



# State Agency Community Newsletter

Quarterly Issue: March 2021

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: One new agency website and one additional website launched in Sitecore!**

In January, February, March 2021, one agency website and another Department of Public Health website launched 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. [Connecticut Council on Developmental Disabilities](#) (CTCDD)
2. [CT Vaccine Portal](#) - NIC CT and the State's digital team have been helping across agencies to respond to the COVID-19 pandemic.

One remaining agency website is in the process of migrating into the new Sitecore system and is targeting to launch their new website in the near future.

1. Workers' Compensation Commission (WCC)

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

Please contact the NIC Connecticut Helpdesk at [ci-customerservice@egov.com](mailto:ci-customerservice@egov.com) to request a report of off-site links on your website to compare against the newly launched websites.

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## **Hot Topic: When to delete media library items and when to overwrite**

When going through the decision of whether to overwrite a media library item or delete it, consider the differences:

1. **Delete** – Removes the item completely from the system. If anything is linked to that deleted item, a relink process is prompted to take action on what the system should do: remove links, link to another item, or leave links.
2. **Overwrite** - For document files you update on a regular basis, ensure visitors always get the latest version by overwriting the document file. This will ensure no links to your document are broken and any document properties (content title, teaser, etc.) you previously added remain intact.

To learn more about these processes, visit the [Training and Fundamentals website](#).

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## Feature: Instructional Video Library Grows

Check out the instructional videos covering common tasks completed by Content Authors including [creating a page](#) (Lift-and-Shift Agencies), [creating hyperlinks](#), [inserting an image](#), [uploading images](#) and [document files](#), [overwriting document files](#), [a media library overview](#), and more.

You can view them on their respective instructional page or from the [Training Videos Library page](#).

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## Sneak Peek: The new CT.gov facelift

Half a million people visit CT.gov every month. With that kind of digital mileage comes plenty of opportunity for a refresh. The Digital Service team at DAS-BEST looked at some key ways to help guide your customers with a more modern interface and design.

Through a focused and collaborative process that led to the State's brand new [Business Portal](#), agencies will soon be able to integrate this powerful new website experience for their visitors.

An official announcement is coming, but here's a quick peek at how the State is advancing [critical information](#) and [vital content needs](#) with the new system.

Please share any thoughts you have on the refresh at [ctds.feedback@ct.gov](mailto:ctds.feedback@ct.gov)!

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## Support: Frequently Asked Questions

- 1. I cannot log into Sitecore. It tells me my username or password is not valid.**  
In the majority of cases, your Sitecore username will be your **firstname.lastname** followed by a **@ct.egov.com** extension, so your Sitecore username is likely **firstname.lastname@ct.egov.com**. If you have any questions on what your username might be or have any login issues, please reach out to the NIC Connecticut Helpdesk at [ci-customerservice@egov.com](mailto:ci-customerservice@egov.com).
- 2. When I log into Sitecore, I am taken to the Connecticut's Official State Website (<https://authoring.ct.gov/>). How do I get to my Agency website to edit?**  
Please be sure to use the following URL when attempting to log into Sitecore: <https://authoring.ct.gov/sitecore/login> This should redirect you to your Agency website homepage or the Sitecore Experience Platform upon log in.
- 3. How do I unlock a page locked by another person to make edits?**  
Agency System Administrators can override any locked pages/items through the following instructions: <https://portal.ct.gov/Training/Content-Author/Lock-and-Unlock-a-Page#unlock>
- 4. I deleted a page, but it is still showing in the navigation menu on the website and the url still works.**  
For System Admins to remove a page from their website, the folder that contained the deleted page must be published to capture the action of deleting the page. Doing this ensures any deleted pages within that folder will be deleted from the live website as well. To learn more about deleting items, visit [Deleting a Page or Content Folder](#).

Visit the **Sitecore Training and Fundamentals website** to [see more FAQs](#).

## NIC Connecticut

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

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