating a new Email Template, MemberClicks Resources:
 - [Uploading a Newsletter Template](#)
 - Note that Emails are HTML documents. To make significant changes to a template you should copy the HTML to an HTML editor, modify it there and copy it back. This will make it much easier. If you want to make changes to your basic email and do not have these skills, ask the TLife admin team for help.
 - If you have multiple versions of the same email, please delete all but the most current one.
- TellicoLife Email Resources:
 - [Sending Emails with the Contact Center - for ADMINS](#)

After the Email is sent

Reporting – Messages

Once your message has been sent, you can go into the 'Reporting – Messages' section to see a variety of information about the message.

Missing Emails

- On occasion, a member will complain about not receiving a newsletter. There are several tools available to both the member and the admins to figure out what happened.
 - Member Help – [Missing Emails from TellicoLife](#)
 - Check member profile for detailed information on what messages they have been sent

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Articles

Platinum Clubs are responsible for creating, editing, and updating their content on TellicoLife.

Gold, Silver and Bronze pages are maintained by the TellicoLife core team. Requests are made via clubs@tellicolife.org

TellicoLife website pages are maintained in 'Website -> Articles'.

- [Articles – Standards for Admins](#) contains information on formatting articles.
- Articles should be assigned a 'Category'. This makes it easier to find an article you want to edit.
- There are several special categories that not only categorize articles but are used to generate content. Typically, these are items in the main TellicoLife Navigation. Articles with these categories will automatically be included in the generated content:
 - TLife – How To Guides : Help -> How to Guides
 - TellicoLife Clubs & Org : Clubs & Orgs
 - TLife - Governance : About Us -> Governance & Meeting Minutes
 - TLife - Member Help : Help -> Help for Tellico Life Users
 - Tlife - Club & Organization Help : Help for Clubs & Organizations
- How to find an article you want to edit.
 - In Website -> Articles, you can enter the article ID, Title or select the category and browse through the list.
 - To find the Article ID, Title or Category, browse to the page you want to edit on the Tellico Life website and look at the URL (note that blanks are replaced by '-')

tvlife.memberclicks.net/index.php?option=com_content&view=article&id=207:tlife---governance&catid=50:tlife-governance&Itemid=435