

A faint, light gray background image of a pair of scales of justice, symbolizing law and equity.

Nuts and Bolts of Your LawHelp Site

February 2014


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Introduction

Agenda

- Core Concepts of Your LawHelp Site
- Public Navigation
- Admin Dashboard

For additional documentation

Click  to view blogs

Click  for additional documentation

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- The recording of this presentation was originally in a presi. These slides will not exactly replicate the recorded session, but will cover the same information.
- Many of these topics are covered in greater depth in a blog or in documentation in the SWEB library. Where this is the case, the wordpress icon will contain a direct link to the blog, while the paper icon will contain a direct link to the SWEB library. Please be aware, some of the content may be password protected.

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Core Site Concepts

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Types of content on your site



The screenshot displays the LawHelp.org website interface, which is divided into two main sections: **Organizations** and **Resources**. The **Organizations** section features a profile for **AccountAbility Minnesota**, including their address (2510 University Avenue West Suite 450, Saint Paul, MN 55114), phone number (651) 287-0187, and website (http://www.accountabilitymn.org). It also lists services such as Free Tax Preparation Resources, Low Income Tax Credits, and other tax-related assistance. The **Resources** section shows a document titled **Your Rights as a Tenant in Washington State**, authored by the Northwest Justice Project. It provides options to download the document as a PDF (352.83KB) and includes a table of contents with sections like 'Introduction' and 'Before you Move In'.

Organizations

Resources

AccountAbility Minnesota
<http://www.accountabilitymn.org>

Who We Are

AccountAbility Minnesota provides accounting assistance and tax help to low-income individuals and small business owners. Our services are provided by skilled and experienced volunteer accountants and tax practitioners.

General Contact Information

Address: AccountAbility Minnesota
2510 University Avenue West Suite 450 (map)
Saint Paul, MN 55114
Phone: (651) 287-0187
Website: <http://www.accountabilitymn.org>
Email: contact@accountabilitymn.org

Choose a legal issue to learn more about the services provided:

- Free Tax Preparation Resources
- Low Income Tax Credits
- Other Tax Issues and Videos
- Refund Anticipation Loans / Tax Scams
- Tax Liens / Revenue Recapture
- Tax Resources for Service Providers

Your Rights as a Tenant in Washington State

Authored By: Northwest Justice Project

Read this in: Russian / Pyconil, Spanish / Español

Contents Download Information Related

Download

PDF File size: 352.83KB

Information

Section 1: Introduction

A. Is this publication for me?
B. What is this publication for?
C. Words and expressions you should know

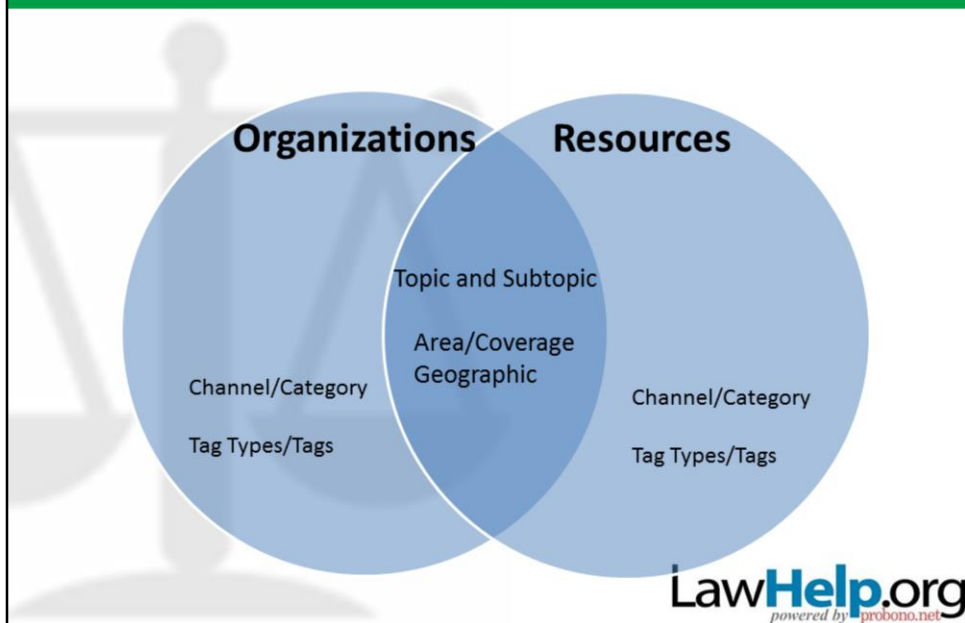
Section 2: Before you Move In

A. Before you rent a place:
B. What types of rental agreements are there?
1. Month-to-month Rental Agreements
2. Leases
C. Is the landlord allowed to put any rules she wants in a rental agreement?
D. Deposits and Other Fees
E. What is a screening fee?
F. What is a security deposit?

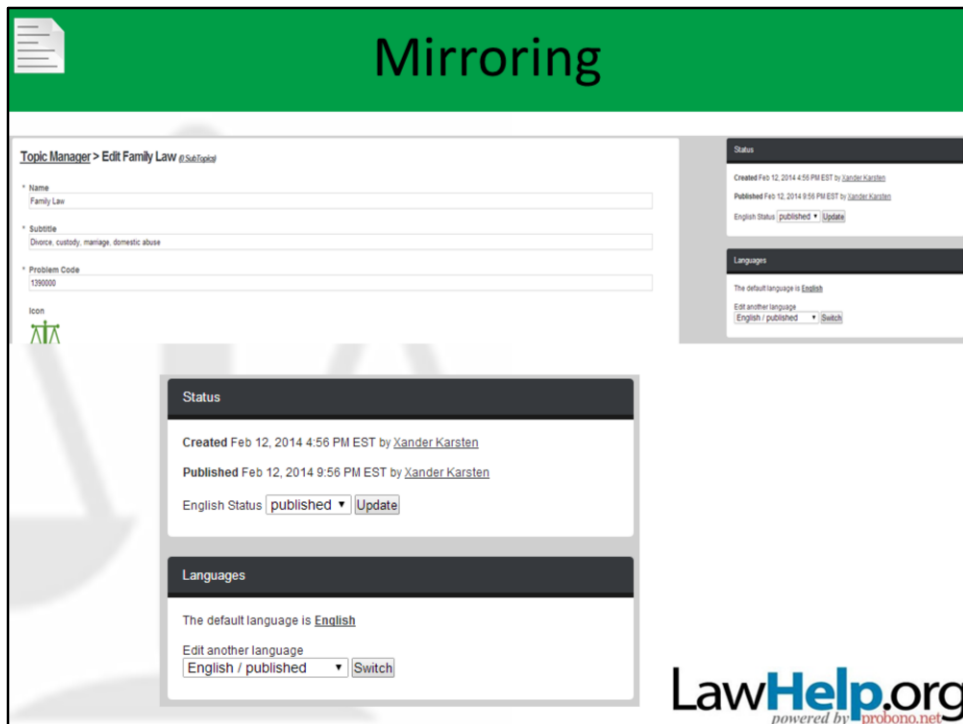
LawHelp.org
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There are two types of content on your LawHelp site- Resources and Organizations. All the other parts of the site are designed to help users find the information they are looking for. Organizations are a structured profile to help users quickly see important contact and intake information for a specific agency. Resources are also a structured profile that help users see information about the legal issue they face.

Labels on LawHelp



There are four overarching kinds of labels on the LawHelp site- Topics, Channels, Tag Types and Coverage Area. The first three have sub-assignments (Subtopics, Categories and Tags). Topics and Coverage Area are the same across both Organizations and Resources, and create the overarching structure of the information architecture on the LawHelp site. Most partners have then decided to create Channels and Tag Types specific to Organizations and specific to Resources.



The site is designed for monolingual administrators- therefore, all content and labels can be created in an alternate language version. To do this, select the language you are going to work in from the Language Versions on the right hand side of the profile. Once you have selected the language version, click switch, input the information and save.

When you do this to a label, it will automatically assign the alternate language label to content in the same language.

As soon as you begin to populate your site with languages other than English, a language portal will appear on your homepage. Language portals will dynamically display all the labels and content you have mirrored on one language-specific page. However, not all the navigation elements will be translated in a Language ports.

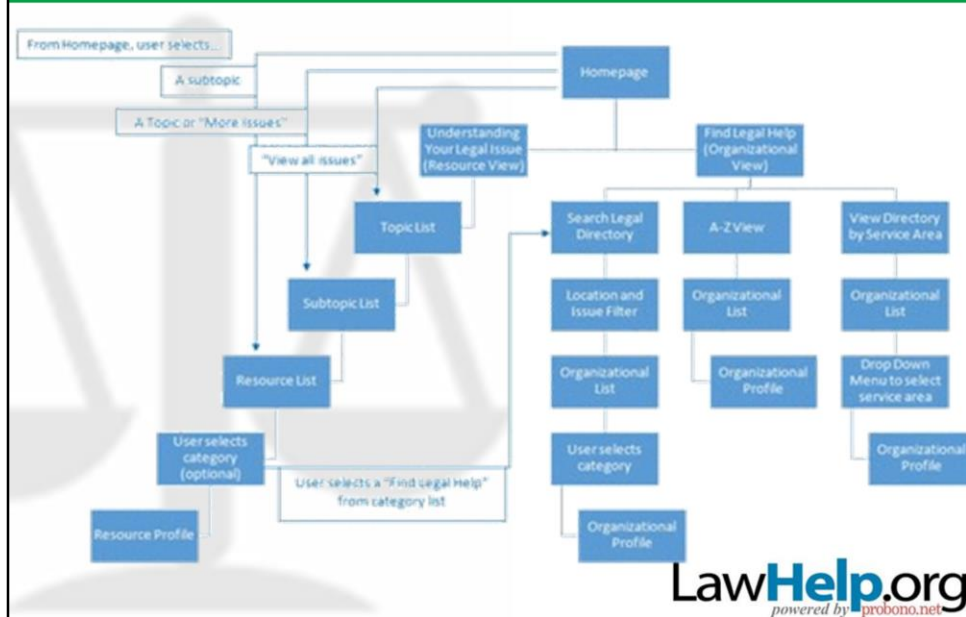
If you want a built out site with additional translated navigation elements you can request a mirror site. This provides translated versions of all the navigation text, and a link to the mirror site in the navigation header.

A faint, light gray background image of a pair of scales of justice, symbolizing law and equity.

User Site Navigation

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Public Navigation



This represents a typical navigation flow on the site. We will step through these options over the next few slides.

Home and Flat Pages

Name (live links)	URL	Notes
Homepage	Your URL	Your homepage can be accessed either through LawHelp.org/(state initials) or through your own unique URL.
Flat Pages	/name-of-flat-page	Flat pages have text editors constituting the body of the page itself. This allows you to edit the page from the front end.

Anatomy of your Homepage

1. Template Header
 - A. LawHelp.org Link
 - B. Mirror Site Toggle
 - C. Text size toggle
2. Logo
3. Navigation Header- Links to flat pages and other content
4. Navigation Bar
5. Featured Topics
6. Side Bar
7. Body Widget
8. Footer

The screenshot shows the Washington LawHelp.org homepage. The layout includes a header with the site name and navigation links, a main content area with various topic links, and a sidebar with additional resources. The footer contains logos for partner organizations.

1. Template Header: Includes the LawHelp.org logo, a search bar, and a language selector.

2. Logo: The Washington LawHelp.org logo.

3. Navigation Header: A horizontal bar with links to 'Understand Your Legal Issue', 'Find Legal Help', and 'Search'.

4. Navigation Bar: A horizontal bar with links to 'Understand your legal issue, solve your problem', 'More Languages', and 'About Us'.

5. Featured Topics: A grid of topic links including Family Law, Housing, Consumer & Debt, Health, Youth Law & Education, and Employment / Farm Worker Rights.

6. Side Bar: A vertical bar on the right side with links to 'Free Legal Assistance', 'Hot Legal Topics', and 'Take a Tour'.

7. Body Widget: A section in the main content area with links to 'What's New', 'Find Legal Help', and 'Find Legal Topics'.

8. Footer: A horizontal bar at the bottom with logos for partner organizations like NCA, COURTS, LSC, and OCLA.

Editing from the Public Side

The screenshot shows the LawHelp.org website interface. At the top, there is a green header with the title 'Editing from the Public Side'. Below the header, the website layout includes a navigation bar with 'Understand Your Legal Issue' and 'Find Legal Help' tabs, a search bar, and a 'Set your location' button. The main content area displays the 'Colorado Legal Services Income and Eligibility Guidelines' page. On the left side, there is a sidebar with a 'Livehelp' button and a 'Military Connection Chat Live!' button. The main content area contains a table of income guidelines and a text editor with a 'Save' button. The table is titled 'Income Guidelines' and lists the following data:

Size of Family	2013 Monthly Income	2013 Yearly Income
1	1,197	14,363
2	1,616	19,388
3	2,034	24,413
4	2,453	29,438

The text editor on the right side of the page contains the following text:

Colorado Legal Services Income and Eligibility Guidelines

Colorado Legal Services provides free legal services in civil matters to all those who qualify statewide through 14 local offices statewide, as well as through pro bono attorneys and many volunteers. Priority is given to address the legal needs of poor people required to maintain the basic necessities of a decent life, including at least minimally adequate income, food, shelter, utilities and medical care, freedom from domestic violence and abuse, and the protection of individual rights of the elderly and those who are physically and mentally disabled. Services are provided in matters involving income maintenance and public benefits, housing and homelessness, consumer and finance, health, including the legal rights of the elderly and the physically and mentally disabled, and family and domestic relations, with particular emphasis on domestic violence and abuse.

Income Guidelines

The following maximum income levels, which are based on 125% of the latest revisions of the Federal Poverty Guidelines determined by the Department of Health and Human Services and approved by the Legal Services Corporation, should be used to determine client eligibility effective May 1, 2011. (These guidelines will remain in effect until updated 2012 guidelines are published, which shall not take effect before March 1, 2012, and a gross income.)

Save

To edit the flat pages, widgets on the side bar or homepage that are text editors use the following steps:

1. Log in as an admin
2. Click on the edit icon (paper and pencil)
3. Edit the text in the editor
4. Click save- at the "Success!" screen, press okay
5. Refresh the page to see your changes

Resource Navigation

Name (live links)	URL	Notes
Topic List	/issues	Your topic list order can be set in the topic manager.
Subtopic List	/issues/topic name	Your subtopic list order of can be set in the subtopic manager.
Resource List	/issues/topic/subtopic name	This is the list of your resources. Users can select a specific Channel and Category from the left hand navigation bar.
Category List	/issues/topic/subtopic/ category name	A list of resources in a specific category.
Resource Profile	/resource/resource title	This is the public view of the resource profile. To edit the resource profile, go to admin dashboard.

The screenshot shows a web page titled "Child support" under the heading "Legal Information". The page is annotated with four numbered boxes:

- 1. Channel/Category:** Points to the "Child support" header at the top of the page.
- 2. Hard Coded Link:** Points to the "LEGAL INFORMATION (32)" link in the left sidebar.
- 3. Subtopic-Specific Text Box:** Points to the introductory text in the main content area: "In this section of Washington LawHelp you will find general information and self-help packets about child support in Washington state."
- 4. List of resources:** Points to the list of articles in the main content area, including "How Can I Collect Child Support?", "Understanding the WA State Child Support Schedule and How Child Support is Set in Washington", "How to Ask DCS to Review Your Child Support Order for Modification", "Changing Your Child Support Court Order", "Do You Owe Child Support?", "Video - Child Support Hearing", and "Child Support Calculator for WA State".

A note on the subtopic-specific text box- these are set subtopic by subtopic, through the subtopic manager.

Anatomy of your Resource

1. Title and authoring information
2. Table of contents
3. Attachment Module
4. HTML Module
5. Related Resource Module

HOME • UNDERSTANDING YOUR JUDICIAL ORDER • PRINT LAYOUT • RETURN TO RESULTS

1 **How Can I Collect Child Support?**
 Authored By: Northwest Justice Project WLNK
 Read this on: Spanish English

2 **Contents** Download as PDF Document Information Related

3 **Download as PDF Document**
 PDF File size: 151.04kb

4 **Information**

- Introduction
- How can DCS help me collect child support?
- How can I help DCS?
- How does DCS collect child support?
- How do I keep track of payments?
- I am getting public assistance. Can I get support?
- What right do I have to back support?
- What if I disagree with DCS?
- Can I get more support?
- What if collection of support could harm me or my child?
- What rights do I have for interpretation and translation services?
- What if I need legal help?

Introduction

Use this publication if:

- You are a parent and
- You want to get child support for your children.

Other publications have general information:

- If you owe child support, see *Do You Owe Child Support?*
- For license suspension for non-payment of support, see *What to do About a License Suspension from DCS*.

If you have questions about your child support situation, talk to a lawyer.

The Division of Child Support (DCS) is the state agency that collects child support from parents. DCS collects child support:

- When a child gets welfare payments or is in foster care or
- If you ask the state for help collecting support.

How can DCS help me collect child support?

DCS has many ways to help you set and collect child support. There is a locator service to help find parents who owe support. DCS can help you set child support even if the other parent does not live in the state.

If the paternity of the child has not been established, DCS will refer the case to the prosecuting attorney's office for a court order of paternity and child support. DCS can also set the support amount through its own administrative system unless (or until) a court sets child support.

Once child support is set, DCS can collect by withholding wages or in other ways. DCS can garnish wages, unemployment compensation, labor and industry payments, some Social Security payments, and bank accounts. DCS can also take income tax refunds and place liens on real and personal property.

DCS services are usually free. If you are a custodial parent who has never gotten AFDC, TANF or other TANF, there is a yearly DCS fee for services.

381029

This publication provides general information concerning your rights and responsibilities. It is not intended as a substitute for legal advice. The information is current as of the date of its printing. © 2012 Northwest Justice Project. WJNS-2012-024 (Permission for copying and distribution granted by the Alliance for Equal Justice and individuals for non-commercial use only.)

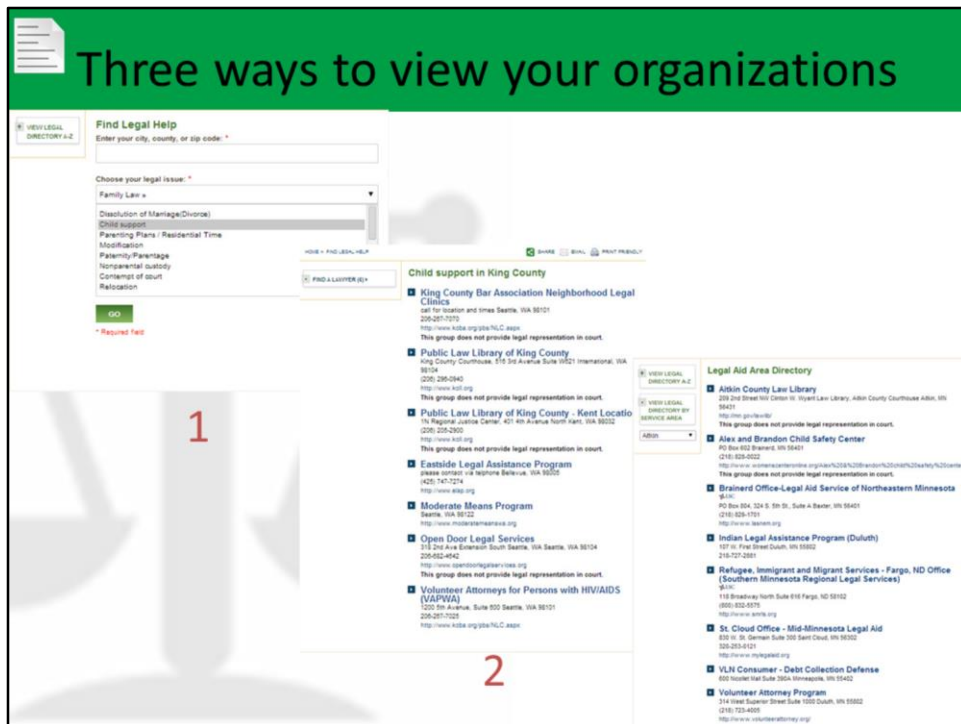
5 **Related**

- Collecting Support after High School
- How to Ask DCS to Review Your Child Support Order for Modification
- Understanding the 2012 State Child Support Schedule and How Child Support is Set in Washington

These are only three of the various modules that will be covered in administering your dashboard.

Organizational Navigation

Name (live links)	URL	Notes
Search Legal Directory	/find-legal-help	See picture labeled "1" on the next side
A-Z View	/find-legal-help/directory	See picture labeled "2" on the next side
View Directory by Service Area	/find-legal-help/directory/area	See picture labeled "3" on the next side
Organizational List	/find-legal-help/topic/subtopic	In this list of your organizations users can select a specific Channel and Category from the left hand navigation bar.
Category List	/find-legal-help/topic/subtopic/channel=channelID	A list of organizations in a specific category.
Organizational Profile	/organization/Organization ID	This is the public view of the organization profile. To edit this profile, go to admin dashboard.



There are three ways to view organizations

1. Search- allows users to view organizational subtopic profiles directly by designating the location and the subtopic.
2. A-Z view- Allows users to see all the organizations in alphabetical order.
3. Service Area- through a drop down list on the left hand side, users can view a list of organizational profiles in the relevant county.

You can suppress any of these views from your site and route your users through the other options available. At least one option must be available to users.

HOME > FAMILY LAW > RETURN TO RESULTS
SHARE BIALC PRINT FRIENDLY

Anatomy of your Organization Profiles

1. Organizational name and URL
2. Organizational description
3. Intake Methods
4. Eligible Client Populations
5. Levels of service
6. General Contact Information
7. Last Review Date

1 King County Bar Association Neighborhood Legal Clinics
<http://www.kcba.org/pbs/NLC.aspx>

2 Who We Are

By appointment only - to schedule, call Tuesdays, Wednesdays or Thursdays from 9-noon at 206-267-7070. Clients receive up to 30 minutes of advice and consultation with a volunteer attorney on any civil legal issue. Open to any King County resident - no income requirements. Attorneys will not represent clients and are not available to hire for fee. Attorneys may not have expertise in all areas of the law, but will make every attempt to answer questions accurately. This is a limited legal service and is not meant to be a substitute for representation.

3 How to Get Help

You can contact this organization by:

Contact Type	Phone
Phone Number	(206) 267-7070
Hours	Monday 9:00-12:00
	Tuesday 9:00-12:00
	Wednesday 9:00-12:00
	Thursday 9:00-12:00

4 Who We Serve

Area(s) King County

pending budget availability

Is this organization accessible by wheelchair? YES

Does this organization provide access for the hearing impaired? YES

5 Type of Help

This group provides the following types of services based on your legal needs and its resources:

- Brief Advice
- Pro Se Legal Clinic

6 General Contact Information

Address King County Bar Association Neighborhood Legal Clinics
 call for location and times (map)
 Seattle, WA 98101

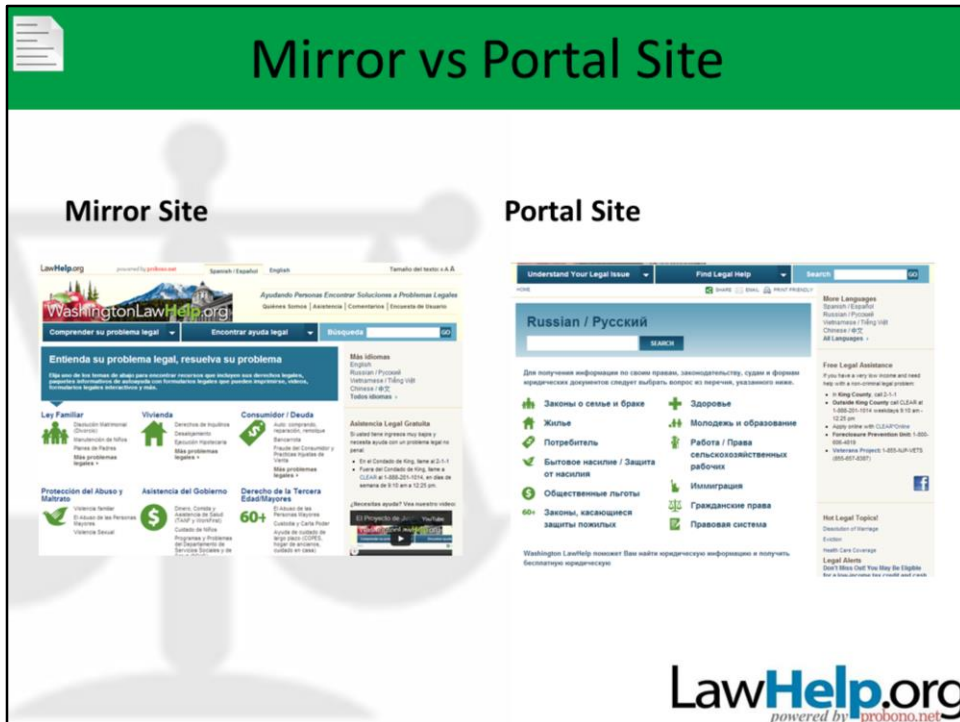
Phone 206-267-7070

Website <http://www.kcba.org/pbs/NLC.aspx>

Email cls@kcba.org

7 Last Review and Update: Feb 03, 2012

There are multiple types of information that you can input and save



Mirror sites

- Displays translated navigation elements throughout the template to display alternate language content
 - I.e.: Navigation Header bar

Portal sites

- Displays translated labels to display alternate language content
 - I.e.: table/channel/tags etc.

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Administration of Your Site

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Admin Dashboard

[Home](#) [Resources](#) [Organizations](#) [Reports](#) [Setup](#)

Oklahoma Admin
Kander Kardon [Logout](#) [Public Site](#)

LawHelp Admin Dashboard

You are logged into LHO as an administrator.
Please email support@lawhelp.org if you have any questions or problems. If you are reporting a bug, please include the URL, the error ID # if provided, and the exact steps you took before the error occurred.

Time Period (Last 14 days)	Count
Thu, 02/12/2014	858
Wed, 02/12/2014	854
Tue, 02/11/2014	875
Mon, 02/10/2014	860
Sun, 02/09/2014	904
Sat, 02/08/2014	933
Fri, 02/07/2014	920
Thu, 02/06/2014	951
Wed, 02/05/2014	824
Tue, 02/04/2014	832
Mon, 02/03/2014	887
Sun, 02/02/2014	881
Sat, 02/01/2014	898
Fri, 01/31/2014	879
Thu, 01/30/2014	857

Top 10 Pages (Last 7 days)	Count
Search	1000
/	1079
resources/standard-and-demand-protection	1066
resources/employment-and-section-504-protection	879
resources/civil-justice-fairness	845
health-and-safety-forms	822
resources/civil-justice-fairness	804
resources/civil-justice-fairness	380
resources/civil-justice-fairness	374
resources/civil-justice-fairness	321

You are logged in as

Name: Kander Kardon

Email: kardon@oklahoma.gov

Last Logged in: Feb 14, 2014 7:10 PM EST

From: 88.170.80.170

Looking for some help?

Here are some admin resources available to help:

- [LHO Support Portal](#)
- [LHO Blog](#)
- [LHO Help Desk: email support@lawhelp.org](mailto:support@lawhelp.org)

Latest from the LawHelp Blog

- [Facts and Rights of your LawHelp Site and other 2014 resources](#) by Feb 10, 2014 10:24:26 GMT in [General Information](#)
- [LHO Launch and Content Migration and End of Mapping on Feb 11, Jan 2014](#) by Feb 11, 2014 04:13:27 GMT in [LawHelp Updates](#), [General Information](#), [Helpdesk](#), [Communications](#), [Resources](#), [Database](#)

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Your admin dashboard is accessible by going to [http://\[yourURL\].org/admin](http://[yourURL].org/admin). A link can also be found on the footer bar of your site. Once you are logged in, you will see your site's name, tabs across the top with "Home" "Resources" "Organizations" and "Setup" as well as your name, log out and public site to the far right. The main part of your dashboard will display the number of feedback messages you have waiting, as well as statistics for your site. It may also have some contextualized help, and a feed from our admin blog.

The

20

Profiles

How Can I Collect Child Support?

Download as PDF Document

Information

- How can DCS help me collect child support?
- How can I track DCS?
- How does DCS collect child support?
- How do I make sure of payment?
- I am getting public assistance. Can I get support?
- What rights do I have to have support?
- What if I change my mind?
- Can I get more support?
- What if collection of support could harm me or my child?
- What rights do I have for interpretation and translation services?
- What if I need legal help?

Introduction

Use the publication if:

- You are a parent and
- You want to get child support for your children.

Other publications have general information:

- If you seek child support, see [DCS: The One-Stop Support?](#)
- For income suspension for nonpayment of support, see [What to do About a Current Suspension from DCS](#).

If you have questions about your child support situation, ask to be helped.

The Division of Child Support (DCS) is the state agency that collects child support from parents. DCS collects child support:

- When a child gets welfare payments or is in foster care or
- If you seek the state for help collecting support.

How can DCS help me collect child support?

DCS has many ways to help you set and collect child support. There is a faster service to help first parents who seek support. DCS can help you set child support even if the other parent does not live in the state.

If the parent(s) of the child has not been established, DCS will refer the case to the prosecuting attorney's office for a court order of paternity and child support. DCS can set the support amount through its own administrative support orders or until a court sets child support.

Once child support is set, DCS can collect by withholding wages or in other ways. DCS can garnish wages, unemployment compensation, labor and insurance payments, state Social Security payments, and bank accounts. DCS can also take income tax refunds and state funds on and personal property.

DCS has several case results. If you are a successful parent who has never gotten child support, you can "Track" track it in a parent's "My" file for services.

This publication provides general information concerning your rights and responsibilities. It is not intended as a legal opinion. It is based on the law as of January 1, 2010. For information on the law, see the Department of Social Services, Division of Child Support, website at [http://www.dcs.wa.gov](#). For information on the law, see the Department of Social Services, Division of Child Support, website at [http://www.dcs.wa.gov](#).

Related

- Collecting Support after High School
- How to Ask DCS to Review Your Child Support Order for Modification
- Understanding the Child Support Schedule and How Child Support is Set in Washington

All content and labels are displayed through profiles

Admin Resource Profile

New Resource

Language: English

Parent

Authoring Organization: [Select]

Description:

Comments:

Last Modified On:

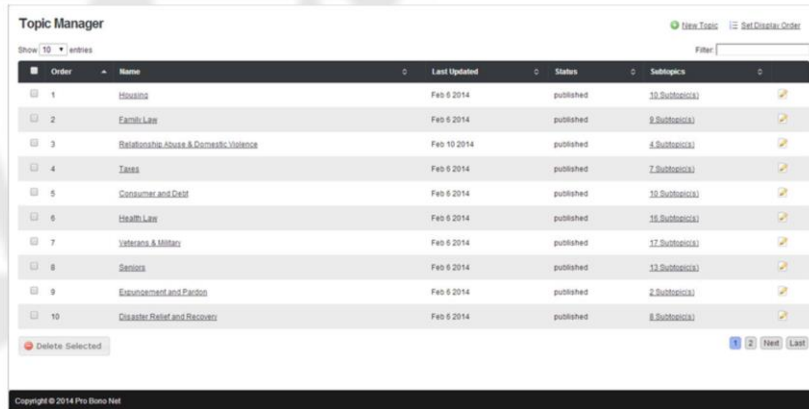
Save Cancel

Public Resource Profile

Profiles hold all the information that make up the content or label. From name and problem code for topics to intake method and contact information in organizations, the admin create the profile from the admin dashboard, and users view the profile from the public side of the sit.

Managers

Profiles are displayed, filtered and edited on the admin side through managers.



The screenshot shows the 'Topic Manager' interface. At the top, there are links for 'View Topics' and 'Set Display Order'. Below the title, it says 'Show 10 entries'. A table lists 10 topics with columns for Order, Name, Last Updated, Status, and Subtopics. Each row has a checkbox on the left and an edit icon on the right. At the bottom left, there is a 'Delete Selected' button. At the bottom right, there are pagination controls: '1', '2', 'First', and 'Last'.

Order	Name	Last Updated	Status	Subtopics
<input type="checkbox"/> 1	Housing	Feb 6 2014	published	10 Subtopics
<input type="checkbox"/> 2	Family Law	Feb 6 2014	published	8 Subtopics
<input type="checkbox"/> 3	Relationship Abuse & Domestic Violence	Feb 10 2014	published	4 Subtopics
<input type="checkbox"/> 4	Taxes	Feb 6 2014	published	7 Subtopics
<input type="checkbox"/> 5	Consumer and Debt	Feb 6 2014	published	10 Subtopics
<input type="checkbox"/> 6	Health Law	Feb 6 2014	published	16 Subtopics
<input type="checkbox"/> 7	Veterans & Military	Feb 6 2014	published	17 Subtopics
<input type="checkbox"/> 8	Seniors	Feb 6 2014	published	13 Subtopics
<input type="checkbox"/> 9	Employment and Pardon	Feb 6 2014	published	2 Subtopics
<input type="checkbox"/> 10	Disaster Relief and Recovery	Feb 6 2014	published	8 Subtopics

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In all managers you are able to create a new profile, control the number of profiles you see at any one time, see specific information about each profile and directly edit the profile. You are also able to filter for key words and bulk delete labels and content.

In the manager for your labels (topics/subtopics, channels/categories, tag types/tags) you are also able to set the display order for your site.

In the manager for your content (Resources/Organizations) you are able to further filter based on subtopic/category/area/language and tag. You are also able to use the bulk assign tool.



Content Managers

Bulk Assign Tool allows you to assign a Topic, Category, Area or Tag to a group of content you select from the content manager.

Delete Selected Assign Tags

Bulk Resource Tagger

1 Resource(s) selected

Topics Categories Area Tags

Topic Tags

☒ Add the selected subtopic tags
☐ Replace with the selected subtopic tags
☐ Remove selected tags

Topic
Filter by topic

Subtopic

Save

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Content Managers

The Filter tool allows you see a group of content profiles based on assigned subtopic, category, region, language or tag and can be found in the content manager



The screenshot shows a web interface titled "Apply Filter". It contains several input fields for filtering content profiles. The fields are arranged vertically, each with a label on the left and a corresponding input area on the right. The input areas are mostly empty text boxes, except for "Channel" which is a dropdown menu showing "All Channels" and "Language" which is a dropdown menu showing "English". Each input area has a small grey button with a downward arrow on its right side. At the bottom left of the filter section is a "Show" button.

Apply Filter	
Subtopic	<input type="text"/>
Channel	<input type="text" value="All Channels"/>
Category	<input type="text"/>
Authoring Organization	<input type="text"/>
Tag	<input type="text"/>
Language	<input type="text" value="English"/>
<input type="button" value="Show"/>	

Mirroring Content

Actions

[View Resource](#)
[Modify Resource](#)

Status

Created Nov 02, 2009 7:00 PM EST
Modified Dec 12, 2013 6:10 PM EST by [Xander Karsten](#)
Published Nov 02, 2009 7:00 PM EST
Reviewed Nov 03, 2009 12:00 AM EST by [Liz Keith](#)
English Status: published ▼ [Update](#)

Versions

The default version is [English](#)
Edit another version
English / published ▼ [Switch](#)

How To Use

Fill out each of the fields on each tab. Be sure to hit Save before moving to next tab. Asterisk fields are required. Please email support@lawhelp.org with questions.

Status

Created Dec 31, 1999 7:00 PM EST
Modified Feb 06, 2014 6:20 AM EST by [Margaret Hamlett Shinn](#)
Published Feb 06, 2014 6:20 AM EST by [Margaret Hamlett Shinn](#)
English Status: published ▼ [Update](#)

Languages

The default language is [English](#)
Edit another language

Current Translations

English / published
Russian / published
Spanish / published
Vietnamese / published

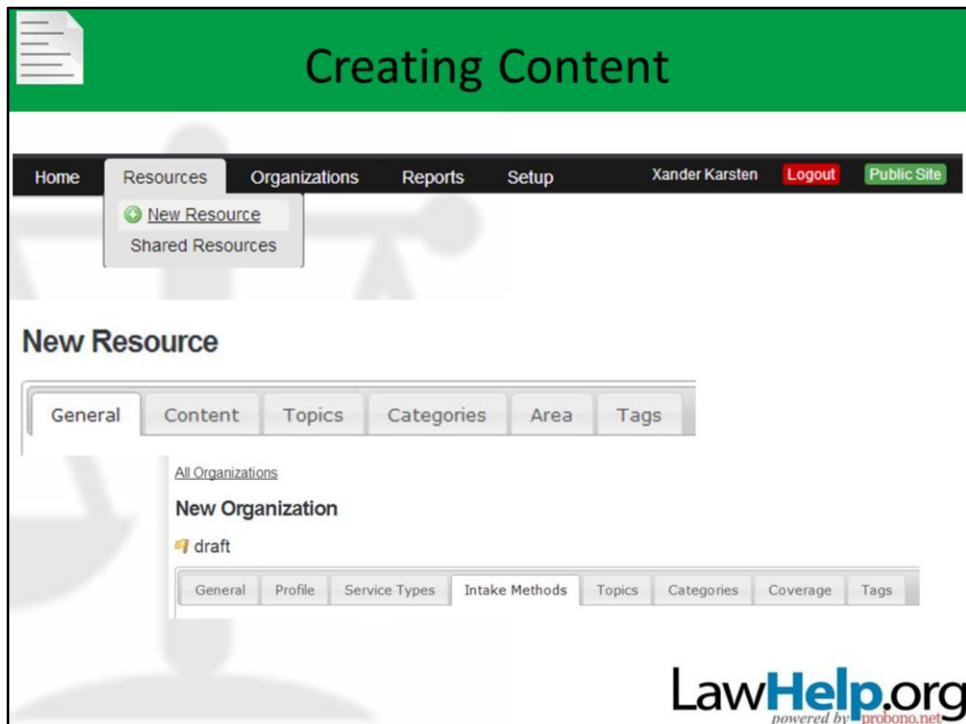
Missing Translations

Albanian
Amharic
Apache
Arabic
Armenian
Bengali
Bosnian
Bulgarian
Cambodian
Cantonese Chinese
Catalan
Chinese
Chiu Chow
Cork City

[Switch](#)

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On the right hand side of all published labels and content are a set of action boxes. One, named Versions, allows you to create alternate language versions of the label or the content. By switching from the English version to another language, you are given specific fields to provide multilingual content. Once you save and publish this version, it acts as a mirror of the English version. For example- Spanish mirror categories are automatically assigned to the same content English categories are assigned to, and are visible when users are accessing Spanish content (resources/organizations).



Whether you are creating a resource or an organization, you will assign them to some combination of a topic and subtopic, channel and category, tag type and tag as well as an coverage area. When you assign each area a label



Creating a Resource

The General Tab allows you to store information about the resource such as the name, authoring organization, a description and comments you may want to maintain.

New Resource

General Content Topics Categories Area Tags

* Language
English

* Name

Authoring Organization

Description

Comments

Last Reviewed On

Done Save

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Creating a Resource

There are three layouts available to you and eight resource modules. Check out our blog series to read about each, and check out our quick start guide on

New Resource

General Content Topics Categories Area Tags

Content Modules
Add modules to this resource by clicking the module buttons. Drag-and-drop modules to change their order.

Layout
Generated - The resource detail will be auto-formatted and displayed in the site template

Add Module

Link Audio HTML Attachment FAQ Event Alert Resource Link

Done Save

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Creating an Organization

The General tab holds most of the information about the organization.

One thing to note- If you want the organization to appear in your organizational director, be sure to click on the option specifying this.



Creating an Organization

The Profile tab allows you to input information about client eligibility and emergency information.

All Organizations

New Organization

draft

General Profile Service Types Intake Methods Topics Categories Coverage Tags

Default Profile Information

Emergency Information

Percentage of poverty level

The minimum poverty level should be between 100-200

Income Requirements

Eligibility Restrictions

Done Save

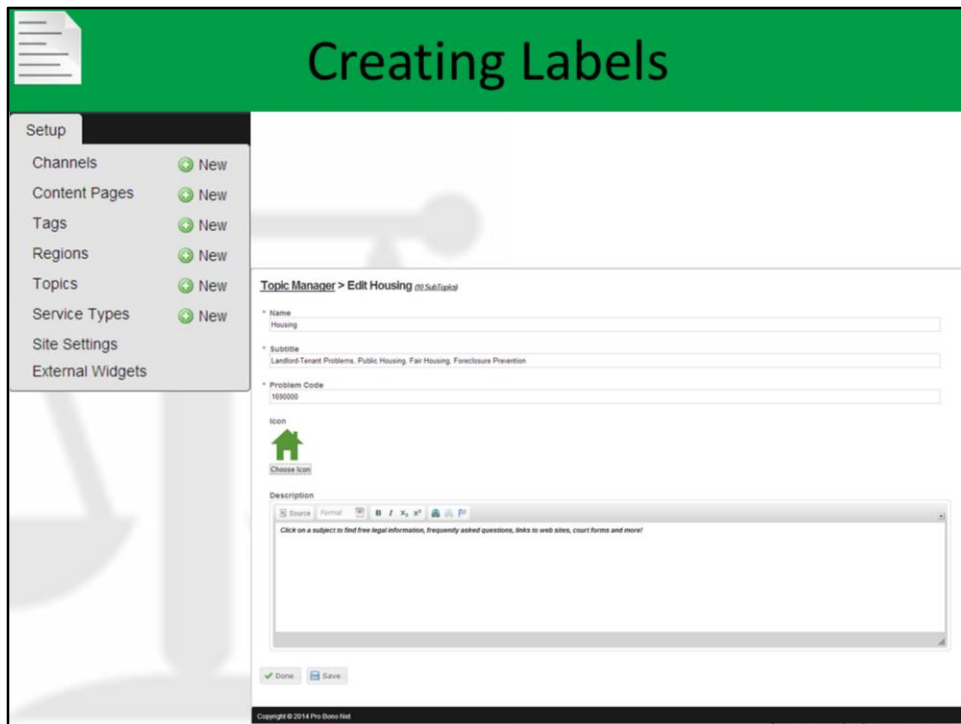
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Creating an Organization

The screenshot shows the 'Service Types' tab of the Pro Bono Net interface. It features a list of service types with checkboxes: Brief Advice, Pro Se Legal Clinic, Self-Help Materials, Hotline, and test. Below the list is a text area labeled 'Description of Service Types:'. At the bottom, there are 'Done' and 'Save' buttons.

Service Types and Intake Methods allow you to specify what level of service organizations provide and how clients can request those services.

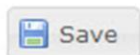
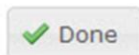
The screenshot shows the 'Intake Methods' tab of the Pro Bono Net interface. It displays a 'New Organization' section with a 'draft' status. A yellow highlighted box contains the text 'Select a new intake type to add' and an 'Add Intake' button. A dropdown menu is open, showing options: Appointment, Walk-in, Phone, Legal Clinic, Mail, and Other. The 'Appointment' option is currently selected. At the bottom, there are 'Done' and 'Save' buttons.



All labels are created and edited in the set up tab. Once you've selected the desired label access the label profile through the manager. Mirror version of these labels can also be created.

Don't Forget

Save and Publish Your Labels and Content



Status

Created Nov 02, 2009 7:00 PM EST

Modified Dec 12, 2013 6:10 PM EST by [Xander Karsten](#)

Published Nov 02, 2009 7:00 PM EST

Reviewed Nov 03, 2009 12:00 AM EST by [Liz Keith](#)

English Status published ▼ Update

- published
- draft
- published
- archived

Create Mirror Versions of Your Labels and Content

Versions

The default version is [English](#)

Edit another version

[English / published](#) Switch

Current Translations

- [English / published](#)
- [Russian / published](#)
- [Spanish / published](#)
- [Vietnamese / published](#)

Missing Translations

- Albanian
- Amharic
- Apache
- Arabic
- Armenian
- Bengali
- Bosnian
- Bulgarian
- Cambodian
- Cantonese Chinese
- Catalan
- Chinese
- Chiu Chow
- Cork City

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Content pages displays a set of content on one page based on one page based on a common factor such as authoring organization, topic/subtopic, channel/category, tag type and tag or a combination.

Don't Forget

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- Catalan
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Where to Find Help

- [LH3 Admin Support Portal](#)
Find our administrator help in one structured curated location
- [LH3 Admin Blog](#)
Check out articles of interest to our community- from partner highlights to LH3 platform updates and support, there is always something new!
- [SWEB Library](#)
The centralized location for all our support and documentation

Look for our upcoming LH3 Administrator Manual!

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Where to Find Help

Links in this Presentation	
Language Access Initiative	Bulk Assign Feature
Quick Start Guide- Resource	Star Ranking
Quick Start Guide- Organization	Positional Ranking
Quick Start Guide- Content Page	Forgotten Resource Series
Customize your Subtopic Page	Categories and Tags
Set Your Location	Widgets and You

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