Sitecore Training and Fundamentals

State Agency Community Newsletter

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: 11 new agencies launched in Sitecore and seven left to launch!

In April, May & June 2020, eleven additional agencies launched their new websites 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. [CT Training & Development Network](#) (CTDN)
2. [CT Emergency Alerting and Notification Systems](#) (CT Alert)
3. [Dept. of Developmental Services' Advocates' Corner](#)
4. [Water Planning Council](#)
5. [Fight Fraud](#)
6. [State Contracting Standards Board](#) (SCSB)
7. [State Emergency Response Commission](#) (SERC)
8. [Office of the Healthcare Advocate](#) (OHA)
9. [Connecticut Recovers](#)
10. [Fatherhood Initiative of Connecticut](#)
11. [Management Advisory Council](#) (MAC)

The final seven Agency Websites are in the process of migrating into the new Sitecore system and are targeting to launch their new websites soon.

1. Dept. of Consumer Protection's SmartConsumer
2. Commission on Human Rights and Opportunity (CHRO)
3. Connecticut Siting Council (CSC)
4. Workers' Compensation Commission (WCC)
5. Connecticut Council on Developmental Disabilities (CTCDD)
6. CT Advisory Council on Housing Matters (CACHM)
7. Office of the Child Advocate (OCA)

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

Hot Topic: New Sitecore Version just Released!

As of June 6, the long-awaited Sitecore 9.3 upgrade was released! With this release, you will experience a new login process and a few enhancements as you continue to manage your website. Please visit the Sitecore 9.3 Feature Updates to view more details. Below are some of the new features:

- Sitecore Login screens and usernames have changed
- Experience Editor In-Page Editor Enhancements
- Insert Page enhancements
- Auto-save on certain Experience Editor functions
- Files cannot be named the same restriction
- Added functions on right-click dropdown from the content tree
- View the final URL of an item before published
- Pagination feature on display results of 15 items or more
- Session Timeout increased to 60 minutes
- Improved publishing speed
- Overall usability and production performance

NIC Connecticut is here to assist you with any question or issues you may have. If you encounter any problems logging into Sitecore, please reach out to the NIC Connecticut Helpdesk at ci-customerservice@egov.com.

Tip: Be sure to clear your browser cache!

We discovered that some Sitecore Users have experienced issues following the upgrade editing content and Media Library items while logged into Sitecore. If any Sitecore User runs into issues editing content and Media Library items, please clear your browser cache, browser history, and browser cookies.

Don't know how to clear your cache? Here's a good reference that covers all the main browsers.

Notice: Internet Explorer 11

The IE browser is no longer supported in Sitecore. For those using this browser, you will experience some issues with Sitecore features and functionality, so it is recommended to use the Google **Chrome** or Microsoft **Edge** browser to continue management of your website.

Support: Frequently Asked Questions

- **What's my new username if my old one doesn't work?**
  In the majority of cases, your username is going to be your **firstname.lastname@ct.egov.com**. No longer do you need the ct\ in the username. If you have any questions regarding your new username, please reach out to the NIC Connecticut Helpdesk at ci-customerservice@egov.com.

- **My password is not changing when I attempt to change it?**
  You can change your password through the "Forgot Password" link on the **Sitecore Login Page** or directly through https://egov.ct.gov/UserMgmt/Login.aspx?Display=ForgotPassword.
    - When setting a new password, make sure to follow the password criteria closely.
    - You cannot re-use any previous passwords.
    - If logging in for the first time by copying/pasting your temporary password from our email, make sure to remove any extra spaces.

- See [step-by-step instructions on changing your password](#).

Just as a reminder, passwords expire every 90 days. You will receive reminder emails to change your password beginning 14 days prior to the expiration date.

- **What are the changes in the latest Sitecore upgrade?**
To view a complete list of changes with the latest Sitecore upgrade, visit [Sitecore 9.3 Changes](#).

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