eBudde Help Center

Getting the most out of your Help Center

Volunteers **must have an eBudde password** to access the Help Center

This can be good to protect those resources that only need to be in the hands of volunteers that are trained and registered

Examples of documents to add to your help center:
Financial Forms, Permission Forms, Delivery Schedules, Custom Order Cards, High Level Reward Trip Info, Goal Getters

| Events | Jobs | Imports | Help Center |

What Council sees

- ▷ eBudde™ Basics +
- ◢ Managing Your Sale +
    - ◢ Council +
        - Tech Tips
        - Fast Find Friday
        - Microburst Training Videos
        - Webinar Schedule and Recc
        - Importing Spreadsheets
    - ◢ Resources +
        - Quick Download
        - Manuals and Quick Sheets
        - Presentations
    - ◢ Tabs +
        - Reports -- Council
    - Areas +
    - ▷ Service Units +
    - ▷ Troops +
    - ▷ Cupboards +
    - ▷ Delivery +
- ▷ Digital Cookie +
- ▷ eBudde App +
- Cookie Sale Resources
- ▷ Manuals +
- ▷ From the Council +
- ▷ FAQs +

What your Service Units sees

- ▷ eBudde™ Basics
- ◢ Managing Your Sale
    - ◢ Service Units
        - Microburst Training Videos
        - Service Unit Dashboard
    - ▷ Troops
- ▷ Digital Cookie
- ▷ eBudde App
- Cookie Sale Resources
- ◢ Manuals
    - Service Unit Manual
- ◢ From the Council
    - Forms
    - Permission Forms
- FAQs

What your Troops see

- ▷ eBudde™ Basics
- ◢ Managing Your Sale
    - ▷ Troops
- ▷ Digital Cookie
- ▷ eBudde App
- Cookie Sale Resources
- ◢ Manuals
    - Troop User Manual
- ◢ From the Council
    - Forms
    - Permission Forms
- FAQs

Inserting Web Links with CTRL + V
i.e. links to outside websites YouTube, Google Docs, Council Webpage

Decide which section your document should go into
Manuals, Council, or FAQs and click the **blue plus button** to the right
the following screen will pop up

eBudde™ Basics +

Managing Your Sale +

Digital Cookie +

eBudde App +

We've Got This Toolkit +

Manuals +

From the Council +

FAQs +

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Enter any text here that you need to explain the link

"Troop Manual 2020"

Copy and paste (Ctrl + V) your link below your text
https://docs.google.com/document/d/1mHcWmHPPOkL-QBcjhPNjmg

[   ] Search

New Page

Title: Troop Manual 2020

Abstract: (Used in search results list)

Troop Manual, Cookie Crumbles, Prices, ACH, Money Earning

Levels: Council ✖ Area ✖ ServiceUnit ✖ Troop ✖

Sort Order: 1   ☐ Hidden   ☐ App Page

Cancel   **Update Page**

Saved ✖

Your help node has been saved.

OK

Manuals +

Troop Manual 2020

Service Unit Manual

Cupboard User Manual

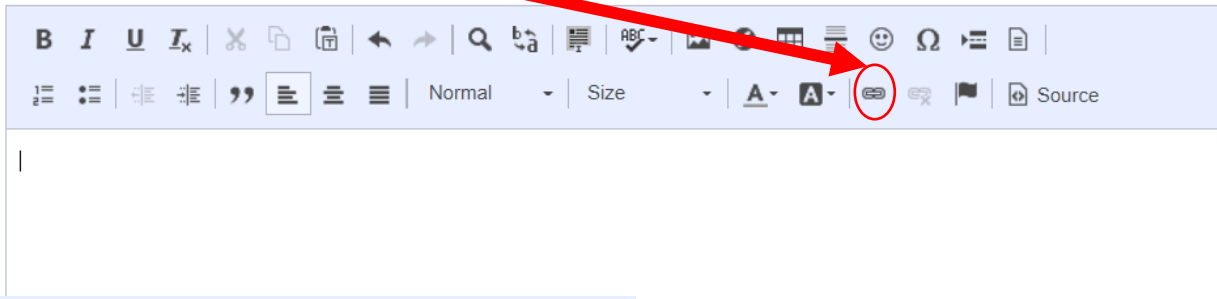Delivery Stations Users Manu

From the Council +

FAQs +

Tips:

Keep the **Title** simple, under 25 characters

If you have a lot of information in your help center, make key terms searchable in the **Abstract** section

Include the volunteer **levels** that you want to view the material. The levels that you do not select will not see the materials

Sort Order will be the order of the material as it appears on the tree to the left

You can click "**hidden**" if you don't want the material visible until a certain time.

You can unhide later using the **edit icon**

You can also fully delete a page with the trash icon

Use the "**app page**" option if you prefer the text be easily viewed on the eBudde app

Embed URLs or documents in the text
i.e. click on a word and the document will appear in a new window

This little chain link is the key to creating a link to a webpage or document

Link

| Link Info | Target | Upload | Advanced |

Display Text

Troop Manual 2020

Link Type

URL

Protocol   URL

https://   drive.google.com/file/d/1XU2eeXw5QK7bMmR5y7ag_mL_W

Browse Server

OK   Cancel

The **display text** will turn into a blue link that volunteers can click on to get to the document or the website

Link type will be URL

Protocol is a drop down. Check your website protocol by copying and pasting it in the URL box to see what it is. In this case it was https://

Then click "OK" to finish

The Display Text will take volunteers to the website when they click on it
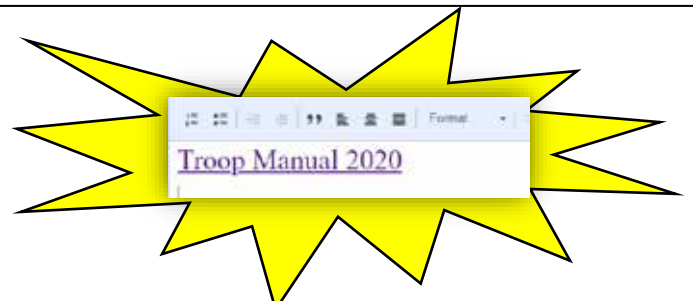
Troop Manual 2020

Link

| Link Info | Target | Upload | Advanced |

Upload
Choose File   No file chosen

Send it to the Server

OK   Cancel

If you would rather upload a document to the eBudde server, click on the **Upload** Tab

Click **choose file** to select a file from your computer; then click **send to server**

The document you just uploaded will now appear in the URL bar as an ebudde.littlebrownie.com/ckeditor_downloads

Click the green **OK** button when finished

Protocol   URL

https://   ebudde.littlebrownie.com/ckeditor_downloads/2370

Browse Server

To ensure that the link will open for all browser types and version, please change the target to the New Window option you see below. If your link will not open, this may be the cause.
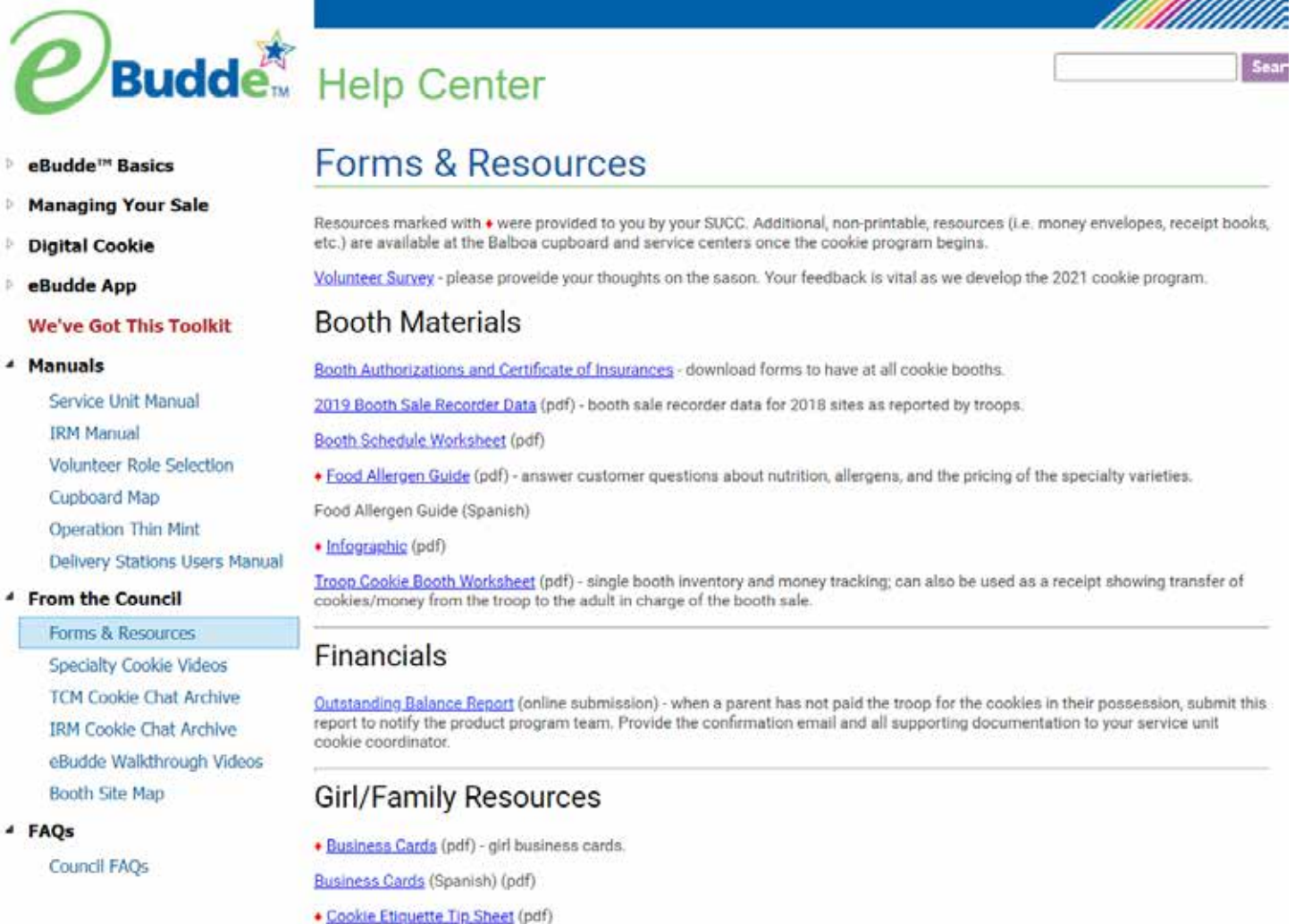
On the link box, click the Target tab. Change the Target to the New Window (_blank) optione

Click the green **OK** button when finished

Link

| Link Info | Target | Upload | Advanced |

Target

New Window (_blank) ∨

OK   Cancel

Here is a beautiful Help Center example

- Simple Display Text on the right with a handful of larger topics under *manuals* and *from the council*
- Consistent fonts, colors, and sizes for the Headers and Subheadings
- Consistently single spaced except for text joined in a paragraph
- A special symbol (red diamonds) for resources that were already given to troops by service units
- Use of solid color lines to separate the sections for different types of resources

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eBudde™ Help Center

	Search

Navigation:
- eBudde™ Basics
- Managing Your Sale
- Digital Cookie
- eBudde App
- **We've Got This Toolkit**
- **Manuals**
  - Service Unit Manual
  - IRM Manual
  - Volunteer Role Selection
  - Cupboard Map
  - Operation Thin Mint
  - Delivery Stations Users Manual
- **From the Council**
  - Forms & Resources
  - Specialty Cookie Videos
  - TCM Cookie Chat Archive
  - IRM Cookie Chat Archive
  - eBudde Walkthrough Videos
  - Booth Site Map
- **FAQs**
  - Council FAQs

Forms & Resources

Resources marked with ♦ were provided to you by your SUCC. Additional, non-printable, resources (i.e. money envelopes, receipt books, etc.) are available at the Balboa cupboard and service centers once the cookie program begins.

Volunteer Survey - please proveide your thoughts on the sason. Your feedback is vital as we develop the 2021 cookie program.

Booth Materials

Booth Authorizations and Certificate of Insurances - download forms to have at all cookie booths.

2019 Booth Sale Recorder Data (pdf) - booth sale recorder data for 2018 sites as reported by troops.

Booth Schedule Worksheet (pdf)

♦ Food Allergen Guide (pdf) - answer customer questions about nutrition, allergens, and the pricing of the specialty varieties.

Food Allergen Guide (Spanish)

♦ Infographic (pdf)

Troop Cookie Booth Worksheet (pdf) - single booth inventory and money tracking; can also be used as a receipt showing transfer of cookies/money from the troop to the adult in charge of the booth sale.

Financials

Outstanding Balance Report (online submission) - when a parent has not paid the troop for the cookies in their possession, submit this report to notify the product program team. Provide the confirmation email and all supporting documentation to your service unit cookie coordinator.

Girl/Family Resources

♦ Business Cards (pdf) - girl business cards.

Business Cards (Spanish) (pdf)

♦ Cookie Etiquette Tip Sheet (pdf)