Quarterly Issue: September 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: Six new agency websites launched in Sitecore!

In July, August, and September 2021, six new agency websites launched on the Sitecore content management system. Each of these websites utilize the new CT.gov design.

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. Cannabis Website (Launched on 7/1/21)
2. Summer STEM Website (Launched on 7/23/21)
3. Social Equity Council Website (Launched on 7/28/21)
4. CID Climate Conference Website (Launched on 8/4/21)
5. DCP Gaming Website (Launched on 9/9/21)
6. CID NextGen Community Website (Launched on 9/15/21)

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: How to Upload and Delete Media Library Items

The Media Library allows Sitecore users to manage media files. Uploading and Deleting media files are two, common Sitecore functions.

1. **Upload** – Allows you to add items such as images, PDFs, and Word Documents into Sitecore. You have the option to upload multiple media library items and make them versionable. When uploading images, be sure to include a description of the image within the Alternate Text field to meet web accessibility standards.

2. **Delete** – Allows you to remove media files from the Media Library. If any pages are linked to the deleted media file, Sitecore will prompt you to either remove the links, link to another item, or leave links as broken (not recommended!). System Administrators recover deleted media items in Sitecore's *Recycle Bin* if it has not been cleared.

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

Helpful Reminder: Unlock your Items

Locking Sitecore items (pages, folders, or media files) ensures only one Sitecore user is editing an item in Sitecore. If an item is locked, other Sitecore users cannot edits the item until it is unlocked. Therefore, please be sure to unlock your items, if you are no longer editing them.

Users can unlock an individual item in the page's "yellow" tool bar through the Content Editor and Experience Editor.

Users can perofrm a bulk unlock of items through the **My Items** butoon under the *Review* tab.

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.

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.

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