

Safehavenforwidowed User Guide



Since its formation, on November 19, 2009 the mission of Safehavenforwidowed is to provide online support to widowed and non-widowed, and youth that have lost a loved one, so they don't have to be alone on this journey no matter how long they have traveled this road so they don't have to travel it alone 24/7 365 days a year.

With understanding and respect at all times. In a safe secured, confidential, non-discriminating, non-judgmental environment at all times.

Safehavenforwidowed User Guide

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Our Staff

Bill	Executive Director
Tracy	Director
Paul	Assistant Director
Robert	Public Relations Administrator
Rachel	Administrator
Tony	Administrator
Chris	Moderator
Christine	Moderator
Denise	Moderator
George	Moderator
Jill	Moderator
Judy	Moderator
Julie	Moderator
Karen	Moderator
Kathy	Moderator
Kyle	Information Technology \ Manager

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Our Staff

Linda	Moderator
Maggie	Moderator
Marie	Moderator
Mary	Moderator
Maryann	Moderator
Michelle	Moderator
Nancy	Moderator
Rebecca	Moderator
Robin	Moderator
Teri	Moderator
Toni	Moderator
Veronica	Moderator
Victoria	Moderator
Wendy	Moderator

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How Do I Register As A Member

To register a new Account click on the Register button on the chat page.
 You will be required to enter a username, password and valid E-Mail address.
 After your account has been created you will be able to login using your new username and password.

Login	
Please enter your user name and Password to login	
Username	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	
(Register) (Send Password)	

Register	
Fill out this form to register, all fields are required	
Username	<input type="text"/>
Password	<input type="password"/>
Retype Password	<input type="password"/>
E-Mail	<input type="text"/>
<input type="button" value="Register"/>	
<p>Must complete your User Profile after registration</p>	

Getting Started - Logging In

If you already have registered an Account you can login by entering your username and password into the chat login page.

Login	
Please enter your user name and Password to login	
Username	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	
(Register) (Send Password)	

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I forgot my password

If you forget your password you can have us send you a new one.

Click on the **Send Password** link on the login page and then enter your E-Mail address or Username.

A new password will be sent to your E-Mail address

Login	
Please enter your user name and Password to login	
Username	<input type="text"/>
Password	<input type="password"/>
<div style="border: 1px solid blue; padding: 5px; display: inline-block;">Login</div> (Register) (Send Password)	

Step 1
Click Send Password

Send Password		
Enter Your Username or E-Mail address to receive a new password. The new password will be emailed to the E-Mail address we have on file.		
E-Mail	<input type="text"/>	Send Password

Step 2
Enter E-Mail Address Here

Step 3
Click Send Password

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How do I fill out my user profile

Steps in filling out your User Profile

GOTO the **blue** on the top left and click it **User CP**

Screen will open up to this screen click
Profile. **User Control Panel**

Home	Welcome to user Control Panel. Here you can change your settings, send messages and configure and many aspects of Chat.	Password:	<input type="text"/>
Profile		Retype Pass- word:	<input type="text"/>
Settings		E-Mail:	<input type="text" value="xyz@yahoo.com"/>
Status		Name:	<input type="text" value="XYXMAN"/>
Block list		Location:	<input type="text" value="Salem, Mexico"/>
Offline Msgs		Hobbies:	<input type="text" value="Sailing"/>
Word Filter		Bio:	<input type="text" value="widowed 9/6/2011 hu
, John"/>
Logs		Gender:	<input type="text" value="Female"/>
[Close]		Avatar: [Upload]	<input type="text" value="http://www.safehavenforw"/>
UPDATE			
Location: City, State Name: Suggestion First Name only needed Hobbies: Interest or Hobbies if like Bio: Angel date's of loved ones and names Gender: Male \ Female Avatar: Photo if like to upload now or later Click Update when complete			

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What are the commands that I can use in the chatroom

Chatroom Commands for registered users only

To use a command, you need to type a '/', followed by the command name, and then any arguments (separated by spaces), into the chat box. After that, click Send to run the command. A typical command will look like this:

`/command name argument_1 argument_2'`

Quick Reference

The commands are displayed along with their arguments, arguments in brackets are option.

/away - Sets your status to 'away'

This command will change your current status to 'away'.

Users who click on your name will see this status in your Mini-Profile.

/back - Sets your status to 'Available'

This command will change your current status to 'away'.

Users who click on your name will see this status in your Mini-Profile.

/ignore username - Blocks all messages from this user

This will add a user to your block/ignore list. All messages from the user will be blocked and not displayed on the screen.

/msg username - Opens a private message window with the user

This will give you a link to open a new private message conversation with the user.

/names - Lists names of people in the chat room with you

This will display a list of the users currently in chat with you.

Invisible users are not shown unless you have permission to see invisible users.

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What are the commands that I can use in the chatroom

Chatroom Commands for moderators only

To use a command, you need to type a '/', followed by the command name, and then any arguments (separated by spaces), into the chat box. After that, click Send to run the command. A typical command will look like this:

'/command name argument_1 argument_2'.

Quick Reference

The commands are displayed along with their arguments, arguments in brackets are option.

/away - Sets your status to 'away'

This command will change your current status to 'away'. Users who click on your name will see this status in your Mini-Profile.

/back - Sets your status to 'Available'

This command will change your current status to 'away'. Users who click on your name will see this status in your Mini-Profile.

/ban username reason - Removes a user from the chat rooms and prevents them from returning

This command will ban a user from the room. That user will be unable to enter the room again until they are unbanned. You must also specify a reason for banning them. Only Operators with proper permissions can use this command.

/ignore username - Blocks all messages from this user

This will add a user to your block/ignore list. All messages from the user will be blocked and not displayed on the screen.

/mkick reason - Kicks everyone out of the chat room

This command will kick everybody in the room out. You must specify a reason for kicking everyone, you also must have proper permission to use this command.

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What are the commands that I can use in the chatroom

Chatroom Commands for moderators only

/msg username - Opens a private message window with the user

This will give you a link to open a new private message conversation with the user.

/mute username - Prevents the user from sending messages to the chat room

This will prevent the user from sending messages to the chat room. This only effects unmoderated chat rooms. Only Operators with proper permissions can use this command.

/names - Lists names of people in the chat room with you

This will display a list of the users currently in chat with you. Invisible users are not shown unless you have permission to see invisible users.

/unignore username - Allows you to receive messages from this user again

This will remove a user from your ignore/block list. You will be able to receive the messages they send again.

/unban username - This will allow a banned user to enter the chat room again

This will remove a user from the ban list. They will be able to enter the chat room again. Only Operators with proper permissions can use this command.

/unmute username - Allows the user to send messages to a chat room again

This will allow the user to send messages to an unmoderated chat room again. This will have no effect in a moderated chat room. Only Operators with proper permissions can use this command.

/voice username - Allows a user to send messages to a moderated chat room

This will allow the user to send messages to a moderated chat room. This has no effect on unmoderated chat rooms. Only Operators with proper permissions can use this command.

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What are the commands that I can use in the chatroom

Chatroom Commands for moderators only

/wallchan message - Sends a message to all chat rooms

This will send a message to all rooms on the server. Only Administrators with proper permissions can use this command.

/wallchop message - Sends your message to all room Operators,

This will send a message to all the room Operators in the chat room with you.

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What is the Online List

The online list is located to the right of the main chat window. It displays the names of all the people who are currently in chat with you. Below the online list is a section with two tabs, one for Profile and one for Actions. Clicking on a username in the online list will update the Profile and Action Tabs and allow you to use them on that user.

Profile Tab

The profile tab displays some quick information about the user and gives you several ways to contact them or read more about them.

After clicking on a username on the Online list, the profile tab will display the words 'Updating ...' for several seconds while it loads information from the database.

Afterwards, the user's username, group and current status will be displayed.

Below the mini-profile information are three buttons.

The first button, Full Profile:

Will open up a page that contains the user's complete profile with all the information they have chosen to make available.

The next button is the Private Chat button:

Which will open a private chat window between you and that user.

The third button is the Send Mail button:

This button allows you to send the user an offline message.

Safehaven_Admin	
Profile	Action
Safehaven_Admin Administrator Available Full Profile Private Chat Send Mail	

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What is the Online List

Action Tab

The Actions Tab allows you do to certain things to the user who's name is currently displayed in the profile tab. usually this is also the name that is selected in the online list.

The options that appear under this menu will change depending on what permissions you have and what abilities the selected user has.

You will always be given the option to Ignore/Unignore a user.

In addition, you might be given options to Op/Deop, View Ip, Kick, Give/Take voice, and Mute/Unmute.

Saf haven_Admin	
Profile	Action
Ignore	

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User CP Panel

In the User Control Panel you can manage all aspects of your account.

You can access the user control panel by clicking the User CP button at the top of a chat window.

User Control Panel	
Home	Welcome to your Control Panel. Here you can change your settings, send messages and configure many aspects of Chat.
Profile	
Settings	
Status	
Block list	
Offline Msgs	
Word Filter	
Logs	
(Close)	

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User CP - Settings

This page allows you to configure certain things about the chat room.

Login Time

This option allows you to specify how long you want to stay logged in on that computer even after you leave the chat room.

Login Time (Hours):	175000
--------------------------------	---------------

Refresh Rate

This option tells chat how often you would like the chat room to connect to the server and download new messages.

Refresh Rate (Seconds):	10
------------------------------------	-----------

Time Offset

The time offset fields allow you to adjust the server time so that it appears as local time.

You may adjust the offset in hours and minutes so that the timestamps on messages will appear as local time instead of server time. Enter a number to add to the time, and enter a - sign and then a number to subtract from the time.

Time Offset (Hours):	0
---------------------------------	----------

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User CP - Settings

Language

This allows you to choose the language that you will view chat in.

All available languages are listed.

The website does not translate the files and is not responsible for any mistranslations.

Languages will be loaded only after you login.

Skin

This allows you to choose the way the chat room looks.

All of the available skins are listed and you may choose the one you like best.

Skins will be loaded only after you login.

Disable Styles/Smiles/Sounds/Timestamps

These options allow you to disable some features of the chat room such as message styles, smiles, sounds and timestamps.

If you disable styles all message will appear in the system default style.

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User CP - Status

The status panel allows you to change your current chat room status.

Users will see your status when they click on your name in the Online List.

You may choose to use a predefined status message or enter a custom one.

There is a length limit on status messages. Max Letters (19)

Status	
Your status has been changed to:	
Set Status:	
Away	
Available	
Be Right Back	
Be Back Later	
Custom	<input type="text"/>
<input type="button" value="Change"/>	
Max Letters (19)	

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User CP - Block List:

The block list allows you to ignore other users. Any messages sent from a user on the block list will not be displayed on the screen.

You may remove a user by clicking on their username, and you may add a user by entering their username into the box and clicking [Add].

In a chat room you may ignore someone by clicking on their name in the online list, selecting the Action Tab and clicking the Ignore button, and unignore them by doing the same thing except clicking the Unignore button instead.

Block List		
The following users have been ignored, click on one to unblock them.		
Ignore User		Add

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User CP - Offline Messages

The offline message center provides a very simple offline message utility.
This allows you to send messages to someone even when they are not logged in.

Offline Messages	
Subject	From
Below are all the messages you have received You are using 0% of your inbox space. You have room for 60 more messages.	
Send to:	<input type="text"/>
Subject:	<input type="text"/>
<input type="text"/>	
<input type="button" value="Send"/>	

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User CP - Word Filter

The word filter allows you to filter certain words out of messages.

You may enter the word you wish to filter into the Text box and then into the Replacement box put the text that you wish to use to replace the bad word.

You may un-filter a word by clicking on it. Words filtered at the user level will only be filtered on your screen.

Word Filter

The following words are filtered, click on one to remove it.

Filter Word

Text:

Replacement

Add

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User CP - Hide E-Mail

Checking this option will hide your E-Mail address from regular users.

Administrators and others with proper permissions will still be able to view your E-Mail Address.

To hide your Email goto: User Control Panel then to settings, click on settings.

Then go to Hide E-Mail and place a check mark in the box.

When done click change on the bottom and done.

Settings	
Home	
Profile	
Settings	
Block list	
Offline Msgs	
Word Filter	
Logs	
(Close)	
	Login Time (Hours): <input type="text" value="175000"/>
	Refresh Rate (Seconds): <input type="text" value="10"/>
	Time offeset (Hours): <input type="text" value="0"/>
	Time offeset (Minutes): <input type="text" value="0"/>
	Language: <input type="text" value="Default"/> ▼
	Skin: <input type="text" value="Default"/> ▼
	Disable Styles: <input type="checkbox"/>
	Disable Smiles: <input type="checkbox"/>
	Disable Sounds: <input type="checkbox"/>
	Disable Timestamps: <input type="checkbox"/>
	Hide E-Mail: <input checked="" type="checkbox"/> ←
	<input type="button" value="Change"/>

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What are Moderator and Administor

A Moderator or Administor is the person who controls a chat room and maintains peace throughout our community.

They have the ability to ban, kick, mute, change settings and do other tasks related to running the chat room plus running the website.

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What are Room Logs and who has access to them

From time to time we are asked about what happens to the room logs and why we have them. These logs are taken daily and archived into storage and are only accessible by our Director, Assistant Director, Senior Administrator or Law Enforcement, by a court order with a subpoena in accordance to the **Electronic Communications Privacy Act, 18 U.S.C. § 2701, et seq. ("ECPA")**

(f) Requirement To Preserve Evidence.—

(1) **In general.**— A provider of wire or electronic communication services or a remote computing service, upon the request of a governmental entity, shall take all necessary steps to preserve records and other evidence in its possession pending the issuance of a court order or other process.

(2) **Period of retention.**— Records referred to in paragraph (1) shall be retained for a period of 90 days, which shall be extended for an additional 90-day period upon a renewed request by the governmental entity.

If Safehavenforwidowed.org does not receive formal legal process for the preserved information before the end of the preservation period, the preserved information is deleted\purged from the servers and database when the preservation period expires.

These logs are for your protection from abuse also helps us to see if there has been any issue in the rooms with technical issues if we need to look back to see. But again can only be viewed upon by our Executive Director, Director, Assistant Director and Law Enforcement.

These logs are not for public use or for moderators or others to view. Your privacy and your security is our major concern while you are on this site.

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Guidelines And Rules

You must be a registered member to post or reply to a posting a topic on here. or use our chatrooms on this site.

1. All members must have a complete user profile on file with name, city, state, lost date or dates, angels name or names. Members will be issued a warning and also risk the possibility of having their membership removed and banned from this site. By the Administrator.
2. There will be no advertising in the forums or chat rooms, they will be deleted and the member will be issued a warning and also risk the possibility of having their membership removed and banned from this site. By the Administrator or Moderators.

3. Please be kind to all members and treat with respect. No fighting, flaming, or drama. Members that cause this type action will be removed and banned from this site.

Each and every one of us are grieving some further along and some not and we all grieve differently, there is no right or wrong way and each and everyone should be respected and supportive of each other. Remember we did not ask to join widowhood, it was not a choice we had. So let's respect each other and be supportive of each other.

4. Before posting a message, please be sure you are in the appropriate chat room, blog or forum category.
5. No advertising is allowed, With the exception of our registered members who many in our forum or blog with prior approval from the forum or blog administrator's only. And must be placed in the appropriate category no spamming allowed or 3 rd party ads.
6. Off-topic and off-color postings will be deleted at our discretion.
7. Please be considerate to others. No fights over religion/politics, personal attacks or flaming.
8. NEVER solicit or share sensitive personal information (things like passwords, credit card numbers, social security numbers, etc.).

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Guidelines And Rules

Why can't I login into the Forum

There are several reasons why this could occur. First, ensure your username and password are correct. If they are, contact Administrator. Admin@safehavenforwidowed.org

Why do I need to register at all

You have to; register in order to post messages.

Registration will give you access to additional features not available to guest users such as definable avatar images, private messaging, emailing of fellow users, user group subscription, etc.

It only takes a few moments to register so it is recommended you do so.

I've lost my password!

Don't panic! While your password cannot be retrieved, it can easily be reset.

Visit the login page and click I forgot my password.

Login

Username:

Password:

[I forgot my password](#)

[Resend activation email](#)

Remember me

Hide my online status this session

Follow the instructions and you should be able to log in again shortly.

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Guidelines And Rules

I registered but cannot login!

First, check your username and password. If they are correct, then one of two things may have happened.

Forum requires new registrations to be activated, either by yourself or by an administrator before you can logon; this information was present during registration. If you were sent an e-mail, follow the instructions.

If you did not receive an e-mail, you may have provided an incorrect e-mail address or the e-mail may have been picked up by a spam filter.

If you are sure the e-mail address you provided is correct, the administrator.

Admin@safehavenforwidowed.org

How do I show an image along with my username?

There are two images which may appear along with a username when viewing posts. One of them may be an image associated with your rank, generally in the form of stars, blocks or dots, indicating how many posts you have made or your status on the board.

Another, usually a larger image, is known as an avatar and is generally unique or personal to each user. It is up to the board administrator to enable avatars and to choose the way in which avatars can be made available.

If you are unable to use avatars, contact a board administrator and ask them for their reasons.

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Guidelines And Rules

When I click the e-mail link for a user in forum it asks me to login?

Only registered users can send e-mail to other users via the built-in e-mail form, and only if the administrator has enabled this feature.

This is to prevent malicious use of the e-mail system by anonymous users.

How do I post a topic in a forum?

You must be register before you can post a message. To post a new topic in a forum, click the relevant button on either the forum or topic screens.

A list of your permissions in each forum is available at the bottom of the forum and topic screens.
Example: You can post new topics, You can vote in polls, etc.

Why did I receive a warning?

If you have broken a rule, you may be issued a warning.

Please note that this is the board administrator's decision.

Contact the board administrator if you are unsure about why you were issued a warning.

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Guidelines And Rules

How do I edit or delete a post?

Unless you are a board administrator or moderator, you can only edit or delete your own posts. You can edit a post by clicking the edit button for the relevant post, sometimes for only a limited time after the post was made.

If someone has already replied to the post, you will find a small piece of text output below the post when you return to the topic which lists the number of times you edited it along with the date and time.

This will only appear if someone has made a reply; it will not appear if a moderator or administrator edited the post, though they may leave a note as to why they've edited the post at their own discretion.

Please note that normal users cannot delete a post once someone has replied.

How can I report posts to a moderator?

You should see a button for reporting posts next to the post you wish to report.

Clicking this will walk you through the steps necessary to report the post.

Can I post images?

Yes, images can be shown in your posts. You can upload the image to the forum.