



MemberFrame Trial Setup Guide

The KnowWho MemberFrame hosted application provides website owners the ability to empower users to obtain information for their elected officials at the US and State government levels. It is implemented within an IFRAME on the customer website and can be stylized to match the graphical look-and-feel of the hosting website. Features include address look-up, browse and search options, and are selectable.

An optional Messaging Service can also enable users to send electronic messages to selected officials.

The application is utilized through a subscription and the maintaining of credits. For each user request the customer's credit balance will be decremented by one (1) credit for each level of government. For example, a single user look-up in both the US and State government would use two (2) credits even if it returns contact information for multiple legislators from the same state or district.

With the optional Messaging Service, for each official to whom a message is delivered, the customer's credit balance will be decremented by one (1) credit per message.

SETTING UP AN APPLICATION TRIAL

Setting up a MemberFrame trial is easy and will take only a few minutes by following these instructions.

Go to <https://www.knowwho.com/secure/developer.asp> and login, then click on the **HOSTED APPS** tab.

The screenshot displays the KnowWho MemberFrame Developer Center interface. At the top, there are navigation tabs: HOME, PRODUCTS, SUPPORT, PROFILE, **HOSTED APPS** (highlighted in red), WEB SERVICES, and DOCS & SUPPORT. The main content area is titled "Profile and Summary for Tom Dougherty" and includes an "Edit Profile" link. Below this, contact information is listed: First Name: Tom, Last Name: Dougherty, Company: KnowWho, Title: VP and CTO, Website: www.knowwho.com, Email: tdougherty@knowwho.com, Address 1: 749 Swift Run Road, Address 2: Gettysburg, PA, Zip Code: 17325, Telephone: 717.624.8533, and Fax: 717.624.8353. There are also sections for "Expiration and Credit Alerts" (0 hosted apps and 0 web services expiring within 30 days) and "Hosted Application Summary" (1 hosted application trial and 5 production instances). A "Web Service Summary" shows 3 web service trials and 2 production instances. A recommendation states: "We suggest starting on the DOCS & SUPPORT tab and reviewing all the available documentation before you create your first trial." The right sidebar, titled "DEVELOPER CENTER", includes a "Logout" link, "Current Login Status: Every Visit", and "Switch to Login Automatically". It also provides instructions on how to start a trial and manage credits. The bottom of the page features a footer with "NEW PRODUCT RELEASES", "POPULAR RIGHT NOW", and "CURRENT TRENDING TOPIC" sections, along with social media sharing options and contact links.



Click on **Add** under the MemberFrame header.

<p>HOME PRODUCTS SUPPORT</p> <p> FIND YOUR ELECTED OFFICIALS</p> <p> MAP YOUR ELECTED OFFICIALS</p> <p> SEE UPCOMING EVENTS</p> <p> SUBSCRIBE TO NEWSLETTER</p> <p> VIEW BILLS & VOTES DEMO</p> <p> WATCH QUICK DEMO VIDEOS</p> <p> Current items in cart: 0 Order total: \$0</p>	<p>PROFILE HOSTED APPS WEB SERVICES DOCS & SUPPORT</p> <p>Hosted Applications for Tom Dougherty</p> <p>MemberFrame</p> <p>Add</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Status</th> <th>Government Levels Expires</th> <th>States</th> </tr> </thead> <tbody> <tr> <td>Edit KnowWho Development - Gettysburg Production</td> <td>Test</td> <td>US, State 5/17/2014</td> <td>PA,VA</td> </tr> <tr> <td>Edit KnowWho Production - 540 Demo Production</td> <td>Test</td> <td>US, State 5/30/2015</td> <td>All States</td> </tr> <tr> <td>Edit KnowWho Production - 720 Demo Production</td> <td>Test</td> <td>US, State 5/30/2015</td> <td>All States</td> </tr> <tr> <td>Edit KnowWho Production - Website Demo Production</td> <td>Test</td> <td>US, State 5/17/2016</td> <td>All States</td> </tr> </tbody> </table> <p>MemberMap</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Status</th> <th>Government Levels Expires</th> <th>States</th> </tr> </thead> <tbody> <tr> <td>Edit KnowWho Production - Applets Trial</td> <td>Test</td> <td>US, State 8/14/2013</td> <td>All States</td> </tr> <tr> <td>Edit KnowWho Production - Website Demo Production</td> <td>Live</td> <td>US, State 5/17/2016</td> <td>All States</td> </tr> </tbody> </table>	Type	Status	Government Levels Expires	States	Edit KnowWho Development - Gettysburg Production	Test	US, State 5/17/2014	PA,VA	Edit KnowWho Production - 540 Demo Production	Test	US, State 5/30/2015	All States	Edit KnowWho Production - 720 Demo Production	Test	US, State 5/30/2015	All States	Edit KnowWho Production - Website Demo Production	Test	US, State 5/17/2016	All States	Type	Status	Government Levels Expires	States	Edit KnowWho Production - Applets Trial	Test	US, State 8/14/2013	All States	Edit KnowWho Production - Website Demo Production	Live	US, State 5/17/2016	All States	<p>DEVELOPER CENTER</p> <p>Current Login Status: Every Visit Switch to Login Automatically</p> <p>Hosted Applications: One line of code, an hour of setup and you can be live providing info to your users.</p> <p>KnowWho application solutions are hosted on our servers and inserted into your website within an IFRAME.</p> <p>Two formats are available, 720 pixels wide or 540 pixels wide, to work with varying website designs and a 500 pixel minimum height is suggested.</p> <p>Trials are created with all optional services and all levels of government.</p> <p>Subscriptions are available with and without the optional services and for selected levels of government.</p> <p>To get started just click the ADD link, complete the simple form, download the docs from SUPPORT and go!</p> <p>Contact developer support if you have questions and developer sales when you're ready to move to production.</p>
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Complete ALL the fields with black labels. **App Status** is pre-selected and cannot be changed for a trial.

The **Social Media** selection can be made to show or hide the integrated sharing toolbar, and can be changed at any time.

The **Customer Domain** must be entered WITHOUT a protocol (for example www.knowwho.com or knowwho.com) and multiple domains can be separated by a semi-colon. This is used for authentication purposes in concert with the **Customer Code** (discussed below).

The **Customer URL** must be entered WITH the appropriate protocol (for example http:// or https://). This is the website page address that is used by the social media share feature and may be a generic web page address other than the hosting page especially if you are going to create multiple message campaigns embedded within multiple web pages (discussed below).

Hosted Application [X]

Create new MemberFrame trial.

Customer Name:

Customer Domain:

Customer URL:

Contact Name: Contact Email:

App Status: **Test Mode** [v] Social Media: **Show Share Bar** [v]

System assigned values are denoted with red labels.

App Type: Data Capture:

Gov Level: States:

Customer Code: Expiration:

Lookup Credits: Message Credits:

Click on CONTINUE when you are ready to create this hosted application **CONTINUE**



Click on the **style attributes** link to open the custom style options form.

Hosted Application

Your hosted application was successfully created or updated.

Update this MemberFrame, modify **style attributes** or manage [message campaigns](#).

Customer Name:	<input type="text" value="KnowWho Production - Website Demo"/>		
Customer Domain:	<input type="text" value="www.knowwho.com;192.168.0.10"/>		
Customer URL:	<input type="text" value="http://www.knowwho.com/web_hosted.asp"/>		
Contact Name:	<input type="text" value="Tom Dougherty"/>	Contact Email:	<input type="text" value="tdougherty@knowwho.com"/>
App Status:	<input type="text" value="Test Mode"/>	Social Media:	<input type="text" value="Show Share Bar"/>

Read only values are denoted with red labels.

App Type:	<input type="text" value="Trial"/>	Data Capture:	<input type="text" value="Not Capturing Data"/>
Gov Level:	<input type="text" value="US, State"/>	States:	<input type="text" value="ALL"/>
Customer Code:	<input type="text" value="KNOWWH_11"/>	Expiration:	<input type="text" value="6/28/2013"/>
Lookup Credits:	<input type="text" value="1,980"/>	Message Credits:	<input type="text" value="2,000"/>

Enter key to activate as production instance.

Activation Key:

Click on CONTINUE when you are ready to update this hosted application



Make appropriate selections and enter style values to match your website as closely as possible.

The **Window Display** selection controls what features are displayed on your initial MemberFrame page.

Hosted Application [X]

Update style attributes or [return to hosted application](#).

Background:	Color	▼
Background Color:	#FFFFFF	
Font Family:	Verdana	▼
Font Color:	#000000	
Link Color:	#A03245	
Link Underline:	Yes	▼
Hover Color:	#0000FF	
Hover Underline:	No	▼
Button Color:	#384F61	
Button Hover:	#0000FF	
Button Text Color:	#FFFFFF	
Window Display:	Zip, Browse & Search	▼

Click on CONTINUE when you are ready to update these style attributes **CONTINUE**



Click on **return to hosted application** after your style values are saved.

Hosted Application [X]

Your style attributes were successfully updated.

Update style attributes **or return to hosted application.**

Background:	Color	▼
Background Color:	#FFFFFF	
Font Family:	Verdana	▼
Font Color:	#000000	
Link Color:	#A03245	
Link Underline:	Yes	▼
Hover Color:	#0000FF	
Hover Underline:	No	▼
Button Color:	#384F61	
Button Hover:	#0000FF	
Button Text Color:	#FFFFFF	
Window Display:	Zip, Browse & Search	▼

Click on CONTINUE when you are ready to update these style attributes **CONTINUE**



Your trial is now registered and ready for use. You can return to this form at any time to edit values and reference the **Customer Code** which you will need to include in your web page setup.

Note that all trials include the optional Messaging Service, are valid for 90 days and you get 2,000 credits for development and testing though trials DO NOT actually deliver any messages. Trials are also setup for both US and State governments but subscriptions can be obtained for individual levels.

Hosted Application

Update this MemberFrame, modify [style attributes](#) or manage [message campaigns](#).

Customer Name: KnowWho Production - Website Demo
 Customer Domain: www.knowwho.com;192.168.0.10
 Customer URL: http://www.knowwho.com/web_hosted.asp
 Contact Name: Tom Dougherty
 Contact Email: tdougherty@knowwho.com
 App Status: Test Mode
 Social Media: Show Share Bar

Read only values are denoted with red labels.

App Type: Trial
 Gov Level: US, State
 Data Capture: Not Capturing Data
 States: ALL
 Expiration: 6/28/2013
 Message Credits: 2,000

Customer Code: **KNOWWH_11**
 Lookup Credits: 1,000

Enter key to activate as production instance.
 Activation Key:

Click on CONTINUE when you are ready to update this hosted application **CONTINUE**

SETTING UP YOUR WEB PAGE TO HOST THE APPLICATION

MemberFrame is available in two widths (540 pixels and 720 pixels) to accommodate varying website designs. Generally two-column layouts will better use the 720 pixel version and three-column layouts will work best with the 540 pixel version.

The first step is to create a *wrapper page* using your normal design elements and layout that includes an IFRAME of the desired width (540 or 720 pixels) with any height but we suggest a minimum of 500 pixels to minimize scrolling on the various MemberFrame pages.

Assuming you setup your trial using custom style options as instructed above the IFRAME attributes should be kept to the minimum and inline styles for the IFRAME element should be avoided. You will need your **Customer Code** (see image above) as it is part of the SRC attribute for your IFRAME.



To use the 720 pixel wide version the fully qualified address that should be used as the SRC attribute is:

http://www.knowwho.info/Main/Index/KNOWWH_11 (last value is your Customer Code)

To use the 540 pixel wide version the fully qualified address that should be used as the SRC attribute is:

http://www.knowwho.info/Main/IndexNarrow/KNOWWH_11 (last value is your Customer Code)

Example code for standard version:

```
<IFRAME FRAMEBORDER="0" HEIGHT="500" NAME="MemberFrame" SCROLLING="No"  
SRC="http://www.knowwho.info/Main/Index/KNOWWH_11" WIDTH="720"></IFRAME>
```

Example code for narrow version:

```
<IFRAME FRAMEBORDER="0" HEIGHT="500" NAME="MemberFrame" SCROLLING="No"  
SRC="http://www.knowwho.info/Main/IndexNarrow/KNOWWH_11" WIDTH="540"></IFRAME>
```

IMPORTANT: You should specify FRAMEBORDER = 0 and SCROLLING = No for best results and if you want a transparent background provided by the hosted app it is required you insert the following in your IFRAME element **ALLOWTRANSPARENCY=TRUE**.

If you'd like a border around the IFRAME it is better to use a DIV element with the desired style that contains the IFRAME element. All scrolling is automatically handled by MemberFrame and setting your IFRAME scrolling to anything other than No will cause undesirable results.

PASSING OPTIONAL QUERY STRING VALUES TO THE APPLICATION

You can create mini-forms throughout your website that allow users to input their ZIP code and then redirect them to your MemberFrame page on a click event. By persisting the ZIP code value and passing it via your wrapper page to MemberFrame your user will bypass the initial page within the application. If you have a 9-digit ZIP code you can pass both variables via the query string and your user will simply get their elected officials displayed immediately (assuming you have used a valid 9-digit ZIP code).

The query string values that are accepted by MemberFrame are **zip** and **plus** used as follows:

Example SRC attribute for standard version:

http://www.knowwho.info/Main/Index/KNOWWH_11?zip=17325&plus=8255

Example SRC attribute for narrow version:

http://www.knowwho.info/Main/IndexNarrow/KNOWWH_11?zip=17325&plus=8255

If you only have the 5-digit ZIP code simply drop the **plus** value.



SETTING UP AND USING INDIVIDUAL MESSAGE CAMPAIGNS

MemberFrame allows you to create and use up to 8 different message campaigns concurrently. Each individual message requires a separate page within your website but they all may be setup the same, or you can personalize each page to encourage your users to send a message for that particular issue.

Once you have created the maximum of 8 campaigns you can delete and create or simply edit one you no longer need replacing the issue, subject and content with new values.

The first step is to create a new message campaign at the Developer Center.

Open the applicable hosted application and then click on **message campaigns**.

Hosted Application X

Update this MemberFrame, modify [style attributes](#) or manage [message campaigns](#).

Customer Name:

Customer Domain:

Customer URL:

Contact Name: Contact Email:

App Status: Social Media:

Read only values are denoted with red labels.

App Type: Data Capture:

Gov Level: States:

Customer Code: Expiration:

Lookup Credits: Message Credits:

Enter key to activate as production instance.

Activation Key:

Click on CONTINUE when you are ready to update this hosted application



Click on **Add** to open a new message campaign form. You can also use the **Edit** or **Delete** links to modify or remove an existing campaign.

Hosted Application [Close]

Update message campaigns or [return to hosted application](#).

	Campaign Name	Campaign Key	Last Updated
Add	Campaign Description		Current Mode
Edit	Test Message Campaign	1x22v43s64r86a07x0	6/1/2013
Delete	Test message campaign description		Test Mode



Complete the entire form where **Name** and **Description** are for your internal use to identify individual campaigns and **Issue**, **Subject** and **Content** are the values actually used for the message users will see.

The **Campaign Status** is default set to Test Mode so you can check all your settings within your web page before enabling it for public consumption. If the parent app is in Test Mode then all message campaigns are automatically in the same mode. If the parent app is in Live Mode then you can control the status of each individual message campaign.

Unchecking the **Editable** box will prevent users from altering or changing the issue, subject or message within MemberFrame and those values will be displayed as information only on the user message form.

You can create an optional automated reply for this campaign that will be sent on your behalf to any user who sends a message by clicking on **create reply** or change an existing reply with **update reply**.

If you do not want to create a reply, click on **return to all message campaigns** so you can acquire the campaign key that you will need to include in the SRC attribute for the IFRAME that contains the MemberFrame instance for this message.

Hosted Application [X]

Your message campaign was successfully updated.

Update message campaign or **update reply** or **return to all message campaigns**.

Campaign Status: Test Mode [v]

Name: Test Message Campaign

Description: Test message campaign description

Message Issue: Communications [v]

Message Subject: KnowWho MemberFrame

Message Content: I am contacting you today by using the KnowWho MemberFrame hosted application. In addition to allowing me to contact you about various issues that I hold important, MemberFrame provides a complete profile of you, and every other executive and legislator, so I may learn more about my elected officials.

NOTE: This demo message is setup to not be editable by the sender and is being displayed in the full, 720 pixel, frame.

Message Editable: If checked users will be able to edit issue, subject and message.

Click on CONTINUE when you are ready to update this message campaign [CONTINUE]



To create or update a reply message complete the reply form and click on **return to message campaign** when you are finished with your reply. Replies are plain text but may have hyperlinks included in them.

Hosted Application [X]

Your message campaign reply was successfully updated.

Update message campaign reply or return to message campaign.

Reply Subject: KnowWho MemberFrame Message Reply

Reply Content: Dear Demo User,

Thank you for visiting our MemberFrame demo and sending a test message. If you deploy MemberFrame on your website you can create custom replies for each message campaign you set up. Please contact us if we can answer any questions or help you in any other way.

You can also visit our website at <http://www.knowwho.com>.

Best Regards,

The KnowWho Sales and Technical Teams

Click on CONTINUE when you are ready to update this message reply **CONTINUE**



Copy or note the **Campaign Key** for the message campaign you just created or for the desired message if you have multiple campaigns. This key is encoded and will become part of the SRC attribute query string for this specific message page IFRAME within your website.

Hosted Application

Update message campaigns or [return to hosted application](#).

	Campaign Name	Campaign Key	Last Updated
Add	Campaign Description		Current Mode
Edit	Test Message Campaign	1x22v43s64r86a07x0	6/1/2013
Delete	Test message campaign description		Test Mode

To display this specific message all you must do is add a **message** value to the SRC query string using the key noted above. The **message** value can be used with or without the **zip** and **plus** query string values.

Example SRC attributes using the **message** only and a **zip** plus a **message** would be as follows:

[http://www.knowwho.info/Main/Index/KNOWWH_11?message= 1x22v43s64r86a07x0](http://www.knowwho.info/Main/Index/KNOWWH_11?message=1x22v43s64r86a07x0)

[http://www.knowwho.info/Main/Index/KNOWWH_11?zip=17325&message= 1x22v43s64r86a07x0](http://www.knowwho.info/Main/Index/KNOWWH_11?zip=17325&message=1x22v43s64r86a07x0)