State Agency Community Newsletter

Sitecore Training and Fundamentals

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.

Sneak Peak: 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!

Hot Topic: Difference between Unpublishing and Deleting Items (System Admin Only)

As an Agency System Administrator, you can simply unpublish an item (a page or file) so that the item no longer appears on the agency website but is still available to edit and can be republished, if necessary. Outlined below are the differences between unpublishing and deleting an item.

1. **Unpublish** – Allows items (pages or files) to remain in Sitecore but removes them from the live website(s). You can unpublish the page in the Content Editor by navigating to the *Publishing* section of an item and selecting "Now" or entering a future date for the page to be unpublished. Once you publish the item, the URLs for the unpublished pages or files will show 404 errors.

2. **Delete** – Removes items completely from the system. If any pages are linked to that deleted item, Sitecore will prompt you to: remove the links, link to another item, or leave links. You can recover deleted items in the Recycle Bin if it has not been cleared.

To learn more about these processes, visit the Training and Fundamentals website.

Feature: Learn/Search/Find Task Template

The Learn/Search/Find Task Template is a template that can be used for any content that is purely informational. The navigation sections are pre-defined and each navigation section allows for open editing,

meaning you can add content to the page using the rich text editor. This template can be added for a Lift-and-Shift Agency website upon request, but the layout will look different and tagging options are not available like Full Migration sites.

You can view the Learn/Search/Find Task Template on the Training website as well as all of the other Sitecore templates.

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.

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. 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. Enter your username (example: firstname.lastname) and your existing password and select the Log In button. From there, you'll have the option of creating your own password as long as they meet the requirements: https://portal.ct.gov/Training/Getting-Started/Gaining-Access#change
   You can also get an automatically generated password by clicking on the **Forgot Password** option and entering your state state email address.
   Sitecore passwords **expire every 90 days**. If your password does not change within that time, you will start receiving an email daily 14 days prior the expiration date containing a link to change your password.

4. **Who receives the workflow notification emails?**
   The approval/rejection emails will be sent out to whoever **last edited the page**. If another user, besides the content author who submitted the page for approval, made edits to the page, the content author will not receive the workflow notification email: https://portal.ct.gov/en/Training/Content-Approver/Approving-a-Page

   Visit the **Sitecore Training and Fundamentals website** to see more FAQs.