



Common Questions, Hacks And Tips

Convertri's a big product, and it can be a bit overwhelming at first.

This guide's here to answer the most common questions that come up from new users. Have a look through this, and it'll help you get started rather faster.

It's also worth have a look at <https://gettingstarted.convertri.com>.

There, you'll find a walkthrough of putting together a simple funnel that you can follow along – and we even give you all the images and copy you'll need. When you're done, you can publish and start collecting leads right away.

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Getting Set Up: Sites, Funnels, and Pages

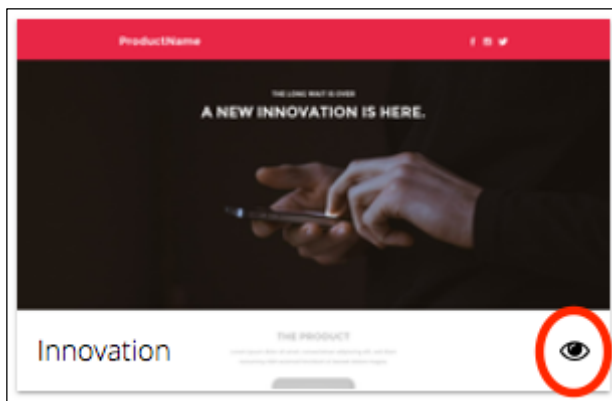
Convertri uses a system of sites, funnels and pages. A site is everything that's on a single domain. A funnel works like a folder inside that domain that you can use to group pages. A page is an individual page on the internet.

To create a page, first click inside the site you want to publish the page on.

Then click inside the funnel you'd like to build the page in – or create a new one using the 'Add Funnel' button.

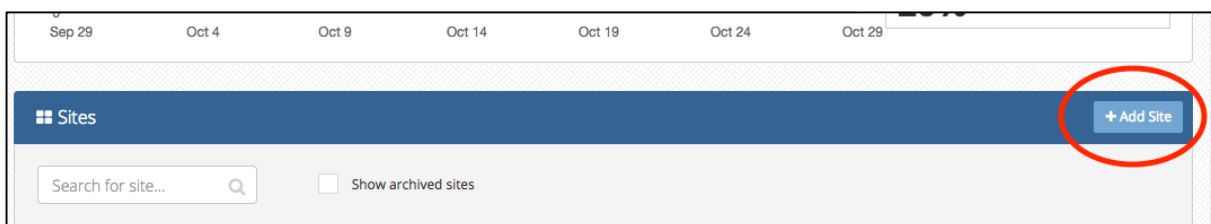
Then click 'Add Page'. You'll see the template selector, and here you can pick a template, or use a blank page.

Templates can be previewed by clicking on the 'eye' icon:



Custom Domains

You can make your own convertri subdomain – that is, a yourdomain.convertri.com address – to publish your pages to. You'll make one when you first set up your Convertri account, and if you want, you can create more by clicking on the 'Add Site' button.



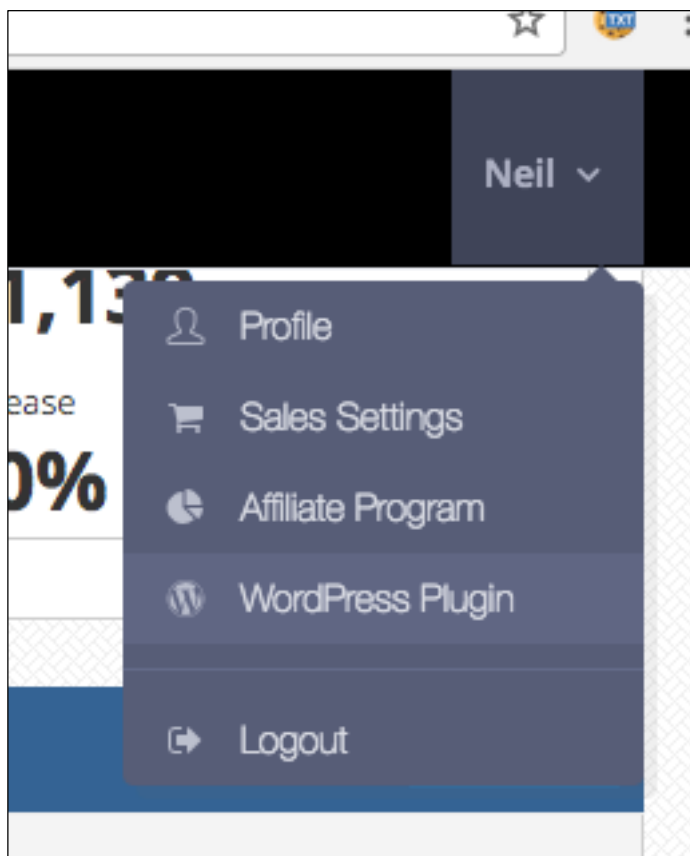
If you want to use your own domain – so convertri.com isn't in the address – you've got 3 options.

1. **Set up a custom domain.** This will let you publish direct to www.yourdomain.com from Convertri. To do this you'll need to change the CNAME settings for a domain you own to point it to our servers – there's a walkthrough on how to do this here:

<http://help.convertri.com/article/79-how-to-add-a-custom-domain>

This method lets you keep all of our speed advantages.

2. **Use the Wordpress plugin.** You can download the Convertri Connector Wordpress plugin from your account settings:



This will let you display a page you've built in Convertri on a Wordpress site. It's useful if you want to, for instance, have a Convertri funnel on the same domain as a Wordpress blog.

You'll still keep most of the Convertri speed advantage with this method, though it'll be a bit slower as your site will still need to load Wordpress before loading the Convertri page.

3. Use the HTML export.

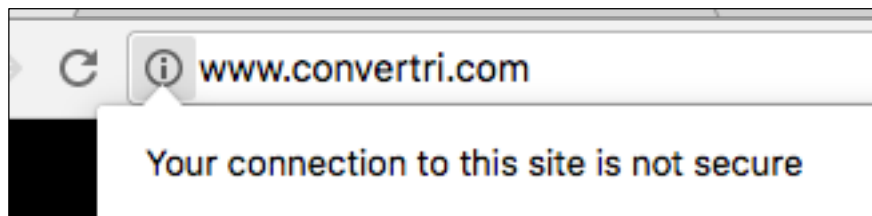
This lets you download an HTML file which you can then upload onto your own hosting. The page will be iFramed from the Convertri page, so changes you publish in the Convertri version will automatically be reflected on your exported version. You won't need to re-export and upload again.

A lot of people find this easier to set up than using a custom domain, but because the export will be hosted on your own servers, the speed and stability of your page will be dependent on them.

SSL

SSL is provided by Convertri on all your Convertri subdomains and custom domains.

We serve both HTTP and HTTPS versions of your pages, so if you see something like this on one of your Convertri pages:



99% of the time it'll just be because you're looking at the HTTP version. Add an 'https://' into the address bar and you'll see the secure version:

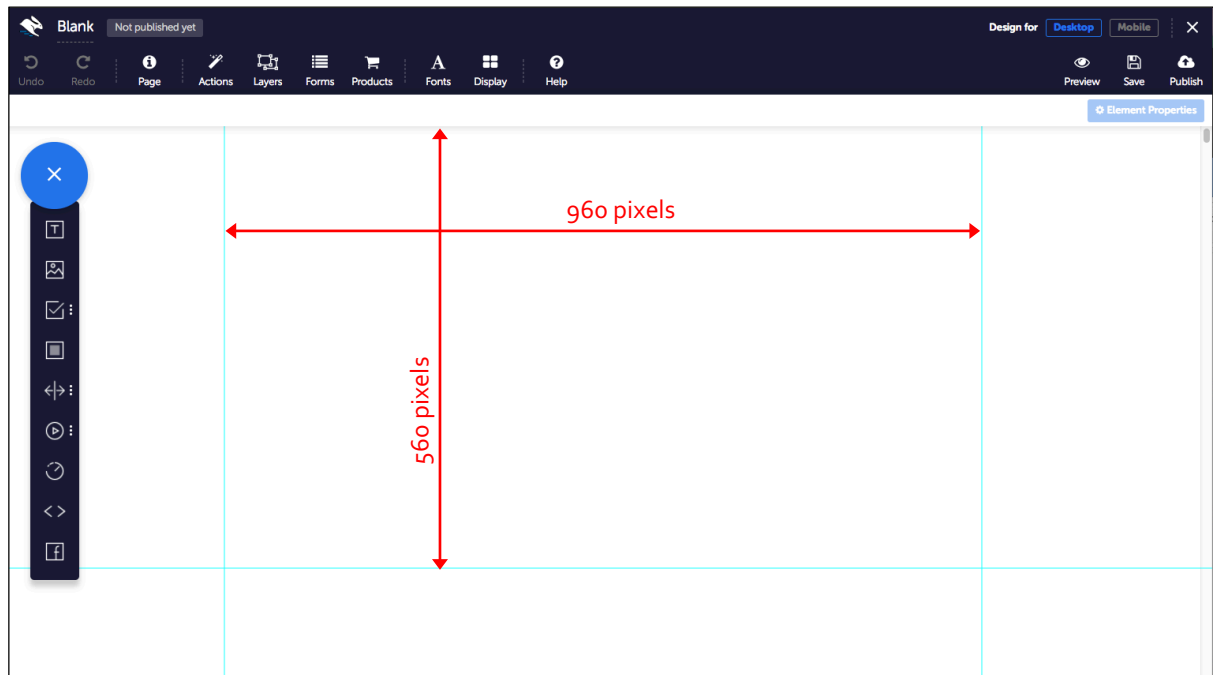


Important: If you're using HTTP content on your pages – either in an iFrame or as a script – it won't work on the HTTPS version of your page. We recommend using HTTPS content wherever possible.

Editor Hacks

Guidelines

You'll see three guidelines when you open the editor – 2 vertical and one horizontal.



The 2 vertical lines show a 960px width. You don't have to put your elements between these lines – anything outside them will still publish fine – but be aware these elements could be off the screen for some monitors. Any elements placed between these guidelines will be visible on any desktop screen.

The horizontal line is set at 560px, and shows the fold line. Anything above this line will be visible when your visitor first loads the page, anything below it they might have to scroll for, depending on the size of their monitor.

This line is set at a fairly aggressive level – on most monitors, anything above 640px will be shown without scrolling – but if you place your elements above this line, you can guarantee they'll be visible without scrolling on any screen.

These guidelines are always visible in the editor, but they won't be shown when you publish your page.

Moving multiple objects

We don't have true multiple-select on Convertri, but you can move multiple elements at once using Panels.

Convertri understands containment, so if all your elements are placed inside a panel, you can move the panel and everything will move with it.

Keyboard shortcuts

Shifting large sections of your page

You can use the Shift key to move everything below a certain point on your page down or up at the same time. This is very useful for adding extra sections without needing to reposition everything manually.

Have a look at the video here for a demonstration:

<http://help.convertri.com/article/47-section-between-sections>

Quick-clone elements

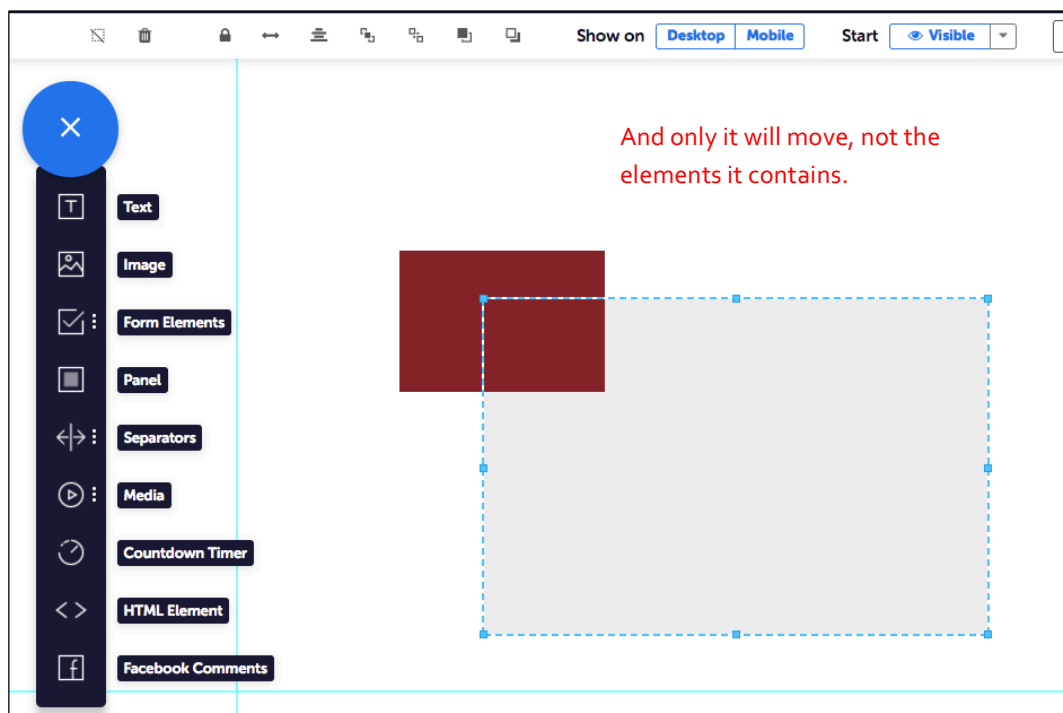
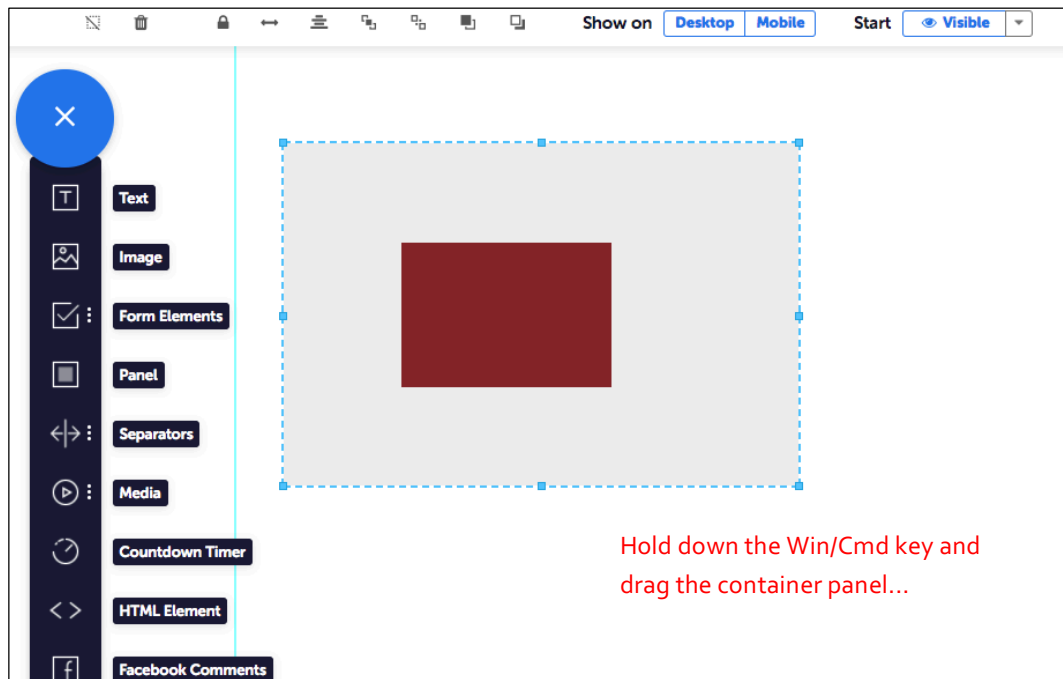
Hold down the 'Alt' key and drag an element to generate a perfect clone of that element.

This feature also understands containment, so if you clone an element which has other elements inside it, everything will be cloned.

Only Affecting Container Elements

You can use Win-drag (or Cmd-drag, on a Mac) to only affect a backing element and not the elements it contains.

So if you have an element selected which contains other elements, hold down the Win key and drag it, only the container element will move, not the elements within it.



Convertri Affiliate Badge

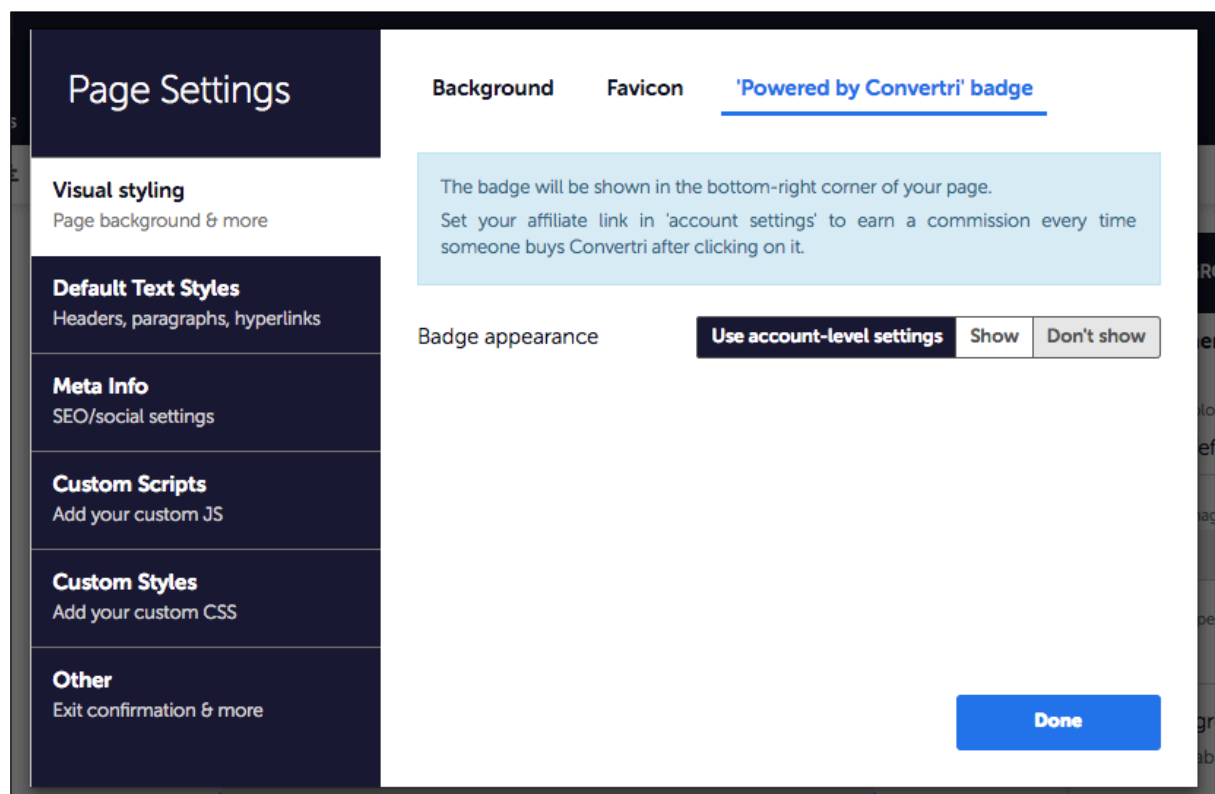
When you publish your page, you may see a badge like this in the bottom-right corner:



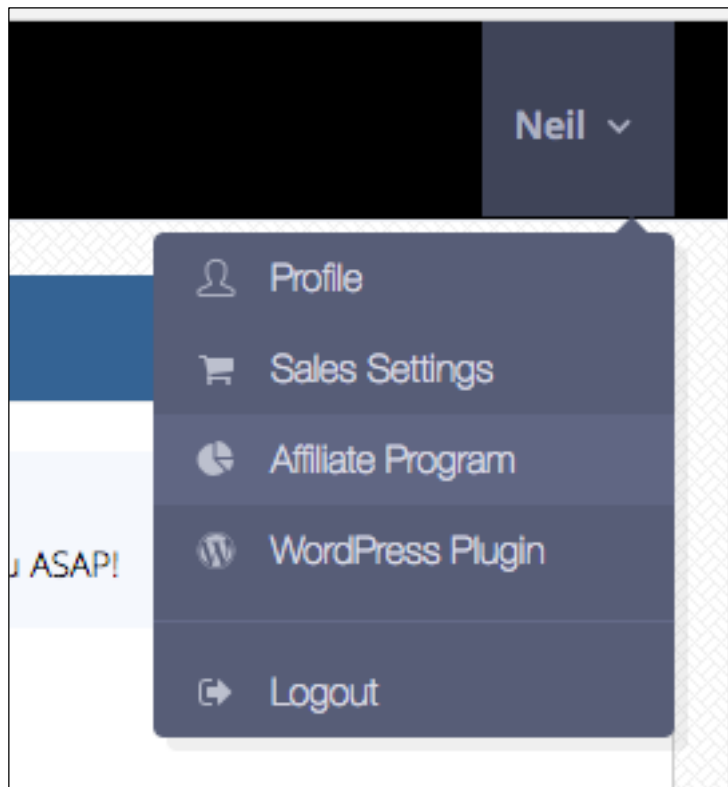
This is the Convertri affiliate badge. You can add your affiliate link, and then get a commission if any of your visitors click the badge and buy their own Convertri licence.

However, if you don't want it displayed on your pages, you can switch it off.

You can do this either for individual pages by going into the Page menu, selecting 'Powered by Convertri badge', and then 'Don't show':



Or you can turn it off by default for all pages in your account by selecting 'Affiliate Program' in the account menu:



And then unticking the Show 'Powered by Convertri' bade on your pages box, and saving.

Note you'll need to republish your pages for these changes to take effect.

Knowledgebase

If you need more help, we're not far away :)

You can join the Facebook Group, which has lots of other Convertri users who can help you out, or access our knowledgebase at <http://help.convertri.com>. You'll find lots of tutorial articles and videos there.

For more technical queries, get in touch with our support desk at support@convertri.com

We don't currently offer live chat, though we're hoping to do so in the future.

Mobile

Convertri's mobile system works a bit differently to what you'll find in block-based editors. In particular, you've got flexibility to design your mobile page much as you do your desktop page, but because of this flexibility, mobile isn't 100% automatic. You'll need to check all the elements on your mobile page are arranged as you want them before publishing.

To get an idea of how Convertri's mobile system works, watch this video:

<http://help.convertri.com/article/140-quick-guide-getting-the-most-from-mobile>

Forms

If you find your forms aren't submitting properly, it's almost always due to one of two things:

- **You've put a link on your submit button** – you don't need to do this, Convertri will know where to send your visitors after they've submitted a form from the Post-Submission Redirect you set up when you connect your autoresponder or product.
- **The form inputs are wired up incorrectly.**

You can check out this guide for a primer on how to get forms working well, and how to fix those common issues:

<http://help.convertri.com/article/141-forms-setup-and-troubleshooting>

Page Importer

If your account has the Page Importer enabled, you'll see an 'Import From URL' option when you select 'Import Page'.

If you don't have it and you think you should, contact support@convertri.com with your account details.

The Page Importer will let you create a copy of any page you own in the Convertri editor. It's designed to import text and images. Some elements, such as videos, won't be imported.

The copies the importer produces should be pretty close to the original page, but they're unlikely to be perfect. You'll probably need to do some editing and tidying up – but it'll still be a lot quicker than rebuilding the page from scratch.

Important: The Page Importer can't import proprietary fonts. If a page is using one of these, it will be swapped for a Google Font substitute.

Certain pages won't import properly, or at all. These include:

- Pages which use elements that Convertri doesn't support
- Pages which display 'loading' animations before the main page appears

If you find a page that you think should import but doesn't, contact support@convertri.com with the URL of the page you're trying to import.

Support

And finally, a quick note on support.

Our support e-mail address is support@convertri.com. Our official business hours are 9AM-5PM GMT, Mon-Fri. That's not to say you won't get a response outside that time, but in that period we guarantee it.

Every time you send in a ticket, you should get an autoresponse confirmation. If you don't, it means we didn't get your message.

We try to answer queries as soon as possible. Except during particularly busy periods, we try to reply within one working day. If your query is complicated or you've found a bug, it'll need to be escalated to the tech team to resolve – these will take a bit longer, but we'll still try to fix them as soon as we can.