

State Agency Community Newsletter

Sitecore Training and Fundamentals

Quarterly Issue: June 2022

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: Four new agency websites launched in Sitecore!

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

1. [Department of Education - Public-Edsight](#) (Launched 4/6/22)
2. [Department of Economic and Community Deveopment - Community Investment Fund](#) (Launched 5/16/22)
3. [Office of Higher Education - Education and STEAM Subcommittee](#) (Launched 5/31/22)
4. [Department of Aging and Disability Services – Bureau of Rehabilitation Services](#) (Launched 6/24/22)

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

Hot Topic: Rich Text Editor and Paste Options

The Rich Text Editor is a tool that allows you to add or edit content, images, links, and other components on the page without having to know any code. It displays the content and formatting as it would display in the browser. The Rich Text Editor toolbar functions resemble that of a word processor, with limitations.

A commonly used Rich Text Editor feature is pasting text copied from another source. There are different ways to paste text, the most popular being the **Paste Plain Text** option. This allows you to paste text from another source while stripping any font styling and formatting. The **Paste from Word** option strips the font style but retains the some text formatting such as bolding and underlining. The **Paste** option allows you to simply paste text from another source into the Rich Text Editor but carries over any code from that source which can sometimes not translate well into Sitecore. Our recommendation for pasting content into Sitecore is to use either the **Paste Plain Text** or **Paste from Word** options.

To learn more about the Rich Text Editor and pasting options, visit the [Training and Fundamentals website](#).

Helpful Reminder: Insert Content from Another Source via iFrame

There is an option in Sitecore to embed content from another website onto a webpage, called an iFrame. This functionality is available through the Rich Text Editor and can be completed through the HTML tab.

There is a code snippet available on the Sitecore Training Website that is inserted into the HTML of the webpage.

For more information on how to insert iFrames, visit the [Training and Fundamentals website](#).

Support: Frequently Asked Questions

- 1. I'm having trouble logging into Sitecore. It tells me my username or password is not valid.**
Please be sure to click on the **State Agency User Login** button when logging into Sitecore. In many cases, your Sitecore username will be your **firstname.lastname** followed by a **@ct.egov.com** extension, i.e. **firstname.lastname@ct.egov.com**. If you have any questions on your username or have any login issues, please reach out to the NIC Connecticut Helpdesk at 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 selecting 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.
- 5. I reset my Sitecore password but the new password does not seem to be working.**
Sitecore passwords can take up to 30 minutes to begin working after resetting or changing.

If your Sitecore password is still not working after 30 minutes, please contact the NIC Connecticut Helpdesk at support@ctinteractive.zendesk.com.

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



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