Administrator Guide

For Fort Adams Trust staff who update the website. Step-by-step instructions for the Content Manager (/admin), plus what happens with donations, memberships, and form submissions.

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Signing In to the Content Manager

The **Content Manager** is where staff update the parts of the website they're responsible for. It runs in your web browser, so there's nothing to install. It has two parts:

- The **Staff workspace** at `https://www.fortadams.org/admin/` is a start page with one card per task and built-in help. You don't need to sign in to view it.
- The **editor** at `https://www.fortadams.org/admin/edit/` is where you make and publish changes. You sign in here.

Before your first sign-in

You need:

1. **A GitHub account.** Create one for free at github.com if you don't have one. Use your work email.
2. **Access to the website repository.** Ask the website administrator to add your GitHub username as a collaborator with write access on `pmgasset/fortadamswebsite`. GitHub will email you an invitation, which you must **accept** before you can sign in.

> The Content Manager uses GitHub to sign in because GitHub is where the website's content is stored. Every change you save is recorded under your name, which makes it easy to see who changed what and to undo mistakes.

Signing in

1. Go to the Staff workspace at **`https://www.fortadams.org/admin/`**.
2. Click the card for what you want to do. The six tasks are: *Add or update an event*, *Update the alert banner*, *Update staff & board*, *Recognize our sponsors*, *Change a booking link*, and *Manage event categories*. To see every editing area, use **Open all editing areas** at the bottom of the page.
3. The editor opens and shows "Opening your editor" while it loads. Then click **Login with GitHub**.

4. A GitHub window opens. Allow pop-ups if your browser asks, sign in if asked, and click **Authorize** the first time.
5. The editor opens directly on the task you picked.

> The Staff workspace also has a **Help when you need it** section with short answers on sign-in, saving events for later, event times, photos, and missing changes. It's a quick reminder of the fuller instructions in this book.

What you'll see in the editor

The editor's left-hand menu has four collections:

Collection	Contains	Guide page
Special Events	*Add or update events*, *Event Categories*	Managing Special Events; Managing Event Categories
Alerts & Booking	*Update the announcement banner*, *Update tour booking links*	Site Alert Banner; Tour Booking Links
Staff & Board	*Update staff & board*, which holds both lists	Staff and Board Directory
Sponsors & Partners	*Update sponsor recognition*	Corporate Sponsors

Click a collection, then click the item inside it to open its form. Each item includes a short description of what it controls, and most fields have a hint underneath.

> The Content Manager doesn't show a preview of the website design. To see how a change looks, open the live page a few minutes after publishing.

> **One editor at a time.** Each item saves the *whole* list when you publish. For example, publishing the events list saves every event, not just the one you changed. If two people edit the same item at once, the last to publish can overwrite the other's changes. Let colleagues know before editing a shared list.

Signing out

Click your profile picture in the top-right corner of the Content Manager and choose **Log Out**. Always sign out on shared computers.

If sign-in doesn't work

See *Admin Troubleshooting → I can't sign in*.

How Your Changes Get Published

What happens when you click Publish

1. **You click Publish.** Changes in the Content Manager are *not* saved until you do. If you close the tab first, your edits are lost.
2. **The change is saved to GitHub.** The Content Manager records it as a new version of the content file, under your name.
3. **Cloudflare starts rebuilding the website.** This happens automatically on every change.
4. **The new version goes live.** This usually takes **2–5 minutes** after you publish.

There's no separate "go live" step or approval queue. **Publishing makes the change public.**

> Because Publish goes straight to the live site, double-check dates, spelling, and links before you click it.

Checking that your change is live

- Wait a few minutes, then open the page on the public site and **refresh**. On Windows press `Ctrl` + `F5`; on Mac press `Cmd` + `Shift` + `R`. This forces a fresh copy.
- Still not showing after 10 minutes? A developer or anyone with Cloudflare access can check **Cloudflare dashboard → Workers & Pages → the website project → Deployments**. The newest deployment should say *Success*. If it says *Failed*, contact the developer. The live site keeps showing the last successful version, so a failed build never takes the site down.

Making several changes

You can publish several changes one after another. Each one triggers its own rebuild, and the last one to finish includes everything. There's no need to wait between edits.

Undoing a mistake

- **Simple mistakes:** open the item again, correct it, and publish again.
- **Deleted something by accident, or not sure what changed:** ask the developer. Every save is kept in GitHub's history, so any earlier version can be restored.

Things that also trigger a rebuild

Code changes by a developer also rebuild the site. Any rebuild refreshes time-sensitive content: past events drop off the Events and Home pages, and the footer's copyright year updates.

Site Alert Banner

The alert banner is a short, gold-coloured announcement bar across the top of **every page**. Use it for time-sensitive news: weather closures, the season opening, a special event, or a change in hours.

Turning the banner on or changing the message

1. Sign in to the Content Manager.
2. Go to **Alerts & Booking → Update the announcement banner**.
3. Switch **Show the banner** on.
4. Type the **Message**. It can be at most **120 characters**.
5. Click **Publish**.

Turning the banner off

1. Go to **Alerts & Booking → Update the announcement banner**.
2. Switch **Show the banner** off. You can leave the message text in place for next time.
3. Click **Publish**.

How it behaves for visitors

- Visitors can close the banner with the **×** button. Their browser remembers this, so that visitor won't see the same message again.
- **If you change the message**, the banner reappears for everyone, including people who closed the old one. To re-announce something important, edit the wording slightly.
- The banner only shows when it's switched on **and** the message isn't blank.
- It can't contain links or formatting, only plain text.

Writing tips

- Put the key fact first: "Closed Sat., Oct 12 for a private event — grounds remain open."
- Include the date so the message doesn't go stale.
- Remember to turn it off when it no longer applies. It doesn't expire on its own.

Tour Booking Links

All tour booking happens in **FareHarbor**. The website only needs the web address (URL) of your FareHarbor booking flow. When a visitor clicks **Buy Tickets** or **Book now**, FareHarbor's booking window pops up over the website.

What's managed where

Managed in FareHarbor	Managed in the Content Manager
Tour products, descriptions, and photos	**FareHarbor booking link**: the default flow every *Book now* button opens
Prices, discounts, and availability	**Guided Tour booking link**: optional; lets the Guided Tour card open a specific tour
Checkout, payments, confirmations, cancellations	

> The tour descriptions on the Visit page (names, durations, "From $15 · Age 6+") are separate, fixed text written into the site. If you change prices or durations in FareHarbor, ask the developer to update those cards too. See *Requesting Changes the CMS Can't Make*.

Changing a booking link

1. In **FareHarbor**, use the **Book Buttons & Embeds** tool (under *Settings* in the FareHarbor dashboard) to generate a booking link for the flow or tour you want.
2. Copy **only the URL**. It starts with `https://fareharbor.com/embeds/book/`. Don't copy the HTML button code or any `<script>` code.
3. In the Content Manager, go to **Alerts & Booking → Update tour booking links**.
4. Paste the URL into the right field:
   - **FareHarbor booking link** (required) is used by the header's *Buy Tickets* button, the self-guided and group tour cards, and the *Book a Fort Adams tour* button at the bottom of the Visit page.
   - **Guided Tour booking link** (optional) is used only by the Guided Tour card. Leave it blank to use the default link.
5. Click **Publish**.

The current default link is:

```
https://fareharbor.com/embeds/book/fortadamstrust/?full-items=yes
```

Validation

The Content Manager rejects anything that isn't a FareHarbor booking URL, and shows "*Enter a valid FareHarbor booking URL.*" If you see this, check that you copied the full address, starting with `https://fareharbor.com/embeds/book/`, and nothing else.

Testing after a change

After the site updates, open the Visit page and click each *Book now* button. The FareHarbor window should open over the page and show the right tours. If a button leads to a new page instead of a pop-up, or shows *Online booking opens soon*, the link isn't being recognised. Recheck it, or contact the developer.

Managing Special Events

Special events appear on the **Events** page (list and calendar views) and in the **What's on** scroller on the Home page, which shows the next six events.

Adding an event

1. Sign in to the Content Manager.
2. Go to **Special Events → Add or update events**.
3. Click **Add Event**. The new event appears at the top of the list.
4. Fill in the fields (see the table below).
5. Switch on **Show this event on the website**. **New events start hidden**, so the event won't appear on the site until you do this.
6. Click **Publish**.

The website always sorts events by start date, so there's no need (and no way) to reorder them in the editor.

Event fields

Field	Required?	Notes
Show this event on the website	Yes	**Off by default for new events.** Switch it on when the details are complete. Off means saved but hidden from visitors.
Feature this event	Yes	Shows the event in a large *Featured event* band at the top of the Events page. **Feature only one upcoming event at a time.** If several are featured, only the soonest is highlighted.
Event name	Yes	Keep it short. It's the card title.
Category	Yes	Pick from the list. Categories power the filter buttons. Manage them under *Event Categories*.
Start date and time	Yes	Enter in **Eastern Time**, and check AM/PM. See the warning below.

Field	Required?	Notes
End date and time	No	Must be later than the start. Leave blank if no end time is listed. For multi-day events, set the last day. The card then shows a date range.
Location	Yes	For example, "Fort Adams North Lawn".
Description	Yes	One or two sentences for the event card. Plain text only.
Event image	No	Upload or choose an image. If left blank, a branded placeholder image is shown. See *Working with Images*.
Ticket or event website URL	No	A full `https://` address with no spaces, for example an Eventbrite page or a partner's event page. The card shows a **Get tickets** button that opens it in a new tab.
Link to a page on our website	No	Only for a page on *this* website, entered as a path starting with `/`, for example `/visit/`. The card shows a **Book now** button. Use this **or** the ticket URL, not both; if both are filled in, the ticket URL wins.

If an event has neither link, its card shows **Learn more**, which goes to the Events page.

> **Time zones:** the date picker uses your computer's time zone. Enter events from a computer set to Eastern Time. If you're travelling or your computer is set to another time zone, the event time will be wrong on the website.

> **All-day events:** if you set the start time to exactly 12:00 AM, the card shows just the date with no time.

Editing an event

Open **Add or update events**, click the event in the list (entries are labelled "*Event name — start date*"), make your change, and click **Publish**.

Hiding an event without deleting it

Switch off **Show this event on the website** and publish. The event stays in the Content Manager so you can reuse it, for example for next year's edition.

Deleting an event

Prefer hiding (above) if you might need the event again. To delete it permanently, use the event's delete control in the list, confirm, and click **Publish**. Deleted events can be recovered from GitHub history by a developer if needed.

Featuring an event

1. Turn **off** *Feature this event* on the event currently featured.
2. Turn it **on** for the new one.
3. Publish.

The featured event appears in its own band above the monthly list and isn't repeated in the list. It shows only when it matches the selected category filter.

When past events disappear

> Events disappear from the website the first time the site is **rebuilt** after the event ends, not at the moment it ends. The site is only rebuilt when someone publishes a change or a developer updates the code. After a quiet stretch with no changes, finished events can linger on the Home and Events pages.

To clear out past events, publish any change, or ask someone with Cloudflare access to **retry the latest deployment**. There's no need to delete old events; they drop off automatically once the site rebuilds. A daily automatic rebuild is listed under *Known Issues and Open Items*.

Good practice

- Add events well ahead, ideally at least a month before, so they show on the Home page.
- Use a real photo where possible. Placeholder art is fine as a stop-gap.
- For partner events (for example, Audrain Cars & Coffee), link to the organiser's page in the ticket URL and keep the description general, such as "See the organizer for the latest event details."

- Check the Events page in both **List** and **Calendar** views after publishing.

Managing Event Categories

Event categories are the filter buttons on the Events page (for example *Music*, *Family*, *Community*) and the choices in each event's **Category** field.

Current categories: Music · Tours · Family · Seasonal · Community · Fundraising · Sports & Recreation.

Adding a category

1. Go to **Special Events → Event Categories**.
2. Click **Add Category** and type a **Name**. Don't put spaces at the start or end.
3. Drag categories to set the order of the filter buttons.
4. Click **Publish**.

Renaming or removing a category

> Events store the category *name* as text. Renaming or removing a category does **not** update events that already use it. Those events still appear under *All events*, but no filter button will match them.

To rename safely:

1. Add the new category name and publish.
2. Open **Add or update events** and change every event that used the old name to the new one. Publish.
3. Remove the old category and publish.

To remove a category, first move its events to another category, then delete it.

Tips

- Keep the list short. Every category becomes a button, and on phones they scroll sideways.
- Each name must be unique.

- A category with no upcoming events still shows as a button. Clicking it shows "No events in this category right now".

Staff and Board Directory

The **About** page lists staff (with photo and contact details) and the board of directors (names and roles). Both are edited in one place.

Opening the directory

Go to **Staff & Board → Update staff & board**. The form has two lists:

- **Staff members**, shown as cards, each with a photo.
- **Board members**, shown as a simple list of names.

The order in the editor is the order on the website. **Drag entries to reorder them.**

Staff member fields

Field	Required?	Notes
Name	Yes	
Title	Yes	For example, "Executive Director".
Photo	No	Shown as a **square**, cropped from the centre. If blank, a placeholder image shows. See *Working with Images*.
Bio	No	A short paragraph. Plain text.
Email	No	Must be a valid address, such as `name@fortadams.org`. **Shown publicly** as a clickable email link.
Phone	No	Any format, such as `(401) 841-0707`. **Shown publicly**; becomes a tap-to-call link on phones.

Board member fields

Field	Required?	Notes

Name	Yes	
Role	No	For example "President" or "Treasurer". Leave blank for general members.

Common tasks

- **New staff member:** click **Add Staff member**, fill in the fields, drag the entry into place, and publish.
- **Someone leaves:** delete their entry and publish. Also remove their GitHub access if they could use the Content Manager (see *Accounts and Services*).
- **New board year:** update roles, add and remove members, reorder so officers are listed first, and publish.

> If either list is empty, the About page shows "Staff details coming soon" or "Board details coming soon" instead of an empty section.

Corporate Sponsors

The **Support Us** page recognises annual corporate sponsors and partners with a logo wall, under the *Corporate Giving* tab.

Opening the sponsor list

Go to **Sponsors & Partners → Update sponsor recognition**.

Section fields

Field	Notes
Recognition year	A four-digit year. Shown above the heading as "*2026* recognition".
Section heading	For example, "Annual Corporate Sponsors & Partners".
Introductory text	A short thank-you paragraph under the heading.

Sponsor fields

Field	Required?	Notes
Show this sponsor on the website	Yes	Turn off to hide a sponsor without deleting it.
Organization name	Yes	Used as the logo's alt text for screen readers.
Logo	Yes	Upload the logo image. See the tips below.
Website URL	No	A full `https://` address. If set, the logo becomes a link.

New sponsors are added at the top. **Drag entries to set the display order.**

Starting a new sponsorship year

1. Update **Recognition year** and, if needed, the heading and intro.
2. Hide or delete sponsors who didn't renew.
3. Add new sponsors and reorder the list.
4. Publish.

Logo tips

- Use a **PNG with a transparent background** where available. JPG is fine for logos with a solid white background.
- About **600 px wide** is plenty. Very large files (over 1 MB) slow the page down, so ask the sponsor for a web version.
- Use a horizontal (landscape) logo where possible. Tall logos appear small.

Working with Images

You can upload images for **events**, **staff photos**, and **sponsor logos**. Every uploaded image is stored permanently with the website's code, so keeping images small keeps the site fast.

Where uploads go

Uploaded from	Stored in	Used on
Special Events → Event image	`public/images/events/`	Event cards (Home and Events pages)
Staff & Board → Photo	`public/images/staff/`	About page staff cards
Sponsors & Partners → Logo	`public/images/sponsors/`	Support Us sponsor wall

When you click an image field, you can **upload** a new file or **choose** one already uploaded to that folder. Reusing an existing image is fine.

Size and format guidelines

Use	Recommended size	Format	Aim for under
Event image	1200 × 800 px (landscape, 3:2)	JPG or WebP	300 KB
Staff photo	800 × 800 px (square; face centred)	JPG or WebP	200 KB
Sponsor logo	about 600 px wide	PNG (transparent) or JPG	150 KB

> Photos straight from a phone or camera are often 3–10 MB. Resize them before uploading, using a free tool such as squoosh.app or your computer's built-in photo editor. Large files slow the site for every visitor and bloat the repository permanently.

File names

Use short, descriptive, lowercase names with hyphens, such as `harvest-concert-2026.jpg` or `jane-smith.jpg`. Avoid spaces and special characters.

Photo rights

Only upload photos the Trust has permission to use. For event photos supplied by partners, confirm the partner is happy for the Trust to use them.

Other images on the site

Hero photos, venue photos, history images, the fort map, and Explore the Fort videos are part of the site's code or stored in Cloudflare R2. Ask the developer to change these (see *Requesting Changes the CMS Can't Make*).

Donations and Memberships

The website doesn't process payments itself. Donations and memberships are handled on **HighLevel** hosted pages at `crm.fortadams.org`. The website's job is to send supporters to the right page.

Donations

On the website: Support Us → *Donate* shows a **Make your gift** box with a **Continue to secure donation form** button. It also mentions the *Keeper of the Fort* recognition for gifts of $25 per month.

Where the button goes: the HighLevel **Web Donation** form:

```
https://crm.fortadams.org/widget/form/okXo0SaqzMNahWJzB1YZ
```

The donor enters the amount, their details, and payment on that form. The website doesn't pre-fill the amount or frequency.

Where to manage it: in HighLevel, under the form and payments settings: form fields, receipts, thank-you emails, and follow-up workflows.

> **HighLevel setup to confirm.** As of September 2026, these donation settings in HighLevel still need to be configured and tested (this is HighLevel setup, not website code):

- Email is required, and donors are matched to existing contacts by email without overwriting membership status or tags.
- Fund/designation and campaign choices are captured per gift. The form checked on September 23, 2026 didn't show these fields.
- A successful-payment workflow links each transaction to the contact, records its classification, adds tags, and sends a receipt.
- Handling of duplicate transactions, failed payments, refunds, and, if offered, recurring gifts.
- End-to-end test gifts: a new donor, an existing member, repeat gifts to different funds, a failed payment, and a refund. Check the amount and history on the contact record. Opening the form or submitting it once doesn't prove the setup works.

Donor-advised fund (DAF) gifts

Below the donation box, a panel tells donors how to give from a donor-advised fund. It shows the Trust's legal name, EIN (**05-0475756**), and mailing address. If the Trust signs up for a DAF giving widget (for example Chariot/DAFpay), a developer can switch this panel to show the widget instead.

Memberships

On the website: Support Us → *Membership* shows four annual tiers, each with a **Join as …** button:

Tier	Price	Benefits shown on site
Individual	$50 / year	Membership benefits for 1 adult
Family	$75 / year	2 adults and children/grandchildren up to 18
Patron	$500 / year	Standard benefits + 5 guest passes; $450 tax-deductible
Benefactor	$1,000 / year	Standard benefits + 10 guest passes; $950 tax-deductible

The Visit page also advertises that **members tour for free**, with a link to this section.

Where the buttons go: each tier links to its own HighLevel **payment link** (`https://crm.fortadams.org/payment-link/…`) for a **recurring product**. When someone pays:

1. HighLevel creates or updates their **contact**.
2. HighLevel creates an annual **subscription** automatically. Nothing else needs to create one.
3. The subscription renews every year until cancelled. The site says "Renews annually. Cancel anytime."

Where to manage it: HighLevel → **Payments → Subscriptions** for active members, renewals, and cancellations; **Payments → Products** for the recurring products; and **Automation** for onboarding workflows. Set workflows to trigger on the subscription, filtered by product and *Active* status.

> If you change a tier's price or benefits in HighLevel, the website **won't** update automatically. Tier names, prices, benefits, and checkout links are written into the site. Ask the developer to update them at the same time, so the site never advertises a different price from the checkout.

>

> Only the four tiers above have website checkout links. Other levels, such as legacy levels carried over from the previous CRM, must be handled directly in HighLevel. While members are moving from the old CRM, make sure no one is billed by both systems for the same renewal.

Website Forms and Where Submissions Go

The website has four forms. All submissions go to **HighLevel** (crm.fortadams.org). None are emailed directly, so set up HighLevel workflows to notify the right staff.

Summary

Form	Page	Goes to	Tags added	Source label
Event inquiry	Host an Event → *Inquire*	Contact + Opportunity in the **events pipeline**	`Event Inquiry`, `Website`	`Website – Event Inquiry`
Volunteer	Support Us → *Volunteer*	Volunteer inbound webhook	`Volunteer`, `Website`	`Website – Volunteer`
Corporate giving	Support Us → *Corporate giving*	Corporate inbound webhook	`Corporate Giving`, `Website`	`Website – Corporate Giving`
Newsletter sign-up	Events → *Stay in the loop*	Newsletter inbound webhook	`Newsletter`, `Website`	`Website – Events Newsletter`

Event inquiries

Fields collected: first and last name, email, and event type (all required); phone, organisation, preferred date, estimated guests, estimated budget, and message (optional).

What HighLevel receives:

- A **contact** is created, or updated if the email already exists, with the tags and source above.
- An **opportunity** named like *Event Inquiry — Jane Smith (Weddings)* is created in the events pipeline at the configured starting stage, with status *Open*.
- The opportunity's **value** is estimated from the budget answer: Under $5,000 → $3,000; $5,000–$10,000 → $7,500; $10,000–$25,000 → $17,500; $25,000+ → $30,000; Not sure yet → $0.
- If the developer has set them up, the event type, guest count, budget, date, and message are also saved in opportunity **custom fields**.

What the visitor sees: "We've received your inquiry and will get back to you very soon — typically within one business day." This appears **only** after HighLevel has confirmed both records were created. If anything fails, the visitor sees an error message with the Trust's email address instead.

What staff should set up in HighLevel: a workflow triggered by the `Event Inquiry` tag, or by new opportunities in the events pipeline, that notifies the events team and sends an acknowledgement email. The site promises a reply **within one business day**.

Volunteer, corporate giving, and newsletter forms

These three forms send their data to HighLevel **inbound webhooks**, one per form, so each can start its own workflow and pipeline. Each submission includes the person's name, email, phone (if given), their answers, the source and tags above, a suggested opportunity name (such as *Volunteer — Jane Smith*), and the time submitted.

The volunteer form asks for an **area of interest**: Tours & guiding · Events · Restoration & grounds · Administrative · Wherever I'm needed. The corporate form asks for an **organisation** and a **partnership interest**: Event sponsorship · Corporate membership · In-kind / vendor partnership · Employee volunteering · Something else.

> **Important.** These three forms can't confirm delivery, so they always show a thank-you message. If a webhook address isn't configured, or HighLevel rejects the data, the visitor still sees "Thank you!" but the submission is lost. After any change to HighLevel webhooks or workflows, submit a test through each form and confirm it arrives in HighLevel. See *Known Issues and Open Items*.

Testing the forms

Every few months, and after any HighLevel change:

1. Submit each form with a clearly marked test name, such as "TEST — Please delete".
2. Confirm the contact, tags, and (for event inquiries) the opportunity appear in HighLevel.
3. Confirm the staff notification arrived.
4. Delete the test records.

Spam

The forms don't have a CAPTCHA. If spam becomes a problem, tell the developer. Filters can be added in HighLevel workflows, or spam protection added to the site.

Requesting Changes the CMS Can't Make

Much of the website's text is written into its code and can't be edited in the Content Manager. *Where Everything Is Managed* has the full list. The most common requests are:

- Opening hours, season dates, or tour times (Visit page)
- Tour descriptions, durations, or "From $…" prices (Visit page)
- FAQ questions and answers
- Membership prices, benefits, or checkout links
- The donation form link
- Phone number, email, address, or social media links
- Venue details or photos (Host an Event page)
- History chapters, the restoration timeline, or glossary terms
- Hero photos, page headlines, or body text
- New pages, menu changes, or redirects from old web addresses
- Adding a new editable area to the Content Manager

How to request a change

Send the developer a request that includes:

1. **Page and section.** Include the page address and the heading nearby, for example "Visit page → Hours & season → Off-peak tour times".
2. **Current text.** Copy and paste it.
3. **New text.** Paste the exact replacement, already proofread.
4. **Deadline.** Say whether it has to be live by a certain date and time.
5. **Images or files.** Attach them at full quality. The developer will resize them.

A screenshot with the area circled is always helpful.

Typical turnaround

Simple text changes can usually go live the same day once the developer has made them. Every developer change goes through the same automatic rebuild as your Content Manager edits.

Keep the systems in step

Some content exists both on the website and in another system. When you change one, request the matching change to the other:

If you change…	Also update…
Tour prices or durations in FareHarbor	The tour cards on the Visit page
Membership prices or benefits in HighLevel	The membership tiers on Support Us
A membership payment link in HighLevel	The tier's checkout link in the site code
Hours or season	The Visit page, the Home quick-facts strip, and the FAQ
Phone or email	The site configuration (footer, forms' error messages, DAF panel)

Admin Troubleshooting

I can't sign in

- **The editor is stuck on "Opening your editor", or says "We couldn't load the editor".** Check your internet connection and reload the page. Work or school networks sometimes block the editor's software, so try another network. If it keeps happening, contact the developer.
- **"Login with GitHub" does nothing.** Your browser may be blocking the sign-in pop-up. Allow pop-ups for fortadams.org and try again.
- **"Login with GitHub" shows an error page.** The sign-in service may be down or misconfigured. Contact the developer. They can check the OAuth proxy at `decap-oauth.fortadams.org`.
- **You sign in to GitHub but the Content Manager says you don't have access.** Check that a repository admin has added your GitHub username and that you **accepted** the emailed invitation. Invitations expire after 7 days.
- **Signed in to the wrong GitHub account.** Log out of github.com, then try again.

My change isn't showing on the website

1. Did you click **Publish**? Saving a draft or closing the tab doesn't publish.
2. **New event not showing?** New events start hidden. Open it and check **Show this event on the website** is switched on. Also check the end date hasn't already passed.
3. Wait **5 minutes**, then hard-refresh the page (`Ctrl` + `F5` on Windows, `Cmd` + `Shift` + `R` on Mac).
4. Try a private/incognito window to rule out your browser's saved copy.
5. Still missing after 10 minutes? The build may have failed. Contact the developer, or check **Cloudflare → Workers & Pages → project → Deployments** if you have access.

An event that already happened is still showing

The site removes finished events only when it's rebuilt. Publish any change, or ask for the latest deployment to be retried. See *Managing Special Events → When past events disappear*.

An event shows the wrong time

Check that the computer used to enter it was set to **Eastern Time**. Open the event, re-enter the start and end times from an Eastern Time computer, and publish.

An event doesn't appear under a category filter

The event's category probably doesn't exactly match any name in **Event Categories**, for example after a category was renamed. Open the event, pick the category again from the list, and publish.

The alert banner isn't showing for me

You may have closed it earlier. Your browser remembers that for the same message. Check in a private/incognito window. Also confirm **Show the banner** is on and the message isn't blank.

"Book now" says "Online booking opens soon"

The FareHarbor link is missing or not recognised. Recheck **Alerts & Booking → Update tour booking links** (see *Tour Booking Links*).

A "Join" button says "Online membership opens soon"

That tier's checkout link is missing or invalid in the site code. Contact the developer.

A photo looks blurry, stretched, or badly cropped

- Staff photos are cropped to a square from the centre. Upload a square photo with the face centred.
- Use images at least as large as those recommended in *Working with Images*.

The Content Manager shows an error when publishing

Copy the exact error message, take a screenshot, and send both to the developer. Don't keep retrying. Another person may have edited the same item at the same time; reload the page and redo your change.

Who to contact

Problem	Contact
Website content, Content Manager, broken pages	Website developer
Tours, bookings, refunds	FareHarbor dashboard / FareHarbor support
Donations, memberships, CRM records, automations	HighLevel administrator
Domain, hosting, or the site is down entirely	Website developer (Cloudflare)