

Morning News

Tutorials for Subscribers

Tutorials Index

Manage Your Account:

How to Create a Morning News Account & Manage your Subscription Online

How to Change your Address & Contact Information

How to Report a Delivery Issue

How to Create a Public Profile Account

FAQ List

How to Manage Your Digital Access:

Reading the e-Edition on your Smartphone or Tablet

How to Download the Morning News App on your Smartphone or Tablet

How to Get Push Notifications from the Morning News App on your Smartphone or Tablet

How to Link your Morning News Account to Share with Others

Morning News Connect Page

How to Sign Up for Email Newsletters

Submit Content:

How to Submit Your News & Photos

How to Write a Reader's Forum & How to Write a Letter to the Editor

How to Submit an Event to our Calendar

How to Place a Classified Ad

Hello and welcome to your Morning News SCNow.com “How To” guide.

The Morning News is proud to bring the most critical information of the day to your doorstep. Each day we deliver trusted Pee Dee, state, national and international stories plus editorials, photos, advertisements and coupons that fill the Morning News pages with insight and knowledge that our readers can't get anywhere else. We are proud to provide this valuable service and especially proud to be the #1 news source for the Pee Dee.

The Morning News and SCNow.com are undergoing great transformation as the demand for our digital products continues to grow. In fact, The Morning News and SCNow.com are enjoying our largest audience ever with more and more readers wanting to consume our information in different ways. Because of this, we want to focus your attention on many of our digital offerings and help you take advantage of them to the fullest. We hope that these easy instructions for using many of our products and features found at SCNow.com will help enhance your enjoyment and satisfaction of our print and digital offerings.

We hope you enjoy this guide and keep it as a handy reference to our services. It not only helps introduce you to the digital offerings but also how to start and stop your paper delivery, how to pay your subscription online or place a free classified ad.

We hope you will check out all our features and if you have ideas on how to improve The Morning News or SCNow.com please let us know. There are directions to do that also!

Sincerely,

Joe

How to Create a Morning News Self-Service Account & Manage your Subscription Online

You can manage your subscription online through our new, user-friendly self-service account, and access our digital products and services through your Morning News account.

Signing Up for your Self-Service Account:

1. Go to www.scnow.com/subscriber_services and click on “Sign in to your Account.” Click on “New Subscriber” and enter in the information. Click “Submit.”
2. Select the subscription type. Read our Terms and Conditions. Click “Continue.”
3. Enter in payment information. You can opt to manage payments yourself, or you can choose EZ Pay, which automatically deducts your bill from your checking or savings account each month. Click “Continue.”
4. Once your subscription is successfully submitted, you will receive confirmation.

How to Change your Address & Contact Information

Moving? Here’s how to update your delivery & billing address in order to continue your newspaper delivery smoothly and without any service interruptions.

Change Your Address Online:

1. Go to www.scnow.com/subscriber_services and login to your self-service account.
2. Click on “Change of Address.” Enter in your current mailing address. Click “Continue.”
3. Next, enter your new mailing address and click “Continue.”
4. Enter in the date you’d like this change to go in effect. Click “Submit.”
5. Review. If no corrections are needed, click “Finish” to confirm.

Change Your Contact Information Online:

1. Go to www.scnow.com/subscriber_services and login to your self-service account.
2. Click on “Change Your Name and Phone Number.”
3. Update your contact information and click on “Save Changes.”
4. Review. If no corrections are needed, click on “Save Changes” to confirm.
5. You’ll see a confirmation page.

By Phone:

You can always call one of our Customer Solution Representatives to update your delivery address, billing and contact information at 843-317-7300 Monday-Friday from 6 a.m. to 6 p.m. Saturday-Sunday from 7-11:30 a.m.

Via Email:

You can also email one of our Customer Solution Representatives to change your address or information at circulation@florencenews.com.

Note: If you have trouble submitting your changes, or you don't see a confirmation number, first try logging out and back in again or refreshing your web browser.

How to Report a Delivery Issue

We strive for excellent service. If you are having an issue with the delivery of your paper, we will work quickly to address the problem. Here's how to report your service issue:

Report a Delivery Issue Online:

1. Go to www.scnow.com/subscriber_services click on "Sign in to your Account."
Login to your self-service account.
2. Click on "Submit a Service Issue."
3. Select from the drop-down list of options. For example, "wet paper" or "missing Thursday." Click "Save Changes." You'll see a confirmation page, and one of our Customer Service Representatives will get back to you shortly.

Report a Delivery Issue By Phone:

You can also report a delivery issue by phone by calling one of our Customer Solution Representatives at 843-317-7300. Monday-Friday from 6 a.m. to 6 p.m. Saturday and Sunday from 7-11:30 a.m.

Report a Delivery Issue Via Email:

You can also relay your issue via email to one of our Customer Solution Representatives at circulation@scnow.com. In your email, please provide a description of the delivery issue you are experiencing, what action you'd like to take, and your contact information.

How to Create a Morning News Public-Profile Account

Creating an account is free and quick. With your Morning News account, you can do a variety of things all in one place on your Dashboard. You can:

- Complete a Public Profile (and comment on news & photos)
- Change your Password
- Link your Account & digital access with a member of your household (*only if you are an Unlimited Digital Access or digital only subscriber*)
- View saved news items (keep all of your favorites for easy reference)
- Submit news & photos of your own
- Add an event to the Morning News calendar
- Submit Announcements
- Place a Free Classified Ad

Creating your Account:

5. Go to www.scnow.com and click on “Sign Up,” which appears above the news navigation bar.
6. Enter in your information and your desired screen name and password. Read our Terms and Conditions. Click “Submit.”

Note: When you login, you are immediately taken to your dashboard home page. Once you’re signed in, you can move in and out of your dashboard home page to browse content, check out our Classifieds, or look at recent job postings, and so much more.

Above the news navigation bar, you’ll see “My Dashboard,” which quickly brings you back to your dashboard home page anytime you need it.

Frequently Asked Questions

How do I access the Morning News when I’m on-the-go?

The Morning News mobile website is available on your smartphone or tablet. Go to www.scnow.com and experience it for yourself. However, if your internet connection is slow because you’re not on wifi, download our app so you’re never without your news.

As a subscriber do I have full access to the e-Edition? What does the e-Edition offer?

If you are an Unlimited Digital or digital only subscriber, yes. If you are a print only subscriber, no. The e-edition is a digital replica of the print edition. It offers all of the

same news content that your printed paper offers, including special section inserts and Weekend. It does not include advertising inserts, as not all are available electronically from advertisers.

What is included with the free app downloaded from the app store?

The app includes certain content from scnow.com, including latest news from each section, current local weather, movie show times, and job listings and classifieds. If you opt to receive push notifications from us, then you will also get breaking news alerts.

If you have an Unlimited Digital Access or digital only subscription with the Morning News you can also read our latest e-edition (as well as the past 30 e-editions of the paper) in your app.

Is it free to search the Morning News archive?

Yes. Morning News archive allows free and unlimited search results. You can search it as many times as you would like at no cost. Most of the stories in the archive are produced by Morning News staff. Because of that, these stories, when clicked on from the search results page, do count toward a nonsubscriber's monthly limit. The search is free but access to the full version of stories is not unless you are an Unlimited Digital Access or digital only subscriber.

What will you do with my account information? Will it be sold to telemarketers?

The Morning News will not sell, rent, or share your personal information.

What's the contact information for Customer Service?

The phone number for our Customer Solution Center is 843-317-7300. Monday-Friday from 6 a.m. to 6 p.m. and Saturday-Sunday from 7-11:30 a.m. You can also send them an email at circulation@morningnews.com.

What are the Morning News' guaranteed delivery times?

The Morning News delivers Monday through Friday by 6 a.m.; Sunday and Saturday by 7 a.m. For any delivery issues, please call 843-317-7301 or report your delivery issue online through your account. To learn how, please visit scnow.com

How can I get a story in the Morning News or on scnow.com?

If you have news you want to share you can call Morning News newsroom at 843-317-6397 or email news@scnow.com. If you have community news you'd like to share, you

can submit your stories online at

https://www.scnw.com/site/forms/online_services/submit_news/

Reading the e-Edition on your Smartphone or Tablet:

If you are a Morning News unlimited access or digital only subscriber, you can download and read the e-Edition of your paper on your mobile device or tablet.

Reading the e-Edition on your mobile device:

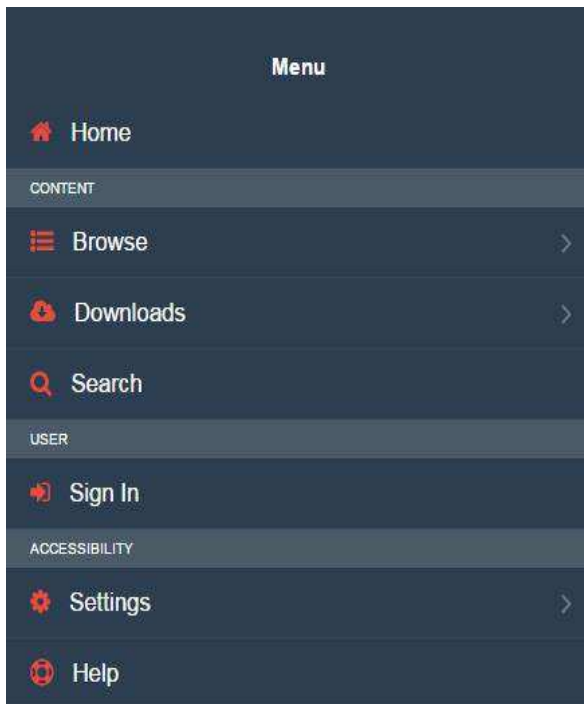
1. Go to www.scnw.com and click on “e-Edition,” which appears [down page on the SCNow.com home page](#).
2. Click on “Latest e-Edition” or “Recent e-Editions.”
3. Login to your account.

We do not offer the e-Edition on Morning News’ app.

Navigating the e-Edition:

To navigate on a mobile device, drag/swipe to scroll up and down the page, and double tap your screen to zoom in on photos or content. The arrow buttons in the red bar at the top of the screen navigates from page to page. The 3 white bars at the top of the screen is the menu.

At the top of the screen, change viewing settings: “View Page” is an exact replica of the whole page; “View Text” is only the text of the news content in the order that it appears on the page.



Helpful Menu Options:

Home: Redirects back to the Morning News’ full website.

Browse: Jump to different pages within the current e-Edition or switch to a previous e-Edition (published in the last 30 days).

Settings: Customize your e-Edition—change whether or not you want to see thumbnails of photos and, most importantly, change the text size of the articles.

Text size options are: Normal, Large, and Huge.

How to Download the Morning News App on your Smartphone or Tablet

If you want to get news on your smartphone or tablet, we have some options to help you stay in the know when you are on the go. The Morning News offers an app that gives you access to many sections of our website. You can read stories and comments, check the weather and local calendar, and even browse classified and job postings.

If you have an iPhone/iPad:

Go to the App Store and search for “Morning News.” The app is the first in the search results list. Tap it to download.

If you have an Android Phone/Tablet:

Go to the Play Store and search for “Morning News.” The app is the first in the search results list. Tap “Install” to download it on your phone.

Using www.scnow.com on a mobile device:

We recommend using the full version of [scnow.com](http://www.scnow.com) for the best viewing experience. You can download the app, but it is optimized primarily for smartphones.

If you want to place an icon on your browser’s home screen, tap the share icon of your web browser. Then select “Add to Home Screen.” Once you do that, you will have an icon next to your app icons that easily lets you launch the website on your device.

You can also select “Bookmark” to add the website to your browser’s favorites for quicker access to our full website.

How to Get Push Notifications from the Morning News App on your Smartphone or Tablet:

The Morning News app can now send you breaking news alerts through push notifications on your smartphone or tablet. If you do not already have the Morning News app, please visit www.scnow.com to download our app.

When you initially download the Morning News app, you will be asked if you would like to receive push notifications. If you selected yes, then you should already be receiving breaking news alerts.

If you are not receiving these alerts, or you initially opted out of push notifications and would like to see them now follow the instructions below.

If you have an iPhone or iPad:

1. Select “Settings.”
2. Select “Notifications” (it should be in the second grouping in your settings menu).
3. Morning News app will appear in your “Do Not Include List.” Select it.
4. Swipe the button next to “Allow Notifications” to the right.

If you have an Android smartphone or tablet:

1. Launch the Morning News app. Select “Menu” and then “Settings.”
2. A window will pop up; check the box next to “Receive Notifications?”

How to Link Your Morning News Account to Share with Others

To share your news, you can link your account and grant another member of your household digital access to Morning News.

Here's how you link to share your account with another member of your household:

1. Go to www.scnow.com and click on "Login," which appears above the news navigation bar. Once you've logged in to your account, click on "My Dashboard."
2. On the left hand side of your dashboard home screen, click on "Account Settings."
3. Select "Linked Accounts."
4. Enter the email address of the member of your household. Click "Add."

Note: You can only link your account to *1 other person*. To unlink someone from your account: go to "Link Account" and click "unlink."

SCNOW.COM/CONNECT

The Morning News Connect page is an easy reference for all the ways you can engage with us.

Links to FAQ pages on our print newspaper, our e-Edition and digital products, the latest subscription information, and a link to sign up for our email newsletters.

Links to the Morning News social media pages: Like us on Facebook and get a steady stream of news posts. Follow us on Twitter and tweet at your favorite reporters. Or follow the Morning News photographers on Instagram and see a different part of your world.

Find out what's going on this weekend in the greater Florence area with Currents, our Thursday entertainment section. Stay engaged with the news; contact a reporter directly.

Read our latest special section and browse past special sections. Enter one of our many contests and win a great prize.

Save money with Daily Deals, read all of the top reader-rated places in and around Florence for food, entertainment, etc., and browse local job opportunities.

And access **Morning News 101**—your step-by-step guide to all that the Morning News has to offer. Learn how to put a hold on your papers while you're away on vacation, submit a news item of your own, download our app, read our e-Edition on your smartphone, and more.

How to Sign Up for Email Newsletters

The Morning News offers several free email newsletters to help bring the news directly to you. Delivered right to your inbox, these newsletters filter down to the news you care about most in one email.

To sign up, it's quick and free. Go to scnow.com. Select the newsletters you want to receive and enter your email address. You will start receiving them the next day.

Here is what each newsletter provides you:

Breaking News: When news breaks locally or nationally, you receive an alert with a link to the complete story.

Daily Headlines: (Daily) Start your day with the top headlines in our News, Sports, Scene and Business sections from that day's newspaper.

Obituaries: See tomorrow's obituaries today with our 9:20 p.m. e-mail newsletter

Local Deals: (Monday, Wednesday, and Friday) Get a daily deal of at least 50% for you and your family.

How to Submit Your News & Photos

When you have news, you want to share it with your community. The Morning News has five community newspaper that cover the Pee Dee.

Morning News (SCNow.com)

Hartsville Messenger (SCNow.com/Messenger)

Weekly Observer (SCNow.com/Observer)

Lake City News & Post (SCNow.com/NewsAndPost)

Marion Star & Mullins Enterprise (SCNow.com/StarAndEnterprise)

Submit your news & photos one of two ways.

1. Email news and photos (full size in a JPEG format) to news@scnow.com
Or ...
2. Follow these steps:
 1. Begin by typing up your story in a word document. Take pictures to accompany your photo and upload them to your computer.
 2. Now you're ready to begin your submission. Go to https://www.scnow.com/site/forms/online_services/submit_news/ to type in your information.
 3. All fields marked with an asterisk (*) are required.
 4. You can also attach a saved document and/or photos to your submission.
 5. Last, click the "Submit your news" button. If your story was successfully submitted, you will be taken to a confirmation page. If there is an error, please contact news@scnow.com.

How to Write a Letter to the Editor

Letters to the editor are encouraged. Letters may be edited for length, style and grammar. Each letter must include: the author's name, mailing address and daytime phone number. The author's name and city of residence will be used if the letter is used in print or online. Addresses and phone numbers will *not* be published.

Send letters via email to letters@florencenews.com or via regular mail to the Morning News, Letters to the Editor, 310 S. Dargan St., Florence, SC 29506.

How to Submit an Event to Our Calendar

SCNow's event calendar is one of the most comprehensive calendars available online about events happening in and around Tulsa. If you have an event you want people to know about, it's quick and easy to add it for readers to see.

Here's how you can submit your event:

1. Go to SCNow.com/calendar.
2. Click on "Submit An Event" on the right side of the page.
3. Login to your online account. If you don't have an account, you can create one.
4. Once logged in, click on "Create an event" on the left side of the page.
5. Fill in the information about your event in the fields provided. Fields marked with an asterisk (*) are required.
6. Be sure to select which of our sections you'd like your event to appear in. (*You can select more than one by holding down the Ctrl button and clicking.*)
7. Fill in as much information as possible. Add an event title, a link to a website with more information about the event, and an event description. Be sure to give specific details (like cost, where to find parking, and any other important information for event-goers). If your event has several components (like a festival or battle of the bands) it's a good idea to list a schedule.

How to Place a Classified Ad

The Morning News is now offering you a vetted, more dependable way to place your classified ads online. Our Morning News Classifieds page is easy for you to use and easy for others to search.

There are several categories for you to choose from when placing your ad: Legal Announcements, Sales, Vehicles, Real Estate, Service, Property for Rent, Pets, and Community. These categories are organized even further into sub-categories so that buyers can find your ad quickly without having to sift through hundreds of ads before finding what they need.

For example, the category "Vehicles" separates cars from trucks, boats from RV's, and motorcycles from commercial trucks and trailers. Anyone searching for a mini-van for sale does not have to sift through other types of vehicles in their search.

1. Go to www.scnow.com and click on "Classifieds"
2. Click on the button that says "Place your ad."
3. Login to your account. If you don't have an account, setting one up is quick and free.
4. From the Classifieds home screen, create new ads, manage current ads, and view future ads.

5. To create a new ad, click “Create new ad.”
6. Select a category for what you’re selling that best describes the item. For example, if your item is a car, then you would select “Auto.”

7. Next select a sub-category that best describes your item. Choose from the sub-categories provided. Click “Continue.” For example, the sub-categories for a vehicle are: By Make, By Vehicle Type, or Recreational Vehicles.

8. Select an ad package from the following options: Free, Enhanced, and Ultimate Impact. Choose the package that best suits your needs.
9. Fill in specific information regarding your item for sale. Remember to fill out all required fields and to give detailed information for potential buyers.
10. Select the second tab that says “Customize your online search fields” and enter in additional information about your item, upload photos, and list location information.

11. Review the preview of your ad. Be sure to read the preview and check for any errors. If you don’t need to make any changes, click “Next.”
12. Schedule your ad. Select the date you’d like your ad to run by clicking on the calendar. The first date you select will be the first day your ad will appear. It will run for 7 days. (After that, you will need to renew your ad.)
13. If your ad is free, you’re all done. If you opted for a better package, enter your payment information and click “Submit.”
14. You will receive an email with your transaction number and the details and status of your ad.

