



# TIMB WEBSITE USER MANUAL

A Comprehensive Guide for Users and Administrators

This manual explains how everyday users (public visitors) and authenticated staff members (admins/editors) interact with the Tobacco Industry and Marketing Board (TIMB) web platform.

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## 1. Getting Started

### 1.1 Public Users

The TIMB website (<https://timb.co.zw>) provides comprehensive information about the tobacco industry in Zimbabwe, market statistics, grower resources, and news updates.

To navigate the public portal:

- Visit <https://timb.co.zw>
- Use the top navigation menu to browse:
  - **HOME** - Landing page with hero slider and latest updates
  - **ABOUT US** - Organization information (Vision, Mission, History, Board, Management)
  - **GROWERS** - Resources for tobacco farmers (Farming Calendar, Business Initiatives, Sustainability)
  - **RESOURCES** - Publications and Reports
  - **NEWS** - Latest updates (Media coverage and Blog posts)
  - **EVENTS** - Industry events and conferences
  - **CONTACT US** - Get in touch with TIMB
  - **HELPDESK** - Support resources
- View real-time tobacco market statistics in the top banner (Day, Sold Mass, YTD Mass, Average Price)
- Access contact information (phone, email) and social media links in the header
- Use the search functionality (if available) to find specific content

 **Tip:** The site is fully responsive and works on desktop, tablet, and mobile devices. Use the mobile menu icon () on smaller screens to access navigation.

### 1.2 Admins & Editors

Staff members with administrative access can manage website content through the WordPress admin panel.

#### Logging In

1. 1. Navigate to <https://timb.co.zw/wp-admin/>
2. 2. Enter your TIMB email address or username
3. 3. Enter your secure password
4. 4. Click 'Log In'
5. 5. If two-factor authentication (2FA) is enabled, complete the verification
6. 6. Upon successful login, you'll be directed to the WordPress Dashboard

⚠ **Security Note:** Never share your login credentials. Use a strong, unique password and enable two-factor authentication for enhanced security. Always log out when finished, especially on shared computers.

### First-Time Login

If this is your first login or you've been assigned new credentials, you may be prompted to change your password. Follow the on-screen instructions to set a strong password that meets the security requirements.

## 1.3 Admin Dashboard / Workspace

The WordPress Dashboard is your central hub for managing the TIMB website. The dashboard layout and available options depend on your user role and permissions.

### Dashboard Components

- **Left Sidebar Navigation:** Main menu for accessing all WordPress features
- **Top Admin Bar:** Quick access to site preview, updates, and your profile
- **Dashboard Widgets:** At-a-glance view of site activity, quick drafts, and WordPress news
- **Content Stats:** Overview of published posts, pages, and comments
- **Recent Activity:** Latest actions on your site

**Note:** Users with limited permissions will see only the menu items and features they're authorized to access. Contact your administrator if you need additional permissions.

## 2. Public Portal Overview

The TIMB website serves as the primary information source for tobacco growers, buyers, industry stakeholders, and the general public. Here's a detailed overview of each section:

### HOME

Landing page with hero slider showcasing key messages, real-time tobacco market statistics, latest news updates, and featured content

Key features:

- Hero slider with multiple slides
- Live market data (Day, Sold Mass, YTD, Average Price)
- Latest news and announcements
- Quick links to key resources

### ABOUT US

Comprehensive information about TIMB's organizational structure, history, and leadership

Key features:

- Vision, Mission, Values
- History and background
- Functions & Services
- The Board (Board members and their profiles)
- Management team

### GROWERS

Dedicated resources and information for tobacco farmers

Key features:

- Farming Calendar (seasonal guidelines)
- Business Initiatives
- Sustainability programs

## RESOURCES

Downloadable documents and reference materials

Key features:

- Publications (industry reports, guides)
- Reports (annual reports, statistics)

## NEWS

Latest updates and media coverage

Key features:

- What The Media Says About Us
- Blog (TIMB's official blog posts)

## EVENTS

Information about industry events and conferences

Key features:

- WT Africa (World Tobacco Africa)
- Other tobacco industry events

## CONTACT US

Multiple ways to reach TIMB

Key features:

- Contact form
- Office address and location map
- Phone and email
- Operating hours

## HELPDESK

Support and assistance resources

Key features:

- FAQs
- Support tickets
- Help guides

### Additional Features

- **Top Banner Statistics:** Real-time tobacco auction data including daily sales, year-to-date mass, and average prices
- **Social Media Integration:** Quick links to TIMB's social media profiles (Facebook, X/Twitter, YouTube, Instagram, LinkedIn)
- **Contact Information Bar:** Prominent display of TIMB's physical address and phone number
- **Responsive Design:** Optimized viewing experience across all devices (desktop, tablet, mobile)
- **Search Functionality:** Ability to search across all website content (if implemented)

### 3. Core Admin Tasks

This section covers the most common content management tasks that administrators and editors perform on the TIMB website.

#### 3.1 Managing Pages

Pages are used for static content such as About Us, Contact, Services, etc.

##### Creating a New Page

7. 1. Navigate to Pages → Add New from the left sidebar
8. 2. Enter a descriptive page title
9. 3. Add content using the block editor (Elementor) or page builder
10. 4. Select appropriate parent page if creating a subpage
11. 5. Choose page template (Full Width, Sidebar, etc.)
12. 6. Set featured image if required by template
13. 7. Configure SEO settings (meta title, description)
14. 8. Click 'Publish' or 'Save Draft'

##### Editing Existing Pages

15. 1. Navigate to Pages → All Pages
16. 2. Hover over the page title and click 'Edit'
17. 3. Make necessary changes to content
18. 4. Update images, text, or layout as needed
19. 5. Review changes in Preview mode
20. 6. Click 'Update' to save changes

#### 3.2 Managing News & Blog Posts

Keep stakeholders informed with regular news updates and blog articles.

##### Creating a News Post

21. 1. Navigate to Posts → Add New
22. 2. Enter an engaging post title
23. 3. Add content with formatting (headings, paragraphs, lists)
24. 4. Insert images and media where relevant
25. 5. Select appropriate categories (News, Media Coverage, Blog, etc.)
26. 6. Add relevant tags for better organization
27. 7. Set featured image (highly recommended - shows in listings)
28. 8. Write an excerpt (summary) for archive pages
29. 9. Configure SEO settings
30. 10. Choose publish date (immediate or scheduled)
31. 11. Click 'Publish' or 'Save Draft'

 **Best Practice:** Always include a featured image for news posts. This image appears in news listings and social media shares. Recommended size: 1200 x 630 pixels.

### 3.3 Media Library Management

The Media Library stores all images, documents, and files used on the website.

#### Uploading Media

32. 1. Navigate to Media → Add New
33. 2. Click 'Select Files' or drag and drop files
34. 3. Wait for upload to complete
35. 4. Add title, caption, alt text, and description
36. 5. Click 'Save' to store metadata

#### Image Optimization Guidelines

- Resize images before uploading (use actual display size)
- Compress images to reduce file size (target: under 500KB)
- Use JPG format for photographs
- Use PNG format for logos and graphics with transparency
- Use descriptive filenames (e.g., 'tobacco-auction-2025.jpg')
- Always add alt text for accessibility and SEO
- Recommended dimensions:
  - - Featured images: 1200 x 630 px
  - - Hero/banner images: 1920 x 800 px
  - - Gallery images: 800 x 600 px

### 3.4 Menu Management

Menus control the main navigation structure of the website.

#### Editing Menus

37. 1. Navigate to Appearance → Menus
38. 2. Select the menu to edit (e.g., 'Primary Menu', 'Footer Menu')
39. 3. Add items from Pages, Posts, Custom Links, or Categories
40. 4. Drag and drop to reorder menu items
41. 5. Create dropdown submenus by dragging items to the right
42. 6. Click the arrow on each item to configure:
  43. - Navigation Label (text displayed)
  44. - Title Attribute (tooltip)
  45. - CSS Classes (for styling)
  46. - Open in new tab option
47. 11. Click 'Save Menu'

**⚠ Important:** Be cautious when modifying the main navigation menu. Test all links after saving changes to ensure they work correctly.

### 3.5 Publications Management

Publications include annual reports, research papers, guides, and other downloadable documents.

#### Adding a Publication

48. 1. Prepare the document (PDF format recommended)
49. 2. Create a cover image or thumbnail (recommended: 600 x 800 px)
50. 3. Navigate to the Publications section in admin panel
51. 4. Click 'Add New Publication'
52. 5. Enter title and description
53. 6. Upload the PDF document
54. 7. Upload cover image/thumbnail
55. 8. Select category (Annual Report, Research, Guide, etc.)
56. 9. Add publication date
57. 10. Set visibility (Published/Draft)
58. 11. Save or publish

### 3.6 Events Management

Keep stakeholders informed about upcoming industry events, conferences, and workshops.

#### Creating an Event

59. 1. Navigate to Events section (or Posts → Add New with Event category)
60. 2. Enter event title
61. 3. Add detailed event description including:
  62. - Date and time
  63. - Venue/location
  64. - Event program/agenda
  65. - Registration information
  66. - Contact details
67. 9. Upload event banner/featured image
68. 10. Add event category (Conference, Workshop, Auction, etc.)
69. 11. Set event date
70. 12. Add registration link if applicable
71. 13. Publish or schedule

### 3.7 Updating Market Statistics

The top banner displays real-time tobacco market statistics. These should be updated daily during auction season.

#### Updating Statistics

72. 1. Access the statistics widget or custom fields in the dashboard
73. 2. Update the following fields:
  74. - Day (e.g., 'Day 109')
  75. - Date (e.g., '20/08/2024')

76. - Sold Mass (e.g., '51,287 KGS')
77. - YTD Mass (Year-to-Date total, e.g., '230,906,318')
78. - Average Price (e.g., '3.43US\$/KG')
79. 8. Save changes
80. 9. Refresh the homepage to verify updates

**Note:** Market statistics are highly visible on the homepage. Ensure accuracy and update promptly during auction periods. Double-check all numbers before publishing.

### 3.8 Using the Page Builder (Elementor)

Elementor or the theme's page builder allows you to create custom layouts without coding.

#### Launching the Page Builder

81. 1. Edit the page you want to customize
82. 2. Click 'Edit with Elementor' (or page builder button)
83. 3. The visual editor will load
84. 4. Add sections and widgets from the left panel
85. 5. Drag and drop elements to position them
86. 6. Click on any element to edit its settings
87. 7. Use the responsive mode icons to preview mobile/tablet views
88. 8. Click 'Update' to save changes
89. 9. Click 'Exit' to return to WordPress dashboard

#### Common Page Builder Elements

- **Heading:** Add styled titles and headings
- **Text Editor:** Add formatted text content
- **Image:** Insert single images
- **Image Gallery:** Create photo galleries
- **Button:** Add call-to-action buttons
- **Divider:** Add visual separators
- **Spacer:** Control spacing between elements
- **Icon Box:** Combine icons with text
- **Video:** Embed videos from YouTube/Vimeo
- **Accordion:** Create collapsible content sections
- **Tabs:** Organize content in tabbed sections
- **Testimonial:** Display quotes and testimonials

## 4. Theme Customization

The UI-Core Pro theme (or your installed theme) provides extensive customization options through the WordPress Customizer and theme settings panel.

### 4.1 Accessing Theme Settings

You can customize the theme through:

- Appearance → Customize (WordPress Customizer)
- Appearance → Theme Options/Settings (theme-specific panel)
- Customize button in the top admin bar (when viewing site)

### 4.2 Site Identity

Configure basic site information:

- **Site Title:** TIMB - Tobacco Industry and Marketing Board
- **Tagline:** Your organization's tagline or slogan
- **Logo:** Upload TIMB logo (recommended: PNG with transparency, 250px wide)
- **Site Icon/Favicon:** Small icon for browser tabs (512 x 512 px, PNG)

### 4.3 Color Scheme

Maintain brand consistency by using TIMB's official colors throughout the site.

- **Primary Color:** Main brand color (TIMB green)
- **Secondary Color:** Accent color for highlights
- **Text Color:** Main body text (usually dark gray or black)
- **Link Color:** Hyperlink color
- **Hover Color:** Color when hovering over links/buttons
- **Header Background:** Top bar and header background
- **Footer Background:** Footer section background

 **Tip:** Use the official TIMB brand colors to maintain consistency. Test color contrast for accessibility (text should be easily readable against backgrounds).

### 4.4 Typography

Control fonts and text appearance:

- Body font family and size
- Heading fonts (H1 through H6)
- Font weights (regular, bold)
- Line height and letter spacing
- Text transformation (uppercase, capitalize)

## 4.5 Header & Footer

### Header Settings

- Logo position and size
- Top bar content (phone, email, market statistics)
- Main navigation style
- Header transparency
- Sticky header (remains visible when scrolling)
- Mobile menu configuration

### Footer Settings

- Footer widget areas (columns)
- Copyright text
- Footer menu links
- Social media icons
- Contact information
- Footer background color/image

## 4.6 Homepage Configuration

Configure what displays on the homepage:

90. 1. Navigate to Settings → Reading
91. 2. Choose:
  92. - 'Your latest posts' (blog-style homepage)
  93. - 'A static page' (custom homepage)
94. 5. If choosing static page, select which page to use as homepage
95. 6. Select a page for the Posts/Blog section
96. 7. Click 'Save Changes'

## 5. User & Access Management

Proper user management ensures that team members have appropriate access levels while maintaining site security.

### 5.1 Understanding User Roles

Role	Capabilities	Use Case
Administrator	Full control over all aspects of the site	Site managers, IT staff
Editor	Create, edit, publish, and delete all content	Content managers, senior staff
Author	Create, edit, and publish own content	Regular content creators
Contributor	Create and edit own content (needs approval to publish)	Guest writers, interns
Subscriber	Profile access only	Newsletter subscribers

### 5.2 Adding New Users

97. 1. Navigate to Users → Add New
98. 2. Enter username (cannot be changed later - use email format recommended)
99. 3. Enter user's email address
100. 4. Enter first and last name
101. 5. Generate a strong password or create one manually
102. 6. Select appropriate role based on responsibilities
103. 7. Check 'Send User Notification' to email login details
104. 8. Click 'Add New User'
105. 9. Instruct user to change password on first login

### 5.3 Editing User Accounts

106. 1. Navigate to Users → All Users
107. 2. Locate the user account
108. 3. Click on username or hover and click 'Edit'
109. 4. Update role if needed
110. 5. Modify contact information
111. 6. Reset password if necessary (check 'Send password reset email')
112. 7. Click 'Update User'

### 5.4 Removing User Access

113. 1. Navigate to Users → All Users
114. 2. Hover over the user and click 'Delete' (or select multiple users)
115. 3. Choose what to do with user's content:
  116. - Delete all content (use cautiously)
  117. - Attribute content to another user (recommended)
118. 6. Click 'Confirm Deletion'

**⚠ Important:** When removing a user who has created content, always attribute their content to another user rather than deleting it. This preserves important posts and pages.

### 5.5 User Management Best Practices

- Review user accounts quarterly and remove inactive users
- Use the principle of least privilege (minimum necessary permissions)
- Limit Administrator role to 2-3 trusted individuals
- Require strong passwords (8+ characters, mixed case, numbers, symbols)
- Enable two-factor authentication for all admin users (if available)
- Never share login credentials between users
- Document who has access and their role
- Immediately revoke access for departing staff
- Monitor user activity through activity logs
- Require password changes every 90 days

## 6. Monitoring & Reports

Regular monitoring helps you understand site performance, visitor behavior, and content effectiveness.

### 6.1 Google Analytics

If Google Analytics is installed, you can access detailed visitor statistics.

#### Accessing Analytics

- Directly at [analytics.google.com](https://analytics.google.com) (external)
- Through WordPress dashboard widget (if plugin installed)
- Via dedicated analytics plugin reports page

#### Key Metrics to Monitor

- **Users:** Number of unique visitors to your site
- **Sessions:** Number of visits (one user can have multiple sessions)
- **Pageviews:** Total pages viewed across all visits
- **Bounce Rate:** Percentage of visitors who leave after viewing only one page
- **Session Duration:** Average time visitors spend on your site
- **Traffic Sources:** Where visitors come from (organic search, direct, social, referral)
- **Top Pages:** Most viewed pages on your site
- **Geographic Data:** Where your visitors are located
- **Device Category:** Desktop vs. mobile vs. tablet usage

### 6.2 WordPress Site Health

WordPress includes a built-in site health tool that identifies issues.

119. 1. Navigate to Tools → Site Health
120. 2. Review the health status (Good, Should be improved, Critical)
121. 3. Check the 'Status' tab for active issues
122. 4. Review the 'Info' tab for technical details
123. 5. Address any critical issues immediately
124. 6. Work through recommendations to improve performance

### 6.3 Activity Logs

If an activity log plugin is installed, you can track all actions taken on your site.

#### What Activity Logs Track

- User logins and logouts
- Content creation, editing, and deletion
- Plugin and theme installations/updates
- Settings changes
- User account modifications
- Failed login attempts
- File uploads and deletions

### Reviewing Activity Logs

125. 1. Navigate to the activity log plugin page (varies by plugin)
126. 2. Use filters to narrow down by:
  127. - User
  128. - Date range
  129. - Action type
  130. - Content type
131. 7. Review suspicious activity
132. 8. Export logs if needed for audit purposes

### 6.4 Performance Monitoring

Monitor site speed and performance:

- **Google PageSpeed Insights:** Comprehensive performance analysis with recommendations
- **GTmetrix:** Detailed speed reports and waterfall charts
- **Pingdom:** Global speed testing from multiple locations
- **WordPress Query Monitor:** Plugin for debugging slow database queries

#### Performance Targets

- Page load time: Under 3 seconds
- Time to First Byte (TTFB): Under 200ms
- Largest Contentful Paint (LCP): Under 2.5 seconds
- First Input Delay (FID): Under 100ms
- Cumulative Layout Shift (CLS): Under 0.1
- Mobile performance: Same or similar to desktop

### 6.5 SEO Monitoring

Track your site's search engine visibility:

- Google Search Console for search performance data
- SEO plugin dashboard (Yoast, Rank Math, etc.)
- Keyword ranking tracking tools
- Backlink monitoring
- Crawl error reports
- XML sitemap submissions
- Search appearance in results (rich snippets, featured snippets)

## 7. Troubleshooting Quick Guide

This section provides solutions to common issues you may encounter.

### 7.1 Common Issues & Solutions

#### Issue

#### Solution Steps

##### Can't login to admin panel

1. Verify username/email and password
2. Check if account is active
3. Clear browser cache and cookies
4. Try different browser or incognito mode
5. Use 'Lost your password?' to reset
6. Contact administrator to verify account exists

##### Forgot password

1. Click 'Lost your password?' on login page
2. Enter your email address
3. Check email for reset link
4. Check spam folder if not received
5. Contact administrator if link doesn't arrive

##### Can't upload media files

1. Check file size (must be under server limit, usually 10MB)
2. Verify file format is supported
3. Try compressing large images
4. Check browser console for error messages
5. Contact hosting provider about server limits

### Changes not appearing on live site

1. Clear your browser cache (Ctrl+F5)
2. Clear website cache (if caching plugin installed)
3. Verify changes were saved/published
4. Check if viewing correct page
5. Try different browser or incognito mode

### Page not found (404 error)

1. Verify page is published (not draft)
2. Check URL spelling
3. Reset permalinks: Settings → Permalinks → Save
4. Check if page was deleted
5. Search for page in admin panel

### Images not displaying

1. Verify image was uploaded successfully
2. Check image URL is correct
3. Clear cache (browser and site)
4. Check file permissions on server
5. Re-upload image if necessary

### Site is slow

1. Clear cache (if caching plugin installed)
2. Optimize images (compress large files)
3. Deactivate unused plugins
4. Check hosting resources
5. Run performance test to identify bottlenecks

### White screen / blank page

1. Increase PHP memory limit
2. Deactivate recently installed plugins
3. Switch to default theme
4. Check error logs
5. Contact Tech24 Group support immediately

### Plugin conflict

1. Deactivate all plugins
2. Reactivate plugins one by one
3. Test site after each activation
4. Identify problematic plugin
5. Find alternative or contact plugin developer

### Market statistics not updating

1. Verify you have permission to edit statistics
2. Check correct fields are being updated
3. Clear cache after updating
4. Refresh homepage to verify changes
5. Check if statistics widget is properly configured

## 7.2 Browser-Specific Issues

- Always use the latest version of your browser
- Clear cache and cookies regularly (Ctrl+Shift+Delete)
- Try incognito/private mode to rule out extension conflicts
- Disable browser extensions temporarily if experiencing issues
- Recommended browsers: Chrome, Firefox, Edge, Safari (latest versions)
- Avoid Internet Explorer (no longer supported)

## 7.3 When to Contact Support

Contact Tech24 Group support if:

- You've tried troubleshooting steps and issue persists
- Site is completely down or inaccessible
- You suspect a security breach
- You need to restore from backup
- Critical functionality is broken
- You need additional training or guidance
- You want to request new features or modifications

#### **Information to Provide When Reporting Issues**

- Clear description of the problem
- Steps to reproduce the issue
- When the issue started occurring
- Recent changes made before issue appeared
- Error messages (exact wording or screenshots)
- Browser and version being used
- Device type (desktop, tablet, mobile)
- Your user role and permissions
- Screenshots or screen recording of the issue

## 8. Best Practices

### 8.1 Content Creation Best Practices

- Write clear, concise headlines that accurately describe content
- Use proper grammar and spelling (proofread before publishing)
- Break content into short paragraphs (2-4 sentences each)
- Use headings (H2, H3) to organize long content
- Include relevant images with every post/page
- Always add alt text to images for accessibility
- Use bullet points and numbered lists for easy scanning
- Link to related content internally
- Include a clear call-to-action where appropriate
- Write for your audience (tobacco growers, buyers, stakeholders)
- Keep industry information accurate and up-to-date
- Cite sources for statistics and data

### 8.2 Image Best Practices

- Always optimize images before uploading (resize and compress)
- Use descriptive filenames (tobacco-farmer-2025.jpg, not IMG\_1234.jpg)
- Target file size: under 500KB for fast loading
- Use JPG for photographs, PNG for graphics/logos
- Add alt text to every image (describe what's in the image)
- Use consistent image dimensions for galleries
- Ensure images are clear and high quality
- Use relevant images that support your content
- Respect copyright - only use authorized images
- Consider image diversity and representation

### 8.3 SEO Best Practices

- Write unique, descriptive page titles (50-60 characters)
- Create compelling meta descriptions (150-160 characters)
- Use target keywords naturally in content
- Structure content with proper heading hierarchy (H1 → H2 → H3)
- Create descriptive URLs (use-keywords-not-numbers)
- Link to related content internally
- Encourage social sharing with quality content
- Keep content fresh and updated
- Mobile-optimize all content
- Improve page load speed
- Submit sitemap to Google Search Console
- Fix broken links promptly

#### 8.4 Security Best Practices

- Use strong, unique passwords (12+ characters, mixed case, numbers, symbols)
- Enable two-factor authentication if available
- Never share login credentials
- Log out when finished, especially on shared computers
- Keep WordPress, themes, and plugins updated
- Only install plugins from trusted sources
- Review user accounts regularly and remove inactive users
- Use secure connections (HTTPS) always
- Be cautious with email links (phishing prevention)
- Report suspicious activity immediately
- Backup site regularly (or verify backups are running)
- Review activity logs periodically

#### 8.5 Content Workflow Best Practices

- Plan content in advance (use content calendar)
- Draft content offline first for major pieces
- Save drafts frequently while working
- Use categories and tags consistently
- Preview content before publishing
- Proofread carefully
- Schedule posts for optimal publishing times
- Review and update old content periodically
- Archive outdated information
- Monitor published content for errors
- Respond to comments promptly
- Track content performance with analytics

#### 8.6 Market Statistics Update Best Practices

- Update statistics daily during auction season
- Verify all numbers before publishing
- Use consistent formatting (commas, decimals, units)
- Update at the same time each day for consistency
- Double-check calculations for YTD figures
- Keep historical data archived for reference
- Ensure data sources are reliable and official
- Clear cache after updating to ensure visibility
- Test homepage display after updates
- Document data sources and methodology

💡 **Important:** Market statistics are one of the most visible and frequently accessed features of the TIMB website. Accuracy and timeliness are critical for maintaining trust and credibility with stakeholders.

## 9. Support & Contact Information

### 9.1 Technical Support - Tech24 Group

**Company:** Tech24 Group

**Primary Contact:** Mr T. Mudzingwa

**Email:** takudzwa@tech24group.com

**Alternate Email:** tfmudzingwa@tech24group.com

**Response Time:** 24-48 hours for non-critical issues

**Emergency Support:** Available for critical site issues

**Support Hours:** Monday - Friday, 8:00 AM - 5:00 PM CAT

#### What Tech24 Group Supports

- WordPress core issues and updates
- Theme customization and updates
- Plugin installation and configuration
- Technical errors and bugs
- Performance optimization
- Security issues
- Backup and restore
- Hosting-related issues
- Custom development requests
- Training and guidance

### 9.2 Internal TIMB IT Support

For internal IT matters, user account issues, or general inquiries:

**Department:** TIMB IT Department

**Email:** xxxx@timb.co.zw

**Address:** 429 Gleneagles Road, Southerton, Harare, Zimbabwe

### 9.3 Emergency Contacts

For critical website issues:

Issue Type	Contact	Action Required
Site completely down	Tech24 Group immediately	Call support line or email
Security breach suspected	Tech24 Group + TIMB IT	Do not make changes, report immediately

<b>Data loss or corruption</b>	Tech24 Group/ TIMB	Request backup restoration
<b>Incorrect market data published</b>	TIMB IT + responsible staff	Correct immediately, document incident
<b>Defacement or hacking</b>	Tech24 Group immediately	Document evidence, change passwords

#### 9.4 Training & Additional Documentation

Additional training and documentation resources:

- **WordPress Codex:** Official WordPress documentation - [wordpress.org/support](https://wordpress.org/support)
- **WordPress TV:** Video tutorials - [wordpress.tv](https://wordpress.tv)
- **Theme Documentation:** Contact Tech24 Group for UI-Core Pro documentation
- **On-Site Training:** Available upon request from Tech24 Group
- **Custom Training Manual:** This document and any updates provided

#### 9.5 Feedback & Suggestions

We welcome your feedback on the website and this documentation:

- Email suggestions to Tech24 Group
- Report bugs or issues through support channels
- Request new features or improvements
- Provide feedback on training materials
- Share user experience insights

**Note:** Your feedback helps us improve the website and this manual. Don't hesitate to reach out with questions, suggestions, or concerns.

## Appendix

### A. Quick Reference Guide

Task	Navigation Path
Add new page	Pages → Add New
Add news/blog post	Posts → Add New
Upload images	Media → Add New
Edit menus	Appearance → Menus
Customize theme	Appearance → Customize
Manage users	Users → All Users
View site health	Tools → Site Health
Update plugins	Plugins → Installed Plugins
General settings	Settings → General
Permalink settings	Settings → Permalinks
Change password	Users → Profile → Account Management

### B. Keyboard Shortcuts

Shortcut (Windows/Linux)	Shortcut (Mac)	Action
Ctrl + S	Cmd + S	Save draft
Ctrl + B	Cmd + B	Bold text
Ctrl + I	Cmd + I	Italic text
Ctrl + K	Cmd + K	Insert/edit link
Ctrl + Z	Cmd + Z	Undo
Ctrl + Y	Cmd + Y	Redo
Ctrl + Shift + Delete	Cmd + Shift + Delete	Clear browser cache
F5	Cmd + R	Refresh page
Ctrl + F5	Cmd + Shift + R	Hard refresh (clear cache)

### C. File Size & Format Guidelines

File Type	Recommended Formats	Maximum Size	Notes
Images	JPG, PNG	500 KB - 1 MB	Compress before upload
Documents	PDF	5 MB	Use for publications, reports
Logos/Graphics	PNG (with transparency)	200 KB	SVG acceptable if supported
Presentations	PDF	10 MB	Convert PowerPoint to PDF
Videos	External hosting	N/A	Use YouTube/Vimeo, don't upload directly

## D. Glossary of Terms

**Admin Bar:** Top toolbar visible to logged-in users

**Alt Text:** Alternative text describing images for accessibility

**Backend:** Administrative area of WordPress (wp-admin)

**Cache:** Temporary storage of web pages for faster loading

**Category:** Broad grouping for posts

**CMS:** Content Management System

**Dashboard:** Main administrative interface in WordPress

**Excerpt:** Short summary of a post

**Featured Image:** Main image representing a post or page

**Frontend:** Public-facing side of website

**HTTPS:** Secure connection protocol

**Media Library:** Repository for all uploaded files

**Meta Description:** Summary text for search engines

**Page:** Static content (About, Contact, etc.)

**Permalink:** Permanent URL for content

**Plugin:** Extension that adds functionality to WordPress

**Post:** Blog entry or news article

**Publish:** Make content live on website

**Responsive:** Adapts to different screen sizes

**SEO:** Search Engine Optimization

**Sidebar:** Widget area on side of pages

**Slug:** URL-friendly version of title

**Tag:** Specific keyword describing content

**Theme:** Design and layout template

**Widget:** Small content block in sidebar/footer

**WYSIWYG:** What You See Is What You Get editor

### E. Document Version History

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Changes</b>
<b>1.0</b>	2026-01-27	Tech24 Group	Initial release - comprehensive user manual for TIMB website

# End of Documentation

For questions, updates, or additional training,  
please contact Tech24 Group or the TIMB IT Department.

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