

release.global FAQ Website Manual
updated 6/11/2025

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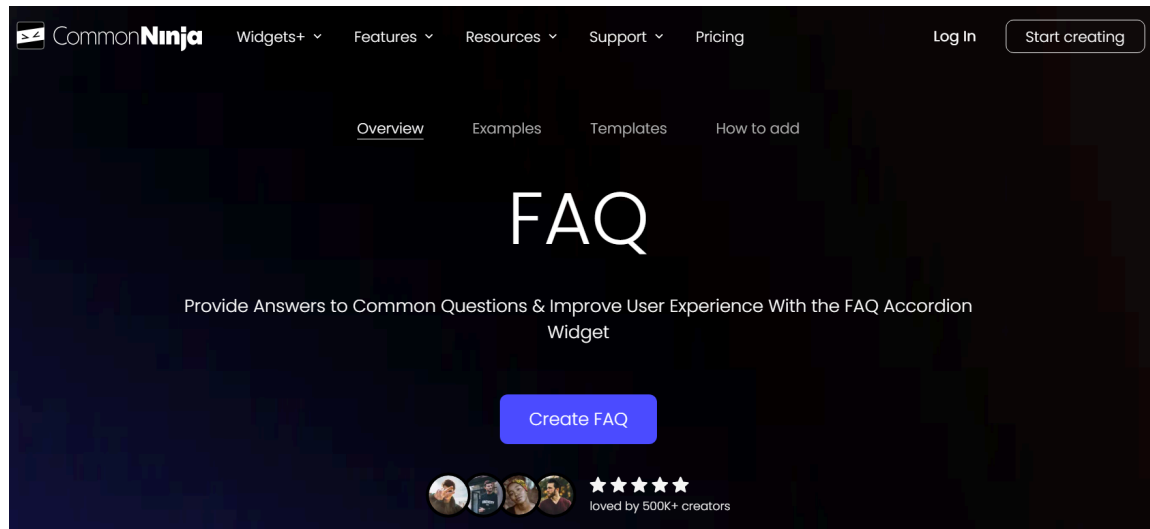
[Using the release.global dashboard](#)

Navigating the Common Ninja FAQ editor

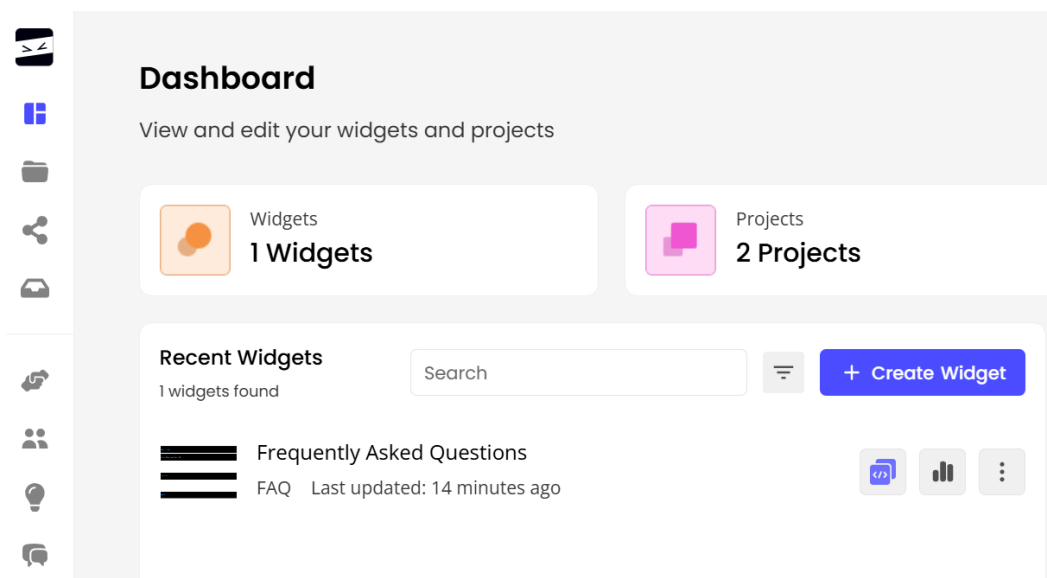
Goal: finding where to update the FAQ widget on the Common Ninja website

Step-by-Step Instructions

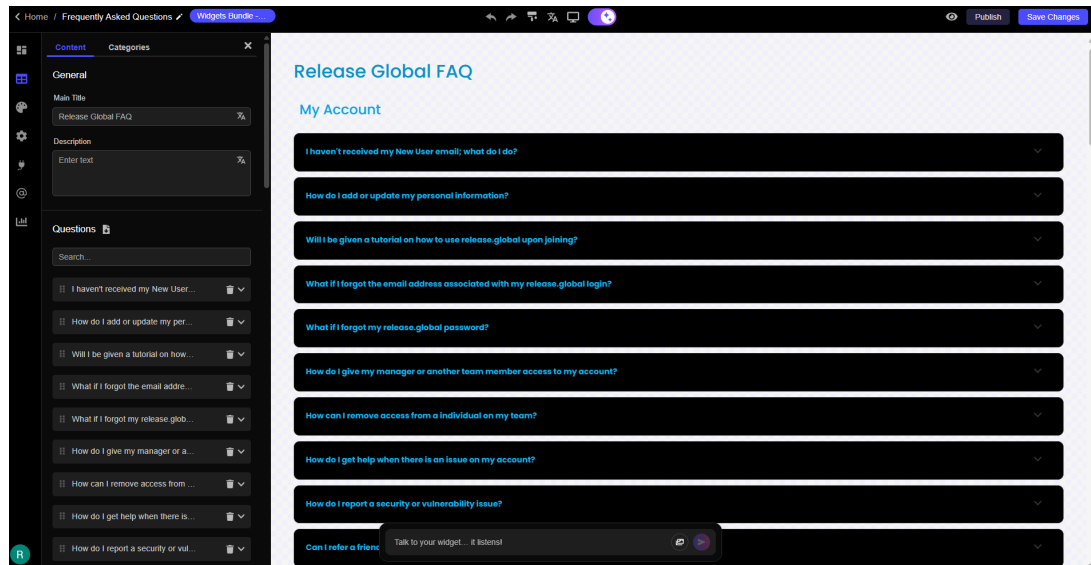
- Since the FAQ template is a [plug-in](#) widget from Common Ninja, log into Release Global's Common Ninja account (using release.global@artistpg.com) to access the FAQ widget.



- If you see the Common Ninja dashboard, select the Frequently Asked Questions project.



- The screen will look like this when you are editing the FAQ widget in Common Ninja.

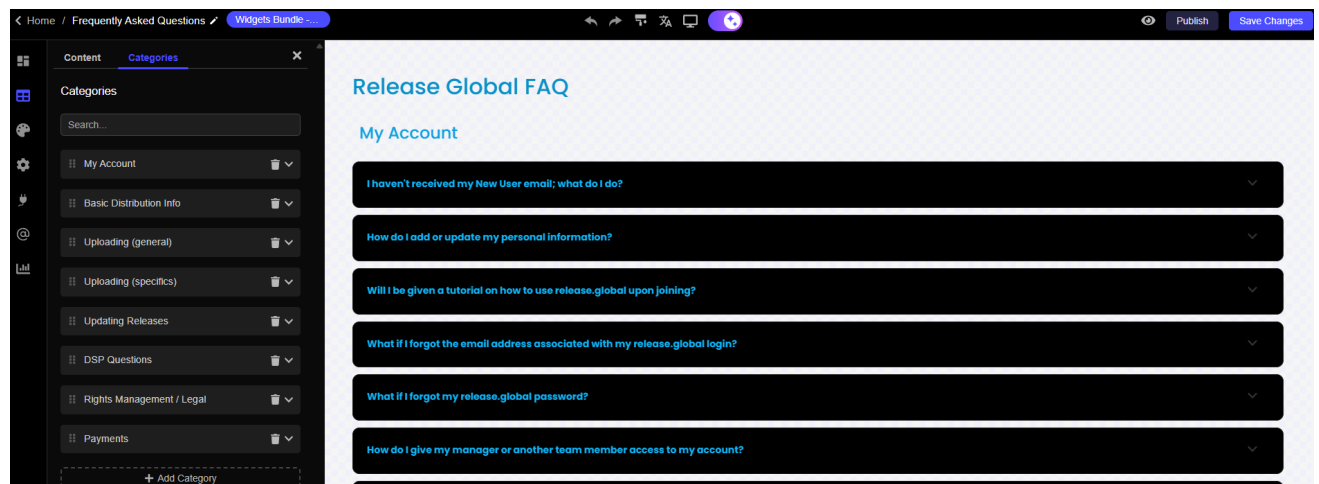


Updating categories

Goal: adding, editing, deleting, or reordering a category

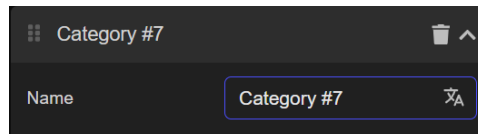
Step-by-Step Instructions

- To **add** a new category, click on Categories and then Add Category in the left-hand vertical navigation bar.



- To **edit** a category's name, type the new name into the Name text box.
- To **delete** a category, click on the trash can icon.

- To **reorder** categories, hover over the grid icon on the top left-hand corner of a category to select it for moving. Drag and drop categories in whatever order you want them to appear in the navigation bar.
 - Refer to the [FAQ Google Spreadsheet](#) for the correct order of categories.



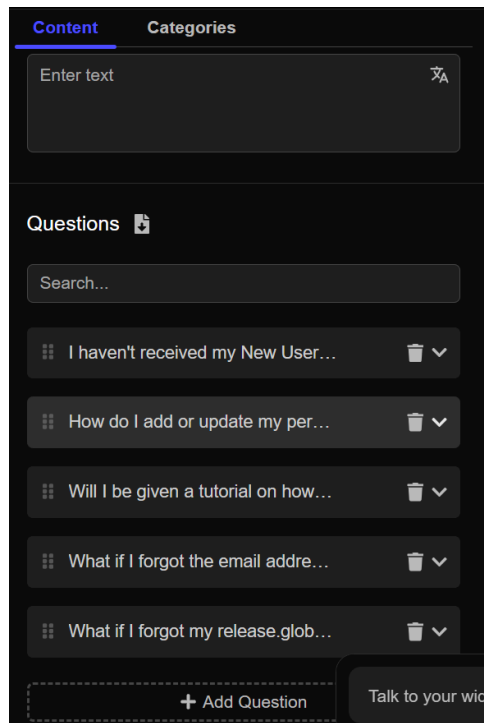
- Click on Publish and Save Changes at the top right-hand corner to save changes.

Making questions

Goal: adding, editing, deleting, or reordering an FAQ question

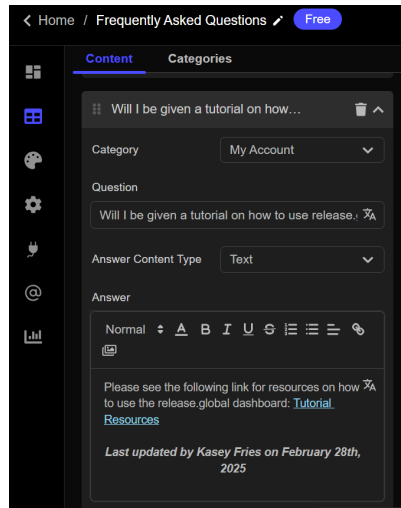
Step-by-Step Instructions

- To **add** a question, click on Content and then Add Question in the left-hand vertical navigation bar.



- To **edit** a question, click on the arrow on the right-hand side to expand the information, and you can change the category, question text, and answer text.

- To **delete** a question, click on the trash can icon.
- To **reorder** questions, hover over the grid icon on the top left-hand corner of a question to select it for moving. Drag and drop questions in whatever order you want them to appear in the navigation bar.
 - Refer to the [FAQ Google Spreadsheet](#) for the correct order of questions.



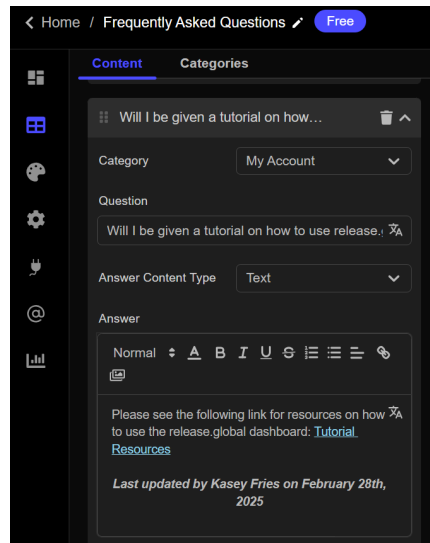
- Click on Publish and Save Changes at the top right-hand corner to save changes.

Formatting answers to questions

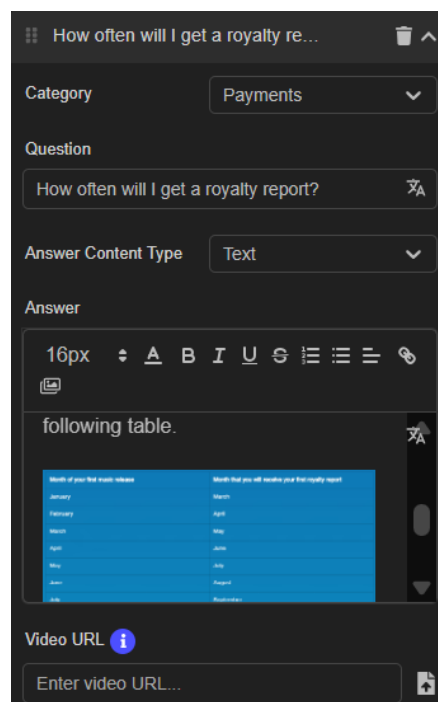
Goal: the style guide for writing the FAQ answers

Style Guide

- Keep the answer as concise as possible.
- Place the author and date last updated at the bottom of the text under the DESCRIPTION section of a question.
- The author and date last updated should be formatted like this:
 - “Last updated by [author] on [month] [day], [year]”
 - Bolded and italicized
- Whenever the question’s answer is updated on the website, the spreadsheet and the author and date last updated should be updated as well.
- Links to other resources can also be included in the answer. Select the text you want to link to, click on the link icon, and enter the link into the text box.

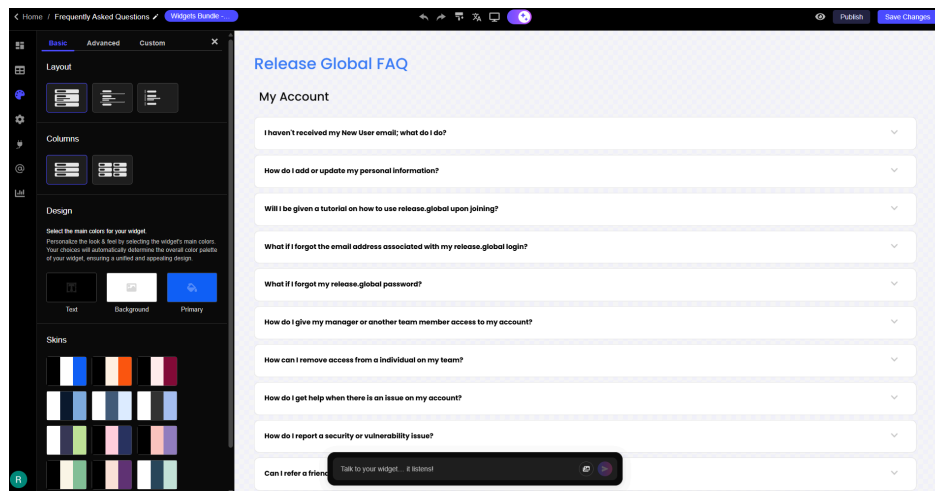


- If you want to add a table in your FAQ answer, make one in a spreadsheet (like Microsoft Excel or Google Sheets), take a screenshot of it, and insert it as an image in your answer by clicking on the image icon in the Answer box.

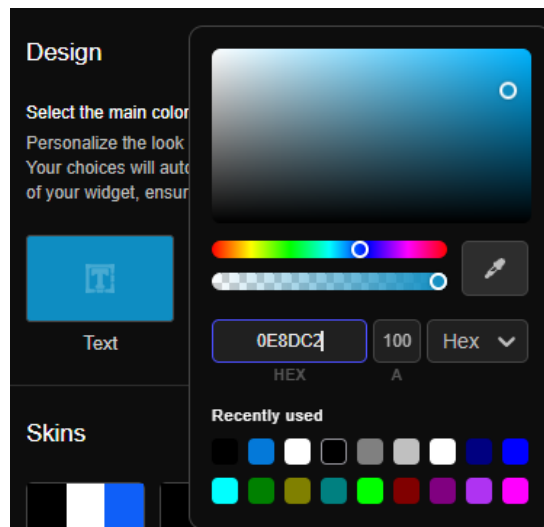


Step-by-Step Instructions

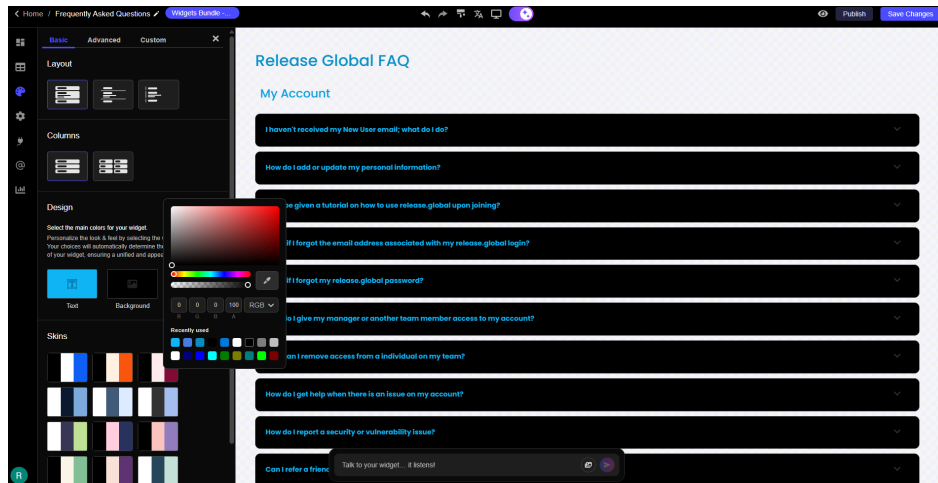
- In the Common Ninja FAQ editor, click on the palette icon.



- To change the text color of the questions and answers, select Text under Design, and then choose the color.



- To change the background color of the FAQ blocks, select Background under Design, and then choose the color.



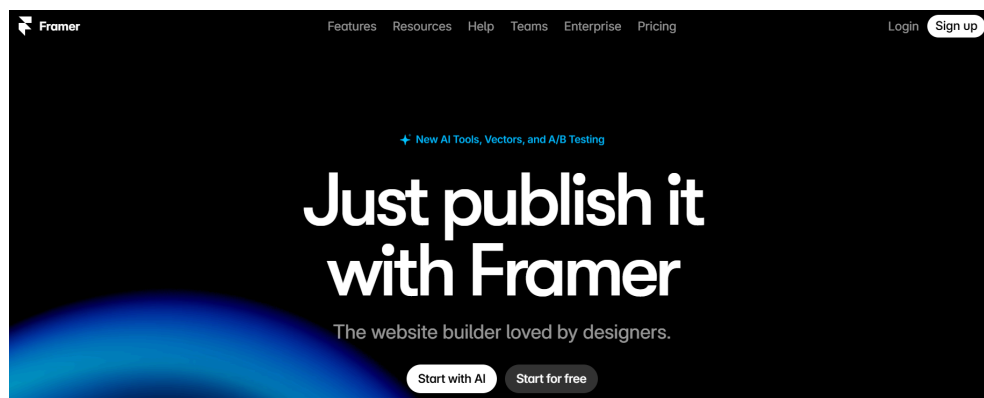
- To change the text color of the title of the FAQ, select Primary under Design, and then choose the color.
- Click on Publish and Save Changes at the top right-hand corner to save changes.

Navigating the Framer website editor

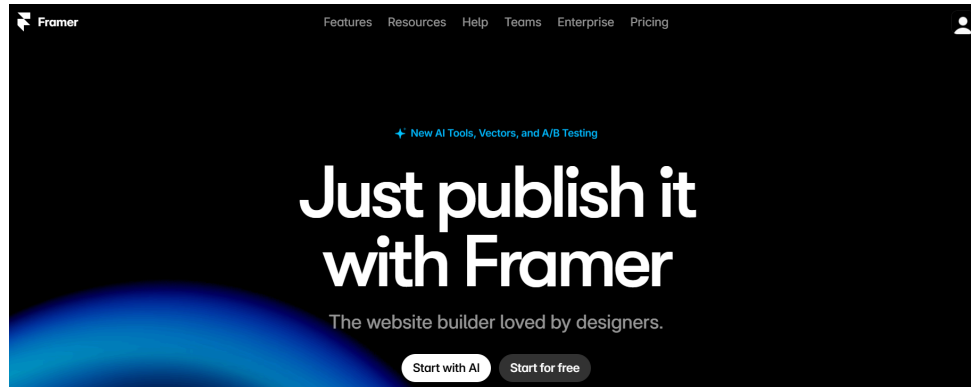
Goal: finding where to edit the Framer website at

Step-by-Step Instructions

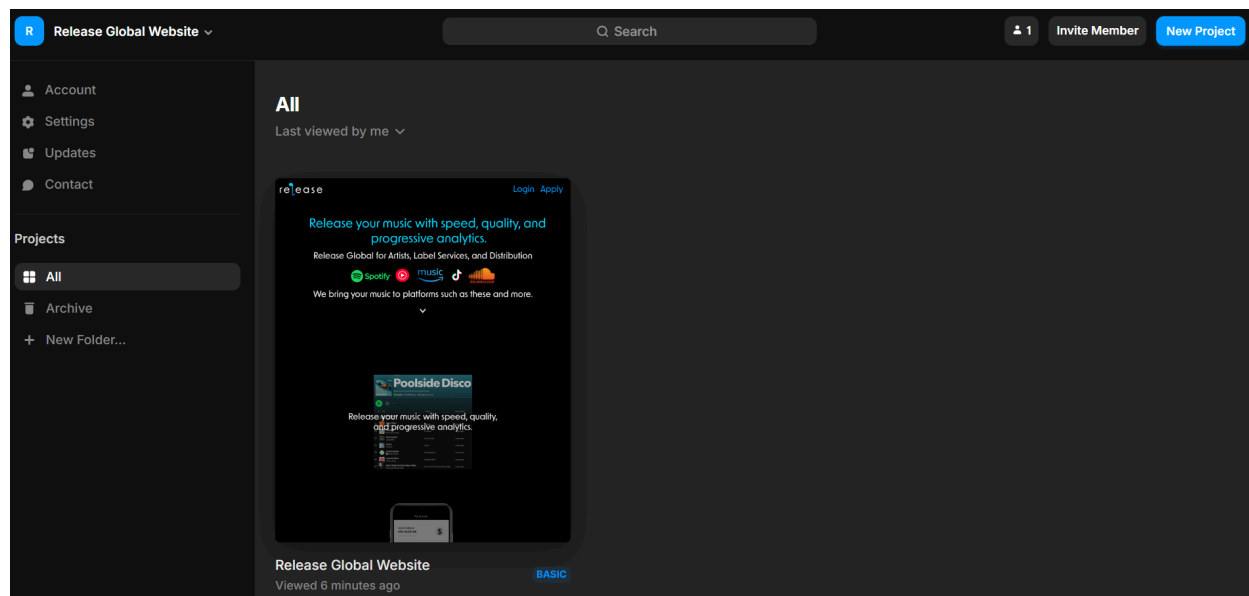
- Go to the Framer website.
 - If you have not logged in, log in with the release.global@artistpg.com (or admin@release.global) account credentials. The screen will look like this if you are not logged in:



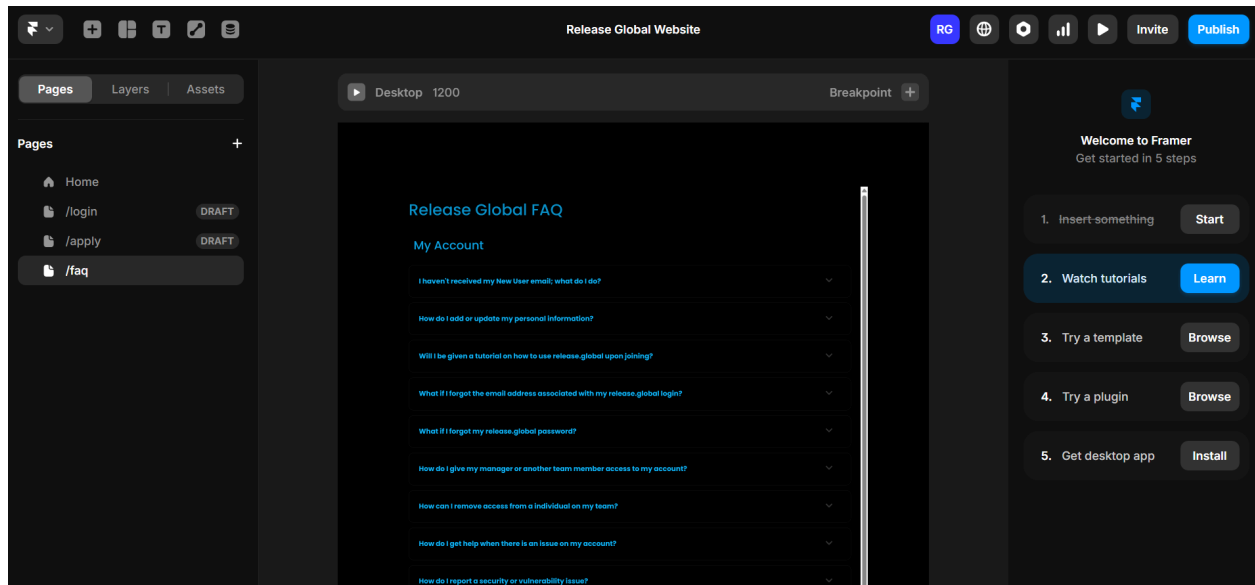
- If you are logged in, click on “Start for free” or the profile icon, then Projects, to go to your dashboard. The screen will look like this if you are logged in:



- The screen will look like this when you're viewing your dashboard. Click on the FAQ Plug-In project to start editing it.



- The screen will look like this when you click on the project, and you are ready to edit the website. The Release Global FAQ page is the **/faq** page.

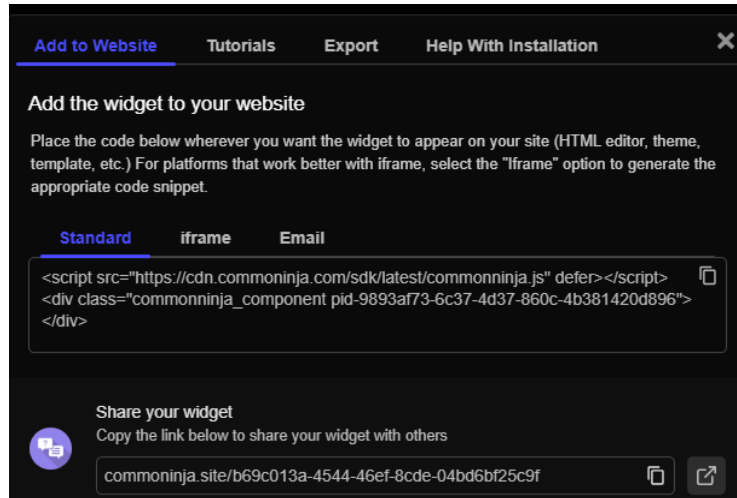


Embedding the FAQ onto the Framer website

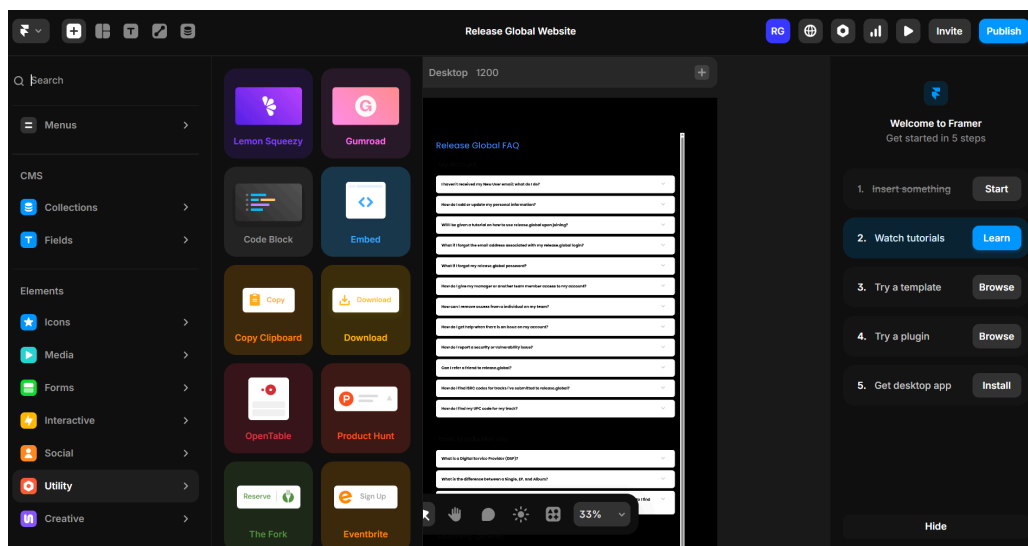
Goal: embedding the FAQ widget on the Framer website

Step-by-Step Instructions

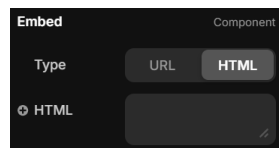
- If the FAQ widget is already on the website, click on Save Changes on the top right-hand corner of Common Ninja to update the FAQ widget, and then Publish on the top right-hand corner of Framer to update the website. It will take a few minutes for the changes to refresh.
- If the FAQ widget is not on the website already:
 - On the top right-hand corner of the Common Ninja FAQ editor, select Publish and copy the HTML code under Standard in the pop-up window.



- On the /faq page in the Framer website, click on the + icon at the top left-hand corner, then Utility, then Embed.



- On the right-hand vertical navigation bar, select HTML under Embed, and paste the HTML code in the HTML text box.



- Drag and drop the FAQ widget where you want it to be on the website page.

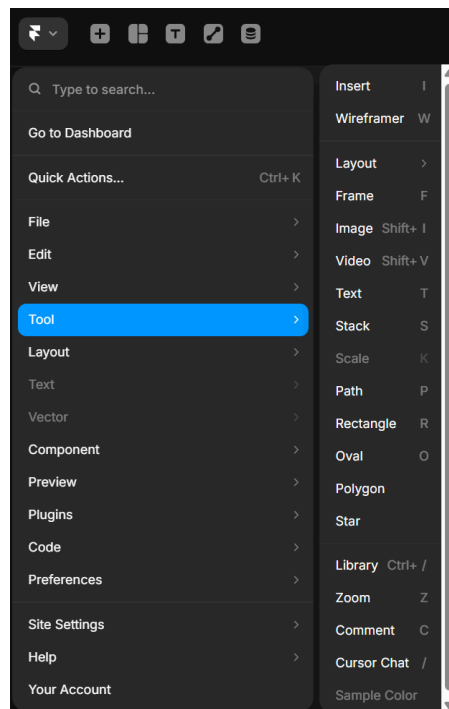
- If the questions are cut off on the screen, you can resize the widget by expanding it out in the Common Ninja FAQ editor. Expand it until the scroll bar for the widget disappears.
- Click on Publish, then Update at the top right-hand corner to save changes.

Changing the Framer website background color

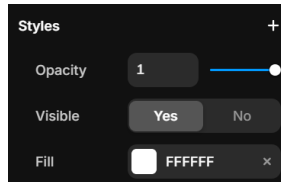
Goal: change the website background to a different color

Step-by-Step Instructions

- There is no background color feature for the template, so you have to use a frame on top of the template to change the color.
- Click on the Framer icon, then Tool, then Frame.



- On the right-hand vertical navigation bar, you can change the frame's color to the color you want the background to be.



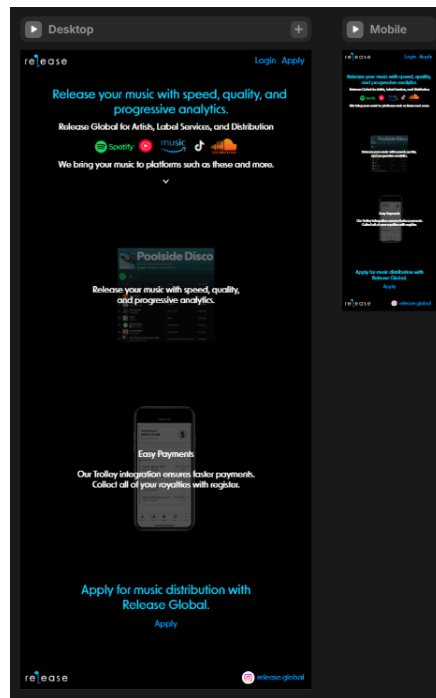
- Drag and drop the frame where you want it to be on the website page.
- Click on Publish, then Update at the top right-hand corner to save changes.

Resizing the website

Goal: adjusting the size of the website, including to add more content or change the device screen size

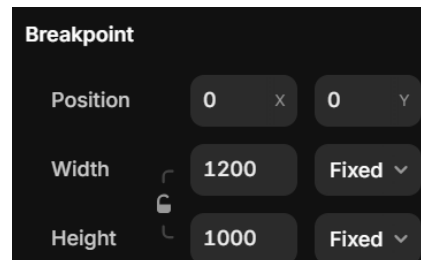
Step-by-Step Instructions

- Suggestions for the website dimensions:
 - The dimensions of the desktop website: 1200 (width), 1000 (height)
 - The dimensions of the mobile website: 390 (width), 1072 (height)



- To resize the website:

- On the right-hand vertical navigation bar, you can change the frame's width and height. You don't need to change the width unless it doesn't fill up the screen's width, but you will need to increase the height if you need to scroll for more information.



- Click on Publish, then Update at the top right-hand corner to save changes.

Organizing the spreadsheet

Goal: the style guide for the Google spreadsheet of questions

Style Guide


- Whenever any question is added/edited/deleted on the website, it should also be updated verbatim on [this spreadsheet](#) or vice versa.
- Separate categories with an entire row colored in green.
- Use the checkboxes on the left to represent whether the questions are currently published on the website.
- Order the categories, and the questions in each category, based on what order you would expect a client to need them in.
 - For instance, a client will likely need help related to logging in first, and then need help with uploading a release from start to finish, so the “My Account” category would come before the “Uploading Releases” category. When the client is uploading a release, questions should follow the order of the client knowing what button to click, how to upload their files, and how to update the release after submitting.
- If a question is being added or updated for the website, use the Notes column in the spreadsheet to make any side notes. Colors such as red can also be used to highlight questions needing review.

Using the release.global dashboard

Goal: navigating the release.global dashboard to help with writing FAQ questions

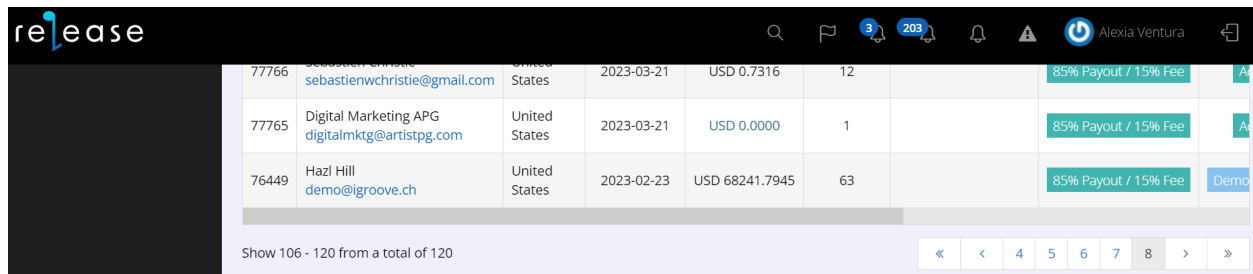
Step-by-Step Instructions

- Go to <https://app.release.global/admin/> to log into your admin account.
- On your admin account, go to Users and display the last 106-120 clients. Find the demo account, Hazl Hill, and scroll to the end of that row to click on Action, and then Log in as the client. From there, you can use the demo account to help with answering questions related to using the dashboard.
 - If you decide to log in through a real client's account instead, be careful not to edit any information.
- Refer to the release.global [Tutorial Google Drive](#) for videos on how to use the dashboard.



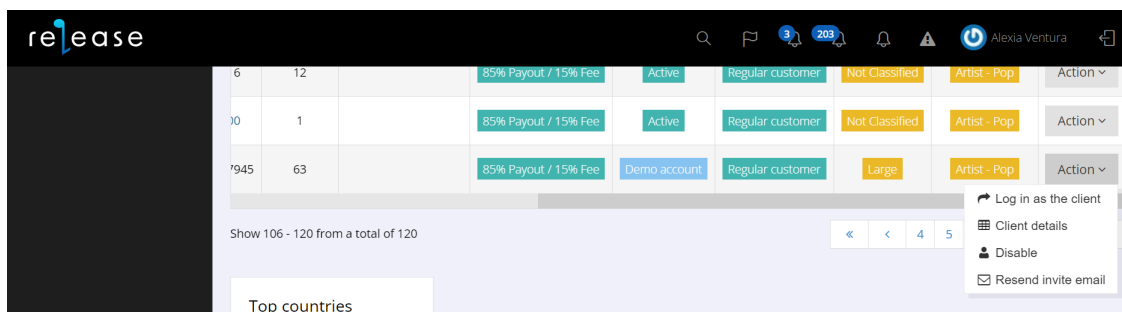
| | | | | | | | | |
|-------|--|---------------|------------|------------|---|--------------|----------------------|--------|
| 77950 | Frank Hill frank@23-management.com | United States | 2024-11-21 | USD 0.0000 | 2 | | 80% Payout / 20% Fee | Active |
| 77949 | Rio Leyva rioleyva@gmail.com | United States | 2024-11-21 | USD 7.6695 | 2 | Sam Moreland | 80% Payout / 20% Fee | Active |
| 77948 | Terrance Green terrancegreen154@gmail.com | United States | 2024-11-21 | USD 0.0000 | 0 | Sam Moreland | 80% Payout / 20% Fee | Active |

Show 1 - 15 from a total of 120



| | | | | | | | | |
|-------|--|---------------|------------|----------------|----|--|----------------------|--------|
| 77766 | Sebastian Christie sebastienwchristie@gmail.com | United States | 2023-03-21 | USD 0.7316 | 12 | | 85% Payout / 15% Fee | Active |
| 77765 | Digital Marketing APG digitalmktg@artistpg.com | United States | 2023-03-21 | USD 0.0000 | 1 | | 85% Payout / 15% Fee | Active |
| 76449 | Hazl Hill demo@igroove.ch | United States | 2023-02-23 | USD 68241.7945 | 63 | | 85% Payout / 15% Fee | Demo |

Show 106 - 120 from a total of 120



| | | | | | | | | |
|------|----|--|----------------------|--------------|------------------|----------------|--------------|--------|
| 6 | 12 | | 85% Payout / 15% Fee | Active | Regular customer | Not Classified | Artist - Pop | Action |
| 00 | 1 | | 85% Payout / 15% Fee | Active | Regular customer | Not Classified | Artist - Pop | Action |
| 7945 | 63 | | 85% Payout / 15% Fee | Demo account | Regular customer | Large | Artist - Pop | Action |

Show 106 - 120 from a total of 120

Top countries

- Log in as the client
- Client details
- Disable
- Resend invite email