

## FireArson.com Admin FAQ

- **This FAQ covers only FireArson.com.** Other IAAI sites are maintained separately on their individual platforms and are not covered by this FAQ.
- **Do not delete** any pages, resources, or containers on pages. Only DEACTIVATE. If something must be deleted, contact Stonehouse Media.
- **Changes may not immediately be reflected on FireArson.com production.** If you do not see a change made in admin (backoffice.firearson.com) appearing on the user side ([www.firearson.com](http://www.firearson.com)), please wait 15 minutes and check again. If it is still not appearing, make sure the content container and page are Active in admin (not grayed out). If they are active and still not appearing after 15 minutes, contact Stonehouse Media.
- **FireArson.com's administrative system location is** <https://backoffice.firearson.com/umbraco>. Sign in using the credentials you were provided. Once signed in, you can use <https://backoffice.firearson.com> for convenience of the Edit link at the top left. Go to the page you want to edit, then click the Edit link.
- **Do not share your administrative system credentials.** Use only your own credentials to log into the administrative system. Administrator activity is logged.
- **When in admin, make sure you are on the Content tab (top navigation navy blue bar, first choice) unless you are uploading Media, which is done on the Media tab.** Do not use the other tabs unless instructed to do so.
- **Changes are not live until you click the green Save and Publish button.** If you want to Save changes but not publish, use the gray Save or Save and Preview button.
- **Check all changes on the user side after you have made them to confirm they are live.**
- **Please watch the training video first.** This document is meant to be a refresher and quick reference for people who have watched the training video.

Site Pages Tree: click an entry to open that folder or to open a page to edit it

Currently active page for editing

Page content containers (click a container to open and edit content in that container)

Save and publish button

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## Edit content on an existing page

In the Site Pages tree, click to open the page you want to edit. The page opens in the large panel to the right.

On the Content tab for that page:

- To Edit the page name, type in the page name field at the top.
- To use a different heading on the page than the page title, type in the Heading field. If the Heading field is blank, the page name will be used on the page itself.
- A secondary heading may be added by typing in the secondary heading field. This appears below the Heading on the page.
- To edit the content on that page, in the Main content area click the container for the content you wish to edit. This opens the container with the content that's in it. Make your edits and click Submit to close the container window.

Common content containers you may want to edit are as follows. When you are finished making all changes to the page, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

### Text Container

- Click the container to open the Edit window.
- In the Text field, make your changes, using the formatting buttons as needed to style the text.
  - To insert a link, highlight the text to be linked, click the chain icon. If the link is to another website, type or paste the URL in the Link field. If the link is to a FireArson.com page, go to the Link to Page field and start to type in the name to search for it or click the Home icon (expander triangle) to expand out the Page Tree and click the page you want to link to. If the link is to a file, under Link to Media, click "Select media". Click Upload and select the file from your drive or, under Media, select the folder and file. Then click Select.
    - Check the Target "Opens the linked document in a new window or tab" if you want it to do so.
  - When you are done specifying the link, click Submit.
- When you are finished editing, click Submit.
- Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

### Gallery Container

- If you are adding an image, you may want to add it using the Media tab first (see Add an image to the media folders in this FAQ).
- Click the container to open the Edit window.

- If you want to change the images currently displayed, click the container (e.g., Multiple Images) under Content.
  - To add an image, click +, then select the image from its media folder. Click Select.
  - To delete an image from the page, hover over the image and click the x icon that appears.
  - To replace an existing image, hover over the image and click the pencil icon that appears. Click the trashcan Remove files icon. Click the arrow Click to Upload icon, choose the image from your drive, and click Open. Type in the alternative text. Click Save and Close.
  - To change the order of existing images, grab the image you want to move (hover over it and press the mouse button or trackpad), move it where you want it to appear in the order, and drop it (release the mouse button or trackpad).
- When done making changes to the Gallery, click Submit.
- Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

### Text/Image Container

- Click the container to open the Edit window.
- In the Image field:
  - To add an image: Click the + icon. If you are uploading an image from your drive, click the Upload button, choose the image from your drive, and click Open. If you are selecting an image that is already in the Media folders, under Media, click the folder then the image to select it. Once you have specified the image, click Select.
  - To change an existing image: Hover over the image and click the x icon that appears. This removes the existing image. Proceed with the process to add an image.
- Type in the Heading field if you want a heading.
- Type in the Secondary heading field if you want a secondary heading.
- Type or paste the copy into the Text field and format using the formatting tools.
  - To insert a link, highlight the text to be linked, click the chain icon. If the link is to another website, type or paste the URL in the Link field. If the link is to a FireArson.com page, go to the Link to Page field and start to type in the name to search for it or click the Home icon (expander triangle) to expand out the Page Tree and click the page you want to link to. Check the Target "Opens the linked document in a new window or tab" if you want it to do so. When you are done specifying the link, click Submit.
- To add a button, click Add in the Button field and follow the prompts to select the color, icon, and size and specify the link.
- When you are finished editing, click Submit.
- Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

Common functions you may want to perform on a container are as follows.

#### Hide/Deactivate a Container

**To hide/deactivate a container**, click it to open the edit window. At the top right, click Settings. Click the Advanced tab. Flip the “Hide from website” toggle to Yes. Click Submit. Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

#### Duplicate a Container

**To duplicate a container**, hover over it, and click the double page icon that appears at the top right of the container outline.

#### Add a Container

**To add a container** to the page content, click Add Content below the last existing container. Select the container type you want to add. Place the content into that Container (this process will vary depending on which container you added) then click Create. The container now appears in the Main content section of the page.

#### Re-order Containers

To re-order the containers (which changes the order the content appears on the page), grab the container you want to move (hover over it, press the mouse button or trackpad) then drag it where you want it to appear in the order of containers and drop it (release the mouse button or trackpad). Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

#### Note About Pods

A Pod is a container for containers. It’s a way of grouping several containers together. Click to open the Pod first then open the individual containers to edit their content.

#### Saving Changes

When you are finished making all changes to the page, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

### Create a new page

To create a new page, use the Content Page Tree to navigate to the page that you want to create the new page under in the site hierarchy. Hover over the page in the Page Tree to activate the ●●● menu. Click ●●● to expand out the Create panel. Click Page to create a new page. Then, populate the page with content:

- In the Page name field, type the page name.

- In Layout, click Left to select it.
- If you want the page to have a different title on it than the page name, type that title in the Heading field.
- If you want a secondary heading, type that in the Secondary heading field and choose S, M, or L for the heading type size.
- Under main content, click “Add content” to add the containers that will hold the content for that page. Select a container type to add it. Then click the container to open it and add the content (process will vary depending on the type of container).
- Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

Link to the new page from whichever page you want. Navigate to that page in the Page Tree, click to open it, click container where you will add the link. Add the link using the appropriate process for that container. Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

If you need the new page added to the site’s main navigation bar and/or footer, please contact Stonehouse Media.

## Edit the home page Alerts block

In the Content Page Tree, click Home to open the edit panel. Click the container called Alert Carousel. Scroll down to the Content section where the Pod items are. Each container in Pod items is one message in the Alert Carousel.

- To deactivate a current Alert Carousel item, hover over it and click the gear icon (Settings). Click the Advanced tab. Flip the “Hide from website” toggle to Yes. Click Submit.
- To edit an existing Alert Carousel item
- To add a new Alert Carousel item, click Add content at the end of the Pod items list. Click the Text/Image container. In the Text field, type in the text of the Alert item, using the formatting tools as needed. To insert a link, highlight the text to be linked, click the chain icon. If the link is to another website, type or paste the URL in the Link field. If the link is to a FireArson.com page, go to the Link to Page field and start to type in the name to search for it or click the Home icon (expander triangle) to expand out the Page Tree and click the page you want to link to. Check the Target “Opens the linked document in a new window or tab” if you want it to do so.
- When you are done specifying the Alert content, click Submit.
- Back on the Alert Carousel edit page (where you can see all the Pod items), click Submit.

When you have completed working on the Alert Carousel, Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

## Edit the home page Hero

Please see the IAAI staff member handling graphic design to make edits to the home page Hero

## Add/Edit/Deactivate a Training Class Session

Individual training class session entries are maintained in MemberSuite. Add/edit/deactivate a Class Session in MemberSuite and the change will automatically appear on FireArson.com.

## Add/Edit/Deactivate a Jobs entry

Jobs entries are maintained in MemberSuite. Add/edit/deactivate a Job in MemberSuite and the change will automatically appear on FireArson.com.

## Edit Chapter information on the Chapters page

In the Content Page Tree, click About (expander triangle) to open that section, then click Chapters to open the edit panel for the Chapters page.

Chapter information is maintained in the Chapter Accordion container. Under Main Content, click Chapter Accordion to open the edit panel. Scroll down to the Content Accordion/Tabs section. Find the container for the region where the chapter you want to edit is located. Click that region container to open its edit panel. In the Text field, find the chapter whose information you want to edit. Make the changes, preserving the existing text formatting and styling.

- To insert a link, highlight the text to be linked, click the chain icon. If the link is to another website, type or paste the URL in the Link field. If the link is to a FireArson.com page, go to the Link to Page field and start to type in the name to search for it or click the Home icon (expander triangle) to expand out the Page Tree and click the page you want to link to. If the link is to a file, under Link to Media, click "Select media". Click Upload and select the file from your drive or, under Media, select the folder and file. If the link is to an email address, highlight the name and click the chain icon. In the Link field, type `mailto:[emailaddress]` replacing [emailaddress] with the actual email address. Click Submit after you specify the link details.
  - Check the Target "Opens the linked document in a new window or tab" if you want it to do so.

When you have finished editing the Chapter information, click Submit to close the Accordion/Tab edit panel, then Submit again to close the Chapter Accordion edit panel. Click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

*Note: If a Chapter entry must be removed or a new Chapter added, please contact Stonehouse Media.*

## Add a News article

**First, create the article.** The easiest way to do this is to duplicate an existing article and then edit that duplicate with the information for the new article. If the article is text-based, duplicate an existing text-based article page. If the article is a video quarterly membership update, duplicate an existing quarterly membership update page.

In the Content Page Tree, click News (expander triangle), and find an article in the list that is the type you want. Hover over that article's page name to make the ●●● menu appear. Click ●●● then select Do Something Else at the bottom of the Create panel. Then select Copy. Choose where to Copy the page to by clicking the News folder (which places a checkmark next to News) then clicking the Copy button. This will copy the page as a new page in the News section folder.

In the Content Page Tree, click the page that was copied (it will be grayed out since it is not published yet) to open the page edit panel. Type or paste the page title into the field at the top of the edit panel. If the heading on the page will differ from the page title, type or paste the heading into the Heading field. If there is a secondary heading, type or paste it into the Secondary Heading page. Under Main Content, click the Text container to open its edit panel. In the Text field, highlight the existing text and delete it. Type or paste the new article's text into the Text field and use the formatting tools to format the text accordingly.

- To insert a link, highlight the text to be linked, click the chain icon. If the link is to another website, type or paste the URL in the Link field. If the link is to a FireArson.com page, go to the Link to Page field and start to type in the name to search for it or click the Home icon (expander triangle) to expand out the Page Tree and click the page you want to link to. If the link is to a file, under Link to Media, click "Select media". Click Upload and select the file from your drive or, under Media, select the folder and file. If the link is to an email address, highlight the name and click the chain icon. In the Link field, type [mailto:\[emailaddress\]](mailto:[emailaddress]) replacing [emailaddress] with the actual email address. Click Submit after you specify the link details.
  - Check the Target "Opens the linked document in a new window or tab" if you want it to do so.

When done editing the article content in the Text container edit panel, click Submit.

When you have finished editing the new article, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live. The article must be published to be available to add to other parts of the site.

Now that the new article is created and published, you must add it to the main news page and to the home page News block.

**Second, move the new article to the top of the articles list (as it is the most recent).** In the Content Page Tree, hover over the News folder to bring up the ●●● menu. Click ●●● to bring up the Create panel. Click Do Something Else at the bottom of the panel. Click Sort. In the Sort panel, grab the new article (hover over its name and press the mouse button or trackpad), drag it to where you want it in the list (usually as the first item) and drop it (release the mouse button or trackpad). Then click the green Save button at the bottom right of the Sort panel.

**Third, add the new article to the main news page.** In the Content Page Tree, click News to open the edit panel for the News page. Under Main Content, click the Text container to open its edit page. In the Content section, in the Text field, paste or type the name of the new article

first in the bulleted list (click return if needed to space down the next article title into its own bullet). Highlight the title you just inserted and click the chain icon to make a link. In the Link to Page field, start to type in the name to search for the news article page or click the Home icon to expand out the Page Tree, then About (expander triangle) to expand that folder, then News to expand the News folder, and click the article page you want to link to (this places a checkmark next to the article title to indicate it is selected). Click Submit after you specify the link details. Then click Save in the Text container edit panel. When you have finished editing, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

**Fourth, add the new article to the home page News block.** In the Content Page Tree, click Home to open the edit panel for the home page. In Main content, scroll down until you see the News container. Click the News container to open its edit panel. In the Text field, paste or type the name of the new article first in the list (click return if needed to space down the next article title into its own line). Highlight the title you just inserted and click the chain icon to make a link. In the Link to Page field, start to type in the name to search for the news article page or click the Home icon to expand out the Page Tree, then About (expander triangle) to expand that folder, then News to expand the News folder, and click the article page you want to link to (this places a checkmark next to the article title to indicate it is selected). Click Submit after you specify the link details. Then click Save in the Text container edit panel. When you have finished editing, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

**To add the News article to the home page Hero,** consult the IAAI graphic designer or Stonehouse Media.

## Add an issue of Fire & Arson Investigator Journal

Once the issue PDF is added to storage, go to the firearson.com backoffice to add it to the *Fire & Arson Investigator* Journal page. Contact Stonehouse Media for directions on how to add a file to the storage site.

The full journal issues are accessed from the authenticated version of this page, meaning the one visitors see when they are logged in. This ensures that only members have access to the Journal issues. Visitors who are not logged in see a different version of the page with only previews of the most recent issues.

In the Content Page Tree, select Home then Publications & Resources (the expander triangle), then Fire & Arson Investigator Journal (this entry has a lock icon next to it to show it is a page with authenticated content). With the Fire & Arson Investigator Journal page edit panel now open, in the Authenticated Content section, click the container named Fire & Arson Investigator Journal Archive. This opens the edit panel displaying all the Accordion/Tab containers for each year of the Journal's back issues. Click the container for the year that you want to add (or edit) an issue of to open that container's edit panel. In the Text field, paste or type the issue name (e.g., Winter 2025), then link it to the issue PDF in storage. Highlight the issue name you just inserted and click the chain icon to make a link. In the Anchor/querystring field, edit (or type in)

the text to change the year and season to the year and season of the issue you are posting. (e.g., if you are posting the Spring 2025 issue, the change the text ?year=2024&issue=Winter to ?year=2025&issue=Spring). Click the green Submit button. Then click the blue Submit button on the edit screen for that accordion container. Then click Submit on the edit screen for the Fire & Arson Investigator Journal Archive container. When you have finished editing, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

To add a preview version of a Journal issue, contact the IAAI graphic designer or Stonehouse Media.

## Add meeting minutes

Once the minutes DOC/PDF has been added to storage, go to the firearson.com backoffice to add it to the Meeting Minutes page. Contact Stonehouse Media for directions on how to add a file to the storage site.

The Meeting Minutes are accessed from the authenticated version of this page, meaning the one visitors see when they are logged in. This ensures that only members have access to the Meeting Minutes. Visitors who are not logged in see a different version of the page that does not have the Meeting Minutes listed for download.

In the Content Page Tree, select Home then About (expander triangle), then Governance (expander triangle), then Meeting Minutes (this entry has a lock icon next to it to show it is a page with authenticated content). With the Meeting Minutes page edit panel now open, in the Authenticated Content section, click the container named Meeting Minutes. This opens the edit panel displaying all the Accordion/Tab containers for each year. Click the container for the year that you want to add (or edit) a meeting minutes file to open that container's edit panel. In the Text field, paste or type the meeting date, then link it to the minutes PDF/DOC in storage. Highlight the meeting date you just inserted and click the chain icon to make a link. In the Anchor/querysting field, edit (or type in) the text to change the year, month, and day to the year, month, and day of the minutes you are posting. (e.g., if you are posting the February 4, 2025 minutes, the change the text to ?year=2025&month=2&day=4). Click the green Submit button. Then click the blue Submit button on the edit screen for that accordion container. Then click Submit on the edit screen for the Meeting Minutes container. When you have finished editing, click Save and Preview, Save, or Save and Publish, depending on whether you want the change to immediately be live.

## Edit or add an entry to Fire Investigation Resources

Fire Investigation Resources are added from the Media tab (blue navigation bar at the very top of the page). Click the Media tab to open the media folders hierarchy. On the lefthand folder tree, click Resources (expander triangle) to expand out the list of Resources.

To edit an existing Resources entry, click that Resource name in the lefthand folder tree to open the edit panel. Make the necessary changes (e.g., title field, description field, check on/off categories to list the Resource under, click to upload a new file under File). Click the green Save button when you have finished making changes. *Note: The description field uses Markdown editor so Markdown language must be used for formatting.*

To add a new Resource, in the folder tree, hover over Resources to bring up the ●●● icon. Click the ●●● to open the Create panel. Select Resource File from the list of types. Type or paste the relevant information into the title field and description. Check off the Categories you want the Resource listed under. In the File field, click the arrow and upload the file from your drive. When you are done, click the green Save button. *Note: The description field uses Markdown editor so Markdown language must be used for formatting.*

If the Resource you want to add is a Link to an external site, choose Link as the type in the Create panel instead of Resource File.

For other types of Resources, please contact Stonehouse Media.

## [Editing the Member Portal navigation and content](#)

The MemberSuite Member Portal is not administered through FireArson.com. Changes to the Member Portal must be made in MemberSuite.

## [Add/edit/deactivate/delete a banner ad](#)

Banner ads are maintained in AdButler. Changes must be made in AdButler. Those changes will automatically be picked up on FireArson.com.

## [Edit/add/deactivate a form](#)

Please contact Stonehouse Media to make changes to a FireArson.com form. Forms made on JotForm are maintained in JotForm, not FireArson.com.

## [Edit the site header](#)

Please contact Stonehouse Media for edits to the site header.

## [Edit the site navigation \(including adding a page to the navigation\)](#)

Please contact Stonehouse Media for edits to the site navigation.

## [Edit the site footer](#)

Please contact Stonehouse Media for edits to the site footer.

## [Add an image to the media folders](#)

In the blue navigation bar at the top of the page, click the Media tab. In the lefthand folder tree, hover over the folder where you want to upload the image and click the ●●● icon. This opens the Create panel. Select Image (or other type if you are adding something different than

an image). Type or paste in the name of the image in the “Enter a name...” field. Under Image, click the arrow and upload the image from your drive. In Alternative Text, type in a description of what is in the image, respecting established industry standards for alt text content. Click the green Save button to add the image.