



State Agency Community Newsletter

Quarterly Issue: September 2020

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: Five new agencies launched in Sitecore and four left to launch!

In July, August, and September 2020, five 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. [Office of the Child Advocate](#) (OCA)
2. [Advisory Commission on Intergovernmental Relations](#) (ACIR)
3. [Commission on Human Rights and Opportunity](#) (CHRO)
4. [Connecticut Siting Council](#) (CSC)
5. [Financial Literacy Portal](#)

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

1. Dept. of Consumer Protection's SmartConsumer
2. Workers' Compensation Commission (WCC)
3. Connecticut Council on Developmental Disabilities (CTCDD)
4. CT Advisory Council on Housing Matters (CACHM)

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

Hot Topic: Increase page load times by optimizing images

Have you ever come across a page that took forever to display? Most likely it was because of an image that wasn't optimized. One of the biggest culprits with slow page loads is images.

Learn how to [optimize an image](#) before adding it to your web page.

Feature: Broken Links and Orphaned Content Reports Available!

Agency System Administrators now have the ability to generate two new reports found on the Content Editor Ribbon under the Analysis Tab:

- Content Broken Links Report
- Orphaned Content Report

Both reports can be targeted to the entire Agency website or a specific folder in the Content Editor or Media Library with the option to export the report as an Excel file.

Visit the [Sitecore Reports page](#) on the Training and Fundamentals website for further instructions.

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, users will use their State email address as their Sitecore username since they are very similar. Your Sitecore username contains a **@ct.egov.com** extension, so your Sitecore username is likely something like **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. I get these email reminders to change my password. Why and how do I change it?

Sitecore passwords expire every 90 days and can be changed through the link in the password expiration alert emails you begin to receive 14 days prior to the expiration date.

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>.

- When setting a new password, make sure to follow the password policy 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](#).

3. I deleted a page, but it is still showing in the navigation menu on the website and the url still works.

For System Admins to remove a page from their website, the folder that contained the deleted page must be published to capture the action of deleting the page. Doing this ensures any deleted pages within that folder will be deleted from the live website as well. To learn more about deleting items, visit [Deleting a Page or Content Folder](#).

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

NIC Connecticut

Need further assistance? Submit a [support ticket](#).

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