

## State Agency Community Newsletter

Sitecore Training and Fundamentals

Quarterly Issue: December 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: Two new agency websites launched in Sitecore!**

Two new agency websites launched on the Sitecore content management system.

1. [ProjectCOVIDDeteCT](#) (Launched 9/29/21)
2. [Newborn Screening Program Website](#) (Launched on 10/15/21)

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](#).

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

Please contact the NIC Connecticut Helpdesk at [support@ctinteractive.zendesk.com](mailto:support@ctinteractive.zendesk.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: View Linked Items**

The Links function in the Content Editor Ribbon allows System Admins to view what items (pages or media library files) are linked to other items within Sitecore. Knowing if a page, document file, or image is being linked to on your website is helpful because it allows you to understand what pages are linking to the item or if the item is “orphaned,” meaning it is not linked to from any page within Sitecore. Content Authors also have the ability to access this function but only if they access the Content Editor through the Media Library.

1. [View a Page’s Linked Item\(s\)](#) – In order to view links on pages, select a page in the Content Editor and select the **Links** icon within the *Navigate* tab. The first heading for **Items that refer to the selected item** details a list of items within Sitecore that link to this page. The second heading for **Items that the selected item refer to** details items rendered on the page, which include images and document files.
2. [Viewing Images and Document Files](#) – To view links to images and document files, select a folder within the Media Library. Each item will display a usage number if it’s been attached or linked to a page. If there is no usage number, then it is an orphan file meaning the file is not linked anywhere on your website. You can also select the individual media library item then the **Links** icon under the *Navigate* tab.

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

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### **Helpful Reminder: Bypass Approval (System Admin only)**

System Administrators can by-pass the approval process and publish an item with the [By-Pass Approval function through both the Content Editor and the Workbox](#).

- **Content Editor** - Select the page you want to publish and check the Page out (Lock it), if not locked already. Select the [Home](#) tab and choose the Edit button to view a drop down of options. Select the **By-Pass Approval** option. A comment dialog box will appear. You can enter a comment and then select OK to by-pass the approval process.
- **Workbox** - Access the Workbox through the Sitecore dashboard. Within the Workbox, check the Agency you want to view the workflow for within the top left section. From the **Draft** listing, select the **By-Pass Approval** link. You can choose to select one or more items to perform the function on.

To learn more about how to lock and unlock items, visit the [Training and Fundamentals website](#).

## 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 [support@ctinteractive.zendesk.com](mailto:support@ctinteractive.zendesk.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 full Sitecore Login URL when attempting to log into Sitecore: <https://authoring.ct.gov/sitecore/login>. Upon successful login, you should see your Agency website homepage or the Sitecore Experience Platform. If you're still experiencing issues, it's recommended to clear the cache on the browser you're using to access Sitecore.
3. **How do I reset/change my Sitecore password?**  
All Sitecore users are able to reset their passwords by logging into the [CT.gov User Management Portal](#) and clicking on the **Forgot Password** option. From there, users can enter their *CT.gov email address* and receive an auto-generated password. Users also can log into the portal and change their password: <https://egov.ct.gov/UserMgmt/Login.aspx>
4. **After trying to log into Sitecore, I'm receiving a message saying, "The resource you are looking for has been removed, had its name changed, or its temporarily unavailable." What should I do?**  
This is an error message that you are receiving for not logging into Sitecore correctly. Please be sure to use the following Sitecore Login URL: <https://authoring.ct.gov/sitecore/login>

If you are still receiving this error message after attempting to access Sitecore with the correct URL, please contact the NIC Connecticut Helpdesk at [support@ctinteractive.zendesk.com](mailto:support@ctinteractive.zendesk.com).

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



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Our Address:  
NIC Connecticut  
1 Constitution Plaza - 8th Floor - Hartford, CT 06103

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