



State Agency Community Newsletter

Quarterly Issue: December 2020

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: Two new agency websites and six additional websites launched in Sitecore!

In October, November, and December 2020, two agency websites and six additional websites from the Office of Governor and the Department of Labor 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. Dept. of Labor - [CT American Job Centers](#)
2. Dept. of Labor - [Shared Work CT](#)
3. Dept. of Labor - [CTHires](#)
4. Dept. of Labor - [DOLCommunications](#)
5. [Governor's Workforce Council](#) (GWC)
6. [Get Connected](#) – Internet connectivity information and resources website
7. [CT Advisory Council on Housing Matters](#) (CACHM)
8. [DCP SmartConsumer](#)

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

1. Workers' Compensation Commission (WCC)
2. Connecticut Council on Developmental Disabilities (CTCDD)

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 to request a report of off-site links on your website to compare against the newly launched websites.

Hot Topic: Content Author online training course now available!*

Content Authors! If you are new to Sitecore or just need a refresh on how to use the system, try our self-guided Content Author online training course!

Content Author Self-Guided Training features:

- Covers Sitecore fundamentals - how to create and edit pages, upload images and document files, lock and unlock pages, submit pages for approval, and more.

- Includes videos and step-by-step instructions with screenshots.
- Short quizzes to highlight important items to remember for editing your website.
- Stop the training and pick it back up any time before the two-week course time expires.

If you're interested, please reach out to your agency's System Administrator to submit a request to have you enrolled. Current online course capacity is 15 trainees at a time.

*This course is structured for **Lift-and-Shift** Content Authors. However, Full Migration Content Authors are welcome to participate in the self-guided training as well, but the course does not cover Task templates.

Feature: Add 2021 Press Release Folder

Now is the time to create the 2021 Press Release folder. Once published, press releases added to that folder will auto populate onto your homepage, if that feature is enabled on your agency's website.

Please contact the NIC Connecticut Helpdesk at ci-customerservice@egov.com if assistance is needed adding a new 2021 press release folder.

Support: Frequently Asked Questions

1. **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 this URL formatting when attempting to access Sitecore:

<https://authoring.ct.gov/sitecore/login>

If you use any other variation such as <https://authoring.ct.gov/sitecore>, you will be brought to the authoring homepage and not the Sitecore dashboard.

2. **I cannot log into Sitecore. It tells me my username or password is not valid.**

In the majority of cases, users will use their State email address as their Sitecore username since they are very similar. Your Sitecore username contains an **@ct.egov.com** extension, so your Sitecore username is likely something like **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.

3. **I want to upload a video and have it play directly on my web page. How do I do that?**

Do not upload video files into your Sitecore Media Library. Instead, contact CT DAS/BEST at pmg@ct.gov and send them the media file(s) you wish to add to your web pages in Sitecore. Once received, they will upload the files onto their servers where the video will stream.

You can then embed the videos into you web page in Sitecore with an iFrame. For more instructions on this process, visit: <https://portal.ct.gov/Training/Content-Author/Creating-a-New-Page/Add-Content-Images-and-More/Insert-an-iFrame>.

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

NIC Connecticut

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

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