Website

Training Basics

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Virtual Towns & Schools

Table of Contents

1.0 Introduction

1.1 How to Login and Change Password…… 3

1.2 What happens when you login…… 4

1.3 View Cabinet - Overview…… 5

1.4 Saving Changes & Deleting Items…….. 6

2.0 Editing Department, Board or Committee Home Page…… 8

3.0 Create Website Content Using Toolbox Commands

3.1 Create an Urgent Alert – Click Link in the Left navigation…… 14

3.2 Create News or Announcement – Click Link in the Left navigation…… 16

3.3 Create FAQ – Click Link in the Left navigation…… 18

3.4 Create Slide/Bulletin Item – Click Link in the Left navigation…… 19

3.5 Create Free-Form Document/New Content – Click Link in the Left navigation..21

3.6 Upload File – Click Link in the Left navigation…… 22

3.7 Create Event – Click Link in the Left navigation…… 23

3.8 Create Meeting Agenda – Click Link in the Left navigation…… 26

3.9 Create Slideshow – Click Link in the Left navigation…… 28

3.10 Create Meeting Minutes – Click Link in the Left navigation…….. 30

3.11 Create Link – Click Link in the Left navigation …… 32

4.0 Other Things to Know About …… 33

4.1 Add to Downloadable Forms …….. 33

4.2 Where Do I Go For …….. 33

4.3 Add to persistent links …….. 33

4.4 Add to Categories tab …….. 34

4.5 Embed Video tab …… 35

4.6 Scheduling Options tab …… 36

4.7 Updating File – How to replace old files with new files …… 37

5.0 Free-Form Area / WYSIWIG / MS Word Like Area …….. 38

6.0 Contact Virtual Town & Schools Customer Support …… 41

1. Introduction

This document will provide you with the basic information that will allow you to perform the fundamental activity of maintaining and creating content for the website. It does not describe every command in full detail but rather is intended to be used in conjunction with subject matter learned during your training session.

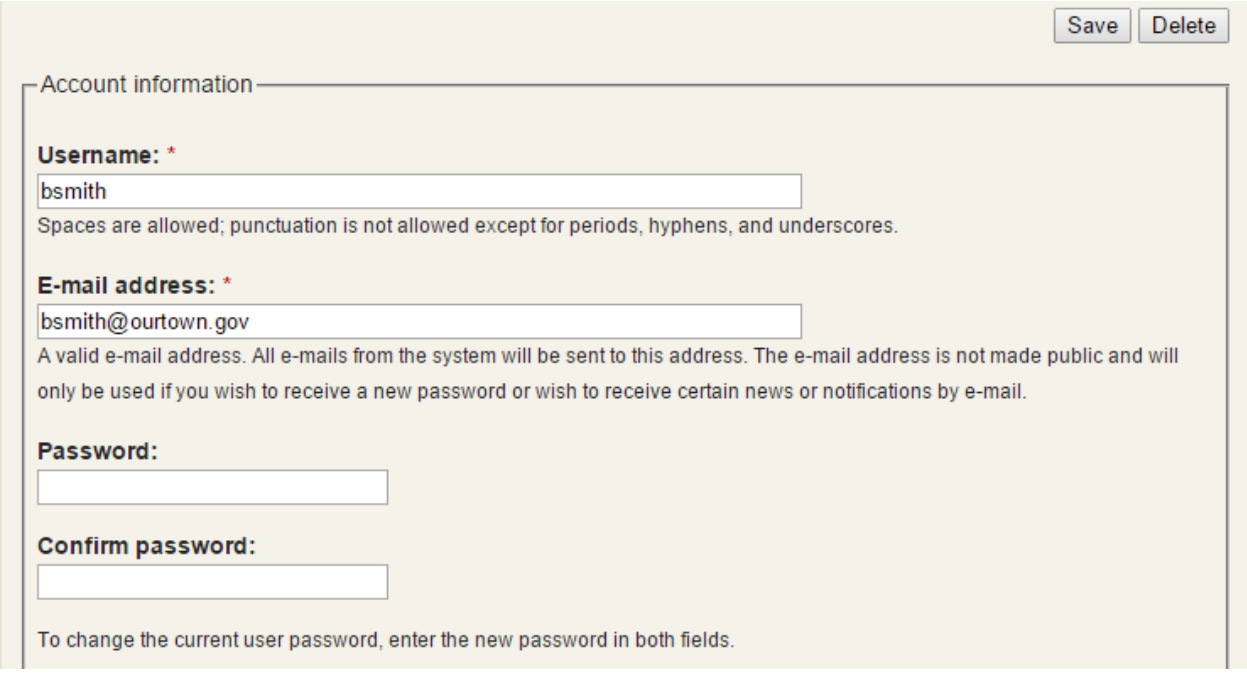
1.1 How To Login and Change Password

Login

Look for a Login button on the website, then click on it and this will bring you to a login screen where you will need to enter your User ID and password. The Login button is typically located at the top or bottom right side of the website.

Password Change

Once logged in click the My Account link at the bottom of the webpage. Click the **Edit tab** and the section shown below will be displayed. Changed password by entering the new password in the boxes shown below and clicking the **Save** button

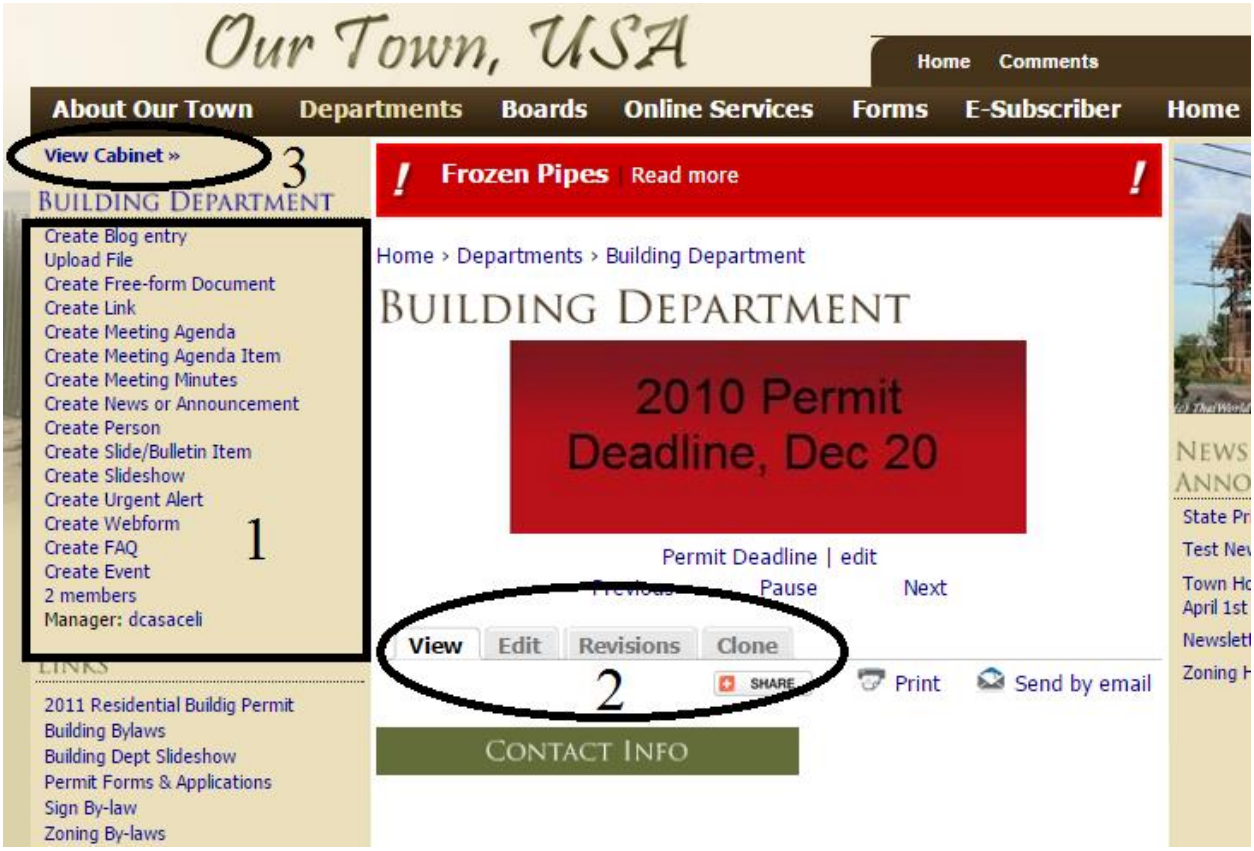


1.2 What happens when you Login

1. You see menu items on the left side referred to as “Toolbox”. These are used to create new content and will be described in this manual.

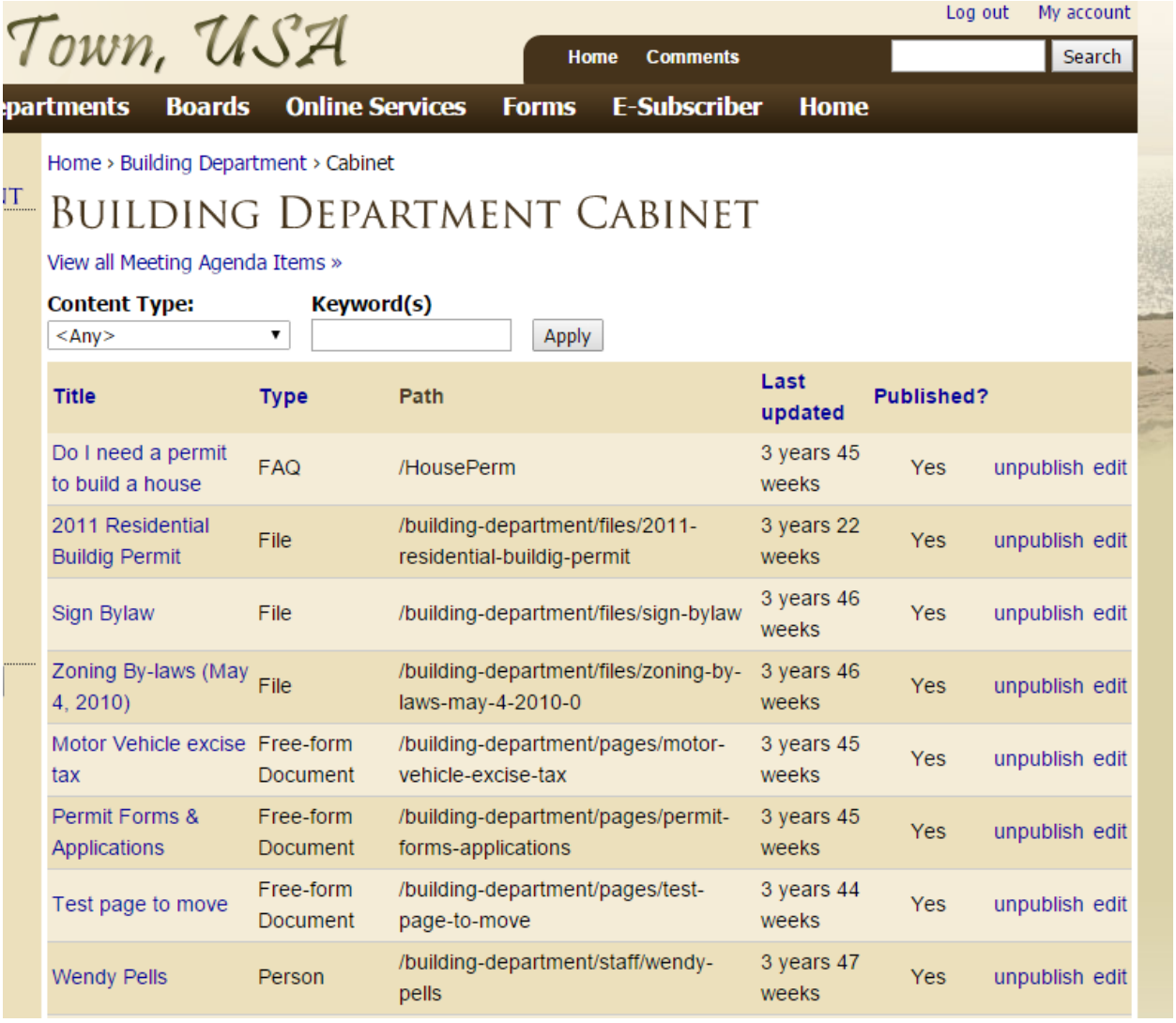
2. You will see a series of tabs across the center section of the webpage that are named View, Edit, Revision, and Clone. The Edit button allows you to enter the edit mode used to make changes to existing content.

3. You will also see a View Cabinet button listed towards the top of the left side of the web page. Think of this as a file cabinet where all the web pages and other items associated with the Department Board or Committee are stored.



1.3 View Cabinet - Overview

- From the Department, Board or Committee home page you will see a View Cabinet button listed towards the top of the left side of the webpage. Clicking on this will bring you into the cabinet where you will see a listing of all items that belong to the Department, Board or Committee. Including files, links, faqs, web pages, etc…
- Sort Capability – Clicking on the column heading text will allow you to change the sort order of what you are viewing. This will assist you in finding an item that was recently added or modified.
- Publish & Unpublish – Clicking on this link will either take the webpage off the website or place on the website.
- Edit – Will allow you to go directly into edit mode for that item.



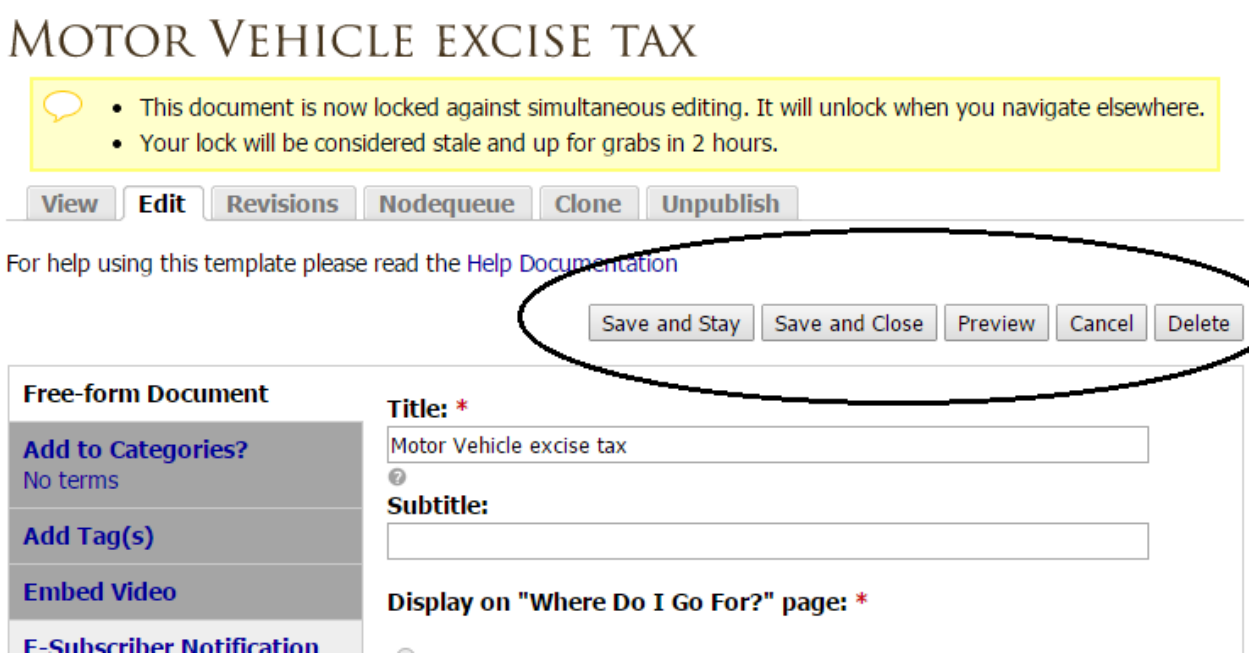
1.4 Saving Changes & Deleting Items

Saving

When you have finished creating a new item (webpage, FAQ, event) or modifying an existing item you always need to click the **Save and Close** button located at the top or bottom of the screen you are working in. This will save the changes and publish them to the website. There is also a **Save and Stay** button that will save your changes and allow you to continue to make more changes to the item you are working on.

Deleting

When looking to delete an existing item you will need to edit the item and click on the **Delete** button shown below. **It will ask you to confirm deletion but once confirmed the item is permanently deleted and can't be recovered.**

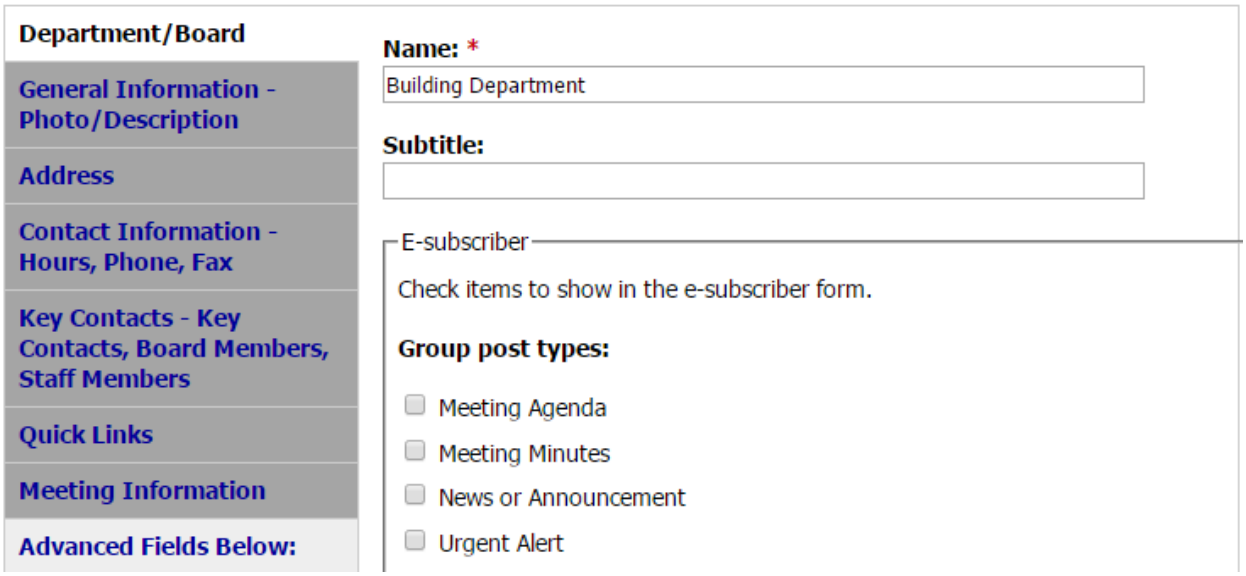


2. Editing Department, Board or Committee Home Page

When editing a Department or Board home page there are a number of dark grey tabs on the left hand side of the form that you will be using. Each tab contains different fields of information for your board or department.

The different tabs are:

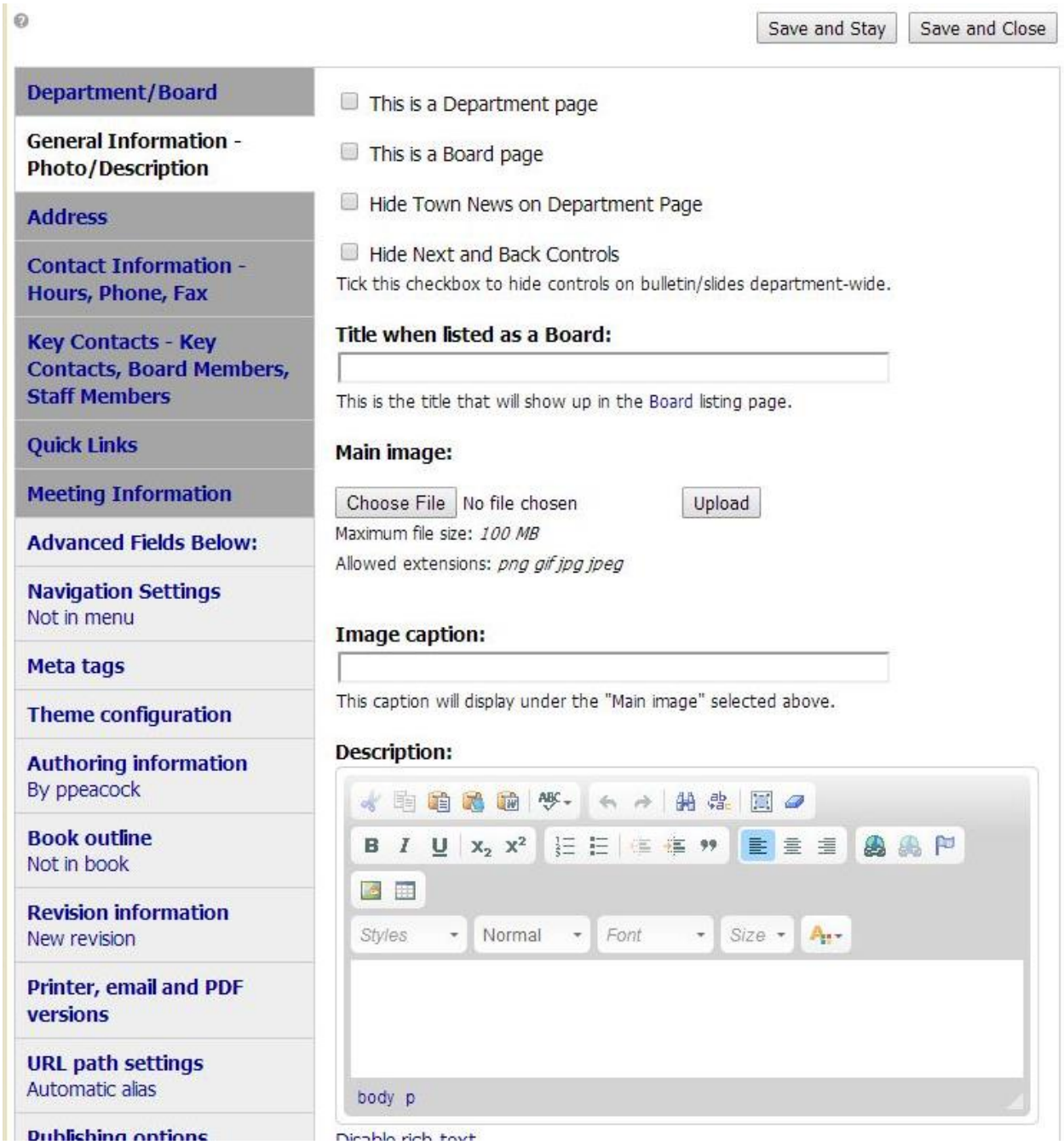
Department/Board Tab



Name - Name of the department or board. This will show up on the top of the page when you view the department on the site.

E-Subscriber - Check boxes so you can determine which department or board options you will allow site visitors to subscribe to.

General Information – Photo/Description Tab



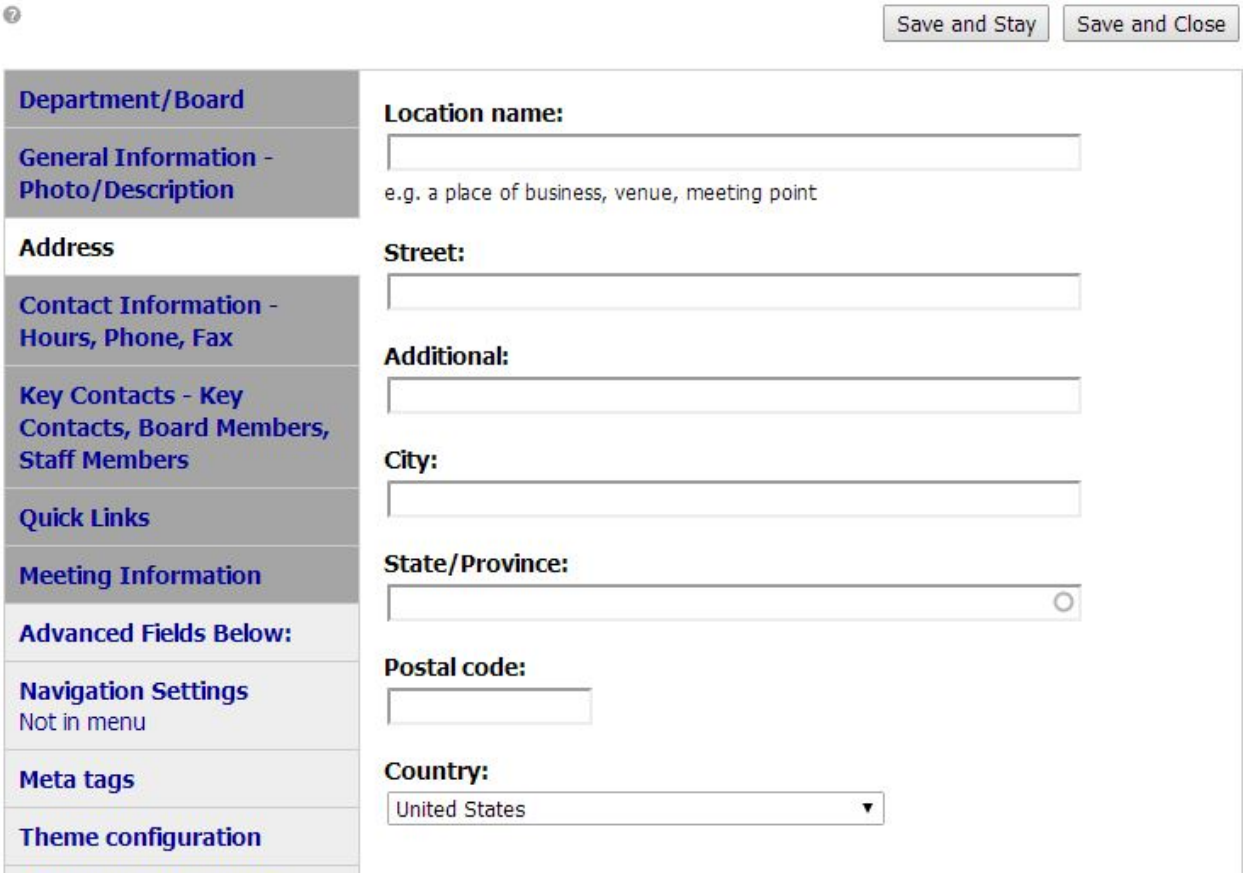
Main image - field allows you to upload a department image. Click **Choose File**, select image to upload; click **Upload**. Internet Explorer browser has a **Browse** versus **Choose File** button.

After uploading a photo you will be able to add **Alternate Text** (used for screen readers) and an **Image Title** (shows up when you hover your mouse over the image.)

Image caption – Enter text in this field that will display under the uploaded image

Description - Free-form area where you type or paste the text that will be displayed on your Department or Board webpage (functions similar to Microsoft Word or the message section for email). Often used for the Mission Statement or a Description of Our Services. **See Section 5.0 for more detail about Free-Form**

Address Tab

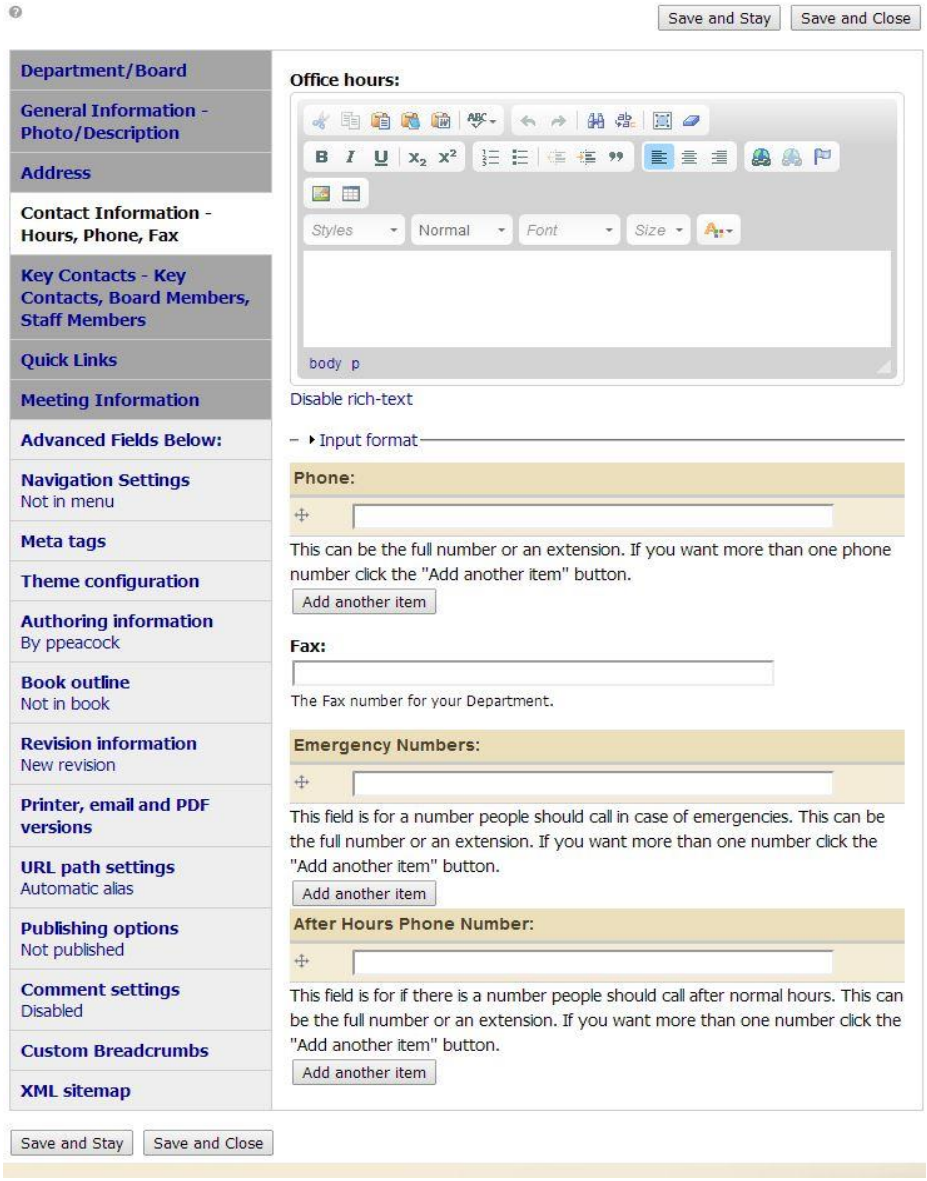


Location name shows up above the address. Label like “Town Hall”, “Highway Station”, or “Parks Department”.

All other fields are standard address fields and display in the order seen.

Deleting an address if you no longer want the address to show up on your department or board page check the “Delete” box then click Save and Close.

Contact Information – Hours, Phone, Fax Tab



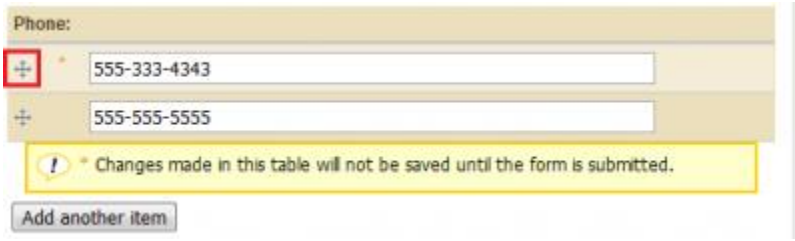
Office Hours - Free-form area where you type the text that will be displayed on a webpage (functions similar to Microsoft Word or the message section for email).

Example:

Monday, Wednesday, Friday 8 am – 4pm
Tuesday, Thursday 9-5

Phone, Emergency Number, and After Hours Phone Number fields you can add multiple phone numbers, one per field. For example, if your department has two phone numbers you can enter the first number in the Phone section then click the Add another item button and an addition Phone field will show up.

You can now enter a second number. You can also reorder the numbers by clicking and dragging on the handles to the left of the phone numbers.

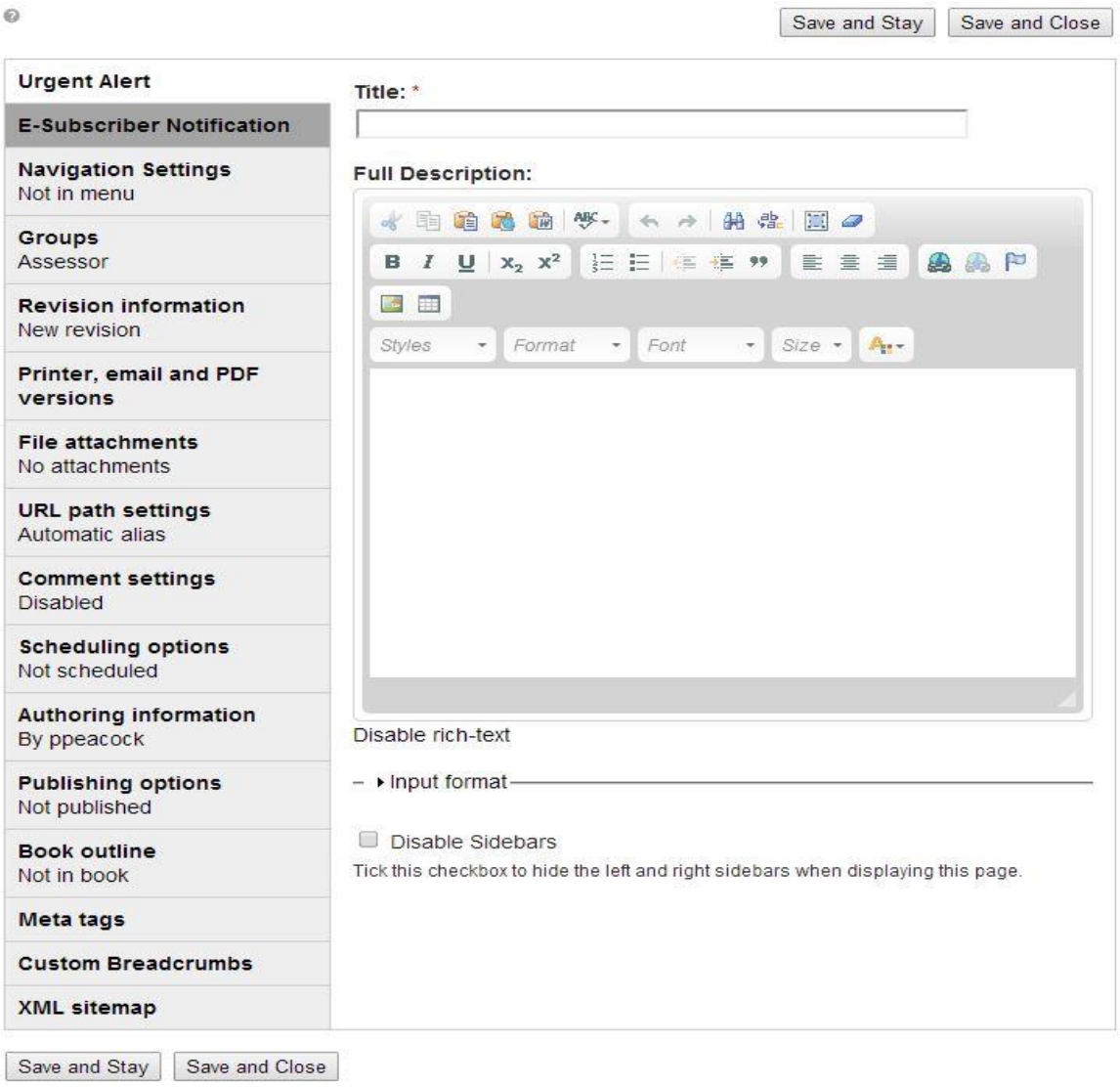


The Emergency number and After hours number work the same way.

Meeting Information tab is mostly used for boards. You can add information stating when or how often you meet, as well as where and when the meetings take place.

3. Creating Website Items using Toolbox Commands

3.1 Create Urgent Alert – Click Link in the Left navigation

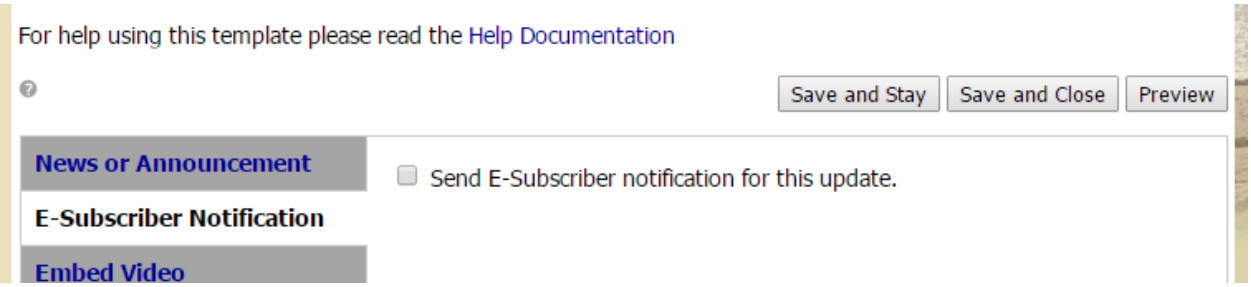


Title – Enter text that will be displayed in the Alert banner that shows at the top of the Department, Board or website homepage.

Full Description – Free-form area where you type or paste the text that will be displayed on a webpage when someone clicks on the urgent alert (functions similar to Microsoft Word or the message section for email). **See Section 5.0 for more detail about Free-Form**

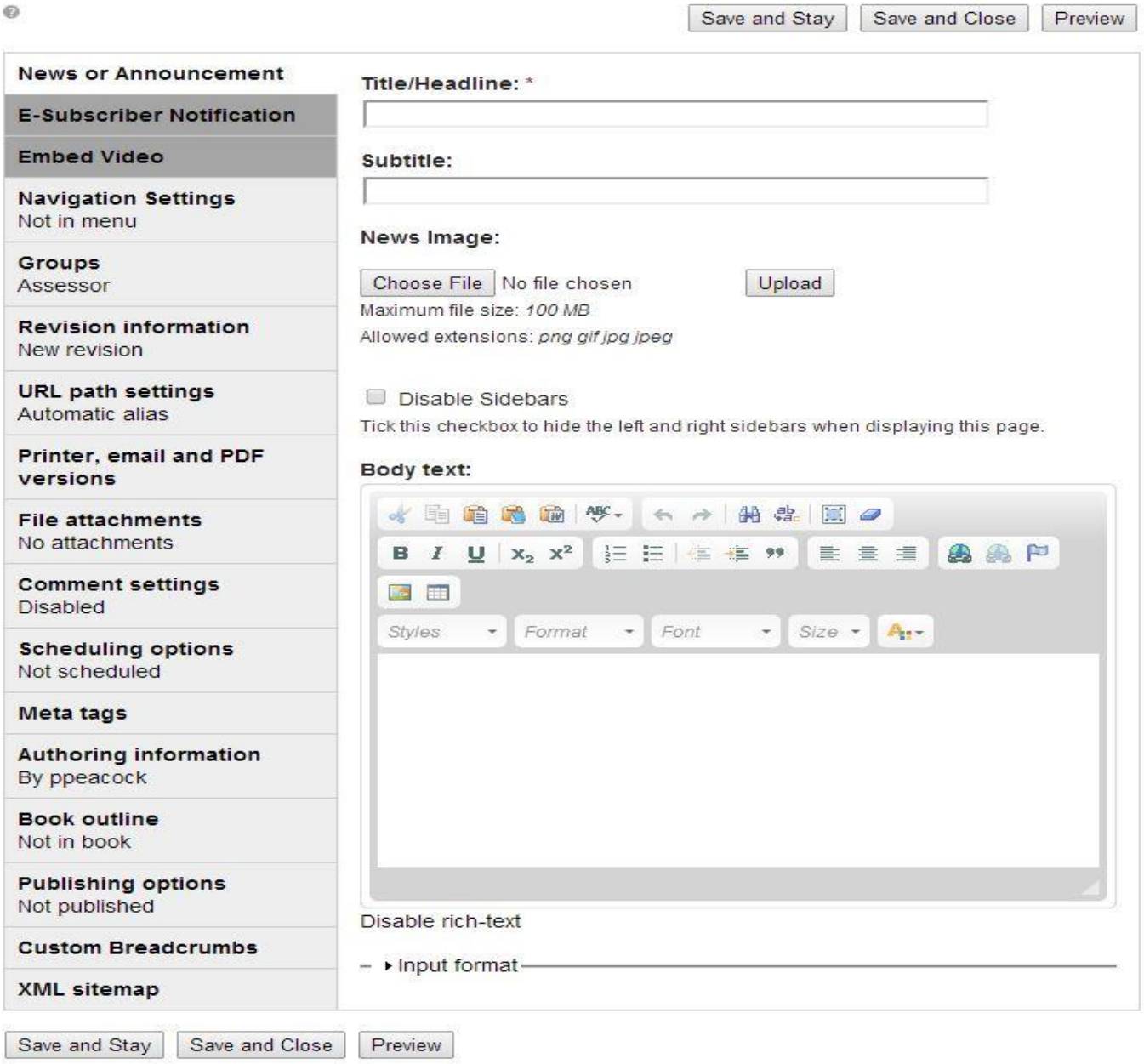
E-Subscriber Notification Tab

If your Board or Department Urgent Alerts is set up so that people can subscribe to new postings you would need to send an E-Subscriber Notification email that will let subscribers know that a new item was posted.



Place a check in the box then Save and Close to send email.

3.2 Create News or Announcement – Click Link in the Left navigation

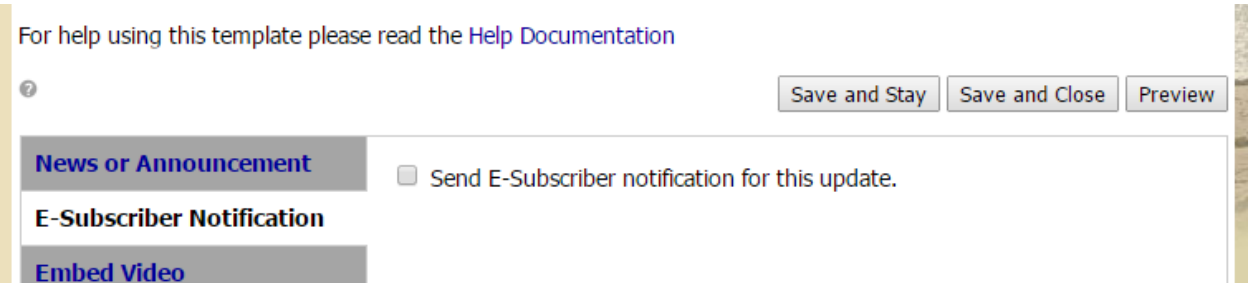


Title/Headline - Enter text that will displayed at the top of the news item. It will also be used in the listing of news items on your department page.

Body Text - Free-form area where you type or paste the news information that will be displayed when someone clicks on the link to view the new article (functions similar to Microsoft Word or the message section for email). **See Section 5.0 for more detail about Free-Form**

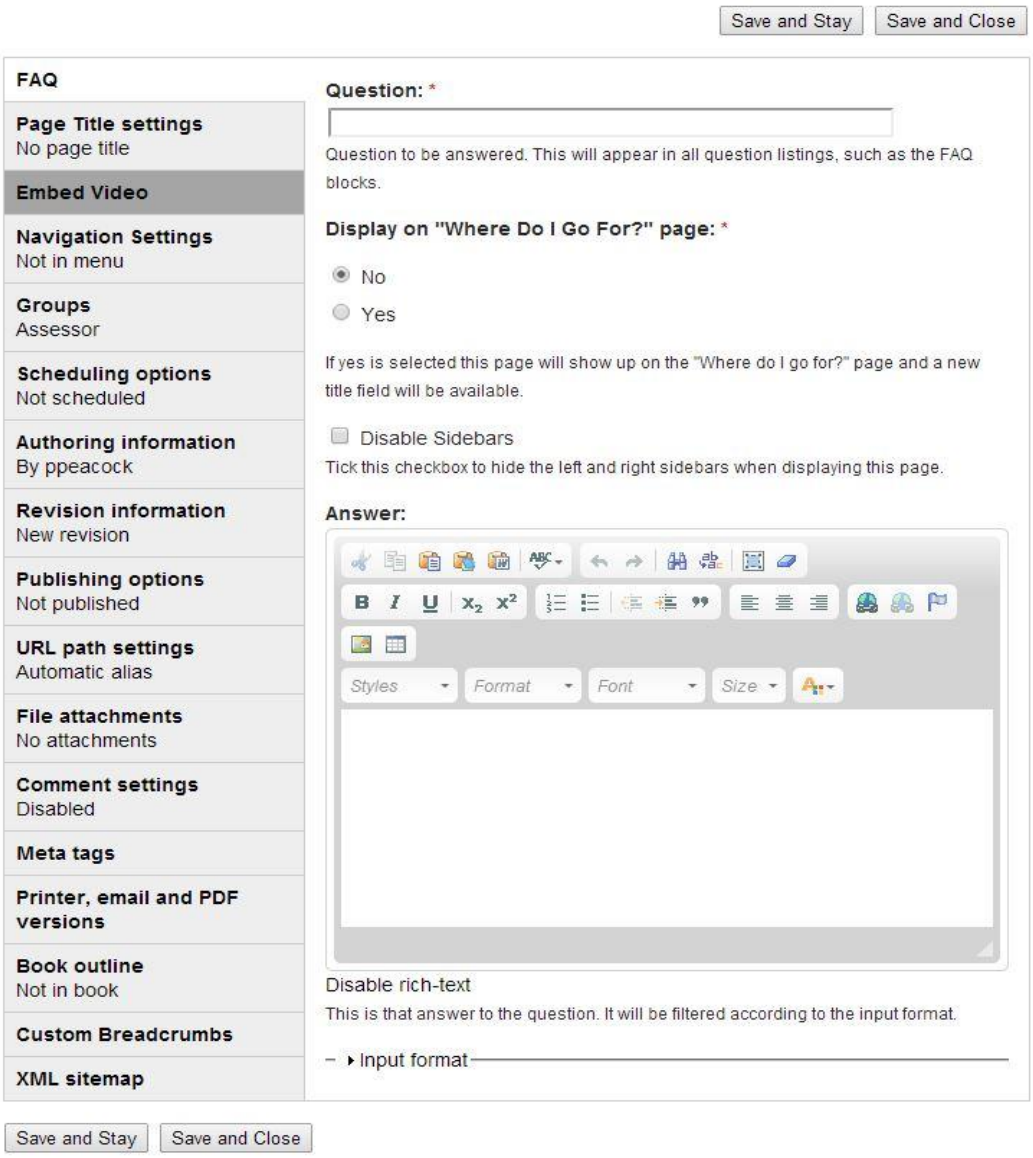
E-Subscriber Notification Tab

If your Board or Department News is set up so that people can subscribe to new postings you would need to send an E-Subscriber Notification email that will let subscribers know that a new item was posted.



Place a check in the box then Save and Close to send email.

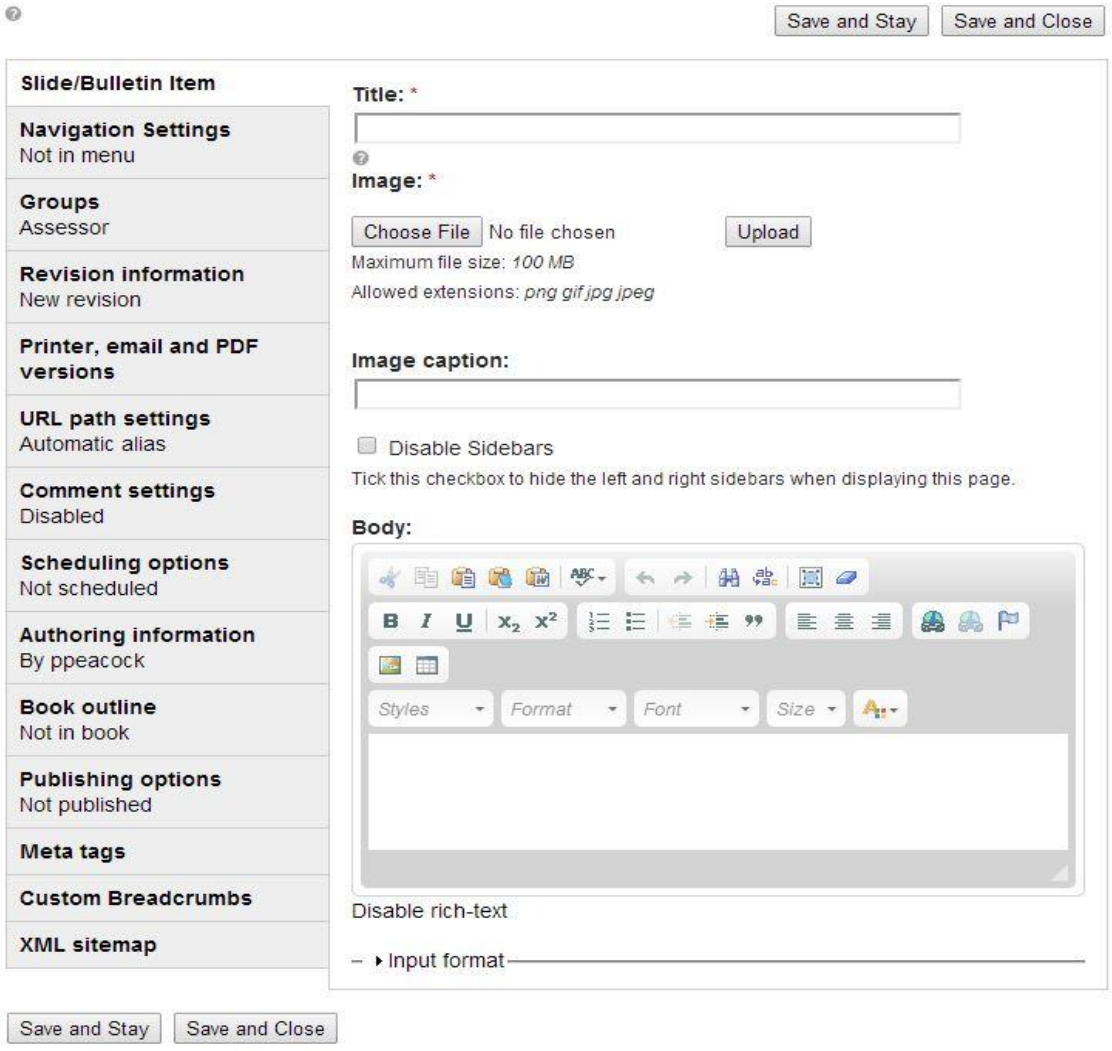
3.3 Create FAQ – Click Link in the Left navigation



Question – Enter the question

Answer - Free-form area is where you type or paste the answer to the question (functions similar to Microsoft Word or the message section for email). **See Section 5.0 for more detail about Free-Form**

3.4 Create Slide/Bulletin Item – Click Link in the Left navigation



Title - Enter text that will be displayed at the top of the page when people click on the bulletin for more detailed information.

Image – Click **Choose File**, select the bulletin board image, then click **Upload.** Internet Explorer browser has a **Browse** versus **Choose File** button.

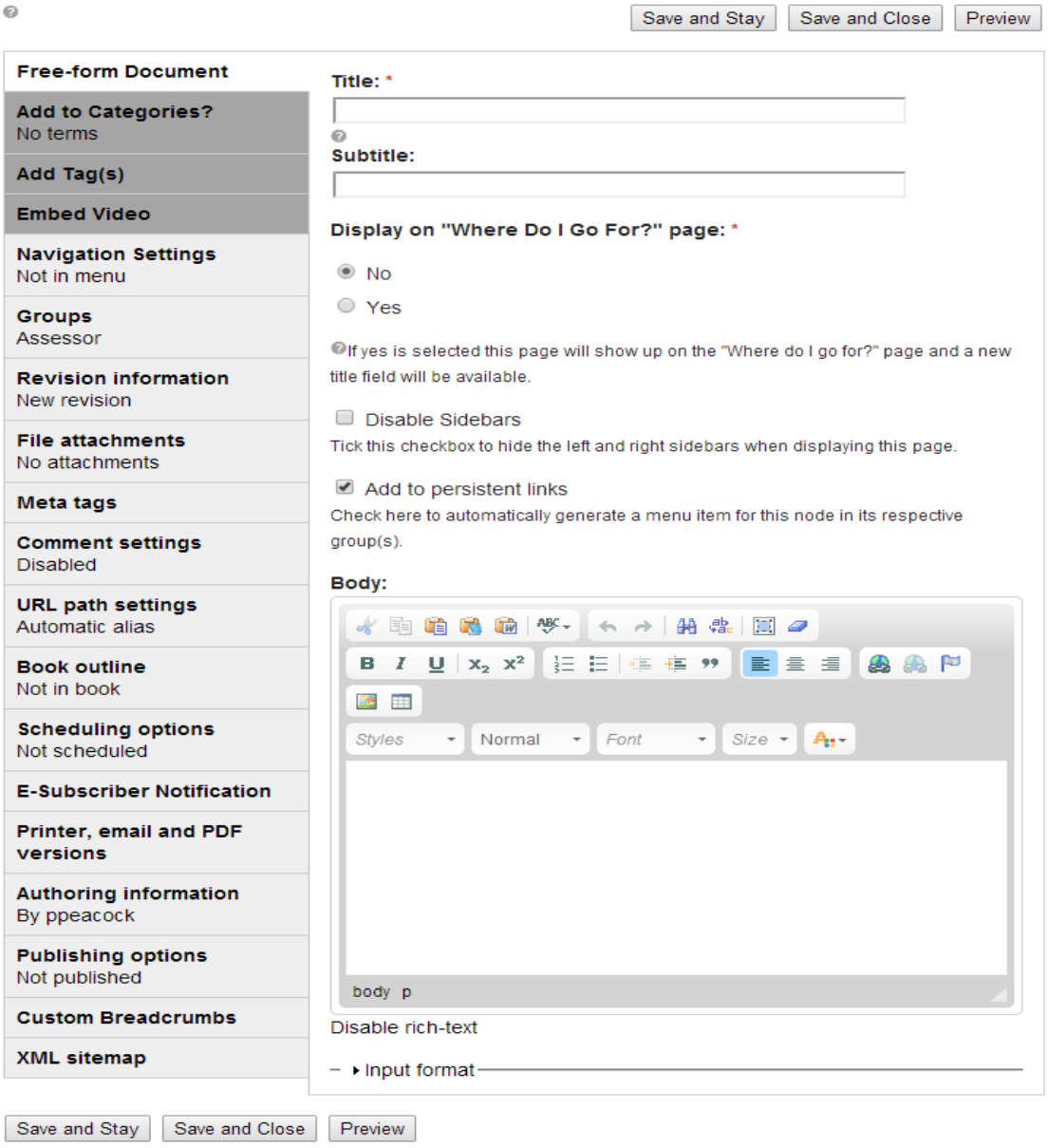
Image caption - Text entered in the field will show up under the bulletin image.

Body - Free-form area where you type or paste the text that will be displayed on a webpage when someone clicks on a bulletin (functions similar to Microsoft Word or the message section for email). **See Section 5.0 for more detail about Free-Form**

Bulletin Example:

Note: The system will automatically resize it to make sure the image is not too large but we recommend creating images that are approximately 450 pixels wide and 125 pixels tall or smaller. It is better to create the images at the appropriate size because if the system resizes the images it could distort any text on them. If you have any sizing issues or questions, contact our Customer Support Center.

3.5 Create Free-Form Document/New Content – Click Link in the Left navigation

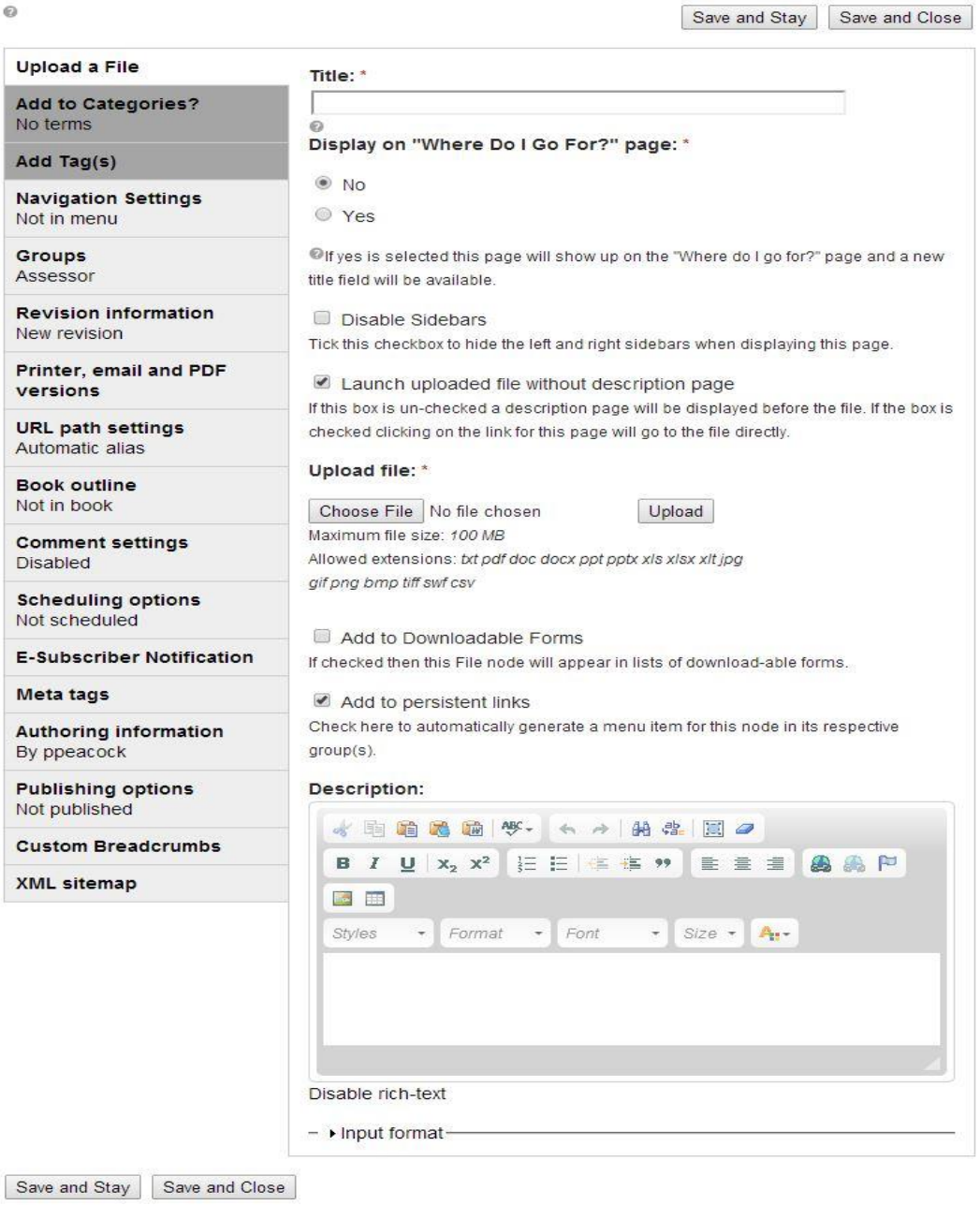


Title – Enter the title of the page that will show up at the top of the content area of the webpage.

Add to persistent links - When this box is checked it adds a link to the webpage of the board, or department left navigation. If the box is unchecked it won't display in the left navigation.

Body - Section where text, images, tables can be added. The **Body** section is the free-form area and functions similar to Microsoft Word or the message section for email. **See Section 5.0 for more detail about Free-Form**

3.6 Upload File – Click Link in the Left navigation



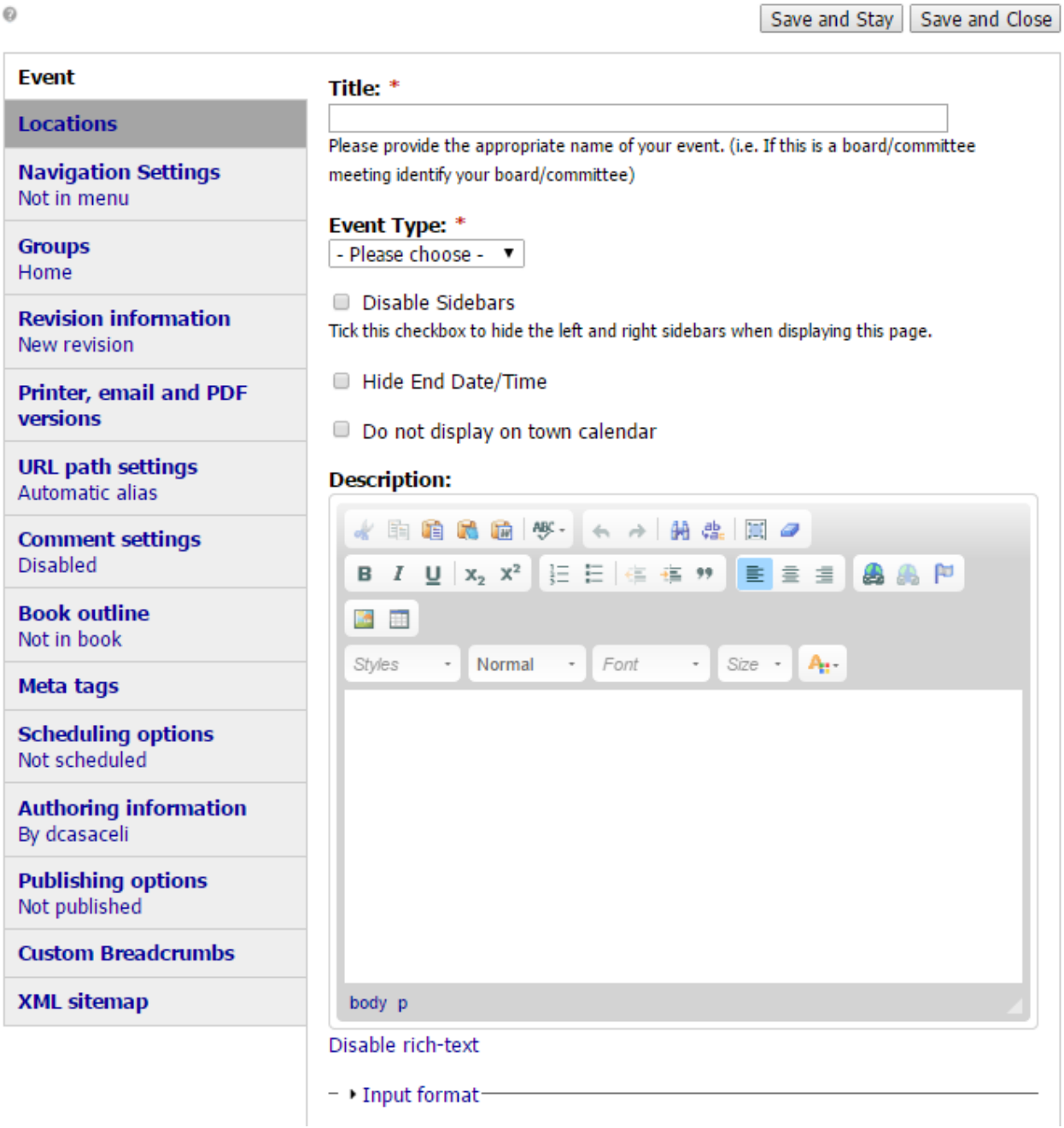
Title – Enter text to reflect what information is in the file you will be uploading.

Upload File - Click **Choose File**, select the file then click **Upload.** Internet Explorer browser has a **Browse** versus **Choose File** button.

Add to persistent links - When this box is checked it adds a link to the webpage of the board, committee or department left navigation. If the box is unchecked it won't display in the left navigation.

3.7 Create Event – Click Link in the Left navigation

Creating an event will activate a calendar for your department as well as push the event to the calendar on the home page.



Ba

Title – Text entered is what will show up on the calendar. If this is a board/committee meeting, we recommend you identify the name of your board or committee.

Choose the **Event Type** from the drop down list.

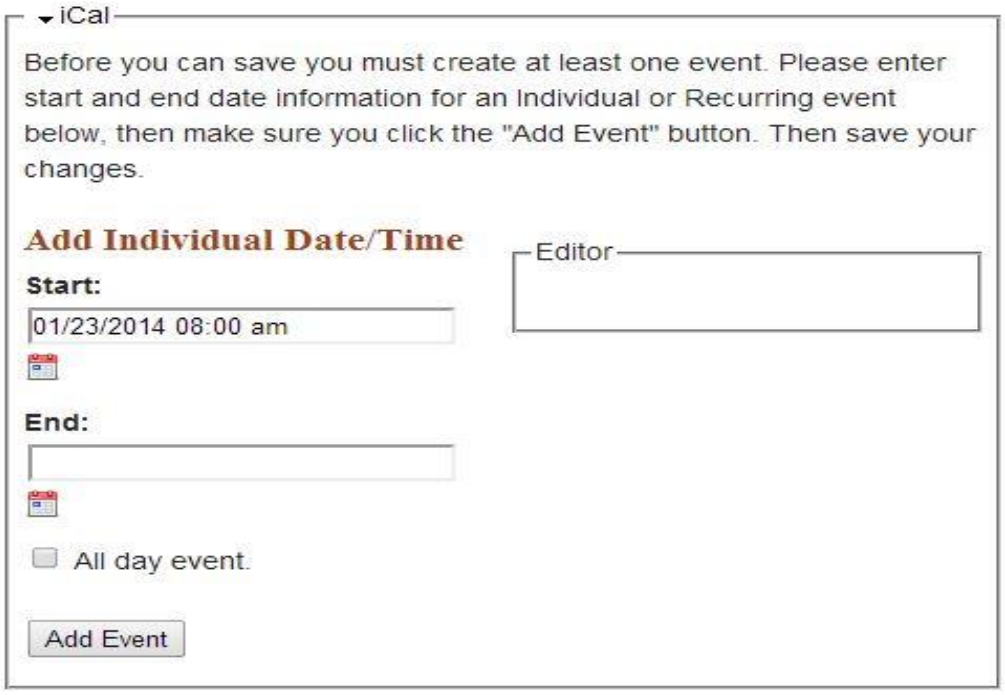
Hide End Date/Time - Place a check if you want to hide end date for event.

Do not display on town calendar - Place a check if you do not want this event to display on the website homepage calendar.

Description - Free form area for adding text that will display on the event's description page question (functions similar to Microsoft Word or the message section for email). Enter all the information for associated with your event. **See Section 5.0 for more detail about Free-Form**

Create Event Dates

After setting up the event information, scroll down to the expandable area labeled iCal. This is where we Add Individual Date/Time.



Add Individual Date/Time

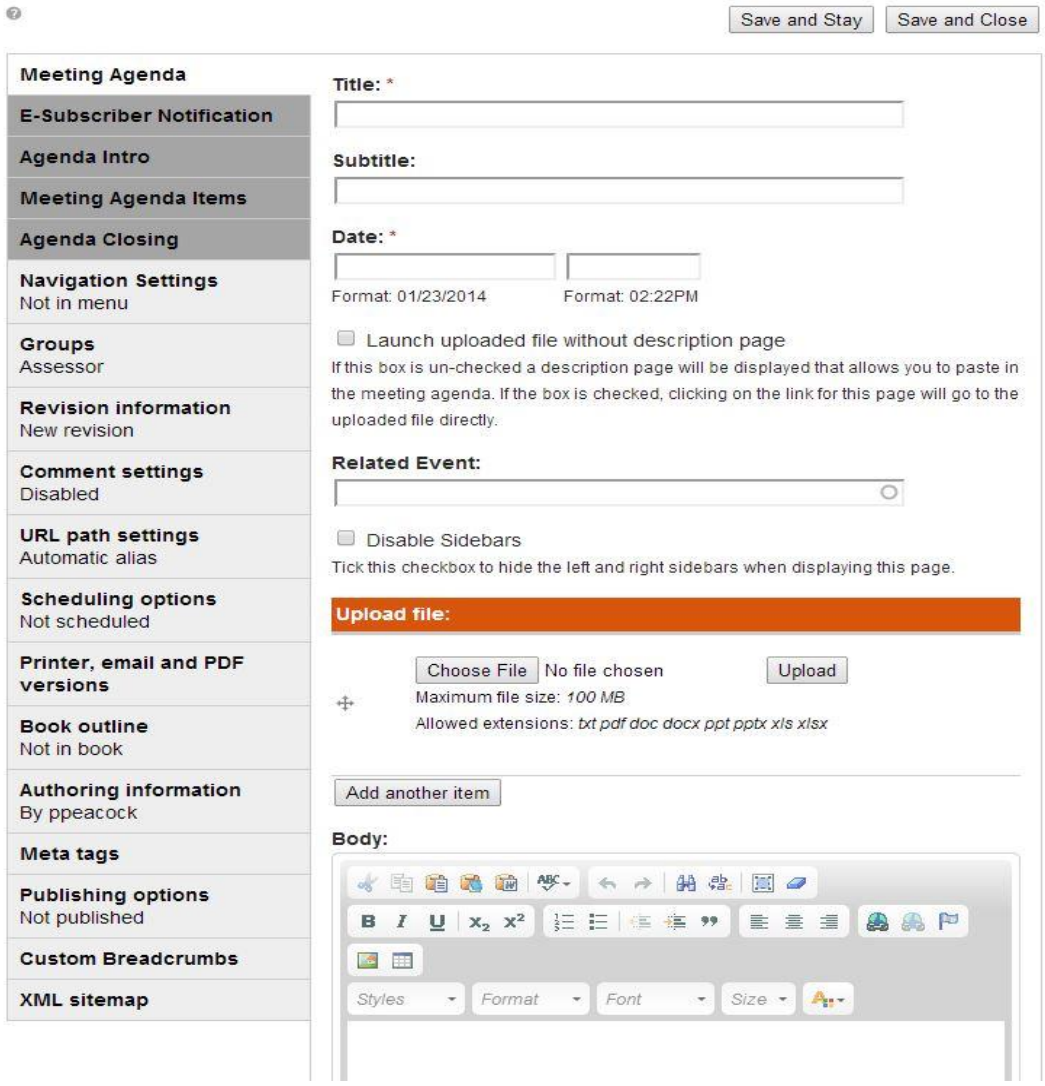
In the **Start** section click on the mini calendar to set the date and time of your event. A pop-up calendar will display, select a date and you can use the sliders on the right to adjust the time.

Follow the same steps to enter in the **End** date.

Click Add Event once the dates are selected (if the event is successfully added, you will see a receipt of it in the Editor box)

Adding more than one date can be useful if you have multiple similar events that don't follow a specific repeating schedule. Repeat the above steps before you click Save and Close to add other similar events at this time.

3.8 Create Meeting Agenda – Click Link in the Left navigation



Title - Enter text (e.g. Agenda) that will display in the listing of all Agendas for your department.

Date – Place the date and time of the meeting.

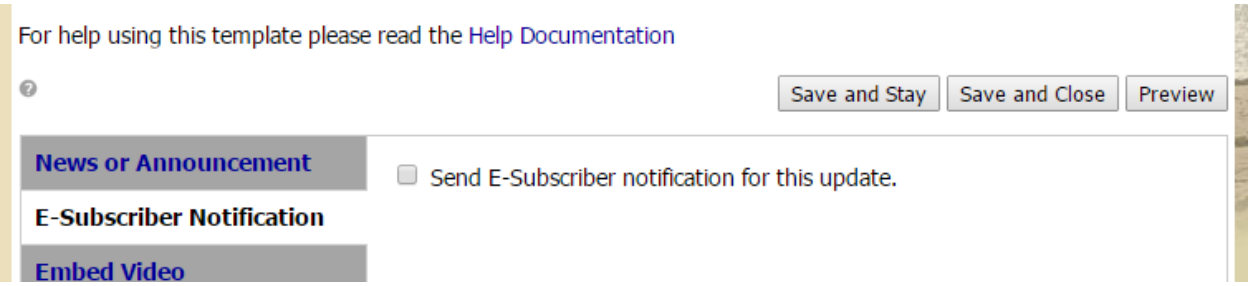
Related Event - If you start typing in the name of an event created on the calendar it will show you a list of potential matches. (Note: Your Event has to first be created before you can link your Agenda to it). Once you select an event this agenda will display on that event in the calendar. (Note: The more you type into the Related Event field the easier it is to find the correct event. It starts searching from the start of the event name so if your event is called "Selectmen Meeting" you would want to start typing "Selectmen" instead of "Meeting". We

also recommend using descriptive names for your events so it is easier to find when creating agendas).

Upload File - Section is for uploading a PDF of your Meeting Agenda you can click the **Choose File** button and select the file you want to upload. Internet Explorer browser has a **Browse** versus **Choose File** button.

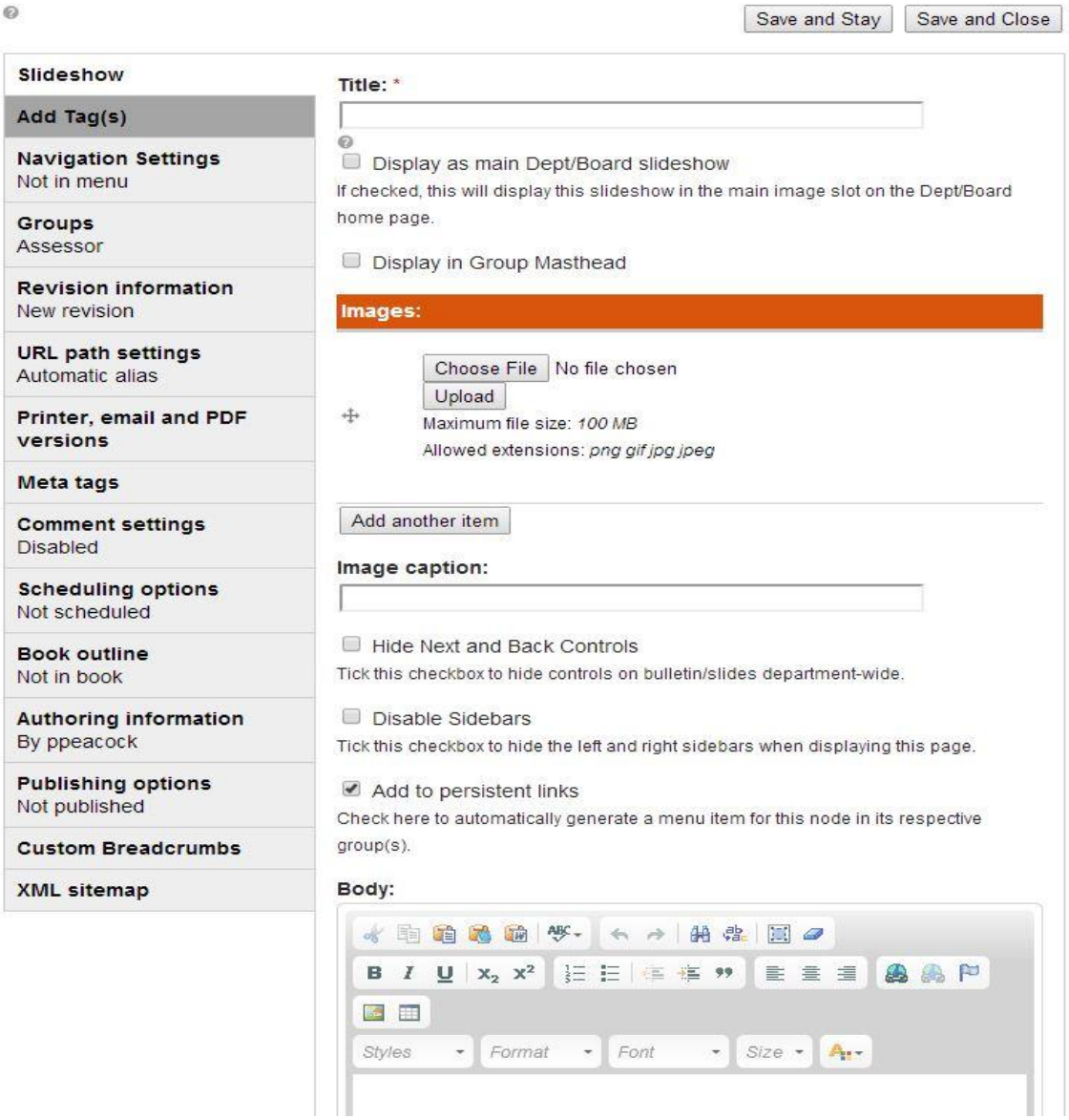
E-Subscriber Notification Tab

If your Board or Department is set up so that people can subscribe to meeting agendas you will need to click on the E-Subscriber Notification tab and place a check the checkbox. By default, Agendas do not get sent out automatically.



Place a check in the box then Save and Close to send email.

3.9 Create Slideshow – Click Link in the Left navigation



Title – Enter a title that will display at the top of the slideshow page.

Display as main Dept/Board slideshow - You can optionally choose to have the slideshow display on your board or department homepage in place of the department main image by checking the box.

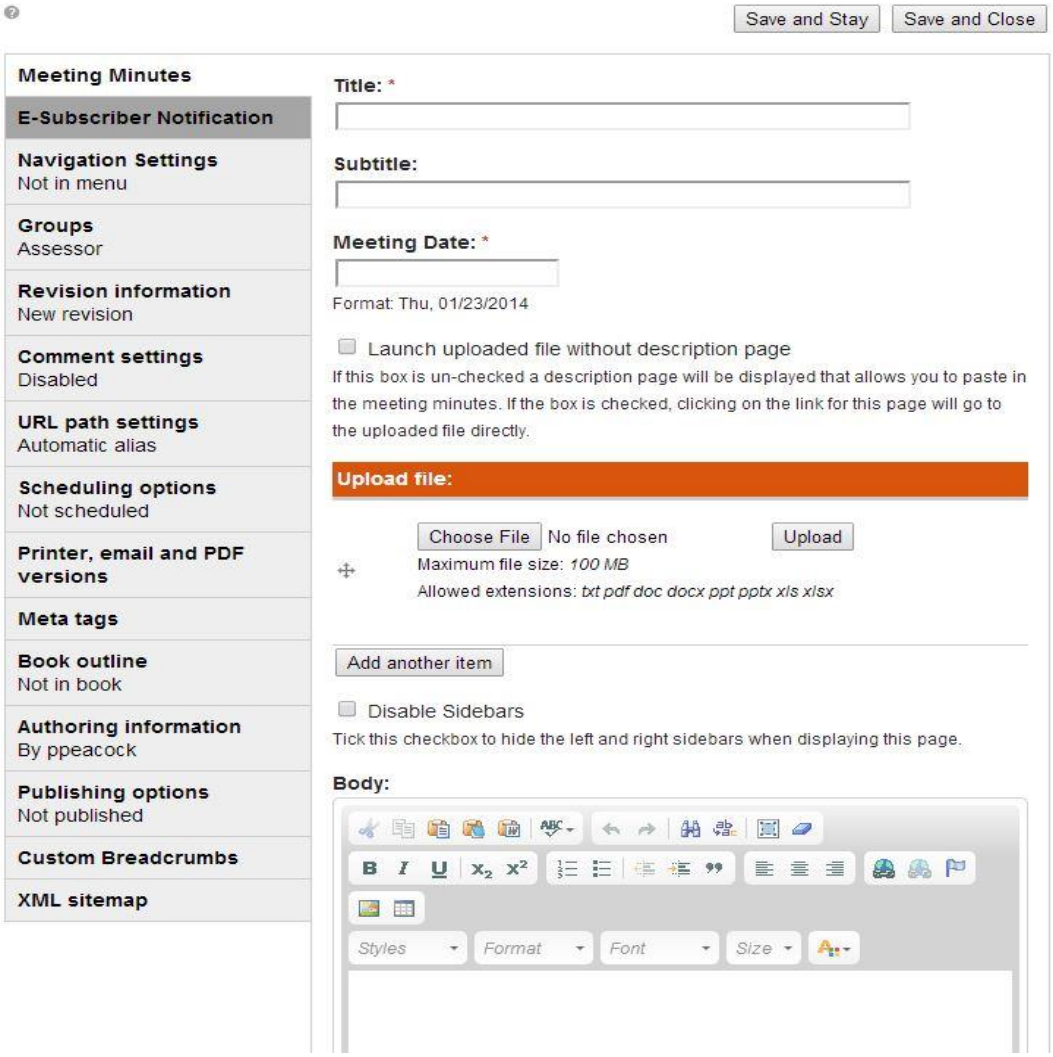
Images - Click **Choose File** button, select an image file and then click **Upload**. Click the **Add another item** button will let you add more images. Internet Explorer browser has a **Browse** versus **Choose File** button.

- After uploading an image you will have the option to add **Alternate Text** and **Title** text (Captions) for the images. Anything entered as title text will display under the image as it rotates.

Image Uploading Guidelines

We recommend each image be smaller than 500 kb (.5 MB). If your images are larger, you may need to either resize the image or save it as 72 DPI (Web-Optimized)

3.10 Create Meeting Minutes – Click Link in the Left navigation



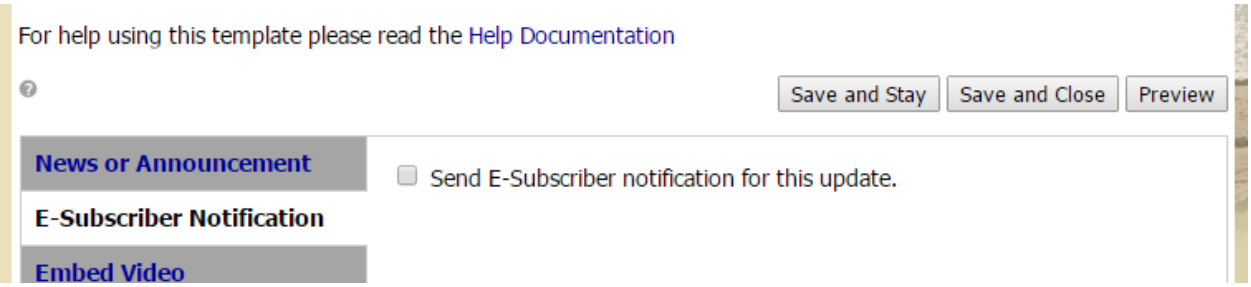
Title - Enter text (e.g. Minutes) that will display in the listing of all Meeting Minutes listing for your department.

Meeting Date – Place the date

Upload File - Upload a PDF of your Meeting Minutes by clicking the **Choose File** button and select the file, click **Upload**. Internet Explorer browser has a **Browse** versus **Choose File** button.

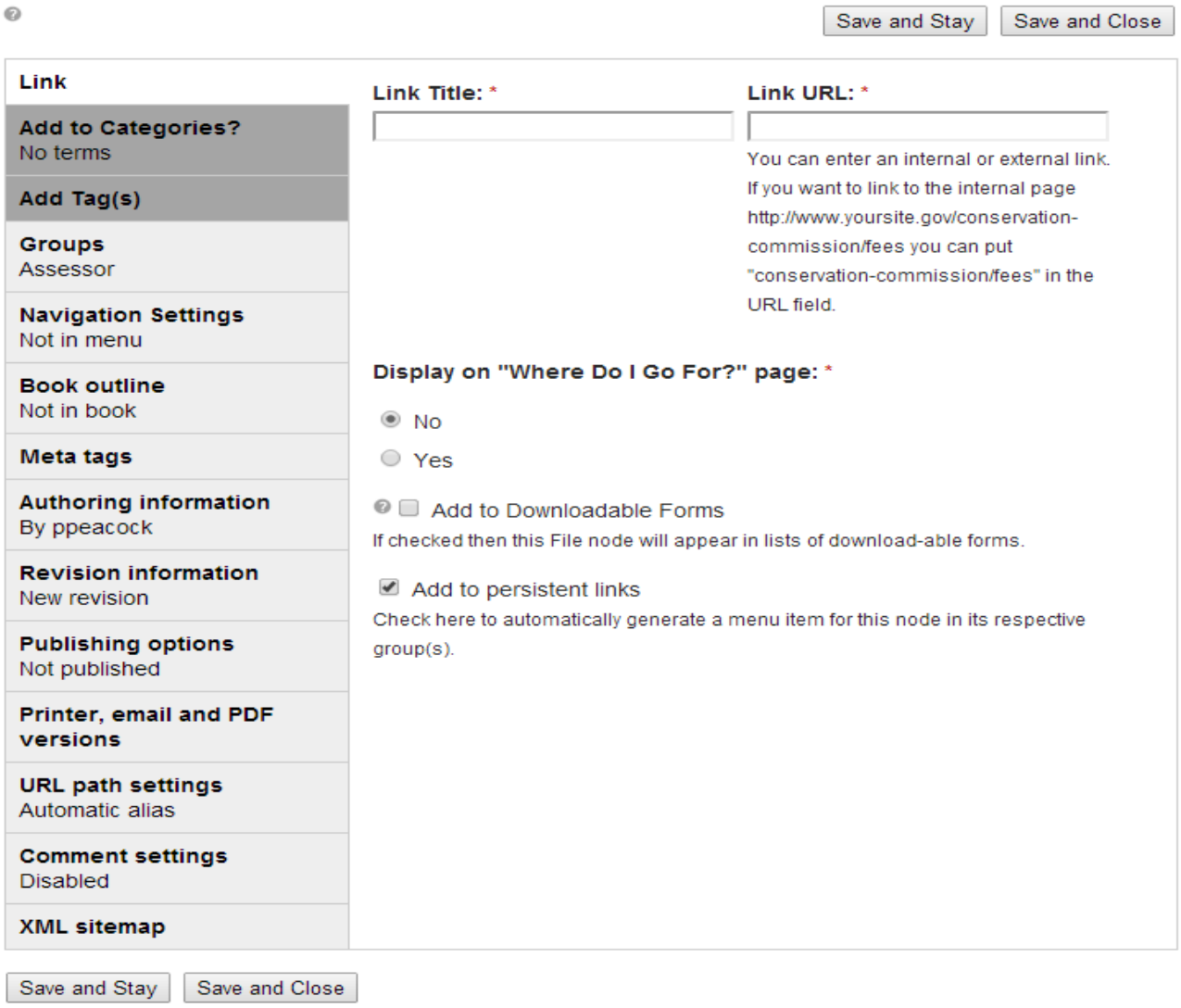
E-Subscriber Notification Tab

If your Board or Department is set up so that people can subscribe to your meeting minutes you would need to send an E-Subscriber Notification email that will let subscribers know that a new item was posted.



Place a check in the box then Save and Close to send email.

3.11 Create Link – Click Link in the Left navigation



Link Title is title of the link that will be displayed to your Board or Departments navigation.

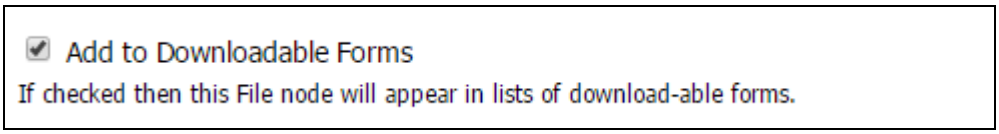
Link URL - This can either be a link to an external page like a state or government site, or for a page in a different department.

- Internal page, use this format - **planning-department/pages/application-filing-guidelines**
- External page, use the full URL address - **http://www.mass.gov/portal**

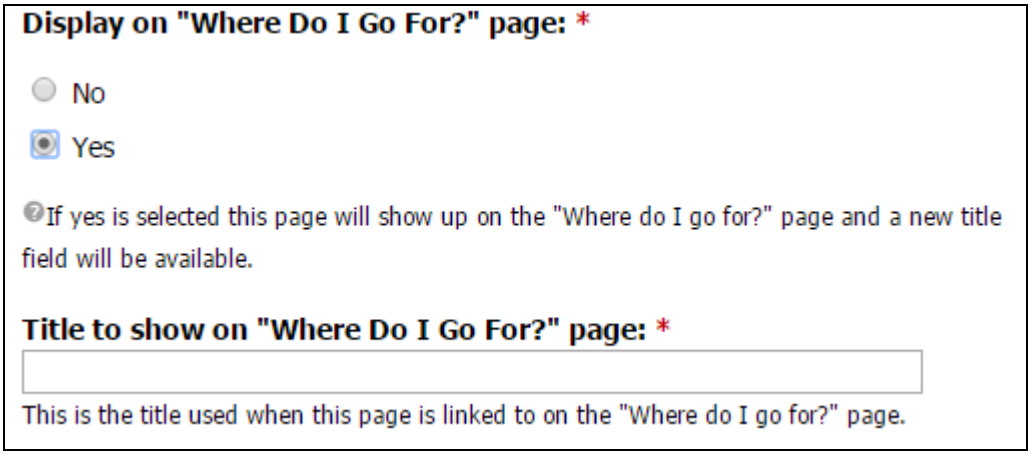
Add to persistent links - When this box is checked it adds a link to the webpage of the board, committee or department left navigation. If the box is unchecked it won't display in the left navigation.

4.0 Other Things to Know About

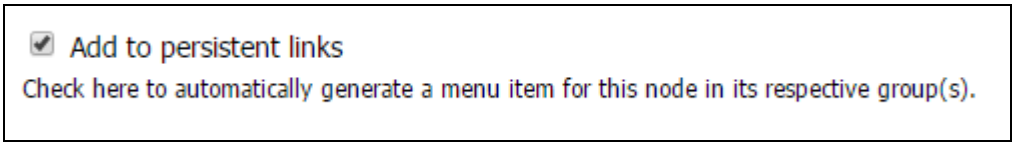
4.1 Add to Downloadable Forms check box – When checked it provides an easy way to compile all the forms on your website so it is easier for site visitors to find them. When this box is checked the file will be added to a site wide Online File Center, Forms or Documents webpage. This page lists all the files from different departments that have this box checked.



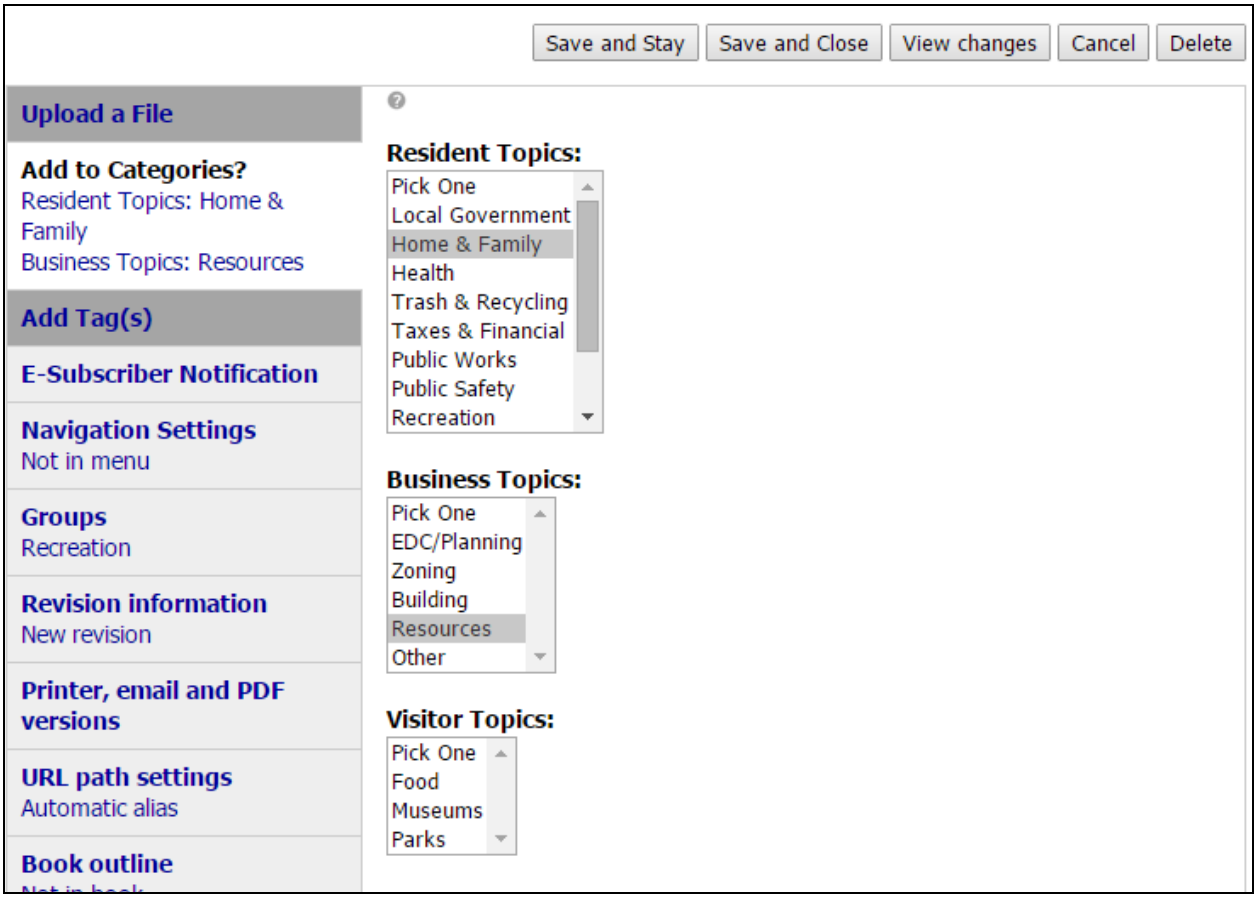
4.2 Where Do I Go For check box - Provides an easy way to access information on your website so it is easier for site visitors to find them. When this box is checked the file will be added to a site wide Where Do I Go For, Services A-Z, or How Do I webpage. You will need to type in a title into the **Title to show on "Where Do I Go?" page**. You can use the same title or customize as appropriate.



4.3 Add to persistent links – The default setting for this checkbox is to be checked. This will result in the item you are creating to be listed in the left hand navigation of the department, board or committee webpage. Removing the check results in the item being created, but not be listed in the left navigation. The most likely scenario when you will uncheck this box will occur when you link to the item created from the Free-form area of a webpage.



4.4 Add to Categories tab – This tab can be used if the website has a Residents, Businesses or Visitors button on the website homepage.

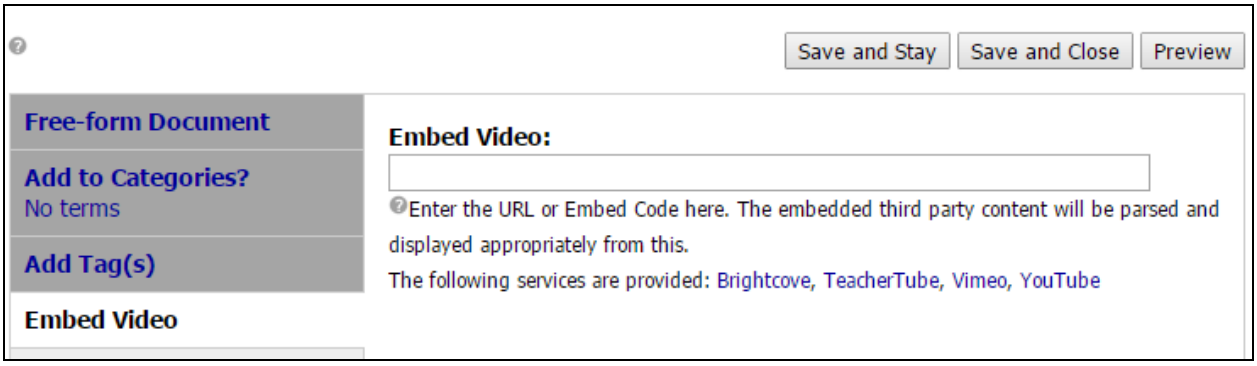


Resident Topics – Click on the topic heading (e.g. Home & Family) listed that this item should appear under when the Residents webpage is displayed.

Business Topics Topics – Click on the topic heading (e.g. Resources) listed that this item should appear under when the Businesses webpage is displayed.

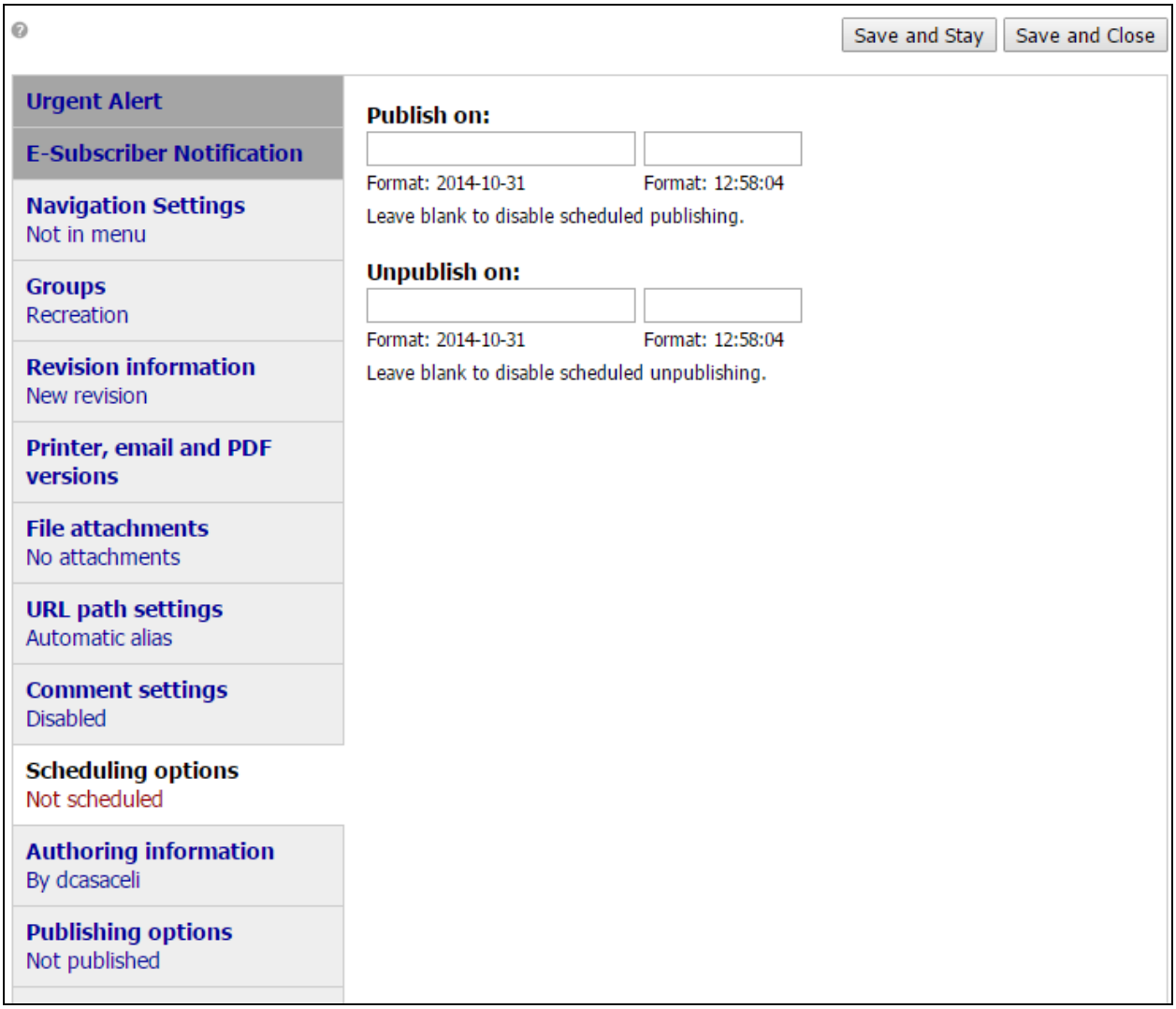
Visitor Topics Topics – Click on the topic heading (e.g. Food) listed that this item should appear under when the Visitors webpage is displayed.

4.5 Embed Video tab – This tab can be used if the items you are creating or modifying has it listed along the left tab section.



Embed Video - Visit the appropriate website (e.g. Youtube) to identify the video and copy the URL, then paste the URL in the box.

4.6 Scheduling Options Tab – This tab is located in the lower on the left hand side with the light grey tab section.



Publish on – Leaving the Date/Time boxes blank will result in the item created being posted to the website immediately. If a Date/Time is entered then the item will not be posted to the website until that time (can vary 15 minutes from the actual time set)

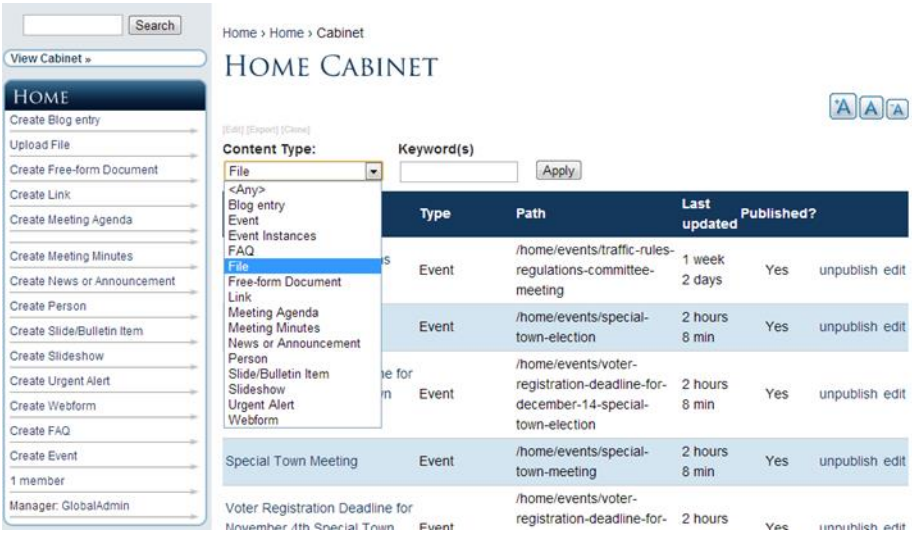
Unplublish on – Leaving the Date/Time boxes blank will result in the item not being removed the website automatically. If a Date/Time is entered then the item will be removed from the website at that time (can vary 15 minutes from actual the time set)

4.7 Updating File – How to replace old files with new files

1) Click “View Cabinet” link on the left.

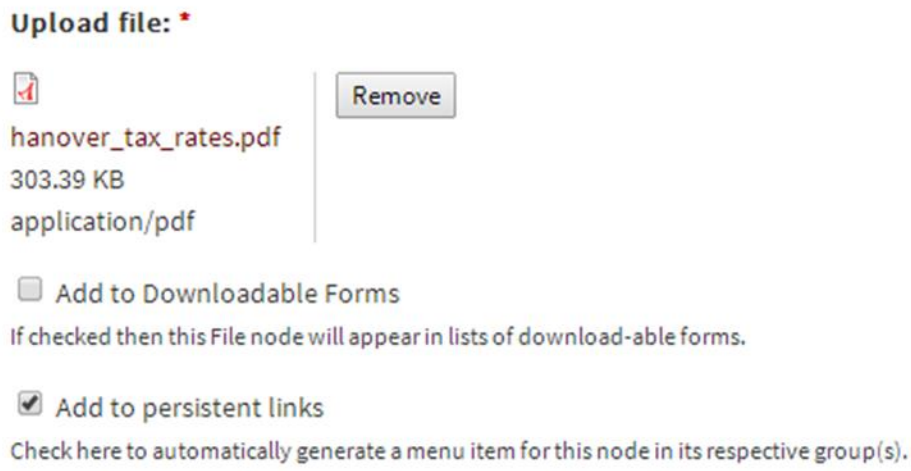
2) Locate the Original file in the cabinet listing

Tip: Under “Content Type” you can filter by “File” or double-click “Last Updated” to sort by date



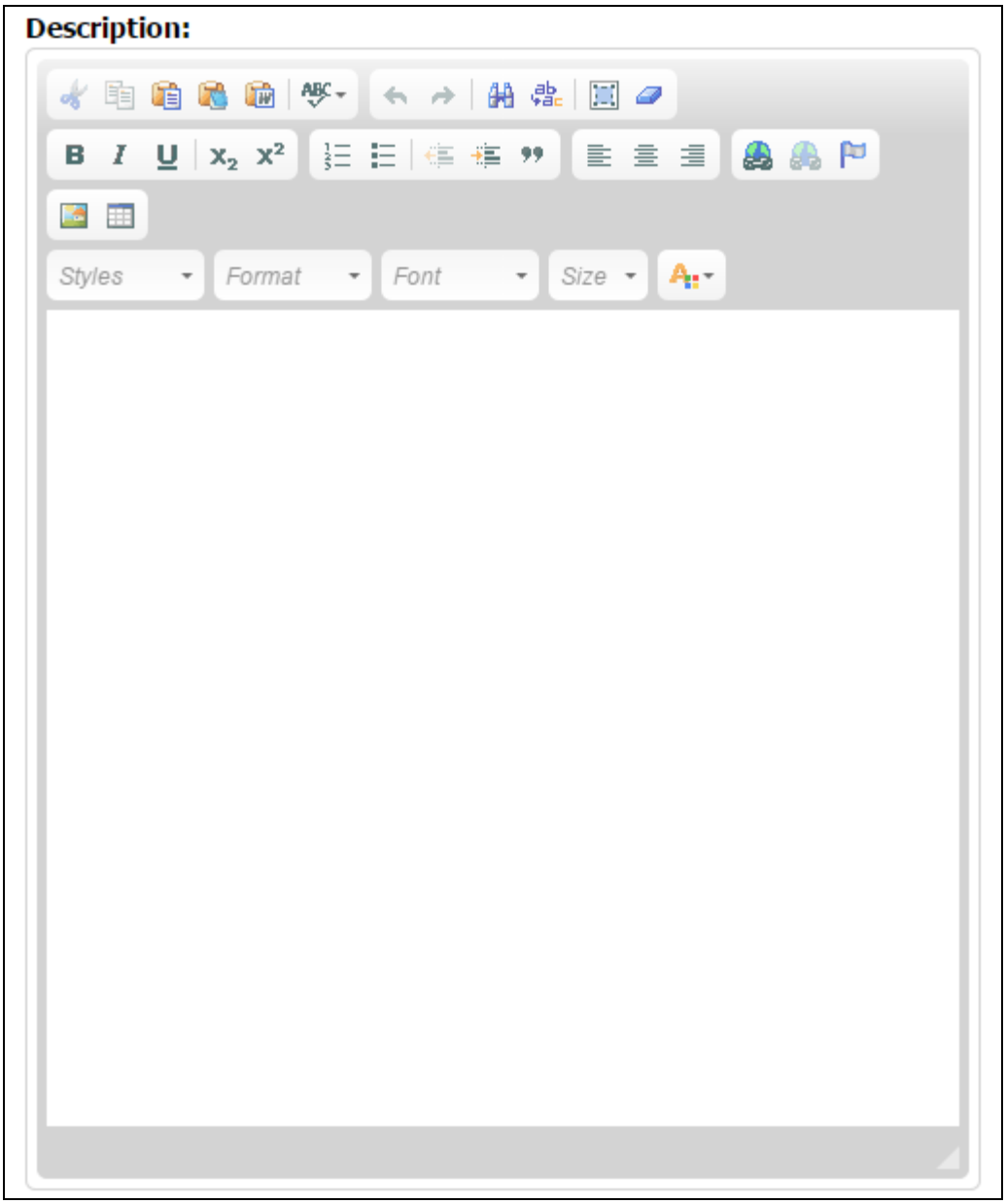
3) Once the file is found, move your cursor all the way to the right and click “edit”. This will bring you into Edit mode.

Click **Remove** next to the old file; Browse and upload the new one; Update the **Title** if required



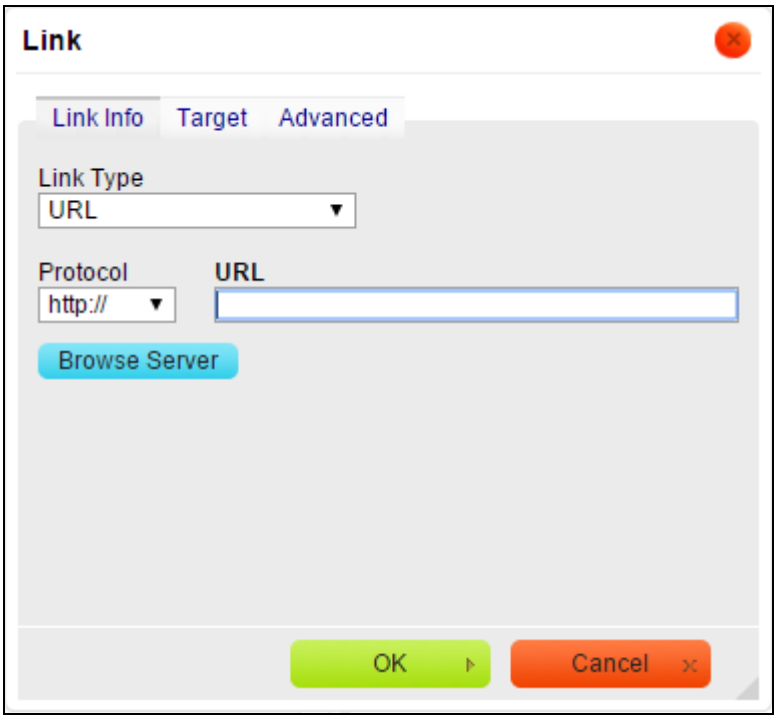
5.0 Free-Form Area / WYSIWIG / MS Word like area

Free form area is available on many of the CMS web forms and allows for adding or pasting of text, along with the inserting of images and tables. This area functions very similar to Microsoft Word or the message section for email. It is referenced on the web forms by the following names including Description, Body, Answer, Body Text, and Full Description.



- Use these buttons when pasting Plain Text or Text from MS Word, MS Excel

- Click this button when creating a link and the following window will appear. Remember you must first highlight the text or click on the image you want to make into a link, then click the Link button. Past the URL into the URL box and click OK.



- Use these buttons to Bold, Italicize or Underline text

- Click this button to insert an image. Then perform the following Click sequence to add the image to the Free-Form area. **Do Not Paste Images Directly Into The Free-Form Area**

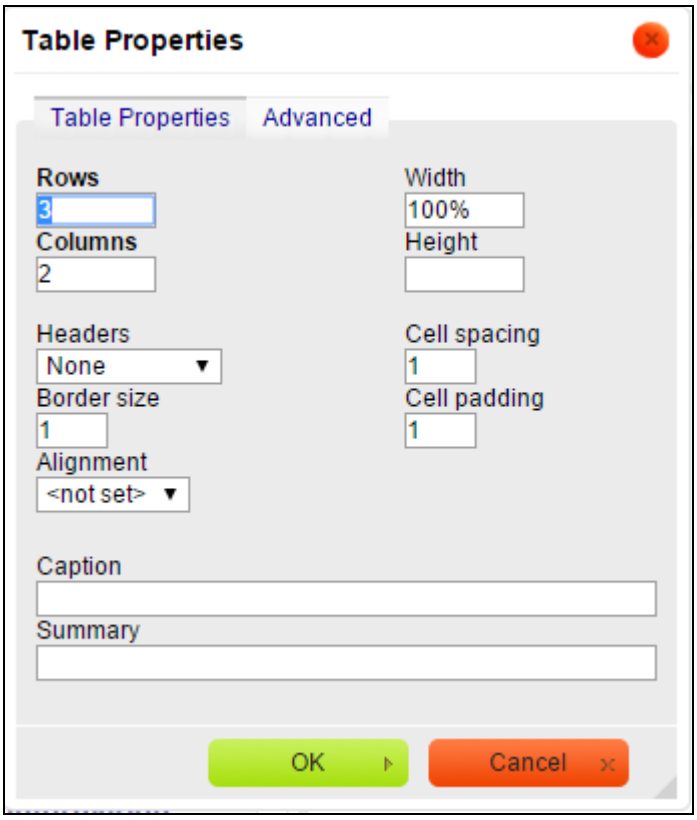
Click **Browse Server**
Click **Upload**
Click **Choose File** (select the image)
Click **Upload**
Click **Insert File**
Click **OK**

- Click the first or second button to add bullets or numbers to text. The third and fourth button will indent or remove indentation of text.

- Click these buttons to Left, Center or Right justify the text or image.

- Click these buttons to Find or Replace text in the Free-Form area

- Click this button when creating a table and the following window will appear. Enter the number of Rows and Columns for the desired table size.



6.0 Contact Virtual Towns & Schools Customer Support

Customer Support is available for those individuals who have been given the authority to contact VTS.

Hours: Monday – Friday, 9:00 am – 5:00 pm Eastern Standard Time

Customer Support Phone Number 978-461-5895

Customer Support Email: support@vt-s.net