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# KnowledgeBuilder

*All Articles in All Categories*

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## How do Groups work?

For member to create their own Groups, the administrator must first create the categories to which these Groups will belong. This is done through admin->tools->Group Administration. There is further information in the Administrator's Guide on the specific information that should be added to create a Group Category or sub-category. Please refer to the manual Vplus Software Admin Guide v2.0

Once the categories have been created the user can navigate through these via the main Groups link and can add their own group via the create group link.

## How do I change the default admin (manager account)?

If you login as "manager" you can simply edit the password in the edit registration via the normal members control panel.

To setup a new administrator, simply register a new account, log in with the your default details (as supplied) and then upgrade the new user via admin->member administration to user type "A". Finally login as the new admin and delete the old manager account.

## How do I get rid of the affiliate links?

To remove the affiliate links, edit the footer files (footer.php) in /guest and /members and the /index.php in the chosen skins directory. More information about skins is available in the knowledgebase <http://www.datingsoftware.biz/support/tt/index.php?action=kb&category=8>

## How do I open up a member page to guest users?

Near the top of most pages you will see the following line of code:

```
include('session_handler.inc');
```

This is what controls making sure the user is logged in. If they are not logged in then this file will redirect the user to the login page.

If you place // before this line as follows:

```
// include('session_handler.inc');
```

It will be commented out and therefore will be ignored when the program is run.

The second part is the template inclusion:

```
$area = 'member';
```

This statement will ensure that the member template is displayed and not the guest template. Normally the member template will include links to functions that only the member can access. These pages will also be guarded by the session\_handler.inc so that if the user is not logged in to a current session they will be redirected. However a better way to code this if the page is to be used by members and guests is as follows:

---

```
if (isset($_SESSION['Sess_UserId']))
    $area = 'member';
else
    $area = 'guest';
```

In effect this will check if the user is logged in and if so will display the member template, otherwise it will use the guest template.

This will work for most of the pages, however some may have features or code in them that require the user to be logged in, for example the profile view logs which users looked at the profile and will error if they are not logged in so these would need special attention.

## **How do I set my site to be free for members?**

There are several options for providing services to members free of charge.

### **Trial Membership**

This is the recommended option. By setting a trial membership period you allow the members to test the premium features for a set period of time after which they are required to upgrade to continue using them. Trial membership periods can be set from 1-999 days (-1 means no trial period). You can also set trial memberships for Males, Females or both genders which means that you can have a trial period for women that join the site but not men for example. Trial membership is set in admin->set parameters->general options.

### **Free Mode**

Setting the site to free mode will make all features available to standard members. The way it works is by overriding the premium functions settings so that they are not applied. Therefore if in premium functions you have set messaging as premium and the free site mode is on, this setting is ignored. It is the surest way to make the site free until you decide to make the site a pay site. The main difference between this option and the trial premium is that when you switch free mode off, members will immediately be required to upgrade to use features specified as premium regardless of their join date. This potentially means that some early joining members will have a much longer period of free usage and a member could potentially join a free site on Wednesday only to find it a pay site on Thursday. Using this option therefore should be carefully managed unless you wish to have the site free for all time. Free mode is set in admin->set parameters->modules config.

### **Premium Functions**

Premium functions allows you to determine which features of the site are only available to upgraded members. Individual pages can be set as premium, any page can be added to the list and activated as premium. If you want to have the site as free you can deactivate the checkboxes against all premium pages. This essentially duplicates the effects of using the free mode as described above. For more information on premium functions please check your user manual. Premium functions settings are accessed from admin->premium functions.

## **Where do I get the userplane chat and messenger?**

The software comes preinstalled with Userplane web chat and web messenger. However to get

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these activated you will need to have an account with userplane.

Go to the userplane site by following this link (opens in a new window). Either at the right side or the top of the page there is a dropdown list of Resellers. Select datingsoftware.biz as the reseller (this is important because we are then copied in to the details of the account in order to activate it on your site). Select the Free version or one of the paid versions if you choose and then click the 'finalize order' button at the bottom of the page.

On the next page complete your details and again click the 'finalize order' button at the bottom of the page. Your account setup may take 24-48 hours and you will receive an email when it is complete.

Please be aware that we only support web messenger and web chat. Any other service can be integrated for a fee.

### **Why is there no code in the affiliate code page?**

Within the affiliate system, the affiliate can get code for banners to place on their site to start earning referrals.

The code is generated automatically based on banners that you upload to the affiliate system. Log in to your admin control panel and click "Affiliate Banners". Here you can upload the banners that you have created for your affiliates. Once you have done this, when your affiliate goes to the code page they will see the banners and the unique code that will identify them to your affiliate system.

The reason the code is generated like this is because each affiliate has a unique ID that needs to be included in the code they place on their site so that the affiliate system can track where the traffic is coming from.

## Affiliates

Questions about the affiliate system

### **Why is there no code in the affiliate code page?**

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## **How do I get rid of the affiliate links?**

To remove the affiliate links, edit the footer files (footer.php) in /guest and /members and the /index.php in the chosen skins directory. More information about skins is available in the knowledgebase <http://www.datingsoftware.biz/support/tt/index.php?action=kb&category=8>

## **What is the affiliate software?**

The affiliate system helps you to generate additional traffic and revenue at little or no risk associated with other click-thru programs because you only pay the affiliate when they have generated a sale for you.

An affiliate is someone that places a banner or code on their site to promote your site. The affiliate must create an account with you through the affiliate sign up process. When approved they can login to the affiliate center and download banners or code to place on their site that will direct their visitor to your site.

When a visitor clicks the banner or link on the affiliates site, they are directed to your site and when that person registers they are linked to the affiliate. If the new member then pays at some point for site services, a portion of that payment is allocated for the affiliate. The actual amount is set by the site administrator and can be a different amount for signups and renewals.

# **Banners**

Questions relating to banners

## **How do I add banners to my template**

If you use the admin->tools->banners to upload banners to your site you need to add a code snippet to your templates or pages where you wish these banners to be rotated.

Use the following code as an example

Should your banners be a different size then just change the dimensions in the code. You can use this code in several places if you wish to display banners of different sizes in different portions of the

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template or use the same size banners in different places (for example in the header or footer). Please be aware that this will rotate ALL banners of the size denoted in the code snippet. If you wish to have a more targeted banner ad server we would recommend you consider installing and integrating OpenX

## Emails

Questions about email setup.

### **How can I set up an email used for the site?**

To set up an email address you need to follow the instructions from your hosting company. For lunarpages you log in to the control panel and create the email address under "Mail" and then you can auto update this account to your own MS outlook. Add the same address to set parameters->contact info.

### **Why do my members not receive emails?**

Before seeking a technical explanation for why emails are not being delivered from your site, we should first check the basics for sending emails from administration. Once you have sent emails from admin send mail, they are queued in a mail queue. There is a link in admin called 'Mail queue' to manage the mails. Directly below that is a link 'Process mail queue' and here you can set the number of mails to send within a certain timeframe and then start the process of sending the mails. The purpose behind the mail queue is to prevent your hosting company from banning your account for sending too many emails. Each hosting company has their own policies and you should check their limits before sending large numbers of emails. If this does not resolve your problem, please read on.

Your website software generates various emails. For example when a member registers on the site, when they receive a message and so on. The software creates these emails and sends them using a common function in called mail(). This function is provided by the PHP language installed and configured on the server by your hosting company.

For the mail functions to be available, PHP requires an installed and working email system. The program to be used is defined by the configuration settings in the php.ini file. This is the responsibility of your hosting company and is not related to the software.

If mails are not being received by your members, you can check the following:

Does your account have SPAM filters?

If it does, check your junk mail folder (or trash, or whatever your particular program calls it.) It may have been received and filtered out. Fortunately most programs allow you to add it to a list of safe senders so it won't be filtered out in the future.

Is your registered email address correct?

When you or the member registered did they enter the correct email address for them to receive emails? If not, it is likely that their email is being bounced back.

Are you sending from a valid email address?

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Depending on the host configuration, if the email address that you have set up in the contact details for the site (under admin->set parameters) is invalid, you will not be able to send emails from that account. Equally some spam filters will recognise the address as non-existent and flag the mail as spam. Please follow your hosts instructions to create a valid email address on your hosting account. DO NOT use gmail, hotmail or other similar addresses in the contact details, it MUST be a valid address with the same domain as the website.

Are you sending to a legal address?

Depending on how your host has things configured, sometimes you can't send a form mail to yourself@THISaddress.com if your form is on www.THATaddress.com. You may need to setup an email that corresponds to the site you are sending from, or see if your host allows you to add your other email address as an allowed recipient. Since all hosts are different, the best thing you can do is contact them.

Is your domain or IP blacklisted?

If your hosts server or IP address has been blacklisted your emails will not be delivered. In a shared hosting environment, any domain on the IP could get the entire IP blacklisted and therefore affect your domain. To find out if the IP of your server has been blacklisted check here [SpamCop](#)

Do you need authentication?

When you send email from your mail program, do you need to provide a password for outgoing mail (outgoing mail authentication?). If you are unsure because you set up your mail a long time ago, the best thing to do is ask your host. If you do need outgoing authentication, the mail () function won't work.

If none of the above resolve or answer your question, please contact your hosting company and ask them to trace the mails from your site and through to the mail queue.

## How do I send mails to an external list using admin mail?

This article describes how to send mail to an external list using admin mail. An external list is a list of email addresses that have been supplied as a text file and does not refer to the external email addresses of members already in the database.

If you have a list of email addresses you can upload that to the /public\_html directory (or whatever is the root of the site).

They should be uploaded in a file called email.txt and have one email address per line.

In the admin mail system you will see a tick box option for From File (tick if source file is /email.txt for addresses)

Tick this box and enter the message and title as normal. (this can include HTML). Send type should be external and all other fields left default.

When the mails are sent, they are sent to the mail queue so you can "Process mail queue". Using this feature means you can space out the number of mails that are sent per minute to avoid breaking whatever limits are set by your hosting company. Please check with them what limits are set for your account.

## Forums, Groups & Blogs

Articles on forums and blogs

## How do Groups work?

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For member to create their own Groups, the administrator must first create the categories to which these Groups will belong. This is done through admin->tools->Group Administration. There is further information in the Administrator's Guide on the specific information that should be added to create a Group Category or sub-category. Please refer to the manual Vplus Software Admin Guide v2.0

Once the categories have been created the user can navigate through these via the main Groups link and can add their own group via the create group link.

## General

Articles relating to general issues

### **How do I resend confirmation mails?**

There is a link on the login page for the user to enter his/her email address and resend the username and password.

If you have the confirmation email set ON and the member has not yet confirmed their email then the link will be resent .

If you want to send it yourself to the customer you can look the customers details up in the admin->member administration and simply enter the email address into the resend feature on their behalf.

### **How do I change the default admin (manager account)?**

If you login as "manager" you can simply edit the password in the edit registration via the normal members control panel.

To setup a new administrator, simply register a new account, log in with the your default details (as supplied) and then upgrade the new user via admin->member administration to user type "A". Finally login as the new admin and delete the old manager account.

### **How do I upgrade users manually?**

Within the administration section there is an option for member administration.

In the search box enter the username or partial username of the member you wish to upgrade.

Once the search is returned a result, select the username from the box and click the get user button.

In the field that says "expire date" enter the date you want this users premium membership to expire and "update" the record. The next time the user logs in they will be upgraded.

### **Why can't some MAC users see countries?**

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The new platinum software uses AJAX libraries and this will work for all the major browsers on MAC and PC, however on the older systems the issue is with the fact that IE on MAC and Safari do not support javascript in the same way that all other browsers such as Windows IE and Firefox / Netscape do.

In order to have full support you can go to

Set Parameters->Modules Config->Geography Module

and set the option to "off". This will alter how the dropdowns look but it does work for all browsers. The default is "on" because it works for 98% + visitors and gives a better interface.

## **How do I integrate Skype into my site?**

Skype is software that allows users to make telephone calls over the Internet. Calls to other users of the service and to free-of-charge numbers are free, while calls to other landlines and mobile phones can be made for a fee. Additional features include instant messaging, file transfer and video conferencing. Skype can be downloaded and installed from [www.Skype.com](http://www.Skype.com). It is installed on the users own PC so there are no components required to be installed in the web software (your site).

Skype is already integrated into the site. In order for it to work you need to enable it from your administration panel under Skype Integration. You can set it for all users or only premium users. Once enabled, when a member registers they can add their Skype ID and restrict who they want to see their status and be able to receive incoming calls from. The member must set their privacy settings in Skype to allow their status to be viewed on the web in order for it to display on the site.

## **How do I set my site to be free for members?**

There are several options for providing services to members free of charge.

### **Trial Membership**

This is the recommended option. By setting a trial membership period you allow the members to test the premium features for a set period of time after which they are required to upgrade to continue using them. Trial membership periods can be set from 1-999 days (-1 means no trial period). You can also set trial memberships for Males, Females or both genders which means that you can have a trial period for women that join the site but not men for example. Trial membership is set in admin->set parameters->general options.

### **Free Mode**

Setting the site to free mode will make all features available to standard members. The way it works is by overriding the premium functions settings so that they are not applied. Therefore if in premium functions you have set messaging as premium and the free site mode is on, this setting is ignored. It is the surest way to make the site free until you decide to make the site a pay site. The main difference between this option and the trial premium is that when you switch free mode off, members will immediately be required to upgrade to use features specified as premium regardless of their join date. This potentially means that some early joining members will have a much longer period of free usage and a member could potentially join a free site on Wednesday only to find it a pay site on Thursday. Using this option therefore should be carefully managed unless you wish to have the site free for all time. Free mode is set in admin->set parameters->modules config.

### **Premium Functions**

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Premium functions allows you to determine which features of the site are only available to upgraded members. Individual pages can be set as premium, any page can be added to the list and activated as premium. If you want to have the site as free you can deactivate the checkboxes against all premium pages. This essentially duplicates the effects of using the free mode as described above. For more information on premium functions please check your user manual. Premium functions settings are accessed from admin->premium functions.

## **I deleted my administrator account, what do I do now?**

You will need to create another member account using the normal registration process. Once you have done this you can upgrade them in the database to being an admin.

To do this, login via your hosting control panel and access the MySQL database (usually with phpMyAdmin). Find the member in the 'members' table (look for the mem\_username being whatever you registered with). Edit the record and change mem\_type to "A". You can then login to the site as normal and this member will have access to the admin.

We recommend that you maintain two admin accounts (you can also promote members via member administration but you need at least one admin account in order to use this feature).

## **How do I add google analytics tracking code to the site.**

Google Analytics (GA) is a free service offered by Google that generates detailed statistics about the visitors to a website.

If you wish to add the tracking code to the site, you must first generate the code in your Google account. Please refer to Google's own site for further information about how to do that.

Once you have the code you must decide which pages or activities you wish to track. If you want to have the code present on every page in the site you should add it to the bottom of the index page and the footer.php in both guest and member skin directories above the tag. For more information about skins and where to locate these files please refer to the skins section.

If you wish to target specific events then you will need to add it to a specific page in the site above the final line at the bottom

## **How do I change text in the site?**

The software uses language files to store all the text. This makes it easier to translate the site and also to edit any text in the site without having to go through each individual page. The files are located in the /languages directory and are named as follows:

```
english.php
english_admin.php
english_js.php
has_profile_EN.inc.php
```

The main file is the english.php. You will need to download the file using FTP and open it with a text editor. When you have opened the file you will see text similar to the one below:

---

```
define("ADMIN_SECTION_NAME","Administration");
```

This is what is called a CONSTANT. When we create this definition, wherever the ADMIN\_SECTION\_NAME is found in the site code, it will be replaced with the text that comes after it, in this case "Administration". Therefore it is vital that you do not change the first part of the definition in CAPITALS otherwise you will get errors in your site.

**IMPORTANT:** Only alter the text in the second sequence of quotes and NEVER put double quotes ("") inside the text. This will cause errors. If you need to use quotes in your text then either use single quotes (') or use a \ before each quote (for example "my baby said \"; to you").

So in the example above we may change it to:

```
define("ADMIN_SECTION_NAME","My new text");
```

Try by editing just a few items, save the file and then upload it back to the server /languages directory.

## What is the Tag Cloud and how does it work?

**Definition:** A tag cloud (or weighted list in visual design) is a visual depiction of user-generated tags, or simply the word content of a site, typically used to describe the content of web sites. Tags are usually single words and are normally listed alphabetically, and the importance of each tag is shown with font size or color. Thus, it is possible to find a tag alphabetically and by popularity. The tags are usually hyperlinks that lead to a collection of items that are associated with a tag. Sometimes, further visual properties are manipulated, such as the font color, intensity, or weight.

The tag cloud is useful for SEO purposes and is comprised of the user tags from the video and blog features in the site. They are entered by the members to describe the content they are adding and the tags are then automatically updated and weighted based on the number of times the keyword is used. Each tag is also a link to that content item.

To remove the tag cloud simply edit the index page for the chosen skin (click here to see how to find the skin). The text to delete is .

## How do I send mails to an external list using admin mail?

This article describes how to send mail to an external list using admin mail. An external list is a list of email address that have been supplied as a text file and does not refer to the external email addresses of members already in the database.

If you have list of email addresses you can upload that to the /public\_html directory (or whatever is the root of the site).

They should be uploaded in a file called email.txt and have one email address per line.

In the admin mail system you will see a tick box option for From File (tick if source file is /email.txt for addresses)

Tick this box and enter the message and title as normal. (this can include HTML). Send type should be external and all other fields left default.

When the mails are sent, they are sent to the mail queue so you can "Process mail queue". Using this feature means you can space out the number of mails that are sent per minute to avoid

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breaking whatever limits are set by your hosting company. Please check with them what limits are set for your account.

## Languages

Questions and resolutions for language file issues

### Adding new languages

To add new languages, copy the following files:

```
/languages/english.php  
/languages/english_admin.php  
/languages/english_js.php  
/languages/has_profile_EN.inc.php
```

to the language of choice. Current presets are

english (EN), russian (RU), spanish (ES), german (DE) ,french (FR)  
italian (IT), japanese (JP), chinese (CN), swedish (SE)

Once you have translated these files, log into admin account and select 'Manage List Options'. Within this area you will find the dynamic values for the dropdown lists. You can edit each item here and add the translated text (once your new language is enabled).

For full details on how to translate your site please see the attached document (below):  
Translation\_Guide\_v1.1.pdf

## Payments

Articles relating to payments

### How do I change my paypal address?

To change your paypal address, log in as your site administrator and in the admin page select 'Payment Systems'. Next click 'edit' under the heading "configure" on the paypal record.

Add your email address in the box that says "business" and click 'save'.

Please note: your paypal account should be a 'business' account. You can upgrade from a normal to a business account for free from within your paypal account area.

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## Programming

Articles to assist making changes in the site

### **How do I change the message or title length in the profile?**

You need to alter a couple of different files. First there is a file in root called `jscrip_lib.js.php` where you need to edit the `FrmRegister.txtTitle` and `FrmRegister.txtComment` values.

Next edit the `LENGTH_MESSAGE` and `LENGTH_MESSAGE_TITLE` messages to reflect the new sizes in `/languages/english_js.php`

Finally you need to edit `prgregister.php` (`$txtTitle` validation and `$txtComment` validation) along with `PRGADVERTISE_TEXT18` and `PRGADVERTISE_TEXT19` in the `/languages/english.php`

### **How do I access the files on my server to make changes?**

The first thing you will need is to download an FTP client.

Please also read the following article to understand what FTP is and why you need it [File Transfer Planet FTP Guide](#)

Your computer is the local computer and the server where the files are installed is the host. In order to access the files that were uploaded you need to connect to the host and go to the directory where the software is installed (this is usually in `/public_html`). The details for your FTP connection were in the mail sent by the hosting company when you signed up for an account.

Create a directory on your local computer and give it a name that corresponds to your site name so that you can easily identify where you have stored the local files (such as `c:\MyWebsite\`)

Using the FTP program, navigate to your local directory in the local computer directory tree and to the root directory of your website (if you are unsure, please ask your hosting company) on the host server. You can now copy the files down from the server to the local computer either by dragging and dropping selected files from one window to the other or using the upload / download buttons provided by your program. Be sure to keep the structure of the site intact (i.e. ensure that if you download files from a subdirectory such as `admin` then either take the whole directory or create a subdirectory locally called `c:\MyWebsite\admin` and then copy the files there).

### **How can I change the META TAGS?**

The default META TAGS are very broad and you may wish to change these to suit the particular needs of your site. The META TAGS are contained within the skins and can be edited in the index page and the headers for each specific area. You will need to check in the admin area to see which skin you have as your default and then navigate using FTP to the correct location. The index is in the root of the selected skin folder and the main headers are in `/guest/header.php` and `/member/header.php`

For more information on how to find your skins directory please read here <http://www.datingsoftware.biz/support/tt/index.php?action=kb&article=5>

For more information on using FTP please read here <http://www.datingsoftware.biz/support/tt/index.php?action=kb&article=20>

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## How can I edit the menu?

We would not recommend that you try to make changes to the menu without some programming knowledge. Please remember we do not support 3rd party changes to the software. This aside, the following explains how to make menu changes.

Use FTP to navigate to the /lib directory of your installed site. Within this directory there are many class files. If your site is running under PHP5 you will need to edit the files in /lib/php5. The file that you need to edit is called class.MenuManager.php. Download the file and open it with your editor. Within this file are several arrays of links. These correspond to different areas of the site such as the member, guest and affiliate areas and also to the different 'Skin' areas. Taking one example, the member array that looks like this:

```
'member' => array(
    'MENU_SEARCH' => CONST_LINK_ROOT."/search.php",
    'MENU_MAIL' => CONST_LINK_ROOT."/myemail.php",
    'MENU_PROFILE' => CONST_LINK_ROOT."/view_profile.php",
    'MENU_CONTROL' => CONST_LINK_ROOT."/myinfo.php",
    'MENU_MEDIA' => CONST_LINK_ROOT."/prgpicadmin.php",
    'MENU_HOTLIST' => CONST_LINK_ROOT."/prghotlist.php",
    'MENU_VIDEO' => CONST_LINK_ROOT."/video_list.php",
    'MENU_BLOGS' => CONST_BLOG_LINK_ROOT."/blogs.php",
    'MENU_GROUPS' => CONST_GROUPS_LINK_ROOT."/groups.php",
    'MENU_BB' => CONST_LINK_ROOT."/forum/forums.php"
),
```

The member array is for the members area (i.e. after the user has logged in). Simply replicate a line of this array in the position that you wish your new link to be added. I will add one here called MENU\_SAMPLE as an example.

```
'member' => array(
    'MENU_SEARCH' => CONST_LINK_ROOT."/search.php",
    'MENU_MAIL' => CONST_LINK_ROOT."/myemail.php",
    'MENU_PROFILE' => CONST_LINK_ROOT."/view_profile.php",
    'MENU_CONTROL' => CONST_LINK_ROOT."/myinfo.php",
    'MENU_MEDIA' => CONST_LINK_ROOT."/prgpicadmin.php",
    'MENU_HOTLIST' => CONST_LINK_ROOT."/prghotlist.php",
    'MENU_SAMPLE' => CONST_LINK_ROOT."/sample.php",
    'MENU_VIDEO' => CONST_LINK_ROOT."/video_list.php",
    'MENU_BLOGS' => CONST_BLOG_LINK_ROOT."/blogs.php",
    'MENU_GROUPS' => CONST_GROUPS_LINK_ROOT."/groups.php",
    'MENU_BB' => CONST_LINK_ROOT."/forum/forums.php"
),
```

You can see in the example above I have now added a link called MENU\_SAMPLE which point to the page sample.php. The text that will be displayed for this link needs to be added to the language file in /languages/english.php where I need to define this new language variable as follows

```
define("MENU_SAMPLE","Sample Link");
```

Now I have added the link to the menu and the link text to the language file. The last point to consider is the location of the sample.php. In the example above it is located in the root folder of my domain. Were it in a subfolder called "directory" then I may need to add the name of that folder as follows:

```
'MENU_SAMPLE' => CONST_LINK_ROOT."/directory/sample.php",
```

---

The result of what we have just done (after you have uploaded the files that you have edited) will be a menu link that displays the text "Sample Link" and links to a file <http://www.mydomain.com/directory/sample.php>

## **How do I stop people seeing a page without registering or logging in first?**

If you open a page in an editor you will see a line like this near the top:

```
include('session_handler.inc');
```

If it is present in the file then it forces visitors to either register or login to access the page. If it is not present then they can see the page without doing either.

For example, when you do a search from the index page it brings up the page `prgminisearch.php`. In the installation, this file is allowed to be accessed by non-registered members. However if you add the line shown above under `include('db_connect.php');` in `prgminisearch.php` then visitors will have to login / register to see the search results from the index page.

Please note that the `session_handler` should always be included after the `db_connect.php`

## **How do I add google analytics tracking code to the site.**

Google Analytics (GA) is a free service offered by Google that generates detailed statistics about the visitors to a website.

If you wish to add the tracking code to the site, you must first generate the code in your Google account. Please refer to Google's own site for further information about how to do that.

Once you have the code you must decide which pages or activities you wish to track. If you want to have the code present on every page in the site you should add it to the bottom of the index page and the `footer.php` in both guest and member skin directories above the `</body>` tag. For more information about skins and where to locate these files please refer to the skins section.

If you wish to target specific events then you will need to add it to a specific page in the site above the final line at the bottom

## **How do I change text in the site?**

The software uses language files to store all the text. This makes it easier to translate the site and also to edit any text in the site without having to go through each individual page. The files are located in the `/languages` directory and are named as follows:

```
english.php  
english_admin.php  
english_js.php  
has_profile_EN.inc.php
```

The main file is the `english.php`. You will need to download the file using FTP and open it with a text editor. When you have opened the file you will see text similar to the one below:

```
define("ADMIN_SECTION_NAME","Administration");
```

---

This is what is called a CONSTANT. When we create this definition, wherever the ADMIN\_SECTION\_NAME is found in the site code, it will be replaced with the text that comes after it, in this case "Administration". Therefore it is vital that you do not change the first part of the definition in CAPITALS otherwise you will get errors in your site.

**IMPORTANT:** Only alter the text in the second sequence of quotes and NEVER put double quotes ("") inside the text. This will cause errors. If you need to use quotes in your text then either use single quotes (') or use a \ before each quote (for example "my baby said hi" to you").

So in the example above we may change it to:

```
define("ADMIN_SECTION_NAME","My new text");
```

Try by editing just a few items, save the file and then upload it back to the server /languages directory.

## What is FTP?

FTP (File Transfer Protocol) is the simplest and most secure way to exchange files over the Internet.

An FTP Client is software that is designed to transfer files back-and-forth between two computers over the Internet. It needs to be installed on your computer and can only be used with a live connection to the Internet. In order to connect to your site you will need to know the host, username and password used for the FTP account. You should have been informed of this information by the hosting company when you created the account.

The classic FTP Client look is a two-pane design. The pane on the left displays the files on your computer and the pane on the right displays the files on the remote computer.

File transfers are as easy as dragging-and-dropping files from one pane to the other or by highlighting a file and clicking one of the direction arrows located between the panes.

There are many simple FTP clients available free such as CoffeeCup FTP or FileZilla.

## Skins

Question relation to skins or templates

## Where can I find the skins?

In order to access the skins you will need to use FTP. The skins are stored in the file structure under /skins/{skin}/ where {skin} is the name of the skin (i.e. blue). Under this directory there several subdirectories, each relating to a separate area of the software. For example the /member/ contains the header and footer for the pages after the user has logged in and /guest/ is for before the user has logged in. The index page for each is in /skins/{skin}/index.php and there is also a style.css for each template so that you can alter the fonts and colors on the site as well as edit the templates, add new photos or images and so on.

## How do I change the images in the skin?

Let's take the first (index) page. If for example you have the Grunge skin enabled, all the files you

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are interested in are in /skins/grunge/, you will need an FTP client to access these files and download to your local computer. Please also refer to our guide on where to locate files on the server.

The index page is called index.php (/skins/grunge/index.php)

Images in the skins may be directly referenced in the code of the page or in a related CSS file such as core.css or template.css which reside in the same directory. We will use the Grunge skin as an example.

The simplest way to find the name and location of an image would be to open the site in Firefox then right click on the image you want to change as select the option to display image information. This will tell you the exact location on the server, the name of the file and also the dimensions (height and width). Armed with this knowledge you can create a new image of the same size and name and upload it to the server over the existing image.

The mail image on the grunge skin shows a couple in a photo and a bulldog clip. This image is located /skins/grunge/images/bg\_search.jpg

If you wanted to change the name of the file that is being used you would need to edit the template.css file and either look for the name of the image or if you are familiar with CSS you could search for the designated class name (in this case #home\_content\_top).

The logo is called logo.gif and is referenced directly in the index and header pages. The best way to change the logo is to upload a new image file to /skins/grunge/images/logo.gif, however we will be happy to upload your logo for you or change the default wording on our existing logo to reflect your site name.

## **Why can I not see my new skin after changing it in admin?**

When you change a skin in admin you will also need to clear your cookies before it becomes visible.

To delete your cookies, just follow the browser-specific steps below. (Please note that while deleting your cookies may resolve the problem, it will also remove your saved settings for sites you've previously visited.)

### Microsoft Internet Explorer (IE)

1. Open IE and click on the "Tools" menu.
2. Select "Internet Options."
3. Click on the "General" tab if it isn't selected already.
4. Under the heading "Temporary Internet files," click on "Delete Cookies..."
5. Click "OK" for the "Delete all cookies in the Temporary Internet Files folder?" prompt.
6. Click "OK" to exit.

### Mozilla Firefox

1. Open Firefox and click on the "Tools" menu.
2. Select "Options."
3. Click on the "Privacy" icon on the left.
4. Select "Cookies" and click on "View Cookies"
5. Select your domain from the list and press "remove cookie."
6. Click "OK" to exit.

## **How do I change styles or colors in the template.**

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The styles and colors for text and images are located in the CSS file.

Each skin has its own CSS file located in the /skins/{skin}/ directory. You need only to navigate to the correct directory for your chosen skin and then download, edit and reupload the template.css file.

## SMS

Questions relating to SMS

### How does the SMS feature work in vPlus

The SMS feature allows members to receive messages directly to their mobile phones. This feature can be enabled or disabled via the admin->set parameters->modules config->SMS system.

In order for this feature to work the member that intends to receive SMS messages will need to have added their mobile number during the registration process and selected their carrier.

A carrier is a mobile provider such as AT&T or Vodafone. In the administration section you can set up these gateway addresses via admin->sms carriers. Some samples are provided in the default installation and there is an extensive though not exhaustive list of major gateway providers on wikipedia [http://en.wikipedia.org/wiki/List\\_of\\_carriers\\_providing\\_SMS\\_transit](http://en.wikipedia.org/wiki/List_of_carriers_providing_SMS_transit)

The format generally used when sending an SMS via email is number@vtext.com (Verizon example). The number is the one provided by the member and by selecting their carrier from the dropdown list at registration we can then append the gateway address to the number and send an email that will be converted to an sms and delivered to the members phone.

## Speed dating

Questions relating to the speed dating module

### What is the speed dating module?

The speed dating is a module that extends the dating software. Therefore it cannot run as a separate entity although you can change the site to be more bias towards speed dating than dating. The idea behind it is that those that are running a dating site can complement their offering with offline events.

For each event that is created you can associate a venue, the number of people that can attend and a price for each ticket. To register for an event you must be a registered member on the dating site. By registering from the speed dating module you are redirected to the registration and then back to the speed dating afterwards.

If a member clicks to view an event AND they fall within the age and gender rules for that event they will have the opportunity to book and pay for a ticket.

As the event organizer you will need to provide badges and score cards for the actual event. After the event, members can log back into the site and mark the participants that they are interested in. If two participants are interested in one another, the member can see this in their "after event" page and can then contact that member directly.

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## Web Messenger & Chat

Articles on IM & Chat

### **Where do I get the userplane chat and messenger?**

The software comes preinstalled with Userplane web chat and web messenger. However to get these activated you will need to have an account with userplane.

Go to the userplane site by following this link (opens in a new window). Either at the right side or the top of the page there is a dropdown list of Resellers. Select datingsoftware.biz as the reseller (this is important because we are then copied in to the details of the account in order to activate it on your site). Select the Free version or one of the paid versions if you choose and then click the 'finalize order' button at the bottom of the page.

On the next page complete your details and again click the 'finalize order' button at the bottom of the page. Your account setup may take 24-48 hours and you will receive an email when it is complete.

Please be aware that we only support web messenger and web chat. Any other service can be integrated for a fee.

### **I can see the userplane chat but where is the IM?**

Once the userplane Webmessenger and Webchat are integrated, the link to chat on the menu bar will open the userplane chat window and connect the member to the chat room.

The Webmessenger is also activated. When the member does a search they will see a chat "bubble" appear on the search results that says "IM me now" and in the profile page of member that are currently online. In order to connect to the member for a one to one chat, they will need to click the bubble icon which launches the Webmessenger and sends a request to the receiving member to accept or reject the session.

### **How do I configure userplane chat and messenger**

Once you have received your account details from userplane, you will need to add these details to your admin control panel in the website. As most customers prefer the free version of userplane, the article below describes how to configure this version.

Go to Admin->Set Parameters->Userplane Config and ensure that all the dropdowns are set to Off. This is to ensure that you are not running the paid version. Unless these are switched to off they will override the free userplane chat configuration and your account will be suspended or cancelled by the provider.

Go to Admin->Set Parameters->Free Userplane Config. Fill in the boxes as follows

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### Userplane IM

Off  
On

Select "On" to enable Userplane IM module

### Userplane Chat

Off  
On

Select "On" to enable Userplane chat module

### Userplane Domain

This is your account id and is usually the domain name without the .com/.biz/.net etc.

### Userplane full domain

This is your domain without http://www.

### Leader board ID

AD for webchat

### Text zone ID

Text ID

### Full Banner

AD for webmessenger