Pyramid Shopping Center Website Admin Documentation

Contents

FAQ

Why aren't my changes showing up on the digital directory?

Publishing to the physical digital directories is a manual process and doesn't happen automatically as changes are made to the website. You may follow the process described in "Publishing to the Physical Digital Directories". That will open a ticket for us to do the final push – this is usually done within 1-2 business days, but may be quicker/slower based on our current workload.

If a push is time-sensitive – please follow up with an email to digital@kishmish.com with more information on when it needs to be completed.

How do I add a new leasing location to the map?

Leasing locations are created by editing the base map. This is something that should be left to Kishmish as there is a high risk of breaking current tenant setups. Please reach out to digital@kishmish.com and include the following:

- Any new leasing ID's that will exist
- What tenants will occupy the space, if any,
- Approximately where the new lines should be drawn on the map

Why can't a tenant user log in?

The most common problem with tenant logins is that they were not activated. Please reference "Tenant Self-Registration" for instructions on activating their account.

If the problem continues after following the instructions please reach out to digital@kishmish.com so that we may assist you.

Can a tenant user have access to multiple sites with one account?

Unfortunately, because of how tenant users are set up, they may only have one site available to them per account. To access multiple sites, they will need to sign up with separate usernames/email addresses.

How can we configure a new PMG-wide tenant?

PMG-wide tenants are configured the same as normal tenants, but in the Network Admin section. It's usually best to leave this to us (Kishmish), so just reach out to digital@kishmish.com with:

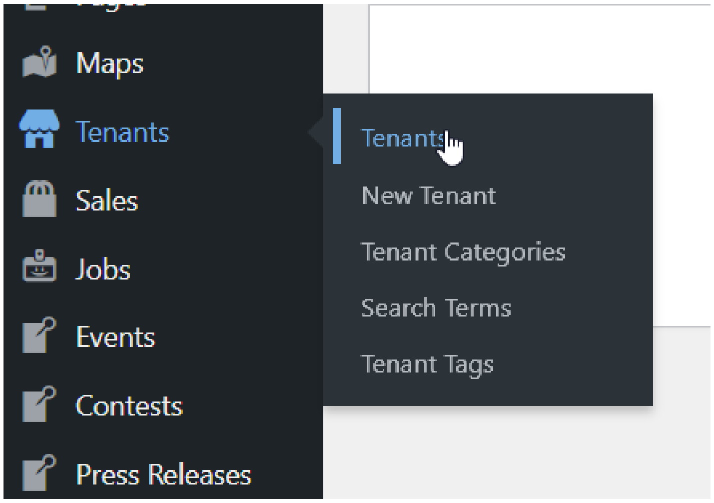
- The tenant name
- The tenant logo
- The tenant description

We can then configure the global tenant and, once it's ready you can select it from the dropdown as described in "PMG-wide Tenant Logos & Descriptions".

Tenants

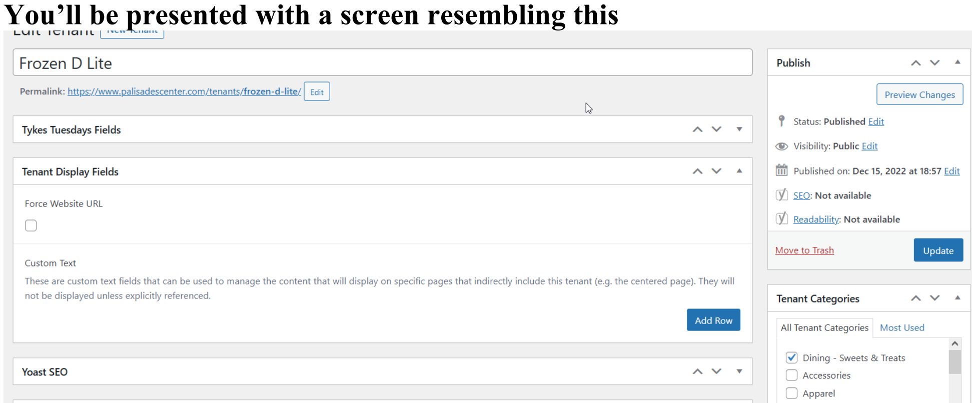
Adding / Editing Tenants

Go to Tenants > Tenants



Select an Existing Tenant or Click "Add New"

You'll be presented with a screen resembling this

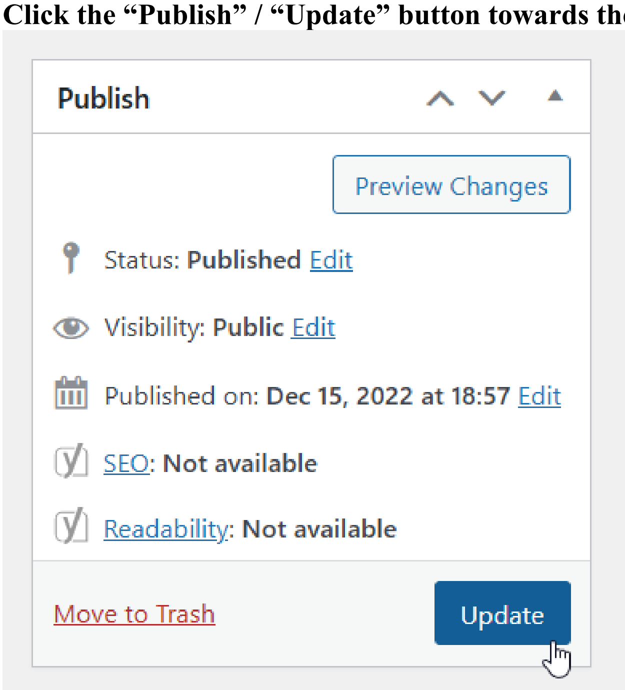


Go down the fields and fill in all of the information you know – you should have at least the following fields filled in:

- **Title** - *Name of the Tenant*
- **Leasing Area Number** - *lease line identifier for wayfinder to display the tenant in the defined space*
- **Phone Number** - *Phone Number of the Tenant*
- **Category** - *Categories the tenant fits into (located on right)*
- **Description** - *Can be pulled by PMG Global, short text info about the tenant*
- **Logo** - *Can be pulled by PMG Global, or needs to be uploaded as a 300x300 png*

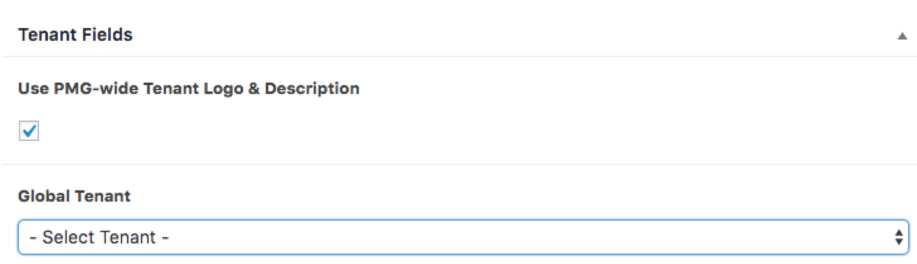
Once all of the information is filled in, if the tenant is ready to be displayed on the website, you may:

Click the "Publish" / "Update" button towards the top right



PMG-wide Tenant Logos & Descriptions

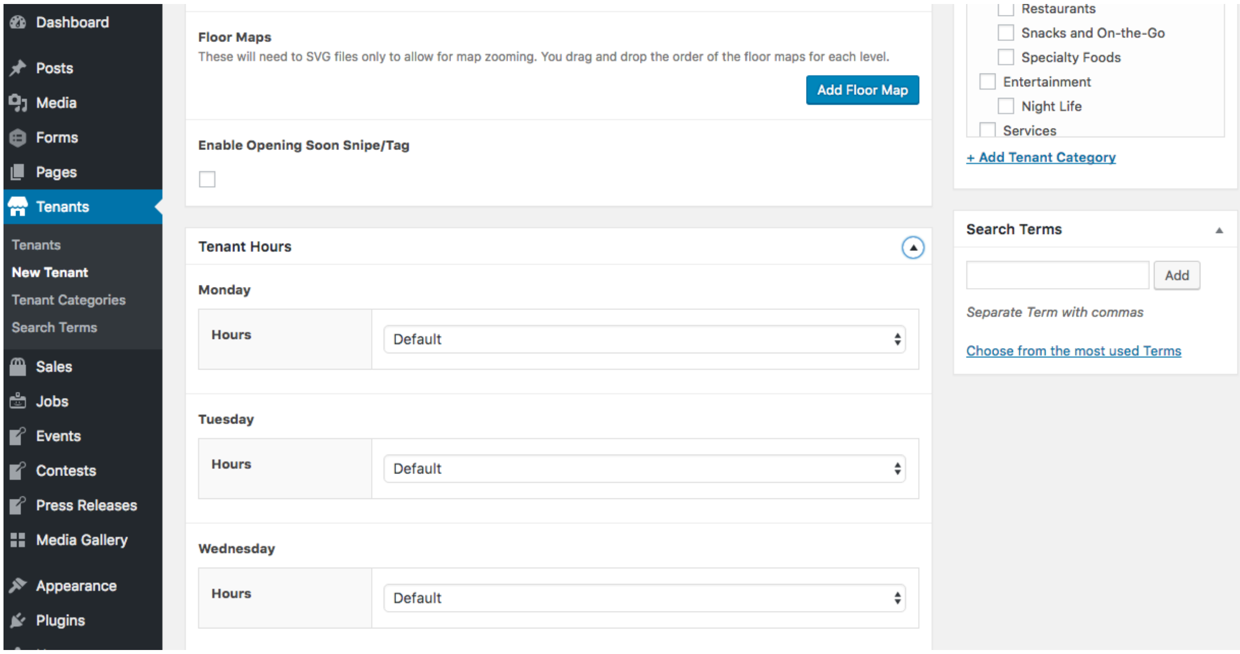
If the tenant exists in more than one property, it's best to use the logo and description from the corresponding PMG-Wide configuration. Check off the PMG-wide Tenant Logo & Description and choose the corresponding tenant from the dropdown:



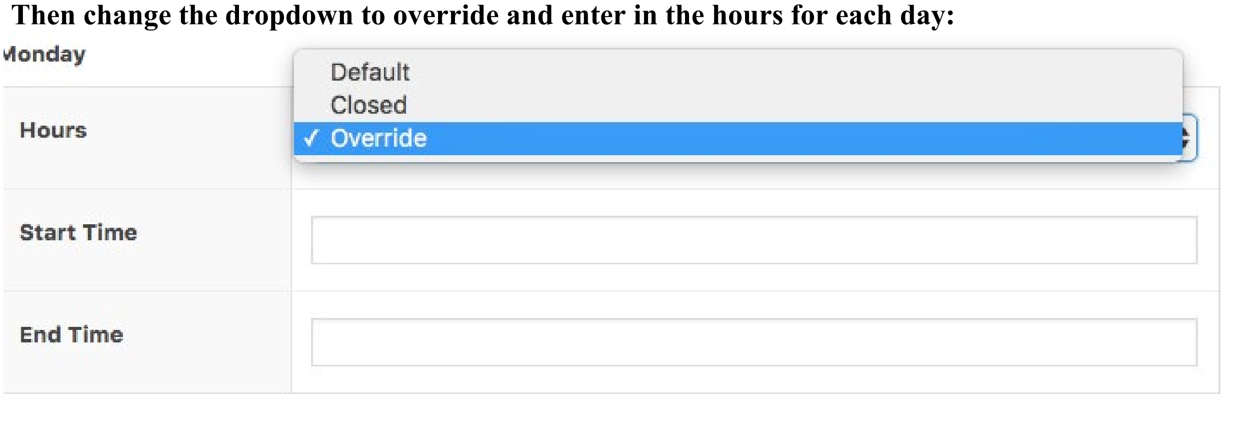
Tenants with Different Hours

If tenant hours differ from the malls

Scroll down to "Tenant Hours"



Then change the dropdown to override and enter in the hours for each day:



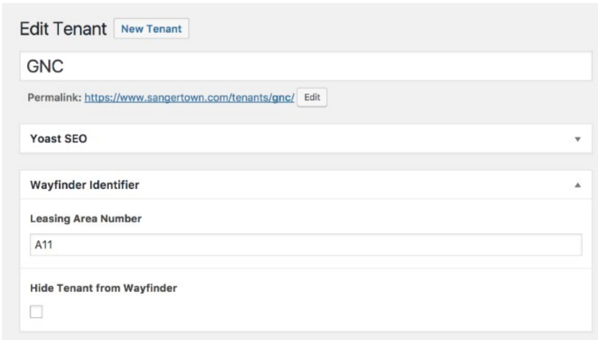
Tenant Locations

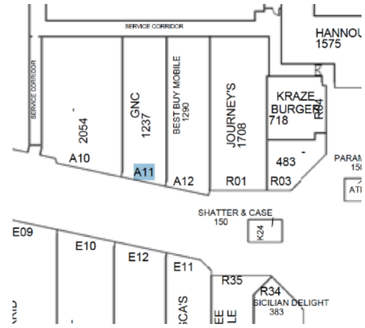
…if they're moving locations or opening new

Tenant locations are controlled by assigning them a **Leasing Area Number** in Wordpress. The unique leasing area numbers found on any property leasing line maps should correspond to the maps on the website.

An example is found on the next page.

If GNC is a tenant in space “A11” on the lease map, they should be assigned the **Leasing Area Number** of “A11.”





Please note that the leasing areas are case sensitive – typically they should be uppercase

…if there’s a remodel of the physical space in the property

If the property itself is changing *physical* shape, such as a store splitting in half or combining with a neighboring space, message digital@kishmish.com with the request, and include the following:

- Any new leasing ID’s that will exist
- What tenants will occupy the space, if any,
- Approximately where the new lines should be drawn on the map

Kishmish will change the “base map”, update the wayfinders with the new base map file, and re-assign any tenants that were disturbed during the process.

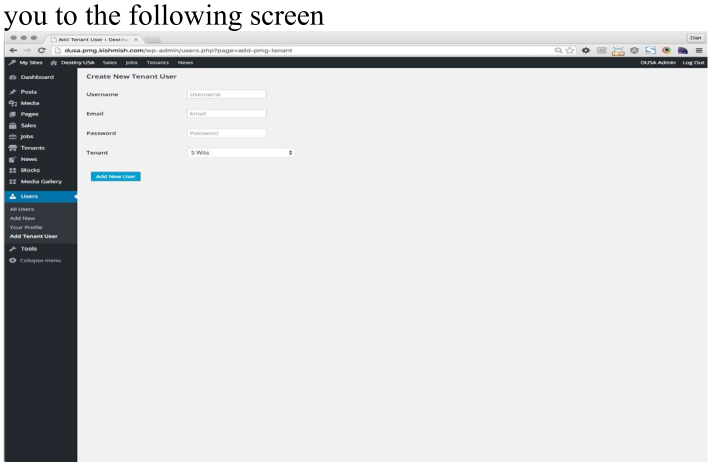
…if the tenant has no defined space (e.g. a kiosk, Santa, Easter Bunny, etc.)

Email digital@kishmish.com and specify which tenant is moving in, and where they will be located (preferably with an image). We will assign the space accordingly. If there is a Leasing Id Number for the kiosk, let us know what the number is as well so that it’s easier for you to reuse the space in the future.

Adding Tenant Users

Manually Adding Tenant Users

Add Tenant User: Hover over **USERS** in sidebar menu, and select **ADD TENANT USER**. Should bring you to the following screen



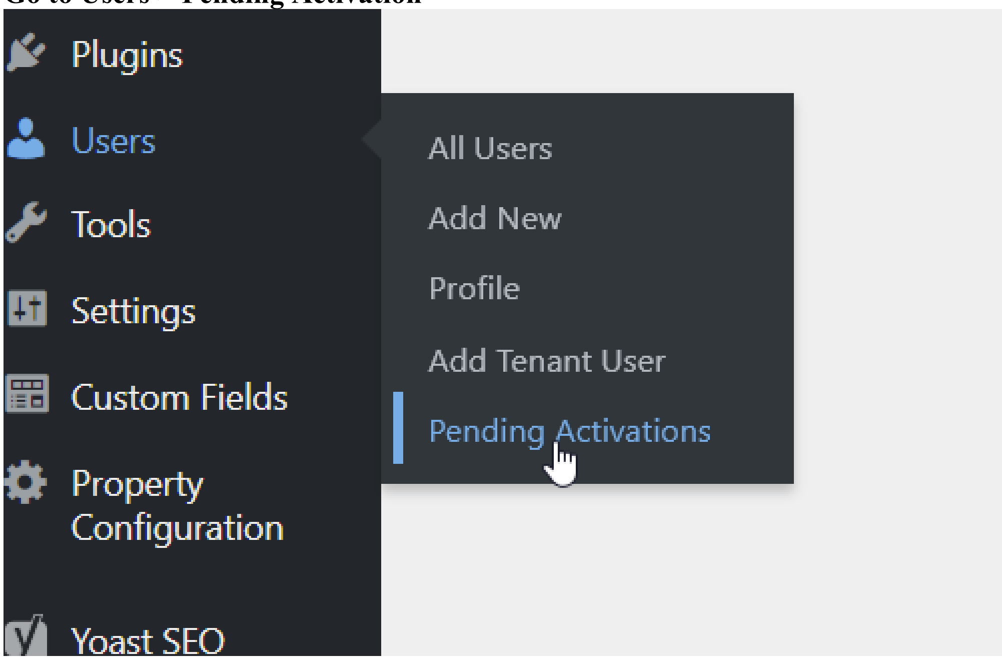
Enter the **Tenant Username**, **Tenant Email**, **Tenant Password**, then select the **Tenant** that's associated with the account.

Tenant Self-Registration

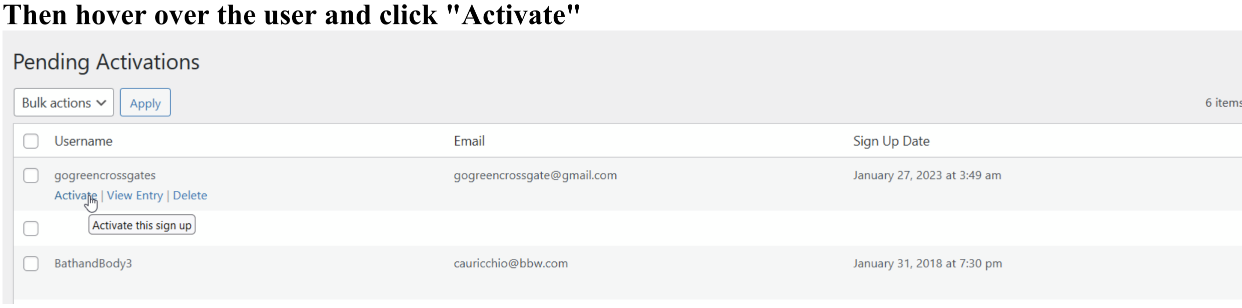
Users may also register themselves using a form on the site. The instructions are slightly different for each mall, so please reach out to digital@kishmish.com for instructions to provide the tenant.

Once the tenant follows the instructions, you will still need to activate their account – to do so, please:

Go to Users > Pending Activation



Then hover over the user and click "Activate"

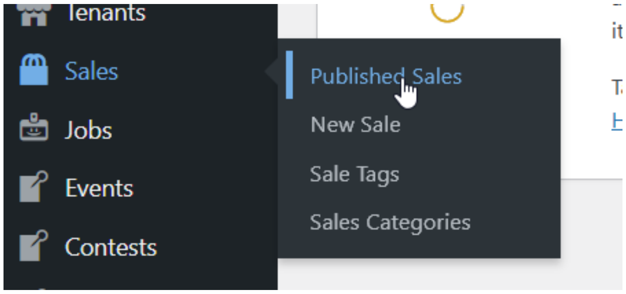


Once you have done that, their account will be activated and they should be able to log in.

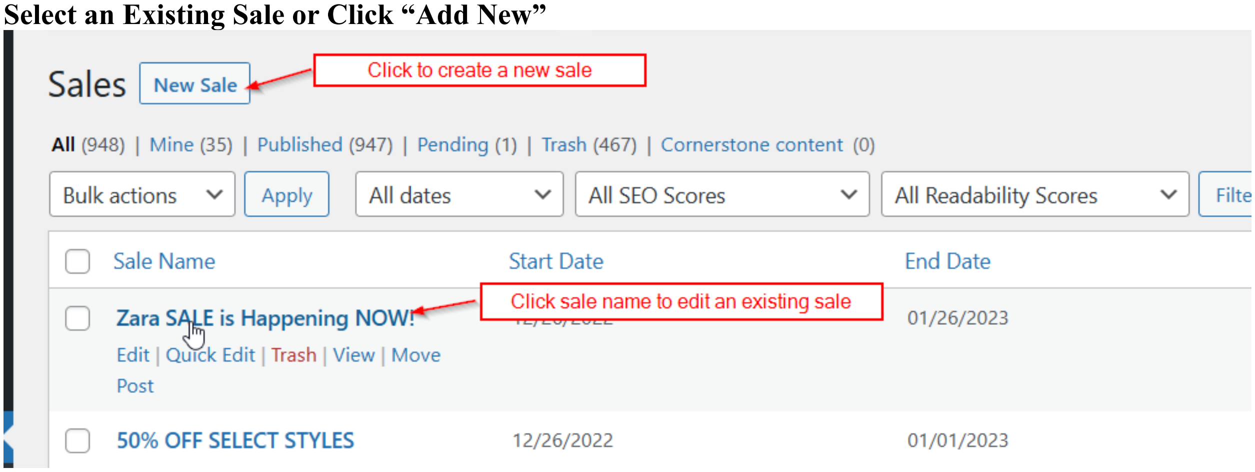
Sales

Adding / Editing Sales

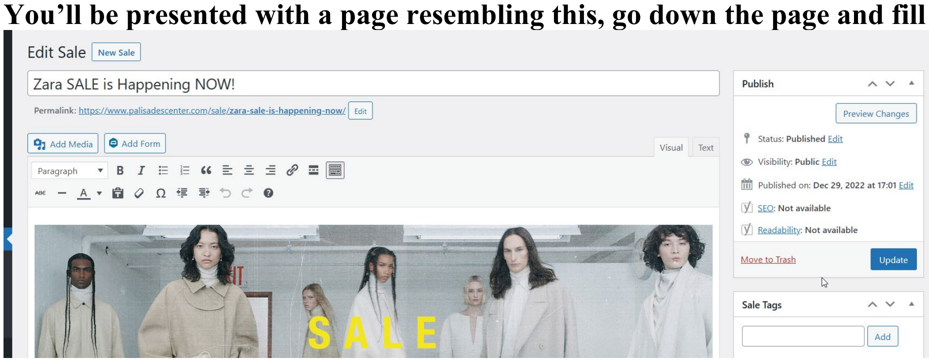
Go to Sales > Published Sales



Select an Existing Sale or Click "Add New"



You'll be presented with a page resembling this, go down the page and fill in necessary fiels



You must include at least the following:

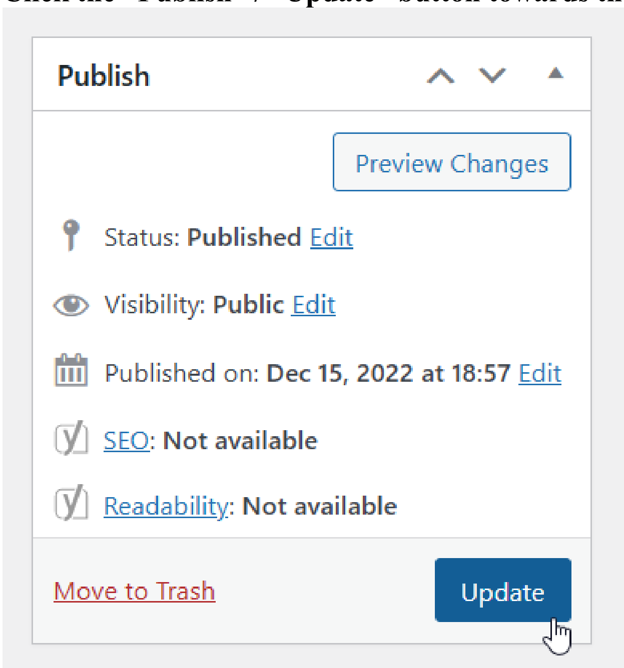
- **Title** – The name of the sale
- **Tenant** – The tenant that is having the sale
- **Start Date** – The date the sale starts – the sale will begin displaying on this date
- **End Date** – The date the sale ends – the sale will automatically be hidden after this date

You may also use the following fields:

- **Content** – The WYSIWYG editor (the big block at the top of the page) will change what is displayed on the sale page and can be used to provide a description for the sale

- **Featured Sales** – This will cause this sale to be featured on the homepage and at the top of thessales page
- **Featured Image** – You may include an image that will be displayed in the thumbnail for this sale
- **Hide Sale** – This will hide the sale from the sales page
- **Hide Sale Date** – This will hide the sale date in the thumbnail for the sale; this is useful for year-long sales or sales with no true end date
- **Hide Tenant Name** – This will cause the thumbnail for the sale to not contain the tenant name
- **Sale Url** – This will set a custom URL for the sale to be linked to; by default you are just brought to the relevant tenant page

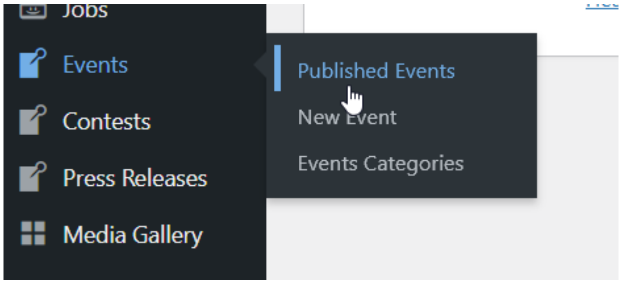
Click the "Publish" / "Update" button towards the top right



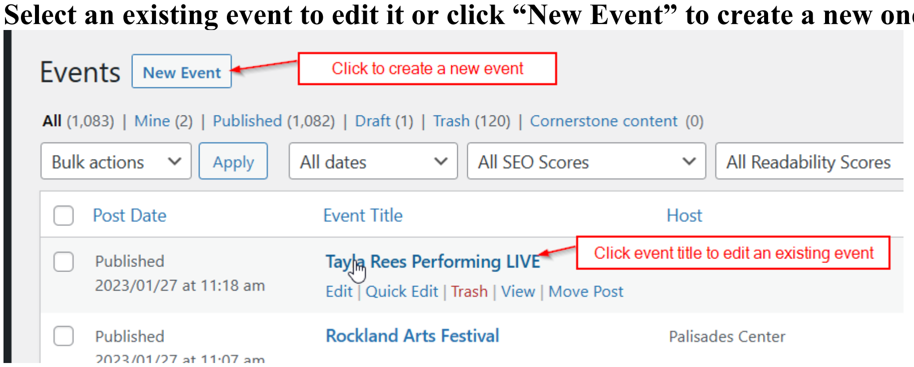
Events

Adding / Editing Events

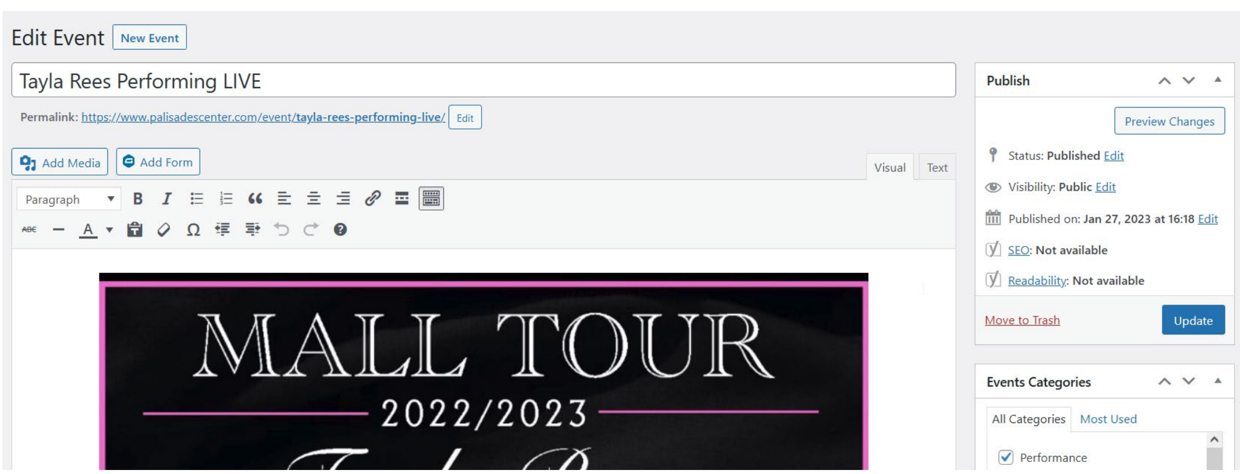
Go to Events > Published Events



Select an existing event to edit it or click “New Event” to create a new one



You will be presented with a screen that resembles this; scroll down and fill in any necessary fields



You will be required to fill in the following fields:

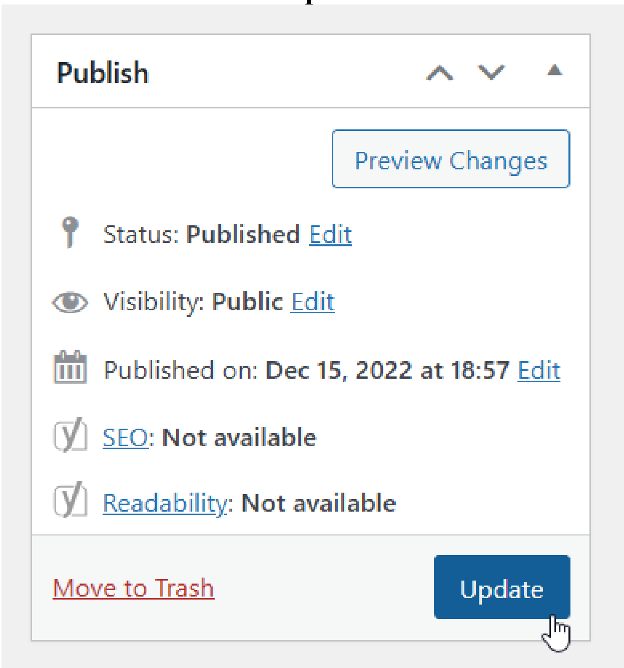
- **Title** – The name of the event
- **Tenant** – The tenant that is sponsoring the event
- **Event Start Date** – The date the event starts
- **Event End Date** – The date the event ends – the event will be automatically hidden after this date

You may also use the following fields:

- **Hide Event** – If this box is checked then the event will be hidden from the events list

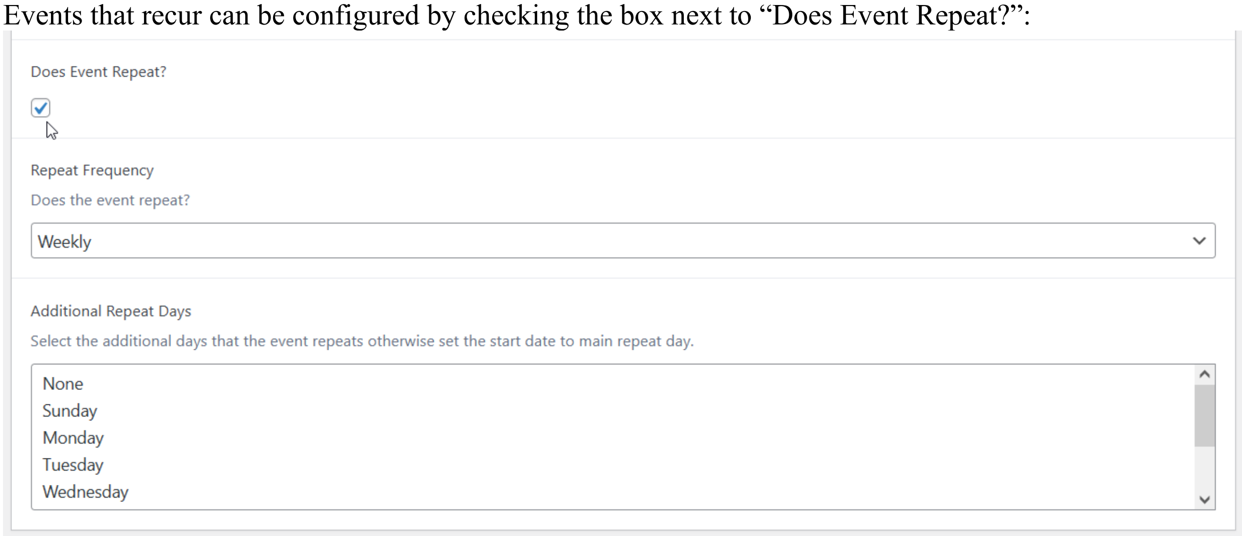
- **Override Event Image** – You may upload an image here to display it on the event thumbnail – by default it will use the sponsoring tenants logo
- **Override Tenant Host** – You may use this to override the host name listed on the event

Click the "Publish" / "Update" button towards the top right



Recurring Events

Events that recur can be configured by checking the box next to "Does Event Repeat?":

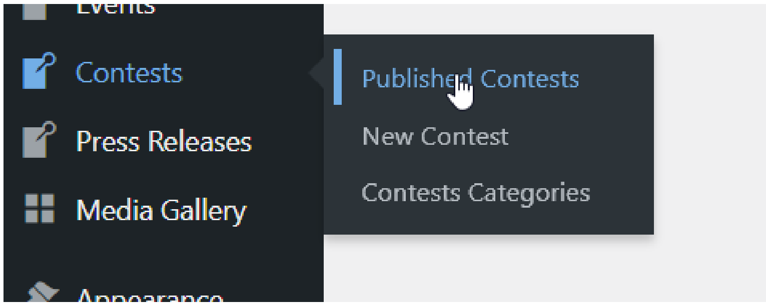


Additional fields for "Repeat Frequency" and "Additional Repeat Days" (in the case of weekly) will appear that you can use to further configure the event.

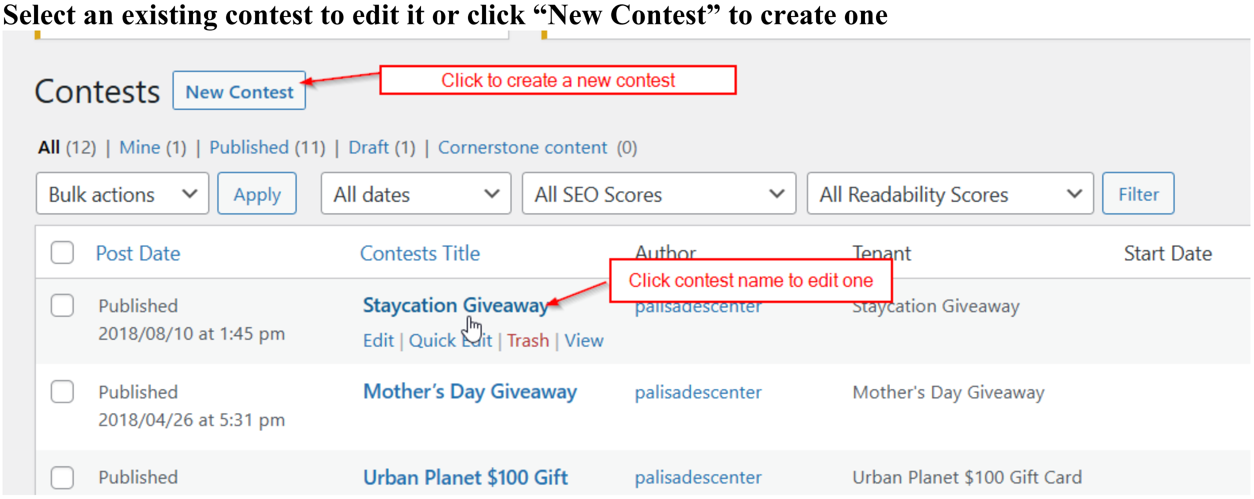
Contests

Adding / Editing Contests

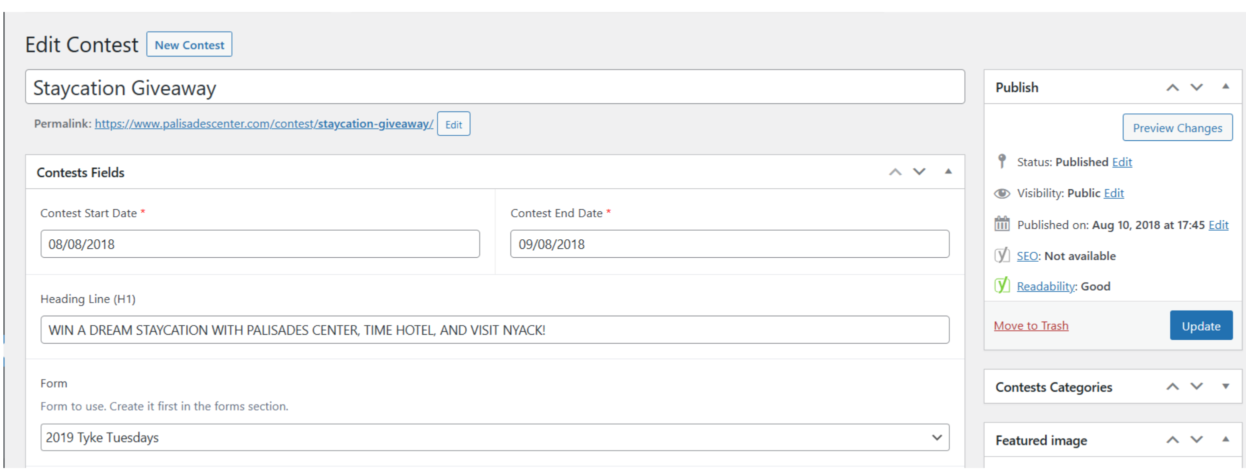
Go to Contests > Published Contests



Select an existing contest to edit it or click "New Contest" to create one



You will be presented with a screen that resembles this; scroll down and fill in any necessary fields

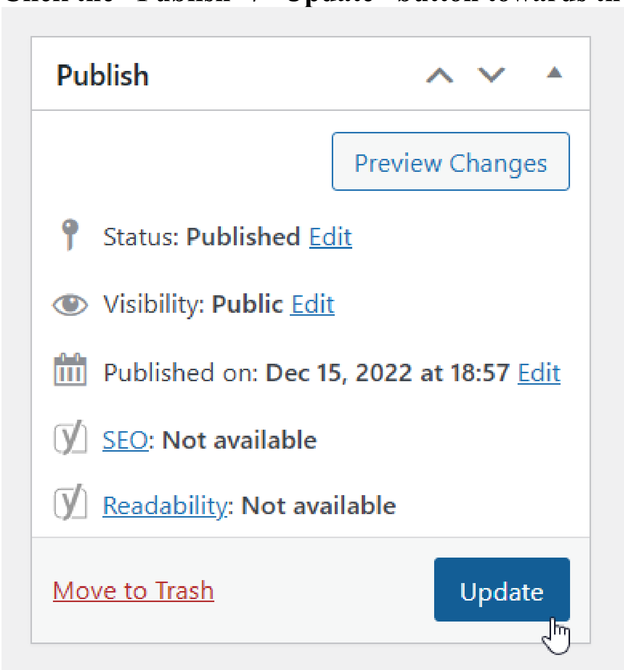


The following should serve as a reference to fields:

- **Contests Title -** Title of the contests, displays at the top
- **Contest Start & End Dates -** Self explanatory, contests will be automatically turned off on its end date
- **Heading Line -** This can be ignored

- **Form -** Perhaps the most important part, this is the form that is being used from the "forms" section of the site, which is pulling in data from contest entrants. The form for each contest will have to be set up before the contest can be launched, please reach out to digital@kishmish.com if you need any assistance with setting one up. Forms always appear below text entered in the WYSIWYG editor, but above the Legal Copy.
- **Legal Copy -** the legal copy for the contest, which will appear at the very bottom of the contest posting on the front end of the site
- **Form background type -** for if you want to set the background of the contest to display an image or color (generally unused)
- **WYSIWYG Editor -** used to convey any of the text content for the contest, including the rules, prizes, and any other context necessary. This is styled as any other post is styled.
- **Excerpt -** a short text description of the contest, which shows up in the thumbnail next to the featured image, on the "contests" page.
- **Featured Image -** (located in the right column) this is the image that will display across the top of the contest posting

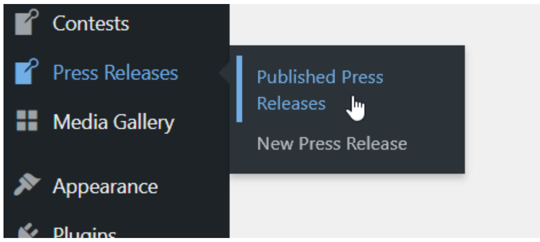
Click the "Publish" / "Update" button towards the top right



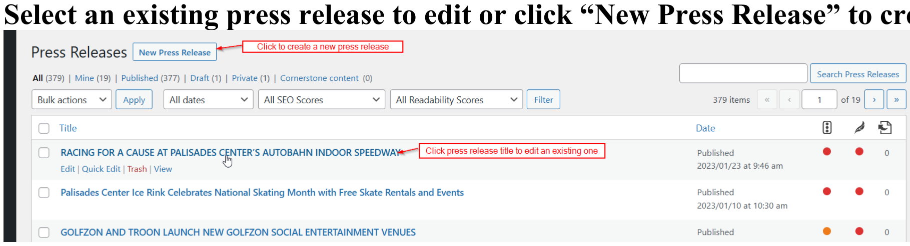
Press Releases

Adding / Editing Press Releases

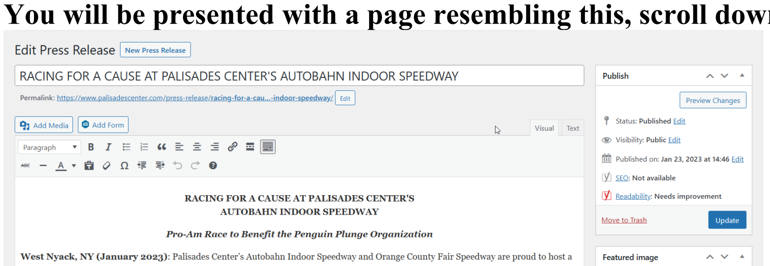
Go to Press Releases > Published Press Releases



Select an existing press release to edit or click "New Press Release" to create a new one



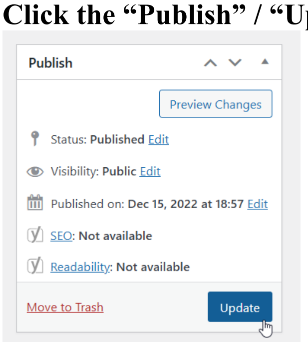
You will be presented with a page resembling this, scroll down and fill in the necessary fields



The following should serve as a reference to the fields:

- **Title** – The name of the press release
- **Content** – The WYSIWYG editor (the big text block) controls the content of the page
- **Publish Date** – Specifies the date that the press release was released to the public
- **PDF** – A PDF version of the press release if one is available

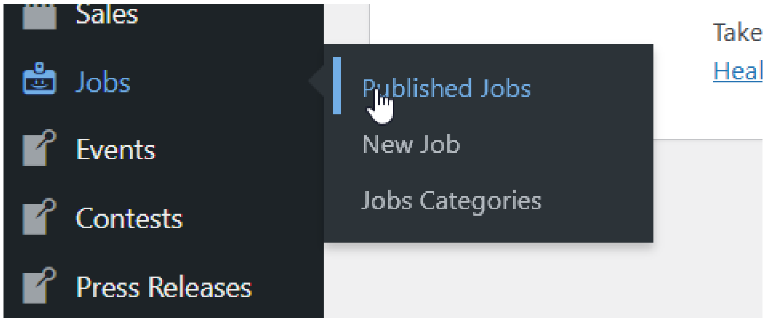
Click the "Publish" / "Update" button towards the top right



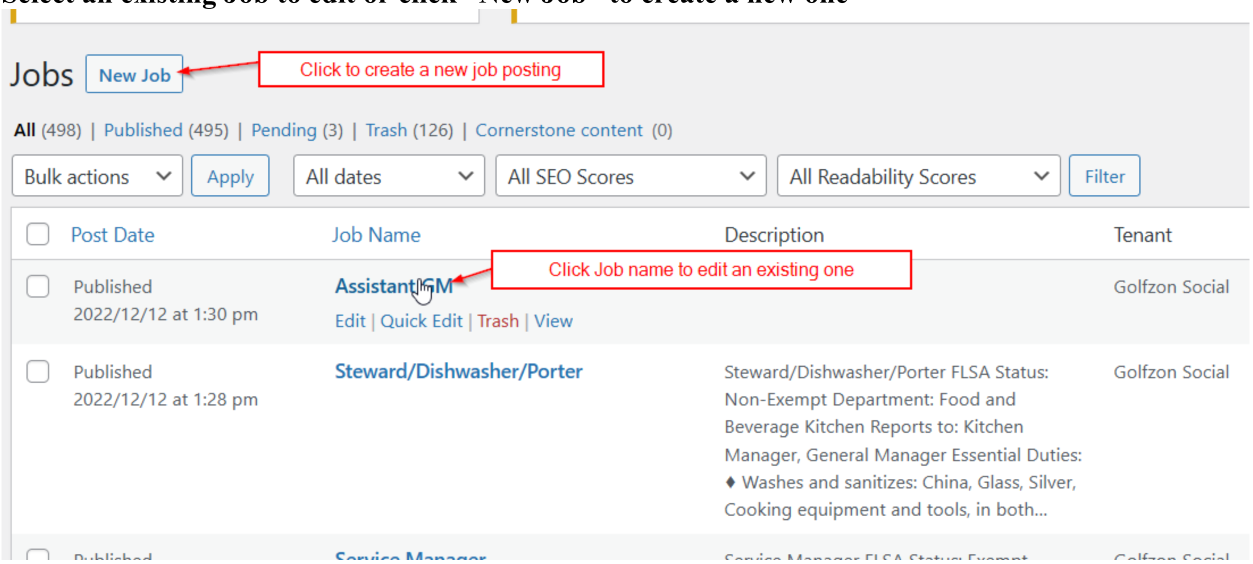
Jobs

Adding / Editing Jobs

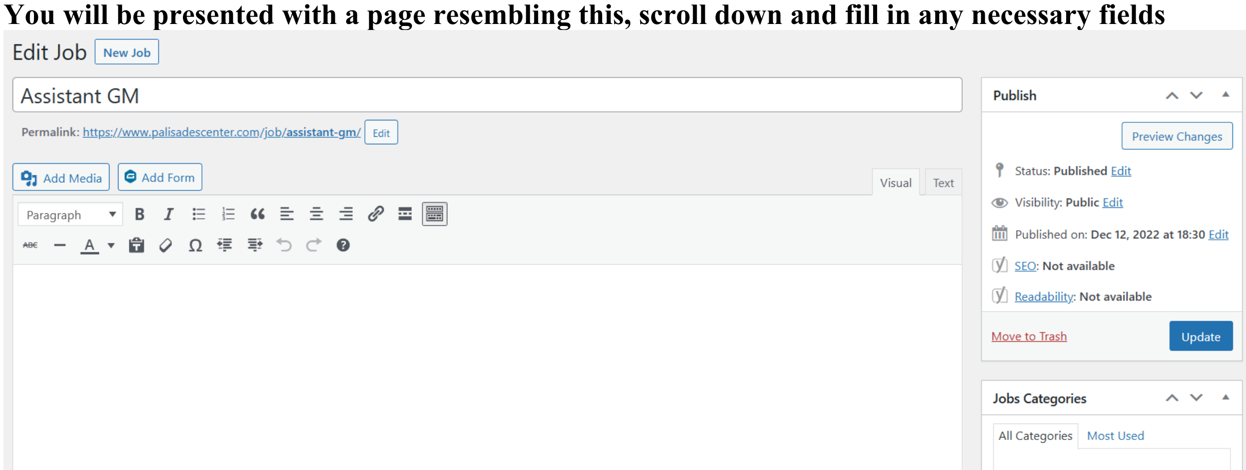
Go to Jobs > Published Jobs



Select an existing Job to edit or click "New Job" to create a new one



You will be presented with a page resembling this, scroll down and fill in any necessary fields

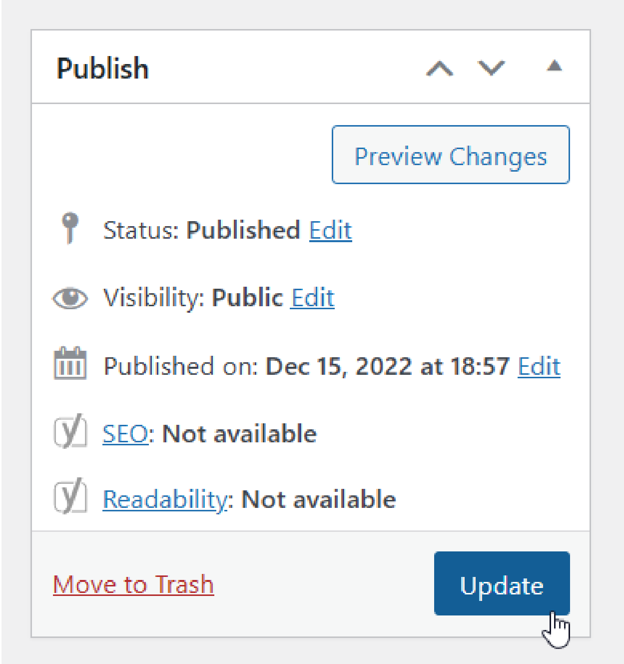


The following should serve as a reference to the job fields:

- **Job Title** – The name of the Job posting – should be the name of the position that is available
- **Job Description** – Additional details for what is involved in the job

- **Tenant** – The tenant that is currently hiring for this position
- **Application Link** – If the link to apply is on another website or a PDF, include the link here
- **Expiration Date** – If a job should expire on a date, that should be included here
    - The job posting will automatically be hidden after the expiration date

Click the "Publish" / "Update" button towards the top right



Digital Directories

Website Directory

The website directory is automatically generated from the tenants that you have configured. Any changes that you made should appear immediately on the website. If they do not, please reach out to digital@kishmish.com so that we may assist you.

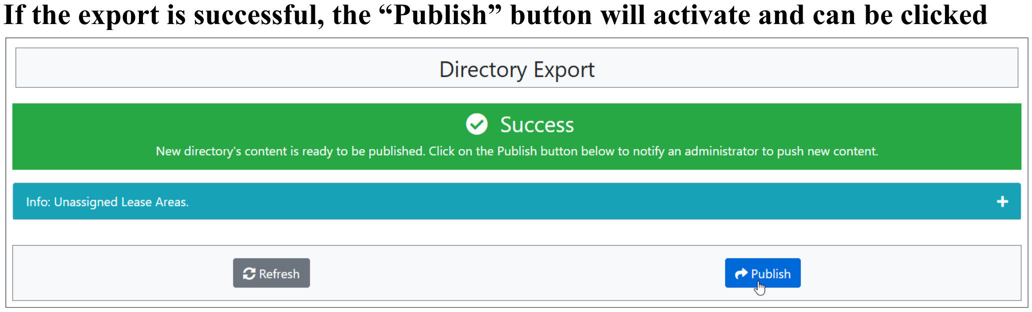
Publishing to the Physical Digital Directories

Unlike the website directory, the physical digital directories require a manual push to be done. To trigger this, please:

Go to Wayfinder > Directory Export

Allow the export a few minutes to be generated and checked

If the export is successful, the "Publish" button will activate and can be clicked



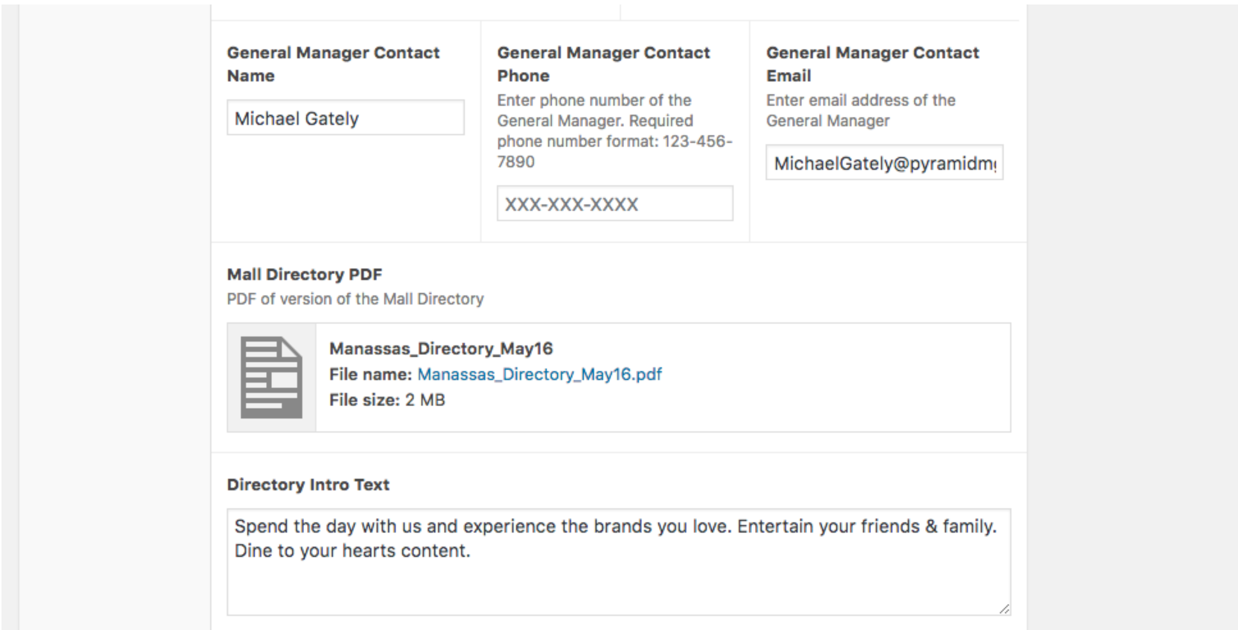
This will open a ticket for Kishmish to go through and perform the final push. This typically takes 1-2 business days depending on our current workload. If a push is time-sensitive, please follow up with an email to digital@kishmish.com with information on when it needs to be pushed up.

Site-wide Configurations

Changing the Directory PDF

To replace the PDF, access **PROPERTY CONFIGURATION** from the sidebar, toward the bottom. You will see several tabs on the left, including “Information” “Social Profiles” etc.

Choose **INFORMATION** and scroll down to where it says “Mall Directory PDF”. Hover over it, click on the **X** to remove the current PDF.



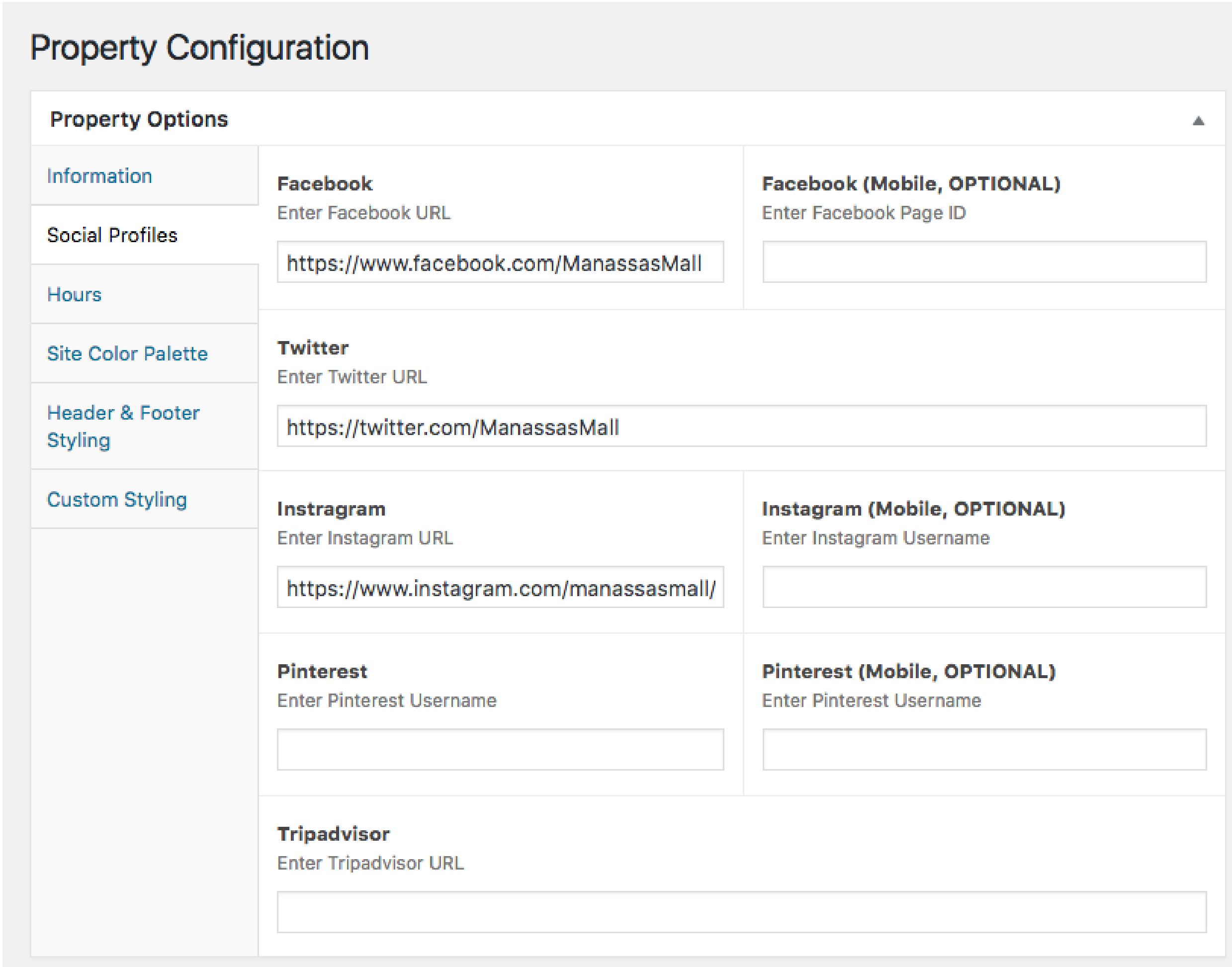
Add your PDF into the media gallery, and click on it to choose it. Click on **UPDATE** to push the new PDF to the live site.

Adding Social Media Links

If your property has recently expanded its social media outreach, it’s important to add the link to that social media to your site (showing up in the footer).

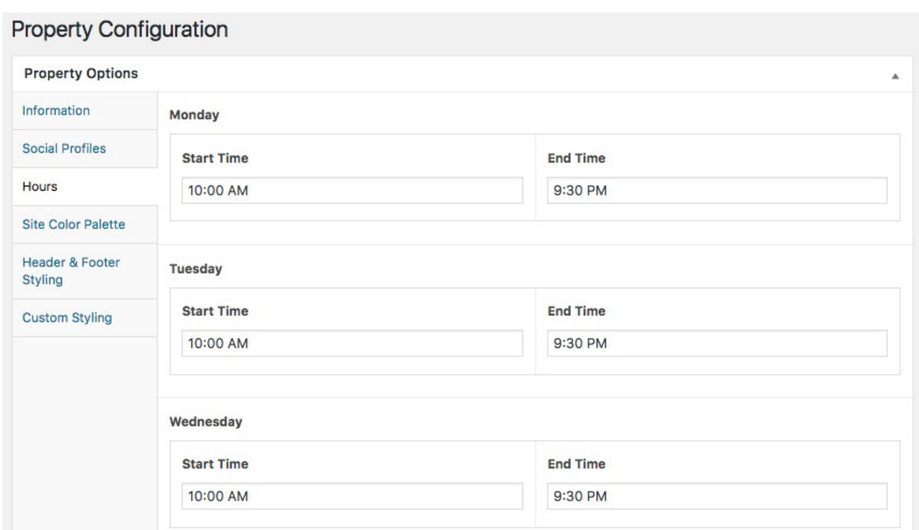
To add these links, access **PROPERTY CONFIGURATION** from the sidebar, toward the bottom. You will see several tabs on the left, including “Information” “Social Profiles” etc.

Choose **SOCIAL PROFILES,** and copy+paste the URL to your social media page into the properly corresponding field.



Changing Property Hours / Adding Specialty Hours

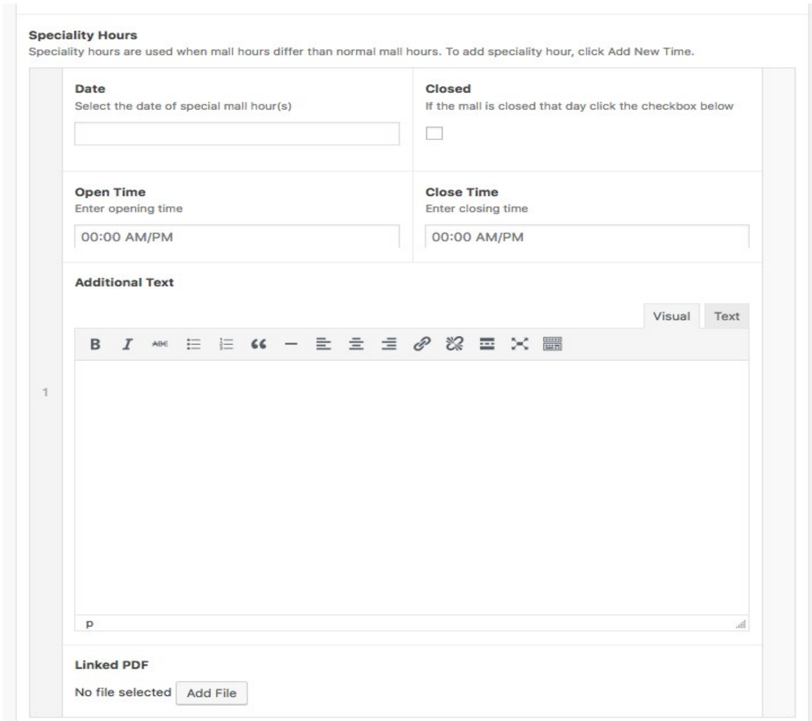
To change the hours, access **PROPERTY CONFIGURATION** from the sidebar, toward the bottom. You will see several tabs on the left, including "Information" "Social Profiles" etc. From these options, choose **HOURS.**



From here, you can choose to change your overarching everyday mall hours, in the event they are changed.

You can also add specific hours for specific dates, such as for Holidays.

Scroll down to the bottom, and select **ADD NEW HOURS** to open up the dialog:



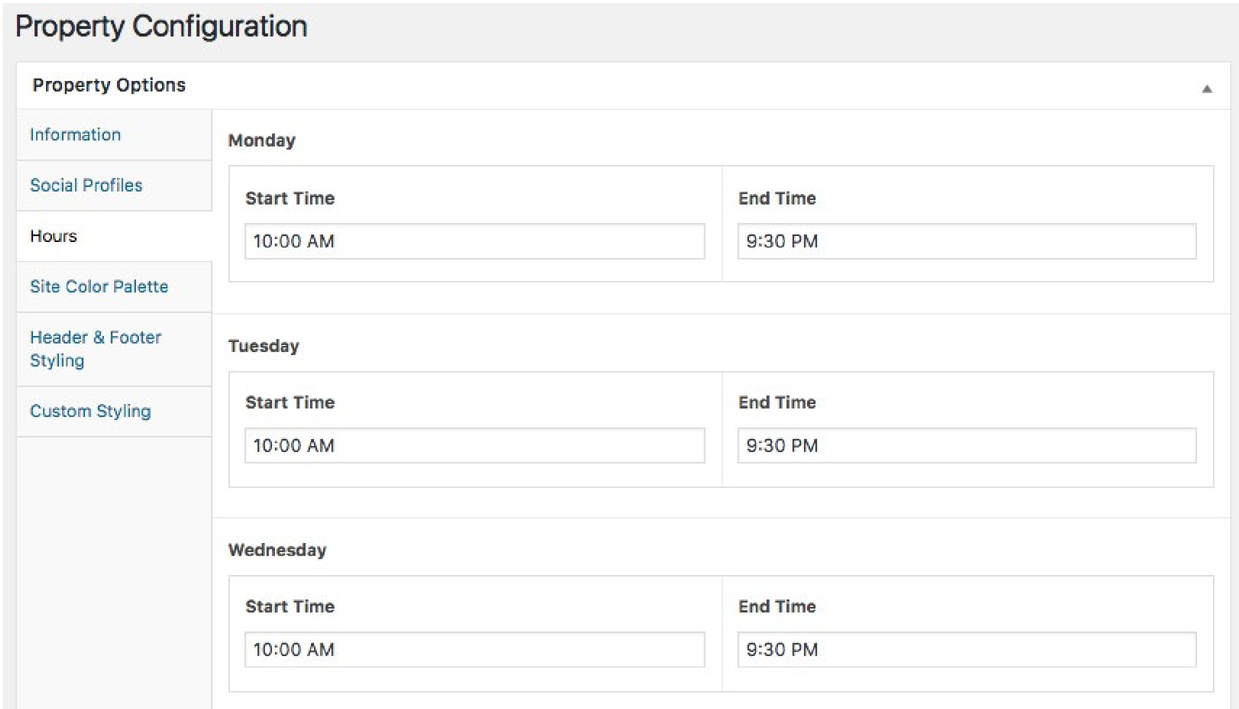
Enter the Date the hours will be in effect, and the new hours and any additional text you set will appear in the footer and when you click the clock icon on the homepage.

You also have the option to link to a PDF equivalent of the alternate hours (such as a holiday hours calendar).

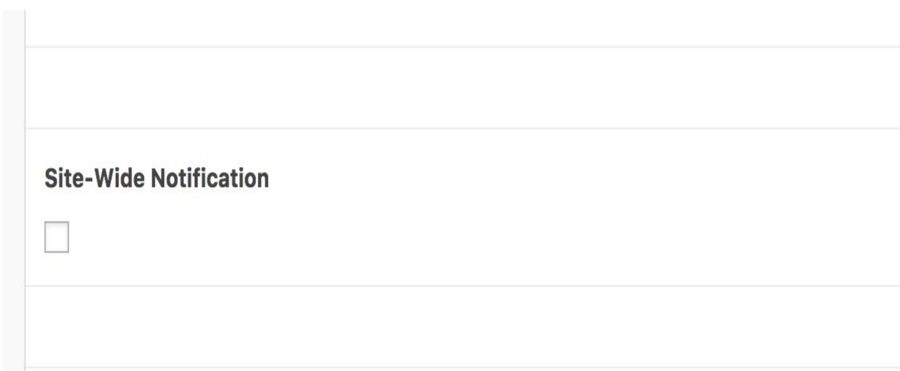
Adding a Site-Wide Notification

There are times when a site-wide notifications are necessary to provide visitors important information about changes to store hours or upcoming events. You may configure these in the same location.

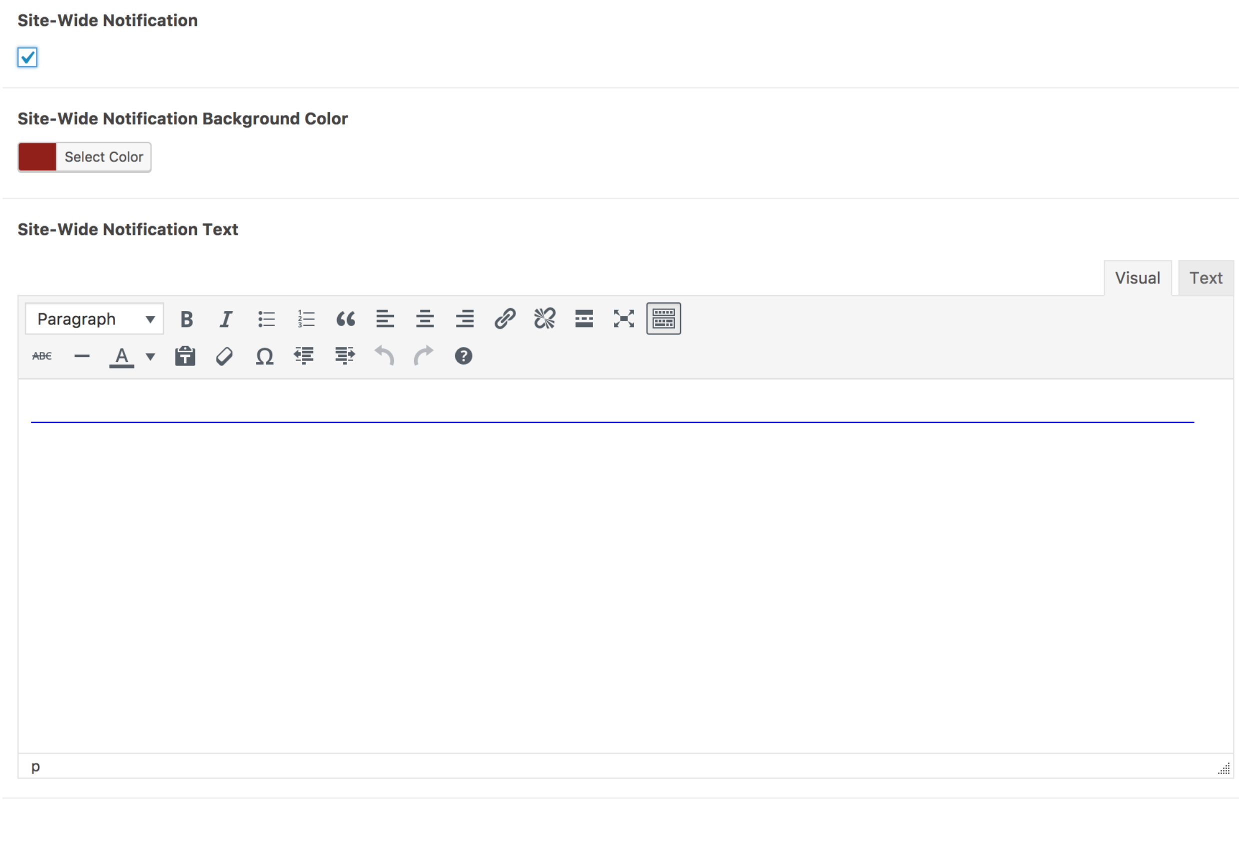
To add Site-Wide Notifications, access **PROPERTY CONFIGURATION** from the sidebar, toward the bottom. You will see several tabs on the left, including “Information” “Social Profiles” etc. From these options, choose **HOURS.**



Right below hours you will see the **Site-Wide Notification** check box.



Once you click on the box you will see two different items pop-up.



The First item is the background color you can change it to whatever you like.

The Second item is the Wordpress WYSIWYG: simply type in the message you want displayed, then up at the top of the page click **Update**. Once that is done you should see your message appear right under the navbar on every page in the site.

We recommend using the WYSIWYG area to provide a link to a blog post for more information. You can do that with the chain icon to add a URL.

If you want to remove the message simply uncheck the **Site-Wide-Notification** box, and click **Update.**