

## Volunteers' Guide to Using CFRC's New Website (2023)

CFRC 101.9 FM has a new website at [cfr.ca](http://cfr.ca)! A fresh new look and new user-friendly functions for our volunteers to update their program pages, book a studio to pre-record programs, and also log their programs.

This handy guide will help volunteers understand how to use the various functions of the website. We also have a short video here (add link to youtube video) and all staff members can answer any questions you may have and show you in person or virtually how to perform a particular task you would like to do.

The learning curve is not steep but it can take a little practice when learning how to use a new system. Staff are here to assist you along the way!

This guide is divided into **five sections**: Logging In; Updating Your Program Page; Logging Your Program; Booking a Studio; and Extra Information.

### Section 1: Logging in

To update your program page, you will need to have a login and you will log in on the Listen Page here: <https://radio.cfr.ca/>. CFRC staff will send login credentials to all new and current volunteers.

***Important:*** You will receive an invitation via email from CFRC Radio. The subject line will read "Invitation to CFRC Radio App" and the message will read: "*You are invited to join the CFRC online App to manage your radio program. Click on the following link to join*". We will notify you when the invitation is forthcoming. Please do check your spam/junk folder if you do not receive the invitation in your inbox. The invitation expires after 7 days. You will be prompted when you click the link in the invitation email to create a password to enter the new website's app system. The password must be a minimum of 12 characters in length.

Once you have created your 12 character or more password, you will be taken to the login page. There, you can log in. Once logged in, you should see your user name and LOG OUT at the top right hand corner of your browser.

You can ask the website to remember your password, and you can request a new password if you forget.

***Super Important:*** Whenever you do need to login with your password, please note that the login button is located via the LISTEN page at <https://radio.cfr.ca/>. You will not see LOG IN anywhere else. We recommend that you bookmark the above URL as this is your portal to access to the website's logging and program page updating systems. The LISTEN Page is also located in the on screen menu on the homepage AND the three line 'hamburger' menu in the top yellow page header again on the homepage.

### Section 2: Updating your Program Page

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Once you have arrived on the LISTEN Page <https://radio.cfr.ca/> you will see a brief note for visitors about ways to listen followed by our Program Schedule. The Schedule is divided into days of the week where you can click to find all programs currently on air listed by their time slot.

To navigate to your show page, locate your show in the Program Schedule and click on your program's name.

On your show page you will see your program's title, a short genre description, a program description, your time slot, a recent archives list, as well as useful tools including "upload an image" (ie: your program's show graphic). Beneath your timeslot, you will also see "Edit Program" and "Edit Your Logs."

The "Edit Program" function allows you to update your genre(s), your show description, and write text that might include your weekly playlist, program announcements (ie: a guest speaker coming soon!), fun stories, your program's history and length of time on our airwaves etc. When you click "Edit Program", you can also add links to your own social media and/or websites where you further promote your programming if applicable to you. After you have made your updates, be sure to click 'save program' at the bottom of the page before you navigate away.

**Note:** You MUST be logged in to see "Edit Program", "Edit Your Logs" and "Upload Image" on your browser. If you do not see them, please ensure you are logged in per the instructions above. Visitors to the website do not see these administrative functions.

*Why update your program page?* You should update your program page with fresh content regularly to keep your current and prospective listeners informed about the content you are airing and why you love doing it on our radio station. If you have a website or social media upon which you promote your program, it's a great way to lead listeners to you to encourage further engagement including song requests, ticket giveaways etc. You also have an opportunity there to learn more about who is listening to you :)

### Section Three: Logging Your Show

From your program's page found by clicking your show title on the program schedule (or alternatively, the Programs List in Alphabetical Order from the Home Page's main menu <https://radio.cfr.ca/programs>), you will also log your show. CFRC will phase out Dotlog in the coming months, so be sure to get an early start on using the new logging system built into our website.

On your program's page, click "Edit Your Logs" located beneath the Timeslot section on the page. You will arrive at a new page that will list all of your future logs once populated. At the top of the page, you'll see your show's title and descriptions. On the right hand side, you'll see a black button that says "Add Log." Click that button.

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A new dialogue box will open where you will add your name, program date and time (ensure the time includes hour/minute/second as well as AM/PM). You will also add your program's category (music, spoken word), language of program (default is English), and any optional notes you may have. Once complete, click "Save Log."

Once complete, your log page will reappear where all of your future logs will be listed. Click 'view log' on the entry you just created. You will then see a button that says "add segment." A segment is any loggable item from your program including spoken word mosaics, station IDs, songs, ads, promos, PSAs, news and weather updates. Clicking 'add segment' functions like the 'add row' button in our current dotlog system. A new dialogue box will appear. Here you will enter the required information (start/end time/duration of each segment, artist, title, category, language and for music noting whether it is new, instrumental, CanCon, hit, and a catalogue number if you are using new music from our collections). With each new segment, you will make a new entry just as you currently do in dotlog. Do check your progress after every few entries to ensure the time is correct and segments are not out of order, which may happen if you enter the time incorrectly. You can edit your segment if you make an error.

At the bottom of the Log page you will see a tally of the total Spoken Word minutes in your log (minimum 6 minutes/hour), as well as percentages for New Music, Instrumental Music, Cancon, and Hits. Please monitor your percentages to determine if you are meeting your CRTC minimum requirements. Once your log is complete, review that all segments are correctly entered and in the correct order.

While getting used to the new platform, please allow yourself extra time to complete your program logs. Please do reach out to staff if you have questions.

### Section 4: Booking a Studio

At long last, CFRC is now able to eliminate our whiteboard as we move to our new, online studio booking system. If you wish to pre-record a program in our CR1 or CR3 studios, or if you wish to book assistance from a staff member to assist you with pre-recording interviews or live/pre-recorded band performances, you can now do so through the new Skedda booking system.

To book a studio, visit the 'Our Services Page' here: <https://cfrc.ca/services> or bookmark the direct link to the Skedda booking system: <https://cfrcradio.skedda.com/booking/>

Once on the Skedda app, you can use the top navigation bar to find a day and time that our studios are available. Click the day/time slot under the studio you wish to book. If you need staff assistance, ensure you also click 'book a technician' as well. You will then be prompted to enter your email. A new dialogue box will appear prompting you to add further information about your booking (ie: if you need staff assistance, describe what help you need). The system will ask for your name and phone number as well. Once you click confirm, check your email (including your spam folder) for a notification from Skedda asking you to confirm your account and another to

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confirm your booking. Staff will be in touch with follow up questions if you require technical assistance, but feel free to reach out by email as well.

**Note 1:** a line appears at the top of the dialogue box where you enter information about your booking indicating that we will be in contact with you about invoicing. Volunteers use our studios for free as part of their programming, please ignore this line, it is aimed at community clients who require various services with various price points.

**Note 2:** Repeated failure to appear for studio bookings will result in the loss of free studio booking privileges as per CFRC policy. Failure to appear for a studio booking where a staff member has also been booked will invite a \$25/hour fee. Please provide 24 hours of notice if you wish to cancel your booking.

**Note 3:** The whiteboard will be removed from CFRC's hallway. All studio bookings must now go through the online Skedda system.

**Note 4:** Your name will not be visible to other volunteers, website visitors or clients on the Skedda calendar. Only staff can see who books what slot. If you see a block in the slot you wish to book, it means another person has already booked the slot but you will not be able to see who booked it.

### Section 5: Extra Information:

- You can always return to the homepage by clicking the CFRC logo.
- You can navigate the site from any page using the toolbar at the bottom of the top yellow header
- You can only log in from the Listen Page (and any of its subpages ie: Schedule, Programs, Archives).
- The new radio player can work two ways. Stream and pause by clicking the 'play/pause' icon at the top right side of any of the web pages. Or, if you wish to listen and navigate to another page or website, click the 'open new window' icon to the left of the show title currently displayed. This will open a new window with a new player that can also be played/paused as required.