AMERICANTOWNS.COM

USER INFORMATION GUIDE

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1. Is there a fee to use AmericanTowns.com?

Americantowns.com is free for non-profits and community groups. We do charge businesses an annual sponsorship fee to participate. For just $139.99 a year, a business is able to create a listing on the site and add their events, press releases and other information directly to the community calendar and news areas.

2. How do people find your site?

We're finalizing a new marketing strategy, but our past efforts involved television, radio, newspaper and online advertising campaigns to build awareness. Many users also find our site through the major search engines such as Google and Yahoo.

3. How can I view another town I am interested in?

Select the "Explore Another Town" button located in the top right hand corner of the site below the List button.

4. What is the option "Set Active Radius: 2 Miles?"

Our Radius Control feature allows you to control the flow of content from surrounding towns. You can see what your locale has to offer without leaving your town's page by selecting a 0 to 200 mile radius.

5. How can I have my page/event/articles appear in another town?

Currently, viewers from other towns can see your content by utilizing the Radius Control feature (see above question). We're in the process of adding a tool that allows you to post in multiple towns at once.

6. How can I link to American Towns from my website?

Locate the "Link to us" button in the lower right hand section of the site, then copy and paste the HTML code onto your site. If you'd like to include a graphic with the link, click hereThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it to email us at feedback@americantowns.comThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it and we'll send you our logo. Thanks for helping us spread the word!

7. How can I register an account with AmericanTowns.com?

Click the "Register" button in the top right corner of our site. Fill in all of the red fields and hit "send registration." Please note your username is limited to 25 characters (including spaces). Your username is also case and space sensitive, so remember to log in with the same format.

After registering, you'll receive an email with more instructions on how to confirm your account. If you don't receive it, check your spam or Junk Mail folder; if you still haven't gotten it, click hereThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it to email us at feedback@americantowns.comThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it .

8. How do I log in with my username and password?

Our login fields are at the top center of our site. Place your username in the field that contains the text "Username" and place your password in the field that contains the text "Password". (Remember, usernames and passwords are case sensitive). Then hit the "Login" button to the right of these fields. HINT: Checking the "Remember me" box will keep you logged in so when you return to the site, you won't have to do it all over again.

9. How do I log out?

Simply select the "Logout" button which is located in the top right corner of the site.

10. How can I change my username and/or password?

After logging in, click "My Profile" located at the top right corner of the site. From there, place your cursor over the edit button and select "Update Your Profile" from the menu. Next, locate the username or password field and type in the new username and/or password. Be sure to verify your password then hit "Update."

11. I lost my password. How do I retrieve it?

Select the "Forgot Password?" button to the right of the log in fields. You will then be prompted to enter your username and email address. Hit "Send Password" to receive an email with a new password that you can later change.

12. I forgot my username and my password. Is there any hope for me?

Yes! Just click hereThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it to email us at feedback@americantowns.comThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it and we'll help you.

13. Now that I am registered how do I create a page for my business?

Simply log in, then select the "List" button located at the top of our site. Scroll down to the Local Businesses section and the click on "start here." All red fields are required.

14. I can't locate my business listing. Where is it?

First, make sure you're in the correct town. If you still can't see it, click the "My Profile" button in the top right corner of the screen. View your business listing by clicking the link in the Groups tab. If you see a "make a payment" link, it means you haven't yet paid for the listing so it won't be visible to the public until your account is current.

15. How can I have my business listing appear in another town?

Currently, viewers from other towns can see your business listing by utilizing the Radius Control feature. We're in the process of adding a tool that allows you to post in multiple towns at once.

16. My group is already listed, but I don't know who is in charge of the listing. How do I submit changes or additions to the listing?

If you would like to administer your group's page, please Click hereThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it to email us at feedback@americantowns.comThis e-mail address is being protected from spam bots, you need JavaScript enabled to view it .

17. How do I create a group page for my organization to appear in the Clubs & Organizations section?

You first need to create a user account by clicking "Register" in the upper right corner of the site. Once you've activated your account and logged in, you'll need to click on the "List" button at the top of our site. Click "Create a group or organization."

18. What is the purpose of the "Category" menu when creating a group page?

The Category menu allows you to properly categorize your organization with like-minded groups. For example, The Children's Museum would be categorized in Arts and Entertainment while the American Cancer Society will be categorized in Clubs and Organizations.

19. I can't locate the group page that I added. How do I find it?

After logging in, click "My Profile" which is located in the top right corner of the site. Everything you've added is displayed in your profile under separate tabs labeled "Groups", "Events", "Press Releases" and "Articles".

20. How do I edit/delete my group page?

Click on "My Profile", which is located in the top right corner of the site, and select the groups tab. Locate the page you wish to edit and click it. Then select the "Manage this group" button located at the bottom of your page.

21. What is the file manager and how do I use it?

The file manager allows you to upload files to share from your group page. To enable the file manager click "Manage this group" on your page, then select "Edit this group." Check the box next to "File manager" and hit "Save your group." To add files to the list click the "Files" tab on your group page. Click the red "ADD FILES" link. Fields in red are required. Add a title for your file in the "File Caption" field, then browse your computer for the file you wish to upload. Select "Save your file."

22. How do I add an event to the calendar?

Once you're logged in, select "Post," then select the "Post it to the Community Calendar Today" button. All fields in red are required. Your town's zip code is the default zip; be sure to change this if your event takes place in another town. Before filling out any other information, first check to see if your venue is in the "Venue" dropdown menu. If not, click "Add a new venue" and fill out all the required fields and click save. Once you add a venue it will always appear in the list. When adding an event, select your group page's name from the "Group Calendar" drop-down menu so this event will appear on your page's calendar. Once you have completed the form, hit "Save your event."

A shorter way to add an event is to click the red "ADD EVENTS" button located at the top of the Local Events section.

23. I don't see the venue I need when adding an event. How do I add my venue to the list?

In the Event Submission form, change the zip code to the zip where your event is taking place. Then check the list again. *Note that the list is alphabetical, so a venue with the word "The" in the title will appear with the Ts. If you still don't see your venue listed, click the "Add a new venue" link and fill out all the required fields and click save.

24. I added an event to the calendar but I don't see it listed on my page. How can I add it to my page?

Just click "Edit this event " on the item you wish to change and choose your organization from the dropdown menu in the Group Calendar field.

25. I deleted my page so why do my events still appear on the home page calendar?

You will still need to delete any events associated with your page before or after you delete it.

26. How can I have my event appear in another town?

Currently, viewers from other towns can see your events by utilizing the Radius Control feature. We're in the process of adding a tool that allows you to post in multiple towns at once.

27. I can't locate the event that I added. How do I find it?

After logging in, click "My Profile" in the top right corner. Everything you've added is displayed in your profile under separate tabs labeled "Groups", "Events", "Press Releases" and "Articles".

28. How do I edit/delete my event?

Click on "My Profile" and once that page loads you will need to select the events tab. Locate the item you wish to edit and click it. Then select the "Edit" or "Delete" button located below the event description.

29. What is the purpose of the "Category" menu when creating an event?

The Category menu allows you to properly categorize your item with like-minded content. For example, an Art Exhibit would be categorized in Arts and Entertainment while the library's Children's Story time will be categorized in Schools and Libraries.

30. How do I add an article?

After logging in, select the "Share" button at the top of the site, then "Post your story" button. All fields in red are required. Select your group's name from the "Group" drop down menu so this article will appear on your page's article section. After filling out the form, hit the "Save your article " button. Please remember to enter the proper zip code before you start adding any other article details.

A shortcut to add an article is to click the "Add Your News" button located at the top of the Community Corner section.

31. What does "Publish Date", "End Date", and "Publish Forever" mean when submitting an article?

The Publish Date allows you to choose when the article should appear live on the site. You can select the current date or any future date.

The End Date allows you to choose when the article should be pulled from the site.

Publish forever means the event will never come down from the site unless you decide to remove it later on.

32. What does the "Create a Press Release" option do?

This tool submits your article to local media outlets. However, your press release first goes to our administrators for approval/denial based on the content. You will be notified via email within 24-48 business hours.

33. How can I have my articles/press releases appear in another town?

Currently, viewers from other towns can see your articles or press releases by utilizing the Radius Control feature. We're in the process of adding a tool that allows you to post in multiple towns at once.

34. How do I edit/delete my article/press release?

Click on "My Profile" and select the articles tab. Locate the item you wish to edit and click it. Then select the "Edit" or "Delete" button located below the article.

35. I can't locate the article that I added. How do I find it?

After logging in, click "My Profile" in the top right corner. Everything you've added is displayed in your profile under separate tabs labeled "Groups", "Events", "Press Releases" and "Articles".

36. I added an article to the local news but I don't see it listed on my page. How can I add it to my page?

Just click "Edit this article" on the item you wish to change and choose your organization from the drop down menu in the Group field.

37. What is the purpose of the "Category" menu when creating an article?

The Category menu allows you to properly categorize your item with like-minded content. For example, an Art Exhibit would be categorized in Arts and Entertainment while the library's Children's Story time will be categorized in Schools and Libraries.

38. My question hasn't been answered here? What can I do now?

We're here to help; just email our support staff at feedback@americantowns.com with any questions you have for a speedy response.