

Getting Started in Showtime

Welcome to Showtime!

Dashboard

Upon initially logging in, the first view you'll see is Backstage - the Showtime dashboard. Backstage is specific to your site and includes both an overview of your site's overall health, and an audit to check your site for opportunities to improve performance and usability.

The next section is the marketplace carousel where important or useful links such as webinars, add-ons, and new functionality we may be offering are displayed. You can also log into and view your Google Analytics account information, as well quickly access your upcoming events. The last feature of Backstage is an activity log which allows you to view which users have updated the site.

To learn more about Backstage, watch "The Showtime Backstage Dashboard" video linked on the "Getting Started in Showtime" page.

Header

Moving up to the header within Showtime, you'll notice several tabs. The "Showtime" logo is a direct link to the front end of your site. The Events, Website, and Media tabs take you to those related sections and are each covered in separate videos within the Training Dashboard.

What's New

The "What's New" tab links off to the carbonhouse website, where we announce new site launches, discuss new and improved Showtime features, provide general carbonhouse and industry updates, and more.

Help

Lastly, the "Help" tab takes you to Freshdesk, carbonhouse's help desk. As a carbonhouse client, you have access to unlimited support from our dedicated, in-house support team. Located in our Charlotte office, our support team works closely with the project management, design, and development teams to ensure our clients receive quick and efficient solutions to all inquiries.

Whether you have a question about Showtime, are curious about additional site features, or need to schedule another training session, the help desk is your go-to resource. If you need a question answered on the go, you can also send an email directly to help@carbonhouse.com to reach the helpdesk.

Still have questions? Check out the related help desk articles provided in the Training Dashboard. For more information pertaining to your site specifics, reference the support button in Showtime, or contact the help desk to learn more.