Sitecore Training and Fundamentals

State Agency Community Newsletter

Quarterly Issue: December 2019

Welcome to the **State Agency Community Newsletter** on Sitecore Training and Fundamentals. You are receiving this newsletter because you have completed a Sitecore Training course. The quarterly **State Agency Community Newsletter** includes Sitecore updates, featured articles, hot topics, FAQs, and more.

This information can also be found on the [Sitecore Training and Fundamentals Website.](#)

Update: 10 new agencies launched in Sitecore and 12 more to come!

In September, October, and November 2019, 10 additional agencies launched their new website on the Sitecore content management system. If your agency website contains hyperlinks to pages or files on any of these newly-launched websites, the recommendation is to update those hyperlinks to the new page or file using the [Internal Sitecore link](#).

1. [Psychiatric Security Review Board](#) (PSRB)
2. [HUSKY Healthcare](#)
3. [Office of the Treasurer](#) (OTT)
4. [Office of Consumer Counsel](#) (OCC)
5. [Broadband Mapping Program](#)
6. [Office of State Ethics](#)
7. [Board of Firearms Permit Examiners](#) (BFPE)
8. [Office of the Victim Advocate](#) (OVA)
9. [Judicial Selection Commission](#) (JSC)
10. [Department of Mental Health and Addiction Services](#) (DMHAS)

The following 12 Agency Websites are in the process of migrating into the new Sitecore system and are targeting to launch their new websites first quarter 2020.

1. Connecticut Council on Developmental Disabilities (CTCDD)
2. Office of Military Affairs (OMA)
3. Workers' Compensation Commission (WCC)
4. Office of the Child Advocate (OCA)
5. State Contracting Standards Board (SCSB)
6. Judicial Review Council (JRC)
7. Department of Energy & Environmental Protection (DEEP)
8. Public Utilities Regulatory Authority (PURA)
9. State Emergency Response Commission (SERC)
10. Fatherhood Initiative of Connecticut
11. Council on Environmental Quality (CEQ)
12. Long Term Care Ombudsman Program (LTCOP)

Visit the **Sitecore Training and Fundamentals website** to see a [full list of agencies in Sitecore](#).

Hot Topic: Additional Templates for Lift and Shift Agencies

Lift-and-Shift Agencies can request any of the template choices already available for Full Migration Agencies. Some of the popular template options include:

- [Boards/Commissions Template](#)
- [Marketing Template](#)
- [A-Z Listing Template](#)
- [Dynamic List Page Template](#)

Visit the **Sitecore Training and Fundamentals website** to see a [full list of templates in Sitecore](#). Contact Connecticut Interactive to request additional templates to your website.

Hot Topic: Add Alt description to images for Accessibility Compliance

Alternate text on an image provides a brief, meaningful description of the image that screen readers and search engines read to better understand the image.

Sitecore makes it easy to [include alternative text to any images, graphs or diagrams](#) you upload into the system. Sitecore will also give you a warning, alerting you when alt text is missing and needed.

Visit the **Sitecore Training and Fundamentals website** to learn more on [adding Alternate Text to an image](#).

Feature: Publish Content vs. By-Pass Approval

For System Administrators, there are usually two different methods to Publish items. Which one you use will depend upon the item you are publishing and if it has a workflow or not. Here is some guidance to help clarify the difference and which Publish method to use.

NOTE: Some Agencies have specific publishing methods just for their website, and this information may not pertain to them. Please consult with your Sitecore System Administrator with questions or clarification.

Publish Content Method
- Use this method for publishing additions, changes, and deletions to folders, navigation items, homepage sections, images, and document files.
- Pages that do not contain a workflow.

By-Pass Approval Method
Almost every page is assigned a workflow so Content Authors can Submit them and Content Approvers can review them before approving. **System Administrators** can by-pass this approval process and publish the item without approval with the By-Pass Approval function.

- Use this method for publishing pages that are assigned a Workflow.

Support: Frequently Asked Questions

- **My password is not changing when I attempt to change it?**
  You can change your password through the "Forgot Password" link on the **Sitecore Login Page** or directly through https://egov.ct.gov/UserMgmt/Login.aspx?Display=ForgotPassword.

- When setting a new password, make sure to follow the password policy closely.
- You cannot re-use any previous passwords.
- If logging in for the first time by copying/pasting your temporary password from our email, make sure to remove any extra spaces.
- See step-by-step instructions on changing your password.

Just as a reminder, passwords expire every 90 days and can be reset through the link in the password expiration alert emails you begin to receive 14 days prior expiration date.

- **My images I inserted on the page are not the same as what's displaying on the website. Why?**
Multiple image files with the same file name in the same Media Library Folder will certainly create issues. Sitecore will associate files as the same when the files live in the same folder and subfolder with the same file name.
  - capitalization does not make a difference (AgencyName SmLogo, agencyname smlogo)
  - spaces or dashes do not make a difference (Agency Name smlogo, Agency-Name-smlogo)

- **How do I Unlock (Check In) all my pages?**
If you are a Content Author or Approver, follow these instructions:
https://portal.ct.gov/Training/Content-Author/Lock-and-Unlock-a-Page

If you are a System Administrator, follow these instructions: https://portal.ct.gov/Training/System-Administrator/Lock-and-Unlock-Items

Visit the **Sitecore Training and Fundamentals website** to see more FAQs.