Non-technical people

Last changed 2026-11-04
/exphelp/manual/help-gen-manual-non-technical-people

Non-technical people: start here

The landing page for people who are not technical and want to use, run or pay for an Exponential site: plain words first, how-tos without a command line, how to choose hosting, what to hand to a host or partner, and.

This section is for people who use or look after an Exponential website but do not want to become technical: the office manager who updates the opening times, the volunteer who posts club news, the owner of a small business who pays for the site, the family member who keeps a photo page, the board member who must sign a hosting contract.

You will not find a command line here. Every page says what you do in your web browser, what somebody else does for you (a hosting company, a developer or a partner), and what to ask them for.

> **Note**
>
> The section starts with words, not with steps. Computers are confusing mostly because of the vocabulary. Read the glossary first, or keep it open in a second tab: every other page uses the same words in the same meaning.

Contents

1. Exponential in plain words
2. What you do, and what you never have to do
3. Pick your starting point
4. The groups of pages
5. Your first hour
6. Other sections that may fit you

Exponential in plain words

Exponential is the program that runs a website and lets people change it from a web browser. The things on the site, such as a page, a news article, a picture or a document, are called **content items**. They are arranged in a **tree**, like folders on a computer. You change them in the **administration** (some sites also have a simpler **Editor**), and visitors see them on the **site** (Getting started).

Three facts make life easier for a non-technical person:

- **Nothing goes live by accident.** You always work on a **draft**. The site keeps showing the old version until you press **Send for publishing** (Publishing, versions and the trash).
- **Mistakes can be undone.** Earlier versions are kept, and a removed item goes to the **trash**

first, from where it can be put back (Undoing a mistake).

- **The software costs nothing to license.** Exponential is free software under the GNU General Public License. You pay for hosting and for people's time, never for a license (Licensing for buyers).

The longer version is What Exponential is, in plain words.

What you do, and what you never have to do

You do this, in the browser	Somebody technical does this for you
Sign in, change text, add pictures and documents	Install Exponential on a server
Publish, hide, move and remove pages	Install updates and security fixes
Arrange a page with blocks, if your site uses Layouts	Make backups and test that they restore
Translate a page, if your site has more languages	Set up the domain name, e-mail and HTTPS
Decide who in your team may do what (if you are the administrator)	Change the design templates and add extensions

Installing and updating Exponential normally uses a command line and a tool called Composer, on a server that meets the requirements (Requirements at a glance); a setup wizard in the browser finishes the installation once the files are there. That is why this section says plainly that installation is a job for a hosting company, a developer or a partner, and helps you pick one. Details are on What you never have to do.

Pick your starting point

You are	Start with
Someone who just got an account and wants to change a page	Signing in for the first time, then Changing a page
Someone who does not have a site yet	Three ways to get a site
Someone who pays for a site and wants to know what to check	Monthly checklist for site owners
Someone who is stuck right now	Something looks wrong
Someone who meets words they do not know	The glossary and Words explained

The groups of pages

Group	What it answers
Words explained	The ideas behind the screens, one idea per page, without jargon
First steps	Short how-tos for the everyday jobs: change a page, add a picture, undo a mistake
Hosting choices	How to get a site running without doing the technical part yourself, and what to ask
When you are stuck	What an error means, who to tell and how to describe it
Checklists	Short lists to tick off: first day, before publishing, every month, when someone leaves

The reading path puts all pages in a sensible order, and the FAQ answers the questions people ask most.

Your first hour

Minutes	Do	Read
0 to 10	Read the glossary once, quickly	Glossary
10 to 20	Sign in and look around without changing anything	Signing in, Finding your way around
20 to 40	Change one small thing on a test page and publish it	Changing a page
40 to 50	Go back to the earlier version, to see that you can	Undoing a mistake
50 to 60	Turn on two-step sign-in and sign out	Your password and two-step sign-in

Other sections that may fit you

Section	For
Editors and Getting started	Everyone who writes and publishes, with every button explained
User manual	"How do I ...?" answers, one question per page
Customers	Owners of a site who pay a host or partner
Individuals	Personal sites, portfolios, blogs, family and club sites
Local businesses	Shops, trades and practices with one location
Non-profits	Charities, foundations and volunteer groups

[Image: The administration dashboard of Exponential]

The administration dashboard of Exponential

Related pages

- Glossary for non-technical people
- Reading path
- FAQ
- What Exponential is, in plain words
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Glossary for non-technical people

Every word you meet in the Exponential administration and in conversations with a host or developer, explained in one or two plain sentences, grouped by where you meet it, with a link to the page that explains more.

Read this page first. Every page of this section uses these words in exactly the meaning given here. The words are grouped by where you meet them, not by the alphabet, so that related words stand together. The full technical glossary of the project is the Exponential glossary; this page is the friendly version.

Contents

1. Words on the screen while you edit
2. Words about publishing
3. Words about people and permissions
4. Words about pictures, files and pages
5. Words a host or developer uses
6. Words about the project

Words on the screen while you edit

Word	In plain words	More
Site	What visitors see at your web address.	The site and the administration
Administration (admin)	The part of the same installation where people sign in to change the site. Often at your address followed by `/admin`.	Admin tour
Editor	On many sites, a simpler administration for people who only write and publish. Same content, fewer buttons.	Logging into the Editor
Dashboard	The first page after you sign in: your drafts, your pending items, recent content, quick links.	Getting started
Content item (also **object**)	One thing on the site: a page, an article, a picture, a file, even a user account.	Content items and the tree
Content type (also **class**)	The kind of an item: *Article*, *Folder*, *Image*, *File*. It decides which fields the form has.	same
Field (also **attribute**)	One box in the edit form: *Title*, *Intro*, *Body*, *Image*. A red star means you must fill it.	Editing content
Tree (Content structure)	All items arranged like folders on a computer. The left column shows it.	Content items and the tree
Sub items	The items inside the item you are looking at.	same
Rich text	A field with a small word processor: bold, lists, links, tables, pictures.	Editing content
Relation	A field that points at another item, such as the picture of an article.	Editing content

Words about publishing

Word	In plain words	More
Draft	Your unfinished change. Only you see it; the site does not.	Drafts, versions and publishing explained
Publish (**Send for publishing**)	Make your draft the version visitors see.	same
Version	Every saved state of an item. Old versions are kept so you can go back.	Undoing a mistake
Pending	Sent for publishing, but waiting for somebody's approval.	Publishing, versions and the trash
Archived	An older version that used to be on the site.	same
Hidden	Still there in the administration, but not shown on the site.	Hiding and removing
Trash	Where removed items wait. They can be restored until someone empties the trash.	same
Preview	A look at your draft as it would appear, before you publish.	Editing content
Approval (workflow)	A rule that someone must agree before your change goes live.	How do I send content for approval?
Scheduled publishing	A date and time at which an item goes live by itself, where the site has it set up.	Scheduled publishing

Words about people and permissions

Word	In plain words	More
User (account)	A person who can sign in. Each person should have their own.	Your account and signing in
Role	A set of permissions, such as *Editor* or *Administrator*, given to people or groups.	Roles and permissions explained
Section	A part of the site with its own rules about who sees and changes it, such as a members-only area.	same
Two-step sign-in (2FA)	After your password, a 6-digit code from your phone or e-mail. Protects your account if your password leaks.	Your password and two-step sign-in
Anonymous	A visitor who has not signed in. What they may see is a role too.	Roles and permissions explained

Words about pictures, files and pages

Word	In plain words	More
Media library	The part of the tree kept for pictures, documents and videos (the **Media** tab).	Images, media and uploads
Alternative text (alt text)	A short description of a picture for people who cannot see it. Many sites require it.	Adding a picture

Word	In plain words	More
Image variation	A smaller or cropped copy of your picture that the site makes by itself for lists and pages. You upload once.	Images and image variations
Layout	The plan of a page made of **zones** (areas) holding **blocks** (a title, a text, a list, a gallery).	The layouts editor
Rule (mapping)	Decides which pages use which layout. Leave it to a site builder if unsure.	same
Form (information collector)	A contact or sign-up form; the answers are stored and can be read in the administration.	How do I see form submissions?
Nice URL (URL alias)	The readable web address of a page, made from its title.	URLs, redirects and moved pages
Translation	The same item in another language, edited separately.	Translating a page

Words a host or developer uses

Word	In plain words	More
Hosting / **host**	Renting a computer on the internet that runs your site, and the company that rents it.	Hosting, domains and HTTPS explained
Server	That computer.	same
Domain name	Your address, such as `example.org`. Bought from a registrar, not from Exponential.	Domain name and e-mail
HTTPS / **certificate**	The padlock in the browser: the connection is private. The host sets it up.	Hosting, domains and HTTPS explained
Database	Where the content is stored. Exponential can use a single file (SQLite) or a database server.	SQLite database support
Backup	A copy of the site and its content kept somewhere else, to bring it back after a disaster.	Backups
Update / **upgrade**	Installing a newer release of Exponential. Security fixes arrive only this way.	How updates work
Release	A numbered, finished version of the software, such as 6.0.15. It never changes afterwards.	same
Cache	Ready-made copies of pages the site keeps so it is fast. Sometimes it must be cleared to show a change.	Caches explained
Extension	An add-on that gives the site an extra ability: a newsletter, maps, two-step sign-in.	Extensions explained
Design, **theme**, **template**	How the site looks. Changed by a designer or developer, not in the edit form.	same
Siteaccess	One "door" into the installation: the public site, the administration, a second language or a second site.	The site and the administration
Command line	Typing commands into a text window on the server. You never need it; your host or developer does.	What you never have to do
Composer	The tool developers use to install and update Exponential and its extensions on the command line.	same

Word	In plain words	More
Velocity	Exponential's own fast web server program. Your host decides whether to use it.	Velocity for businesses
Maintenance mode	A notice page visitors see while the site is being updated.	Maintenance mode and planned work
Error reference	A code such as `ERR-0123456789` on an error page. Pass it on: it lets an administrator find the problem.	Reading an error message

Words about the project

Word	In plain words	More
Free software / **GPL**	Exponential's license: you may use, change and share it without paying a license fee.	Licensing for buyers
7x	The company that leads and maintains Exponential and sells services around it.	Who is 7x?
Exponential Foundation	The nonprofit that operates the project.	Who is the Exponential Foundation?
Partner	A company that builds, hosts or supports Exponential sites as part of the Partner Program.	Partners: start here
Exponential Intelligence	The optional writing assistant. It only writes drafts and suggestions; you decide.	Using the writing assistant
Demo mode	A public trial site whose administrator password everybody knows. Never for real content.	Demo mode

Related pages

- Non-technical people: start here
- Words explained
- Exponential glossary, the full technical version
- Customers glossary
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

FAQ for non-technical people

Short, plain answers to the questions non-technical people ask most about Exponential - whether they can break the site, whether they need to code, what it costs, who installs it, what happens when they make a mistake.

Contents

1. Using it
2. Owning and paying for it
3. When things go wrong

Using it

Can I break the site? Very unlikely, as an editor. You work on drafts that nobody sees until you publish, earlier versions are kept, and removed items go to the trash first (Undoing a mistake). What your role does not allow is grayed out or missing (Roles and permissions explained).

Do I need to know HTML or code? No. You write in fields and a text editor with a toolbar, like a simple word processor (Changing a page). The look of the site is the designer's job.

Why does my colleague see buttons I do not? Different roles. Ask your administrator for what you need to do, not for a role name.

Why is my change not on the site? Usually it is still a draft, waiting for approval, or a cache shows the old page (Caches explained).

Can I build a page by dragging blocks? Yes, if your site uses Exponential Layouts and your role allows it (Making a page with Layouts).

Is there an AI that writes for me? An optional writing assistant, Exponential Intelligence, suggests drafts if your site has it set up with an AI provider. It never publishes on its own (Using the writing assistant).

Can I use it on my phone? The administration works in a web browser. For longer editing, a computer is more comfortable.

Owning and paying for it

Is Exponential free? The software has no license fee: it is free software under the GNU GPL. You pay for hosting, the domain and people's time (Questions about cost).

Can I install it myself without technical skills? Realistically, no: installation normally uses a command line and the tool Composer. A host, developer or partner does it, and you then only use the browser (Three ways to get a site).

Who makes Exponential? The company 7x leads and maintains it, the nonprofit Exponential Foundation operates the project, and a worldwide community uses and develops it (What Exponential is, in plain words).

Does Exponential give me a domain name or e-mail? No. A registrar provides the domain and your host or a mail provider the mailboxes (Domain name and e-mail).

Does it have online booking / table reservations / ticketing? Not as a shipped feature. These come from an outside service that your site links to or embeds, or from custom work (Extensions explained).

What must I keep in my own hands? The domain registration, an administrator account, and the right to a full export (What to ask before you sign).

Do I need to update it? Yes, regularly: security fixes come only through new releases.

Somebody technical does it; you ask for the result (How updates work).

When things go wrong

I published something wrong. What now? Go back to the previous version under **Manage versions**, or hide the item at once if it is harmful (Undoing a mistake).

An error page shows a code like ERR-0123456789. Note it with the time and the page address and pass it on: it lets an administrator find the problem (Reading an error message).

The site is down. Whom do I call? Your host first (Who to call).

Where can I ask questions for free? The community forums and chats (How to ask for help).

Related pages

- Non-technical people: start here
- Glossary for non-technical people
- Customers FAQ
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Reading path for non-technical people

Every page of the non-technical people section in a sensible order, in three tracks - for people who edit, for people who own or pay for a site, and for people who do not have a site yet - with the time each step takes.

Start with the shared part, then follow your track. You do not have to read everything: stop when you know enough for your job.

Contents

1. Everybody: the words
2. Track A: you edit the site
3. Track B: you own or pay for the site
4. Track C: you do not have a site yet
5. Whenever you are stuck

Everybody: the words

About 45 minutes.

1. Non-technical people: start here

2. Glossary for non-technical people
3. What Exponential is, in plain words
4. Content items and the tree
5. Drafts, versions and publishing explained
6. The site and the administration

Track A: you edit the site

About two hours, spread over a week.

1. Signing in for the first time and the First day checklist
2. Finding your way around
3. Changing a page
4. Undoing a mistake
5. Adding a news item
6. Adding a picture and Adding a document for download
7. Adding a link
8. Finding something
9. Hiding and removing
10. Your password and two-step sign-in
11. Before you publish checklist and Accessibility checklist in plain words
12. When your site has them: Making a page with Layouts, Translating a page, Using the writing assistant
13. Roles and permissions explained and Caches explained

Then continue with the User manual when a new question comes up.

Track B: you own or pay for the site

About ninety minutes.

1. What you never have to do
2. Hosting, domains and HTTPS explained
3. Extensions explained
4. Roles and permissions explained
5. What a host does for you
6. Domain name and e-mail
7. Who to call: fill it in
8. Monthly checklist for site owners
9. Handover checklist when someone leaves

Then continue with the Customers section for owners.

Track C: you do not have a site yet

About an hour, then conversations with providers.

1. What Exponential is, in plain words
2. Three ways to get a site
3. Questions about cost
4. What to ask before you sign
5. Domain name and e-mail
6. Then the section for your kind of site: Individuals, Local businesses or Non-profits.

Moving an existing site? Read Moving to a new host.

Whenever you are stuck

Something looks wrong, Reading an error message, How to ask for help, and the FAQ.

Related pages

- Non-technical people: start here
- FAQ for non-technical people
- Getting started
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

What Exponential is, in plain words

A description of Exponential for people who are not technical - what it does, what it does not do, who makes it, what it costs and what you need around it - without a single technical term that is not explained.

If somebody told you "your site runs on Exponential" and you nodded without knowing what it meant, this page is for you. It takes about five minutes to read.

Contents

1. The short answer
2. What it does for you
3. What it does not do
4. Who makes it
5. What it costs

6. What you need around it

The short answer

Exponential is a **content management system**: a program that runs on a server, shows your website to visitors, and lets you and your team change that website from a web browser without touching any code. The project describes itself as "a professional PHP application framework with advanced CMS (content management system) functionality" (the file `README.md` in the installation). You do not need to know what PHP is: it is the programming language Exponential is written in, and your host takes care of it.

What it does for you

You want to	Exponential gives you
Change text and pictures yourself	An edit form in the browser for every page (Changing a page)
Avoid publishing half-finished work	Drafts that only you see until you publish (Drafts, versions and publishing explained)
Undo a mistake	Earlier versions and a trash (Undoing a mistake)
Let several people help, safely	Accounts, roles and approvals (Roles and permissions explained)
Arrange a page visually	Exponential Layouts, a page builder with blocks, where your site uses it (Making a page with Layouts)
Offer the site in more languages	Translations of every page (Translating a page)
Run a small shop	A built-in shop with products, a basket and orders (Online store start here)
Send a newsletter	The newsletter extension, where it is installed (Newsletters)
Get help writing	The optional writing assistant, Exponential Intelligence, which writes drafts only (Using the writing assistant)

Which of these your own site has depends on how it was set up. If you do not see a feature described here, ask the person who looks after your site; many features are add-ons (**extensions**) that can be switched on (Extensions explained).

What it does not do

Being honest about this saves you money and disappointment:

- **It does not register your domain name or run your e-mail.** You buy a domain from a registrar, and e-mail usually comes from your host or a mail provider (Domain name and e-mail).
- **It does not host itself.** It needs a server. A hosting company provides one (Three ways to get a site).
- **It does not install itself from a button.** Installation normally uses a command line and the tool Composer; the setup wizard in the browser finishes an installation, but getting the files onto a suitable server comes first (Requirements at a glance). A host, developer or

partner does it.

- **It has no appointment booking, table reservation or ticketing module.** Such things come from an outside service that your site links to or embeds. The same goes for a dedicated donation module (Non-profits: donations).
- **It does not design your site for you.** It ships with ready-made designs (themes) that a site builder chooses and adapts (Choosing a design or theme).

Who makes it

Exponential has a long history: its copyright notice runs from 1998 to today. It was once known under another name, was discontinued by its original maker, and has been carried on since then by the company **7x**, with the **Exponential Foundation**, a nonprofit, operating the project (Who is 7x?, Who is the Exponential Foundation?). A community of developers, designers and hosting companies works with it worldwide.

What it costs

The software is **free software**: "Using Exponential under the terms of the GNU GPL is free of charge" (`README.md`, "License"). There is no license fee, per user, per site or per year. What you do pay for:

Cost	Paid to	Typical form
Hosting	A hosting company	A monthly or yearly fee
Domain name	A domain registrar	A yearly fee
Building or adapting the site	A developer, designer or partner	A project price or hourly rate
Looking after it: updates, backups, help	Your host, a developer or a partner	A maintenance agreement
Your own time	You	Hours per month

This help names no prices: they depend on who you hire. Questions about cost helps you compare offers.

What you need around it

1. **A host** that runs the site (What a host does for you).
2. **Somebody technical you can call**: the host, a developer or a partner (Who to call).
3. **An account for each person** who changes the site, with two-step sign-in (Your password and two-step sign-in).
4. **A short routine** to keep it healthy (Monthly checklist for site owners).

Related pages

- Non-technical people: start here
- What you never have to do
- Glossary for non-technical people

- What you own
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

A website without hosting costs

In plain words - how Exponential can put your website online for free on GitHub Pages, what you do, what someone technical sets up once, and what such a site cannot do.

Normally a website lives on a rented computer, called a server, that runs all day and costs money every month. Exponential can do it differently: it makes a copy of your website as simple pages and puts that copy on GitHub Pages, a service that shows such pages to the world for free.

What you'll have at the end

- Your website online, with an address people can visit.
- No monthly bill for showing it.
- The same way of writing and changing pages as before.

How it works, in three steps

1. **You write** your pages in Exponential, as usual.
2. **You press Build**: Exponential makes a copy of the website as simple pages.
3. **You press Publish**: the copy goes to GitHub Pages, and visitors see it.

If you change your mind, you can go back to an earlier copy with one click.

What someone technical sets up once

- A free account on GitHub, the company that hosts the copy.
- A "target" in Exponential that says which website goes where. A wizard asks the questions.
- If you want your own address like `www.my-name.example`, a setting at the place where you bought the name.

After that, you do not need them for daily work.

What such a site cannot do

- Take payments or run a shop.
- Have pages only members can see.
- Let visitors leave comments.

A contact form can still send you messages in some setups. If you need these things, ask whether static is right for your site.

Words you may hear

- **Static site**: a website made only of ready pages, nothing is computed when someone visits.
- **GitHub Pages**: the free service that shows the pages.
- **Publish**: send the newest copy online.

More: What static publishing is and the questions and answers.

Make yours now

Give this page to whoever helps you with your website, together with Make a free website in 15 minutes.

Words explained

The ideas behind the screens of Exponential, one idea per page and without jargon - content items and the tree, drafts and publishing, the site and the administration, roles, caches, extensions, and hosting with domains.

Words explained

The ideas behind the screens of Exponential, one idea per page and without jargon - content items and the tree, drafts and publishing, the site and the administration, roles, caches, extensions, and hosting with domains.

The glossary gives every word in one or two sentences. The pages of this group take the seven ideas that matter most and explain each one properly, with an everyday comparison, so that the screens start to make sense. Read them in this order; each takes five minutes.

The pages

Page	The idea in one line
Content items and the tree	Everything on the site is an item, and items live in folders like files on a computer
Drafts, versions and publishing explained	You change a copy; visitors see it only when you publish, and the old copy is kept
The site and the administration	One installation, several doors: the public site, the administration, sometimes the Editor
Roles and permissions explained	What you may do is decided by your role, not by your skill
Caches explained	The site keeps ready-made copies of pages to be fast, and sometimes shows an old one
Extensions explained	Add-ons give the site extra abilities, and a developer installs them
Hosting, domains and HTTPS explained	The rented computer, the address and the padlock, and who looks after each

Why ideas first

People who are new to a content management system rarely struggle with buttons. They struggle with questions such as "why does the site still show the old text?" (a cache, or a draft that was never published), "why can my colleague see a button I cannot?" (roles) or "who do I call about the e-mail?" (not Exponential at all). Each answer is one of the seven ideas above.

After this group

- To practice: First steps.
- To choose who runs your site: Hosting choices.

Related pages

- Non-technical people: start here
- Glossary for non-technical people
- A tour of the administration
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Content items and the tree

Why everything on an Exponential site is a content item of some type, how items are arranged in a tree like folders on a computer, what fields are, and how one item can appear in two places - explained with everyday.

Contents

1. The idea in one sentence
2. Items have a type
3. Types have fields
4. Items live in a tree
5. One item, two places
6. What this means for you

The idea in one sentence

Everything on an Exponential site, from a page or a news article to a picture, a file or even a user account, is a **content item** (the technical word is *object*), and items are arranged in a **tree**, like folders on a computer (Getting started).

Items have a type

Think of a pile of paper forms: a vacation request, an expense claim, an address change. Each is a different kind of form with its own boxes. Content items work the same way. Each one has a **content type** (technically a *class*), such as:

Type	Typical use
Folder	Holds other items, like a drawer; often becomes a menu entry
Article	A news item, a blog post, a story
Image	One picture, with its title and alternative text
File	A document for download: a PDF, a spreadsheet
User	A person's account

Your site may have its own types, for example *Product*, *Event* or *Recipe*. A site builder creates them; you choose among them when you press **Create new** (Creating and editing content).

Types have fields

The boxes on the form are **fields**: *Title*, *Intro*, *Body*, *Image*, *Publish date*. When you edit, every field has its own area, and a red star marks the ones you must fill in before you can publish (The edit form). If you wish a type had another field, for example a *Phone number* on a *Location*, that is a request for your site builder, not something to squeeze into the text.

Items live in a tree

The **Content structure** tab shows the tree. At the top is the front page. Below it are folders, which hold articles, which can hold images, and so on. The left column shows the same tree, and you open branches by clicking the small triangles.

```
Home
├── About us
│   ├── Our team
│   └── Contact
├── News
│   ├── Summer opening times
│   └── New website launched
└── Services
```

On most sites the tree **is** the menu: the folders under *Home* become the main menu, and the order of the items is the order you see. How do I change the order of sub items? explains how to change it. Pictures and documents usually live in a separate part of the tree, the **Media library** (Images, media and uploads).

The items directly inside the one you look at are its **sub items**. That is where the **Create new** button is: you always create a new item *inside* something.

One item, two places

An item can appear in more than one place without being copied. **Add a location** in the **More actions** menu of a list gives it a second place (Many items at once). Change it once, and both places show the change. That is different from **Copy**, which makes a second, independent item.

What this means for you

- To change something, first **find the item** in the tree or with the search (Finding something).
- To add something, first **go to the place** where it belongs, then press **Create new**.
- If a menu entry is in the wrong order, it is the **order of sub items** that needs changing.
- If you need a box the form does not have, ask your site builder for a **new field**.

Related pages

- Words explained
- Finding your way around
- Creating and editing content
- Structuring the content tree, for site builders
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Drafts, versions and publishing explained

Why nothing you type reaches visitors until you publish, what a draft, a pending version and an archived version are, why the old text is never lost, and how approvals fit in - explained with a letter-writing comparison.

Contents

1. The comparison: writing a letter
2. The four states of a version
3. The three buttons that matter
4. Approvals
5. Why this is good news
6. Common surprises

The comparison: writing a letter

You write a letter on a fresh sheet of paper, read it over, and only then put it in the envelope. Until you post it, nobody else reads it, and the last letter you sent stays in the recipient's drawer. Exponential works the same way: pressing **Edit** gives you a fresh sheet (a **draft**), and the site keeps showing the last published version until you press **Send for publishing**. The old version goes into a drawer (it is **archived**), and you can take it out again (Publishing, versions and the trash).

The four states of a version

State	In the letter comparison	Who sees it
Draft	The letter you are writing	Only you
Pending	The letter is waiting for a colleague's signature	You and the approver
Published	The letter that was sent	Everybody who may see that page
Archived	Earlier letters in the drawer	Editors, under **Manage versions**

An item has exactly one published version at a time. A site keeps a limited number of old versions per item; when the limit is reached, the oldest archived version is removed to make room (Publishing, versions and the trash).

The three buttons that matter

At the top of the edit form:

Button	Means
Send for publishing	Post the letter: the draft becomes the published version
Store draft and exit	Put the unfinished letter in your desk; continue later from **My drafts** on the dashboard
Discard draft	Tear up the sheet; the published version stays exactly as it was

The draft is saved automatically every few minutes while you work, so a closed browser tab costs little (The edit form).

Approvals

Some sites require that a second person approves before something goes live. Then **Send for publishing** makes your version **pending**, and it is published when the approver agrees. You find your waiting versions under **My pending items** (How do I send content for approval?). Whether your site has approvals, and for which parts, is decided by your administrator.

Why this is good news

- You can **practice safely**: open **Edit**, try things, press **Discard draft**. Nothing happened.
- You can **work in pieces**: start today, finish tomorrow.
- You can **go back**: an older version can be turned into a new draft and published again (Undoing a mistake).
- You can **see who changed what**, because every version carries its author and time (How do I find out who changed what?).

Common surprises

Surprise	Explanation
"I changed it, but the site shows the old text"	The draft was stored, not published; look in **My drafts**. Or a cache still shows the old page (Caches explained).
"It says *Possible edit conflict*"	You or a colleague already has a draft of this item (When someone else is editing).

Surprise	Explanation
"I cannot publish, the form comes back red"	A required field is empty or wrong; the message says which.
"My new item vanished"	A new item whose draft is discarded is never created. Start again.

Related pages

- Words explained
- Changing a page
- Publishing, versions and the trash
- Drafts, versions and undo
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

The site and the administration

One Exponential installation with several doors - the public site, the administration, often a simpler Editor, sometimes a second language or a second site - what each door is for, why signing in to one does not sign.

Contents

1. One building, several doors
2. The doors you are likely to meet
3. Signing in is per door
4. Write down your addresses
5. Common surprises

One building, several doors

Picture a shop with a front door for customers and a back door for staff. It is one building with one stock room: what staff put on the shelves through the back door is what customers see through the front door. An Exponential installation is the same. The **site** is the front door. The **administration** is the staff entrance. Both show the same content, stored once. Technically each door is called a **siteaccess**; you only need the word when talking to your developer.

The doors you are likely to meet

Door	For	Typical address
The site	Visitors	`https://www.example.com`
The administration	Administrators and editors: every tool your role allows	`https://www.example.com/admin` (Logging into the admin)

Door	For	Typical address
The Editor	Editors only: a simpler administration with just the dashboard, the content and the media library	`https://www.example.com/editor` or `https://edit.example.com` (Logging into the Editor)
A language version	Visitors in another language	`https://www.example.com/de` or a host name of its own (Languages)
A second site	A second brand or project on the same installation	its own host name (Adding a site)

Which of these your site has, and the exact addresses, depend on how it was set up. Your administrator knows.

Signing in is per door

A sign-in belongs to one browser and to one door. Being signed in to the Editor does not sign you in to the administration or to the public site, and the other way round (Staying signed in and signing out). That is on purpose: it keeps the staff entrance separate.

On the public site, some sites let visitors register and sign in as **members**, for example for a members-only area. That is a different kind of account with a different role (Roles and permissions explained).

Write down your addresses

Fill this in once and keep it with your passwords (never the passwords themselves on paper):

	Address
Public site	
Administration	
Editor (if any)	
Other languages or sites	
Where to report a problem	

First day checklist includes this step.

Common surprises

Surprise	Explanation
A small browser window asks for a user name before the site appears	Some test servers have an extra browser password. It is not your Exponential account (When signing in does not work).
I see fewer tabs than my colleague	Your role allows fewer tools, or you use the Editor door (Roles and permissions explained).
My change is in the administration but not on the site	Not published yet, or a cache (Drafts, versions and publishing explained, Caches explained).
A yellow **Demo mode** banner	A public trial site; never enter anything private (Demo mode).

Related pages

- Words explained
- Signing in for the first time
- A tour of the administration
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Roles and permissions explained

Why what you can do in Exponential depends on your role and not on your skill, the four roles a standard installation starts with, what groups and sections add, and how to ask for more (or less) access - with a key-ring.

Contents

1. The comparison: a key ring
2. The roles you start with
3. Groups and sections
4. How you notice your role
5. Asking for access
6. Good habits for owners

The comparison: a key ring

In an office, nobody gets the master key on day one. A new colleague gets the keys to the front door and their own office; the manager has a few more; only the caretaker has them all. In Exponential every permission comes from a **role**, which is such a key ring: a set of permissions (called **policies**), each opening one tool, possibly only in certain parts of the site or certain languages. A role does nothing until it is **assigned** to a person or a group (Roles for your team).

The roles you start with

A standard installation works with these roles (from the demonstration installation, as documented in Roles for your team):

Role	Who has it	What it gives
Anonymous	every visitor who is not signed in	reading the public parts of the site
Member	registered visitors	signing in, their own account, members-only reading
Editor	the editorial team	signing in to the administration, creating and editing content, translations, versions, two-step sign-in, help

Role	Who has it	What it gives
Administrator	very few people	everything

Your site may have extra roles, for example for a layouts editor, a person who reads form submissions or shop staff.

Groups and sections

- **User groups** are like teams: *Editors*, *Members*, *Administrator users*. A role given to a group is given to everybody in it, now and later. That is why the administrator usually puts you in a group rather than giving you a role directly.
- **Sections** are parts of the site with their own rules, for example a members-only area or a department's pages. A role can be limited to one section: "may edit, but only in the *Sports* section" (How do I give a group edit rights on one section?).

How you notice your role

What you see	What it means
Fewer tabs than a colleague	Your role does not include those tools
A grayed-out button	You may not use it here or now; point at it to read why (Editing content)
The requested page could not be displayed. (1) or *Access denied*	Your role may not open this page (When something goes wrong)
Your change becomes *pending*	Your role publishes through an approval

None of these are errors, and none mean you did something wrong.

Asking for access

Tell your administrator **what you want to do**, not which permission you think you need: "I need to read the answers of the contact form" is easier to act on than "give me admin". The administrator then picks the smallest role that does the job. If you no longer need something, say so too: fewer keys means fewer risks.

Good habits for owners

- Give each person **their own account**. Shared accounts hide who did what.
- Keep the **Administrator** role for one or two people. Everyday editing does not need it.
- **Review the list** of people and roles a few times a year, and remove accounts of people who left (Handover checklist when someone leaves).
- Use the Team roles worksheet to write down who should have what.

Related pages

- Words explained
- Roles for your team
- Choosing roles for new staff
- Free documentation: this page is free to copy, translate and improve under the GNU FDL

1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

First steps

Short how-tos in plain language for the everyday jobs in the Exponential administration - sign in, find your way, change a page, add news, pictures, documents and links, undo, hide, search, build a page with Layouts.

First steps

Short how-tos in plain language for the everyday jobs in the Exponential administration - sign in, find your way, change a page, add news, pictures, documents and links, undo, hide, search, build a page with Layouts.

Each page of this group is one job, in numbered steps, in the browser, without technical words. Every page also says what can go wrong and what to do then, and links to the full page for editors when you want more detail.

> **Tip**
> Practice on a test page first. Create an article in a folder nobody visits, change it, publish it, undo it, and remove it. Ten minutes of practice make the real job relaxed. Ask your administrator where you may practice.

In the order most people need them

Page	You will be able to
Signing in for the first time	Sign in, and know what to do if it fails
Finding your way around	Read the dashboard, the tabs and the tree
Changing a page	Change text on an existing page and publish it
Adding a news item	Create a new article in the right place
Adding a picture	Upload a picture with a good description and use it
Adding a document for download	Put a PDF or other file on the site
Adding a link	Link to another page or another website
Undoing a mistake	Go back to an earlier version, or restore from the trash
Hiding and removing	Take something off the site, for a while or for good
Finding something	Find any item by words, place or address
Making a page with Layouts	Arrange blocks on a page, where your site uses Layouts
Using the writing assistant	Ask Exponential Intelligence for a draft, and check it
Your password and two-step sign-in	Keep your account safe

Page	You will be able to
Translating a page	Add a page in another language

When you want more

- The User manual answers more "How do I ...?" questions, one per page.
- A tour of the administration explains every part of the screen.
- Creating and editing content is the full page for editors.

Related pages

- Non-technical people: start here
- Words explained
- Before you publish checklist
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Signing in for the first time

Sign in to the Exponential administration or Editor for the first time, step by step in plain words - the address, the form, two-step sign-in, a forgotten password - and what each message means if it does not work.

Contents

1. What you need
2. Steps
3. If the site asks for a code
4. If it does not work
5. Signing out

What you need

- **The address** of the administration or the Editor. Your administrator gives it to you. It often looks like `https://www.example.com/admin`, `https://www.example.com/editor` or `https://edit.example.com` (The site and the administration).
- **Your username** (many sites also accept your e-mail address) and **your password**.
- For some sites, **your phone** with an authenticator app, or access to your e-mail, for two-step sign-in.

Steps

1. Open the address in your browser. Bookmark it now, so you never have to look for it again.
2. Type your **Username** (or your e-mail address).
3. Type your **Password**. The eye button in the field shows what you typed; press it again to hide it.
4. Press **Sign in**, or Enter.
5. You see the **Dashboard**, with a greeting and your name. You are in (Logging into the Editor).

If you received a temporary password, change it now: open **Change password** in the user menu or under **My account** (Your password and two-step sign-in).

If the site asks for a code

Some sites use **two-step sign-in**. After your password, a page called **Confirm it is you** asks for a 6-digit code:

- from the **authenticator app** on your phone, or
- from an **e-mail** the site just sent you (the code is also in the subject line).

Type it and press **Verify and sign in**. Spaces in the code are fine. Each code works once. If the site requires two-step sign-in for everyone and you have not set it up yet, it walks you through the setup right after your password (Two-step sign-in).

If it does not work

What you see	What it means	What to do
The system could not log you in ...	Username or password does not match	Check spelling and the Caps Lock key; try your e-mail address instead of the username
... exceeded allowable number of failed login attempts	Too many wrong passwords; the account is locked	Ask your administrator to unlock it (How do I disable or unlock a user account?)
Access denied!	Your account is fine, but your role may not use this door	Ask your administrator; maybe you should use the Editor address
A small browser window asks for a name and password before the page appears	An extra password on a test server; not your Exponential account	Ask whoever gave you the address
You land on the sign-in form again after signing in	Your browser blocks cookies	Allow cookies for the site, or try a private window
A yellow **Demo mode** banner	A public trial site	Fine for trying; never enter anything private (Demo mode)

Forgot your password? Choose **Forgot your password?** under the button, enter your e-mail address and follow the link in the mail. The link works once and, by default, for one hour. No mail? Check the spam folder (Forgot your password?).

Signing out

Press the last button at the right end of the header: an arrow leaving a box (**Logout**). It is grayed out while you edit; store or discard your draft first. On a shared computer, always sign out (Getting started).

Related pages

- First steps
- Finding your way around
- Logging into the Editor
- Logging into the admin
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Finding your way around

A plain-language map of the Exponential administration - the dashboard, the tabs at the top, the tree on the left, an item's page and its buttons, the right column - and the three places you will use every day.

Contents

1. The three places you use every day
2. The dashboard
3. The tabs at the top
4. The tree on the left
5. An item's page
6. A ten-minute exercise

The three places you use every day

1. **The dashboard**, to see your unfinished work.
2. **Content structure**, to find the page you want to change.
3. **The edit form**, to change it.

Everything else you can ignore at first.

The dashboard

After you sign in you see the **Dashboard**: a greeting, quick links, a few numbers (your drafts, your pending items, content published lately) and lists of recent content (Getting started). The two lists to look at every time:

- **My drafts**: changes you started and did not publish.

- **My pending items**: changes waiting for someone's approval.

The tabs at the top

Tab	What is there
Dashboard	Your starting page
Content structure	The pages of the site, as a tree
Media	The media library: pictures, files, videos
Users, **Store**, **Layouts**, **Setup** and more	Only when your role allows them

At the right of the header are the **Search...** field, the **Help**, your user menu and the sign-out button. If you use the simpler **Editor**, you see fewer tabs; that is normal (The site and the administration).

The tree on the left

The left column shows the **tree**: the items of the site arranged like folders. Click the small triangle in front of a name to open a branch, and click a name to open the item. The icon in front of a name opens a menu with actions such as **Create here** and **Edit in** (Content items and the tree).

At the bottom of the tree is the **Trash**, where removed items wait (Undoing a mistake).

An item's page

When you open an item, its page shows:

- its **title**, its **type** (Article, Folder ...) and a badge that says whether it is visible;
- its **content**, as it is stored;
- the **buttons**: **Edit**, **Move**, **Copy**, **Remove**, and the round **Manage versions** button with a clock;
- under **Sub items**, the items inside it, with **Create new** and **Upload**.

A button you may not use is grayed out; point at it to read why (Creating and editing content).

A ten-minute exercise

Do this once, changing nothing:

1. On the dashboard, find **My drafts**. Is anything there?
2. Click **Content structure** and open two folders in the tree.
3. Open an article. Find **Edit**, **Manage versions** and **Sub items**.
4. Click **Media** and open the **Images** folder, if your site has one.
5. Type a word from your site into **Search...** and press Enter.
6. Open **Help** and type "publish" into its search.

You now know where everything you need lives. A tour of the administration explains the rest of the screen when you are curious.

Related pages

- First steps
- Changing a page
- A tour of the administration
- Keyboard shortcuts
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Changing a page

Change the text of an existing page in Exponential and publish it, in numbered steps without jargon - find the page, press Edit, change a field, preview, publish or keep as draft - with what to do when the form will not.

The most common job of all: something on the site is out of date, and you fix it.

Contents

1. Before you start
2. Steps
3. Working in the text box
4. Not finished yet?
5. If it does not work

Before you start

Have the new text ready, ideally written in a plain document first. Copying from a word processor works, but keep formatting simple: headings, bold, lists and links.

Steps

1. **Find the page.** Open **Content structure** and click through the tree, or type a word from the page into **Search...** (Finding something). Click the page's name.
2. **Press Edit.** If the page exists in several languages, choose the language in the list next to **Edit** first. The edit form opens with a **draft**: a copy only you can see (Drafts, versions and publishing explained).
3. **Find the field.** The bar at the top of the form has one button per field (*Title*, *Intro*, *Body* ...); a click jumps to that field (The edit form).
4. **Make your change.**
5. **Look before you publish. Preview** in the left column shows the draft as it will look.
6. **Press Send for publishing.** On most sites the change is on the site at once. If your site uses approvals, it waits under **My pending items** until someone approves it.

7. **Check the site.** Open the page on the public site. If you still see the old text, see Caches explained.

Working in the text box

Long text fields (rich text) have a small toolbar: paragraph styles, bold, italic, lists, links, tables, pictures and **Fullscreen** (Rich text). Good habits:

- Use the **paragraph styles** for headings instead of making text big and bold. Screen readers and search engines understand real headings.
- Keep paragraphs short.
- Write link text that says where it goes ("our opening times"), never "click here".

Pressing Enter in a one-line field (such as *Title*) is the same as pressing **Send for publishing**. In a long text field, Enter makes a new paragraph as usual.

Not finished yet?

- **Store draft and exit** keeps your draft. Continue later from **My drafts** on the dashboard.
- **Discard draft** throws your change away; the published page stays exactly as it was.
- The draft is saved automatically every few minutes while you type, so a closed browser tab costs little.

If it does not work

What you see	What to do
The form comes back with a red message	A required field (red star) is empty, or a value is wrong. The message at the top and at the field says which.
Possible edit conflict	You or a colleague already has a draft. Continue **your** draft, or start a **New draft** (When someone else is editing).
Edit is grayed out	Your role may not change this page. Ask your administrator.
The change is not on the site	Was it published, or is it pending? Then a cache (Caches explained).
You published something wrong	Go back to the previous version (Undoing a mistake).

Related pages

- First steps
- Before you publish checklist
- Creating and editing content
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Adding a news item

Create a new article in Exponential - a news item, a blog post or an announcement - in the right folder, with a title, an introduction, the text and a picture, and publish it now or keep it for later.

Contents

1. Before you start
2. Steps
3. Writing a good news item
4. Publishing later
5. If it does not work

Before you start

- Know **where** news lives on your site: usually a folder called *News*, *Blog* or *Updates*. You always create a new item *inside* the place it belongs (Content items and the tree).
- Have the text and, if you like, one picture ready.

Steps

1. Open **Content structure** and click the news folder.
2. Under **Sub items**, press **Create new**. A list of the content types you may create here opens.
3. Choose **Article** (your site may call it *News*, *Blog post* or similar). An empty form opens (Create a new item).
4. Fill in the **Title**. Keep it short and clear; it often becomes the web address of the page too.
5. Fill in the **Intro**: one or two sentences that make people want to read on. Lists of news often show only this.
6. Fill in the **Body**: the full text.
7. Add a picture, if the form has an *Image* field: press **Upload new** to take one from your computer, or **Add existing** to pick one from the media library (Adding a picture).
8. Press **Preview** to check, then **Send for publishing**.

The new item now appears in the news folder and, on most sites, on the news list and the front page.

Writing a good news item

Part	Tip
Title	Says what happened, in under ten words
Intro	Answers who, what and when in one or two sentences
Body	The most important information first; short paragraphs; headings for longer texts
Picture	Your own or properly licensed, with an alternative text
Links	To the page where readers can act: sign up, buy, read more

Publishing later

- **Store draft and exit** keeps it as a draft, visible only to you, under **My drafts**.
- Some sites can publish at a set date and time. Whether yours can, and how, depends on how it was set up (Scheduled publishing).
- If your site uses approvals, **Send for publishing** sends it to the approver first.

If it does not work

What you see	What to do
Create new is missing	You may not create items here. Check you are in the right folder, or ask your administrator.
Article is not in the list	This folder accepts other types only. Use the news folder.
The form comes back red	A required field is empty; the message says which.
The item is not on the front page	The front page may show only some news, or a cache is showing the old page (Caches explained).
You created it in the wrong folder	Use **Move** on the item's page (Move, copy and remove).

Related pages

- First steps
- Changing a page
- Content calendar
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Adding a picture

Put a picture on an Exponential site in plain steps - upload it to the media library or straight from the edit form, write a good alternative text, use it in an article or inside the text - and what to do when an upload.

Contents

1. Three ways, one result
2. Upload to the media library
3. Upload while editing an article
4. Put a picture inside the text
5. Writing the alternative text
6. If it does not work

Three ways, one result

Every picture you upload becomes an item of its own, of the type *Image*, with a title and an alternative text (Images, media and uploads). You upload it once and can then use it in as many places as you like. The site makes the smaller copies it needs for lists and pages by itself, so you never resize a picture for each place (Image variations).

Upload to the media library

Best for pictures you will reuse, or many pictures at once.

1. Click **Media**, or **Upload files** in the dashboard's quick actions.
2. Check the **Target location** (for example **Images**). **Quick locations** offers the usual places.
3. Press **Choose files...**, or drag the pictures onto the dashed area.
4. In the queue, check each **title** and fill in the **alternative text** where the site asks for it.
5. Press **Upload all**.

(Upload files has every option, including uploading a whole ZIP file.)

Upload while editing an article

Best for the one picture that belongs to one article.

1. Edit the article.
2. In its *Image* field, press **Upload new** (or **Upload a file**) and choose the picture from your computer.
3. Fill in the alternative text when asked.
4. Press **Send for publishing**.

To use a picture that is already on the site, press **Add existing** instead and pick it (Relations and images).

Put a picture inside the text

1. Edit the item and click into the text where the picture should go.
2. Press **Insert/edit image** in the toolbar.
3. Upload a new picture (with a name and alternative text) or find one that is already there.
4. Choose a **size** (small, medium, large) and an **alignment**.
5. Press **Insert**, then **Send for publishing**.

(How do I insert an image in the online editor?)

Writing the alternative text

The alternative text is read aloud to people who cannot see the picture, and shown when the picture cannot load. Many sites require it.

Picture	Weak	Better
A photo of the shop front	"image1"	"Our shop on Main Street with the blue awning"
A chart	"chart"	"Visitors doubled between May and June"

Picture	Weak	Better
A team photo	"team"	"The five volunteers of the summer fair, smiling at the camera"

Describe what matters in the picture in one sentence. Do not start with "picture of".

If it does not work

What you see	What to do
The upload is refused as too large	The page shows the largest file it accepts. Make the picture smaller on your computer first (a photo for the web rarely needs more than 2000 pixels wide)
The type is not allowed	Use JPEG, PNG or WebP (When an upload fails)
No permission there	Upload into another folder, or ask your administrator
The picture looks huge on the page	Choose a smaller size in the image dialog rather than uploading a smaller file

Only use pictures you are allowed to use: your own, or ones whose license allows it. Ask before publishing photos of recognizable people.

Related pages

- First steps
- Images, media and uploads
- Image and file guidelines
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Adding a document for download

Put a PDF, a spreadsheet or another file on an Exponential site so visitors can download it - upload it as a File item, give it a clear title, link to it from a page - and how to replace it with a newer version without.

Contents

1. How files work
2. Steps
3. Linking to it from a page
4. Replacing it with a newer version
5. Good practice
6. If it does not work

How files work

Like a picture, a document you upload becomes an item of its own, usually of the type *File* (Images, media and uploads). The item has a **title**, which visitors often see as the link text, and its own page with a download link. Because it is an item, it can be replaced, hidden, moved and found by the search like any other.

Steps

1. Click **Media** and open the **Files** folder (or the folder your site uses for documents). You may also upload into a normal folder next to the page that uses the file.
2. Press **Upload** (or **Upload files** on the dashboard).
3. Press **Choose files...** or drag the file onto the dashed area.
4. Change the **title** from the file name (`annual-report-final-v3.pdf`) to something people understand (*Annual report 2025*).
5. Press **Upload all**.

Linking to it from a page

1. Edit the page that should offer the download.
2. Select the words that become the link, for example *Download the annual report (PDF)*.
3. Press **Insert/edit link**, then **Browse**, and choose the file item.
4. Press **Insert**, then **Send for publishing**.

Choosing the file with **Browse** instead of typing its address means the link keeps working if the file is moved (How do I add a link in the online editor?).

Replacing it with a newer version

Do not upload the new version as a second file and remove the old one: links elsewhere would break. Instead:

1. Open the existing file item and press **Edit**.
2. In the file field, choose the new file from your computer.
3. Update the title if needed (*Annual report 2025, revised*).
4. Press **Send for publishing**.

Every link still points to the same item, which now offers the new file. The old file remains in the item's versions, in case you need it back (Undoing a mistake).

Good practice

- Say the **type and size** in the link text: *Price list (PDF, 1 MB)*.
- Prefer **PDF** for documents people read, and the original format only for forms people fill in.
- Make PDFs accessible where you can: real headings, text rather than scanned pictures (Accessibility checklist in plain words).
- Remove documents that are out of date, or mark them clearly as archived.
- Never upload documents with personal data that should not be public; a file on the public site can be found by anyone.

If it does not work

What you see	What to do
The file is too large	The upload page shows the limit. Ask your administrator whether it can be raised, or make the file smaller
The type is not allowed	Your site accepts only certain file types. Save as PDF, or ask your administrator
Visitors cannot download it	The file may be in a hidden or members-only part of the site. Check its visibility and section

Related pages

- First steps
- Adding a link
- Files and downloads, for site builders
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Adding a link

Add a link in the text of an Exponential page - to another page of your own site (with Browse, so it never breaks) or to another website - write link text people understand, remove a link, and find broken links.

Contents

1. Two kinds of links
2. Steps
3. Writing good link text
4. Removing a link
5. Broken links

Two kinds of links

Link to	How	Why
A page of **your own site**	Choose it with **Browse**	The link follows the page if it is moved or renamed
Another website	Type its full address, starting with `https://`	The other site decides whether its address stays valid

(How do I add a link in the online editor?)

Steps

1. Edit the page and select the words that become the link.
2. Press **Insert/edit link** in the toolbar.
3. For a page of your site, press **Browse** and choose the item. For another site, type or paste its address.
4. If you like, choose to open the link in a new window, and give it a title.
5. Press **Insert**.
6. Press **Send for publishing**.

Typing the address of one of your own pages also works, but it breaks when that page moves. Use **Browse**.

Writing good link text

The words you make into a link should say where the link goes, even when read on their own. Screen reader users often jump from link to link, hearing only the link text.

Weak	Better
For our opening times, **click here**	See our **opening times**
More	**More about the summer fair**
https://www.example.org/forms/2025/membership.pdf	**Membership form (PDF)**

Open other websites in the same window unless there is a good reason not to; visitors know how to go back.

Removing a link

Put the cursor inside the link and press **Unlink** in the toolbar, then publish.

Broken links

Other websites change their addresses, and a link that worked last year may lead nowhere now. If your role allows it, **Setup > Link management** lists links that fail (How do I find and fix broken links?). Otherwise, ask your administrator to look once a month; it is on the Monthly checklist for site owners.

Related pages

- First steps
- Adding a document for download
- Link and content checks
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Undoing a mistake

Every way to undo a mistake in Exponential, in plain steps - discard a draft, go back to an earlier version, compare versions, restore a removed item from the trash - and the few things that cannot be undone.

Mistakes happen to everyone. Exponential keeps enough history that almost every mistake can be undone by you, in the browser, in a minute.

Contents

1. Which mistake?
2. You have not published yet
3. You published something wrong
4. You removed something
5. What cannot be undone
6. When to call for help

Which mistake?

Mistake	Go to
I am still in the edit form and messed it up	You have not published yet
I published a wrong text or picture	You published something wrong
I removed a page that should still be there	You removed something
I moved a page to the wrong place	Use **Move** again and choose the right place (Move, copy and remove)

You have not published yet

Press **Discard draft** and confirm. Your draft is thrown away and the page stays exactly as it was. Then start again with **Edit**. Nothing reached the site.

You published something wrong

The previous version is still there, in the drawer.

1. Open the item.
2. Press **Manage versions**: the round button with a clock.
3. Find the version before your change. To be sure, use **Compare**: choose two versions and press **Show differences**; changes are marked field by field.
4. Under **New draft from this version, in**, choose the language and press **Make a new draft**.
5. Check the new draft and press **Send for publishing**.

The good version is back. Your wrong version stays in the history, which is fine (Go back to an earlier version).

If the wrong content is harmful (personal data, something offensive), first **hide** the item so it disappears from the site at once (Hiding and removing), then fix it calmly.

You removed something

Removed items go to the **trash**, at the bottom of the tree in the left column.

1. Open **Trash**.
2. Find the item; the filters narrow the list by who removed it, its type and the date.
3. Select it and press **Restore**.

It goes back to its old place if that still exists. If its parent folder is in the trash too, restore the parent first (Remove and restore). Your role decides whether you may restore; if you may not, ask your administrator quickly.

What cannot be undone

Be careful with these, and leave them to your administrator when in doubt:

- **Empty trash** and **Remove selected** inside the trash delete for good.
- **Remove selected versions** deletes old versions for good.
- Very old versions are removed automatically when an item has reached the site's version limit.
- A **newsletter** that was sent cannot be unsent.
- An e-mail notification that went out to followers cannot be called back.

For anything beyond this, the last resort is your host's **backup** (Backups).

When to call for help

Call your administrator or host when the trash is empty and something is gone, when a whole part of the site looks wrong, or when you are not sure what happened. Note what you did, the time and the address of the page (How to ask for help).

Related pages

- First steps
- Drafts, versions and publishing explained
- Drafts, versions and undo
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Hiding and removing

Take something off an Exponential site - hide it for a while without losing it, or remove it to the trash - how to choose between the two, what happens to the items below it, and how to bring it

back.

Contents

1. Hide or remove?
2. Hide an item
3. Remove an item
4. Several items at once
5. Before you remove: think of links

Hide or remove?

You want	Use	Because
A seasonal page (summer menu, holiday hours) off the site until next year	**Hide**	It stays in the administration, ready to unhide
A page that is not ready yet, but already created	**Hide**, or keep it as a draft	Visitors do not see it
Something harmful off the site right now	**Hide** first, then fix or remove	Hiding is instant and fully reversible
An old page nobody needs	**Remove**	It goes to the trash and can still be restored

A hidden item stays in the administration but is not shown on the site, **and neither is anything below it** (Hide an item).

Hide an item

1. In the tree on the left, click the icon in front of the item's name to open its menu.
2. Choose **Advanced** > **Hide / unhide**.

The item is marked as hidden in the tree and in lists, and the badge on its page shows its visibility. Do the same again to unhide it.

Remove an item

1. Open the item and press **Remove**.
2. Read the confirmation: it says what the removal touches and which other items use this one.
3. Confirm. The item, with everything below it, goes to the **trash**.

Items in the trash are not on the site, and can be restored (Undoing a mistake). When an item has more than one location, removing one location keeps it in its other places (Remove and restore).

Several items at once

In the **Sub items** list of a folder, tick the items, open **More actions** and choose **Hide selected**, **Unhide selected** or **Remove selected** (Many items at once).

Before you remove: think of links

Other pages, newsletters, search engines and bookmarks may point at the page you remove. Visitors following them land on a "not found" page. Before removing an important page:

- check the confirmation for other items that use it;
- ask your administrator whether the old address should **redirect** to a new page (How do I redirect old addresses?);
- for a page that might come back, prefer **Hide**.

Related pages

- First steps
- Undoing a mistake
- Archiving and the trash
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Finding something

Find any page, picture or file in the Exponential administration - by words with Search, with Advanced search filters, by its address with the Content finder, or by clicking through the tree - and why a brand-new item.

Contents

1. Four ways to find
2. Search by words
3. Search with filters
4. Find by the address of the page
5. If you cannot find it

Four ways to find

You know	Use
A word or two from the page	**Search...** at the top
The kind of item, roughly when, roughly where	**Advanced search**
The address of the page on the public site	**Content finder** in the left column
Where it lives in the menu	Click through the tree

(How do I find content?)

Search by words

1. Type a word or two into **Search...** in the top bar and press Enter.
2. The results list matching items, best first. Click one to open it.

Put words in quotation marks for an exact phrase: `"summer fair"`.

Search with filters

1. Open **Advanced search** (from the search results, or on the dashboard).
2. Choose a content type (for example *Article*), a section, when it was published, and below which place.
3. Press **Search**.

This helps when a word appears on too many pages.

Find by the address of the page

The quickest way when you are looking at the page on the public site:

1. Copy the address from the browser's address bar, for example `https://www.example.com/news/summer-fair`.
2. In the administration, type it (or just `/news/summer-fair`) into **Content finder** in the left column.
3. Press **Find**. The item opens, and **Edit** is one click away.

If you cannot find it

Reason	What to do
It was published a moment ago	The search index updates a few minutes after publishing. Use the Content finder or the tree meanwhile
It is in the trash	Look in **Trash** at the bottom of the tree
Your role may not see it	Ask your administrator
It exists in another language only	Search in that language, or ask which languages the site has
Too many results	Use quotation marks or **Advanced search**

The help has its own search too: open **Help** and type your question (Searching).

Related pages

- First steps
- Searching
- Site search and what visitors look for
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up

our growth rate and land new features faster. Start with Partners: start here and How to apply.

Your password and two-step sign-in

Keep your Exponential account safe in plain steps - change your password, choose a good one, turn on two-step sign-in with an app or e-mail codes, and what to do when you lose your phone.

Contents

1. Why this matters
2. Change your password
3. A good password
4. Turn on two-step sign-in
5. Lost your phone?
6. Five habits

Why this matters

Whoever has your sign-in can change your organization's website in your name. Two simple steps make that very unlikely: a password nobody can guess, and a second step that needs your phone or your e-mail.

Change your password

1. Open **Change password** (in the user menu, on the dashboard or under **My account**).
2. Enter your **Current password**, then the **New password** twice. The page says what a new password needs, for example *At least 10 characters*, and checks it as you type.
3. Press **Change password**.

Generate a strong password makes one for you, and **Show** reveals what you typed (Change your password).

A good password

- **Long** beats complicated: four or five unrelated words make a strong password.
- **Unique**: never the one you use for e-mail, banking or social media.
- **Stored in a password manager**, not on a note on the screen. A password manager is an app that remembers your passwords for you; many are free.

The site refuses short and well-known passwords (Keep your account safe).

Turn on two-step sign-in

With two-step sign-in, your password alone no longer opens your account: after it, the sign-in asks for a 6-digit code (Two-step sign-in).

1. Open **My account** and press **Turn on** on the **Two-step sign-in** card.
2. Choose how you confirm it is you:
    - **Authenticator app (TOTP)**: a code from an app on your phone, such as Google Authenticator, Microsoft Authenticator, Authy or 1Password. Works without a network.

Recommended.

    - **E-mail one-time code**: a code is sent to your e-mail address each time you sign in.

3. For the app: in the app, add an account and scan the square code (QR code) shown on the screen. Type the code the app shows into **Enter the code the app shows**.
4. Press **Save settings**. It applies from your next sign-in.

Each code works once, and an app's code changes every 30 seconds. Some sites require two-step sign-in for everyone and ask you to set it up at your first sign-in.

Lost your phone?

Ask your administrator. They can switch your account to e-mail codes or turn the second step off; you then sign in and set up the app again on your new phone (How a user who lost their phone signs in).

Five habits

1. Use **your own account**, never a shared one.
2. **Never send your password** by e-mail or chat, not even to an administrator; nobody needs it.
3. **Sign out** on shared computers.
4. Be suspicious of e-mails asking you to "confirm your password" through a link. Open the administration from your own bookmark instead.
5. Tell your administrator at once if you think someone else knows your password.

Related pages

- First steps
- Your account and signing in
- How do I turn on two-step sign-in?
- Accounts, passwords and two-factor
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Hosting choices

How a non-technical person gets an Exponential site running without doing the technical part - the three ways to get a site, what a host does, what to ask before signing, how to compare costs, the domain name and.

When you are stuck

What a non-technical person does when something in Exponential looks wrong - check whether it is an error at all, read the message, know who to call and describe the problem so it gets fixed fast.

When you are stuck

What a non-technical person does when something in Exponential looks wrong - check whether it is an error at all, read the message, know who to call and describe the problem so it gets fixed fast.

Being stuck is normal and rarely your fault. The pages of this group help you get unstuck quickly, or hand the problem to the right person in a way that gets it fixed fast.

The pages

Page	Use it when
Something looks wrong	The site or the administration does not do what you expect
Reading an error message	A message appears and you want to know what it means
How to ask for help	You need to describe a problem to someone else
Who to call	You need to know whom to contact, and want to write it down before you need it

The three-step habit

1. **Stop and note**: the time, the address of the page, what you did, the exact message.
2. **Check the easy things**: is it a draft, a cache, a permission? (Something looks wrong)
3. **Tell the right person** with your notes (How to ask for help).

If you see a security problem, such as seeing things you should not be able to see, do not post it anywhere public: tell your administrator, or report it privately to the project (Security problems).

Related pages

- Non-technical people: start here
- When something goes wrong
- When the site is down
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Something looks wrong

A plain-language list of the most common "something looks wrong" situations on an Exponential site - old content, missing pages, grayed-out buttons, a page that will not load, a site that is down - with the likely cause.

Find your situation in the tables below. Most have an easy explanation you can check yourself in a minute.

Contents

1. On the public site
2. In the administration
3. The whole site is down
4. Still stuck?

On the public site

What you see	Likely cause	What you can do
My change is not there	Not published (still a draft), waiting for approval, or a cache	Check **My drafts** and **My pending items**; then reload with Shift held (Caches explained)
A page has disappeared	Hidden, removed, or moved	Look for it in the administration; check the trash (Undoing a mistake)
"Page not found" for an old address	The page was moved or removed	Ask your administrator for a redirect (How do I redirect old addresses?)
A picture is missing	Removed, hidden, or never published	Open the picture item in **Media** and check it
The menu is in the wrong order	The order of sub items	How do I change the order of sub items?
A translation does not show	That language is not shown on the site yet	Ask your administrator (Translating a page)
The design looks broken everywhere	A design or server problem	Not yours to fix: tell your developer or host

In the administration

What you see	Likely cause	What you can do
A button is grayed out	You may not use it here or now	Point at it to read why (Roles and permissions explained)
A tab my colleague has is missing	Your role is different	Ask your administrator, saying what you need to do
Possible edit conflict	A draft of this item already exists	Continue your draft, or make a new one (When someone else is editing)
The form will not publish	A required field is empty or wrong	Read the red message at the top and at the field
The sign-out button is gray	You are editing	Store or discard your draft first

What you see	Likely cause	What you can do
Search does not find a new item	The search index updates a few minutes later	Use the Content finder meanwhile (Finding something)
A yellow **Demo mode** banner on our real site	A setting on the server that must be removed	Tell your host at once (Demo mode)

The whole site is down

1. **Check from another device or network**, for example your phone without Wi-Fi. If it works there, the problem is your own connection.
2. **Check the address**: is it typed correctly, with `https://`?
3. **Did something just change?** An update, a move, the domain renewal date?
4. **Call your host** with the time you noticed and what you see. The order of calls is on Who to call, and the owner's playbook is When the site is down.

Do not try to fix a server yourself; you could make it harder to repair.

Still stuck?

Note what you see, then ask for help. The more precise your notes, the faster the fix.

Related pages

- When you are stuck
- Reading an error message
- When something goes wrong
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Reading an error message

What the messages of Exponential mean in plain words - permission messages that are not errors, "not found", edit conflicts, form messages, and real errors with an ERR reference - and exactly what to note and pass on.

Many messages that look alarming are not errors at all: the site is telling you something is not allowed or not there. This page sorts them out.

Contents

1. Messages that are not errors
2. Messages in the edit form
3. A real error
4. What to note

Messages that are not errors

The message says	In plain words	What to do
The requested page could not be displayed. (1), Your account does not have the proper privileges	You may not open this page	Ask your administrator, if you need it
The requested page could not be displayed. (20), The requested address or module could not be found	The address is wrong, or that part is not on this site	Check the address; use the menus
Access denied!	Your account is fine, but your role may not use this	Ask your administrator
Possible edit conflict	A draft of this item already exists	When someone else is editing
This link has expired. (password reset)	The reset link is older than allowed	Ask for a new one
This installation is a public demo	A trial site whose administrator password is public	Never enter anything private there (Demo mode)

(First: is it an error?)

Messages in the edit form

When you press **Send for publishing** and something is wrong, the form comes back with a message at the top and at the field. Typical reasons:

- a **required field** (red star) is empty;
- a value has the wrong form, for example an e-mail address without `@`, or a date in the wrong format;
- a picture lacks its **alternative text** where the site requires one.

Fix the field and publish again. Your other changes are kept.

A real error

A real error of the site shows a page such as **Something went wrong on our side**, with a **reference** at the bottom, for example `ERR-0123456789`. The error has already been logged; the reference lets an administrator find exactly that moment (When something really went wrong).

1. Copy or photograph the reference.
2. Try once more. If it works now, still mention that it happened once.
3. Pass the reference on, with your notes.

What to note

Note	Example
The reference, if any	`ERR-0123456789`
The time	Tuesday, 10:42
The address of the page	copied from the address bar

Note	Example
What you did, step by step	Opened the article *Summer fair*, pressed Edit, uploaded a photo, pressed Send for publishing
What you expected, and what happened	Expected the article to publish; got the error page

A screenshot helps, as long as it shows no passwords or other people's personal data. Then follow How to ask for help.

Related pages

- When you are stuck
- Something looks wrong
- When something goes wrong
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

How to ask for help

How a non-technical person asks for help with an Exponential site so it gets fixed fast - a message template, what never to send, where free community help is, when paid support makes sense, and how a problem in the.

Contents

Steps

1. Who to ask first
2. A message that gets answered
3. Never send these
4. Free help from the community
5. Paid support
6. When the problem is in the software itself

Result

Who to ask first

Your **own** administrator, developer, partner or host, in that order for most questions. They know your site. Keep their contacts on Who to call.

A message that gets answered

Copy this and fill it in:

```
Subject: [Site name] Problem with <what>, <short description>

What I wanted to do:
What I did, step by step:
1.
2.
3.
What I expected:
What happened instead (exact message, reference ERR-... if shown):
When: <date and time>
Page address: <copied from the address bar>
My browser and device: <for example Firefox on a laptop>
Did it work before? Does it happen every time?
How urgent: <for example: visitors cannot send the contact form>
```

The page Reading an error message explains each line.

Never send these

- **Passwords**, also your own. Nobody needs it; an administrator can reset it.
- **Two-step sign-in codes.**
- **Personal data** of visitors, members or customers, for example form entries or orders, unless the person you send it to is allowed to see it and the channel is private.
- Screenshots that show any of the above. Blur or crop them first.

Free help from the community

For "how do I ...?" questions, the Exponential community helps for free: the community forums, the Telegram chat, the Discord server and the Slack workspace (Asking for help). Free help depends on the time people give, so nobody promises an answer time. Be friendly, be precise, and never post private data in a public place.

Paid support

When you cannot wait, the project's support page recommends paid support from 7x, the company that maintains Exponential, and partners offer support too (Getting support, Partners: start here).

When the problem is in the software itself

If your administrator finds that the problem is in Exponential itself rather than in your site's setup, they report it publicly so it is fixed for everyone. The **Report an error** page of the help prepares such a report (Filing a bug in Exponential). You need a free GitHub account to report it yourself.

Not everything that feels wrong is a mistake: some behavior is chosen on purpose, and other sites depend on it. A request to change such a negative feature needs a good reason and can take several rounds of discussion before anything changes.

A **security problem** is never reported publicly: send it privately to the address in Security problems.

Related pages

- When you are stuck
- Who to call
- Reporting problems
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

Checklists for non-technical people

Short checklists in plain language for the people who use and own an Exponential site - the first day, before you publish, every month, when someone leaves, and accessibility - to print or copy and tick off.

First day checklist

Everything a non-technical person does on the first day with a new Exponential account - addresses, sign-in, password, two-step sign-in, a look around, a practice change, an undo, and the contacts to write down.

About one hour. Do it in order.

Accounts and addresses

☐ I have the address of the **public site**, bookmarked.

☐ I have the address of the **administration** or the **Editor**, bookmarked (The site and the administration).

☐ I signed in with my **own** account, not a shared one (Signing in for the first time).

☐ I changed the temporary password to my own, stored in a password manager.

☐ I turned on **two-step sign-in**, or I know my site does not offer it (Your password and two-step sign-in).

A look around

☐ I found **My drafts** and **My pending items** on the dashboard.

☐ I opened **Content structure** and found the part of the site I will work on.

☐ I opened **Media** and found where pictures and files go.

☐ I found **Help** and searched for "publish" (Finding your way around).

Practice (on a test page, if possible)

☐ I asked where I may practice.

☐ I created a test article, published it and looked at it on the site (Adding a news item).

☐ I changed it and published again (Changing a page).

☐ I went back to the first version (Undoing a mistake).

☐ I removed it, found it in the trash, and asked whether to restore or leave it.

Words and people

☐ I read the glossary once.

☐ I know who my **administrator** is, and how to reach them.

☐ I know whom to tell when the site is down (Who to call).

☐ I know whether my changes need **approval**, and who approves.

Before I go home

☐ I stored or discarded every draft I started.

☐ I signed out (on a shared computer, always).

Related pages

- Checklists
- Onboarding new staff
- Getting started
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

Become an Exponential Partner. Partners share their information, provide funding, contribute back and develop the products with us, and that is how Exponential grows. A partner website and dashboard are planned for mid-2027: please become a partner today to speed up our growth rate and land new features faster. Start with Partners: start here and How to apply.

GNU Free Documentation License 1.3