



State Agency Community Newsletter

Quarterly Issue: June 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: Nine new agencies launched in Sitecore and seven more to come!

In March, April, and May of 2019, nine additional agency websites have been migrated into the Sitecore content management system. If your agency websites contains links 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. [DEEP: No Child Left Inside](#) (NCLI)
2. [Department of Housing](#) (DOH)
3. [DEEP: Connecticut Mosquito Management Program](#) (MMP)
4. [Department of Rehabilitation Services](#) (DORS)
5. [DORS: Bureau of Rehabilitation Services](#) (BRS)
6. [DORS: Bureau of Education and Services for the Blind](#) (BESB)
7. [DORS: Deaf and Hard of Hearing Services](#) (DHOH)
8. [DORS: State Department on Aging](#) (SDA)
9. [Division of Public Defender Services](#) (OCPD)

The following seven Agency Websites are in the final phases of migrating into the Sitecore system and targeting to launch in Summer 2019.

- Department of Motor Vehicles (DMV)
- Department of Transportation (DOT)
- Department of Agriculture (DoAg)
- Department of Mental Health and Addiction Services (DMHAS)
- Connecticut Military Department (MIL)
- Teachers' Retirement Board (TRB)
- Office of the Chief Medical Examiner (OCME)

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

Hot Topic: Sitecore 9.1 Upgrade in the Works

CI strives to provide a stable and quality Sitecore system for your Agency websites. To continue with this initiative, we will be upgrading to Sitecore 9.1, targeted completion the end of 2019. This upgrade will have

no impact on Content Authors, Approvers, or System Administrators, meaning the design and functionality will remain the same as you experience today. Check here for further updates in the next two issues.

Feature: Access your Google Analytics

Curious to know who your visitors are and what they are commonly viewing on your website or what search terms they are entering? What about how they are navigating your website? Log into your Google Analytics account to get the insight. The account will automatically track all analytics from your newly migrated website without you having to do or request anything.

- Contact DAS/BEST pmg@ct.gov to gain access to your Google Analytics account.
- Have questions or requests about your Analytics? System Administrators can submit a HelpDesk support ticket.

[Download the Google Analytics features](#) (pdf) to learn more.

CT.gov: Portal Updates

To continuously improve the official state website, updates are made based on user feedback and analytics. Here are the most recent highlights:

- Addition of Constitutional Offices to the top of the [Departments and Agencies Listing Page](#)
 - **Public Safety:** Removal of intermittent page; now linking directly to the Sex Offender Registry website from the left navigation menu.
 - Portal Feedback poll changed from opening up halfway down the page, to a delay of 25 seconds after the page loads.
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Support: Frequently Asked Questions

- **Do I need to type the ct\ in front of my user name when I log into Sitecore?**
Yes. The ct\ is part of your user name, so must be included to access Sitecore. (For example: ct\jane.doe)
- **How do I reset my password?**
Passwords expire every 90 days and can be reset through the link in the password expiration alert emails, OR via the “Forgot Password” button on the Sitecore login page. When setting a new password, make sure to follow the password policy closely. **Note:** Passwords cannot contain any full words, and 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](#))
- **What if my password has already expired?**
If your password has already expired, please use the “Forgot Password” button on the Sitecore login page. (see [step-by-step instructions on forgot password](#))

[See more FAQs](#)

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Need further assistance? Submit a [support ticket](#).

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