

## State Agency Community Newsletter

Sitecore Training and Fundamentals

Quarterly Issue: March 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: Three new agency websites launched in Sitecore!**

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

1. [Workers' Compensation Commission Website Redesign](#) (Launched 1/3/22)
2. [Office of the Governor Hate Crimes Advisory Website](#) (Launched 1/28/22)
3. [Department of Energy and Environmental Protection Climate Action Website](#) (Launched 2/16/22)

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](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: Update Agency Landing Page (System Admin only)**

The [Agency Landing Page](#) is the first view of the agency website visitors will see and the home base for all agency-related tasks and information they may wish to find. System Administrators have the ability to edit the agency landing page on their website in Sitecore through the Content Editor and Experience Editor.

To learn more about how the Agency Landing Page, visit the [Training and Fundamentals website](#).

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### **Helpful Reminder: Create a New Version of a Page**

With every page created, a version number is assigned as well. An initial page creation will begin with Version 1. Every version that follows continues the number sequence (2, 3, 4, 5, etc.). It is not uncommon for a page to have multiple versions. Multiple versions of a page are created each time a page is edited for the first time or when the Content Author manually adds a new version.

For more information on how to manage page versions, visit the [Training and Fundamentals website](#).

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### **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 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 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](mailto:support@ctinteractive.zendesk.com).

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



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