

Accordion component

Summary

Use the accordion component to organize simple information into expandable sections. Each accordion item includes a header and a short description that appears when the customer clicks to expand it. This component helps shorten long pages and makes it easier for visitors to scan and find what they need.

When to use this component

- Break long pages into smaller, easy-to-scan sections
- Group related information under clear headers
- Present simple content that doesn't need its own page
- Reduce scrolling when you have many short pieces of information
- Organize FAQs, definitions, or step-by-step details

Avoid using accordions for important information that customers must see without clicking.

Component content fields

Each accordion includes:

1. **Accordion Group** – The main header that holds all accordion lists. Includes a title and short description.
2. **Accordions List** – A list that includes all accordion items. Includes a clear heading and short description to introduce the accordion items.
3. **Accordion Item** – Each expandable section, including:
 - Header – The clickable title
 - Description – Plain-text content that appears when expanded
4. **Accordion Subitems (optional)** – Additional expandable sections inside an accordion item.

Variations:

- Full width
- 8x4
- 9x3

1 Frequently asked questions
Find quick answers about CT.gov tools, support, and access.

2 Support and access
Expand each section to learn what you need to get started.

How long does a support request take? **3** +

access to CT.gov tools? **3** +

What information should I include in a support ticket?
Include the page you were working on, what you were trying to do, any error messages, and screenshots if possible. **3** -

More resources **4** -
Service Desk ticket guide (PDF)
Service Desk ticket video (YouTube) [\[link\]](#)

Accordion Component

Phase I: Content Editor

This phase covers creating the accordion content in the Content Editor.

Before you begin

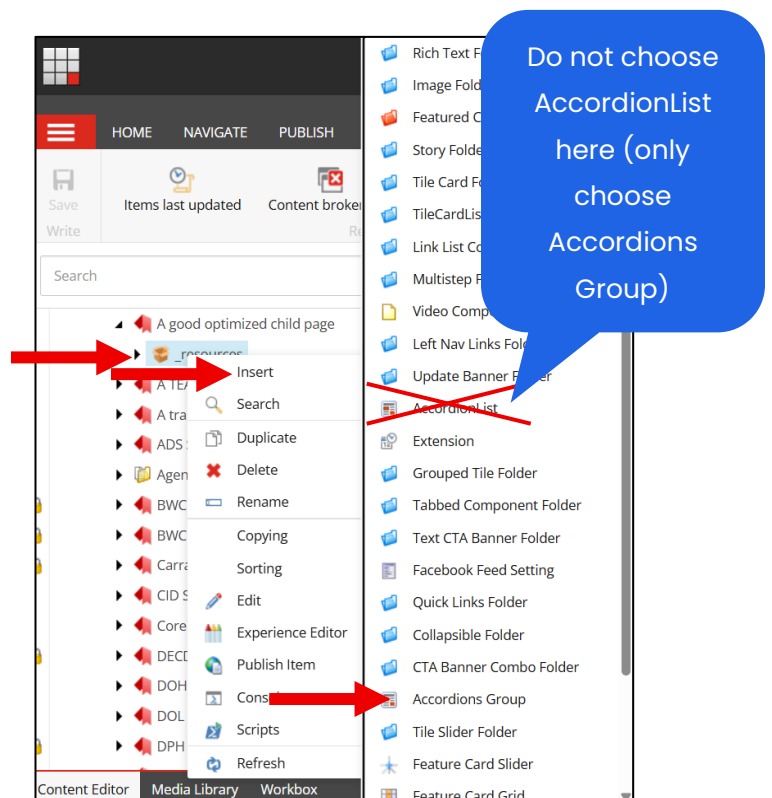
To create three accordions in a full width layout, gather the following before you start:

- A clear title for the accordion group (e.g. Frequently Asked Questions)
- A short description (1–2 sentences)
- A list of headers for each accordion item
- Plain-language descriptions for each item
- Any sub-sections you want to include

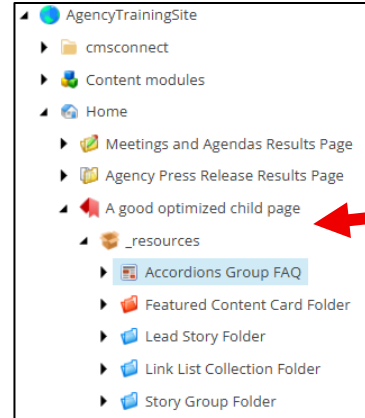
Step 1: Create an Accordions Group folder

To make a component work in Sitecore, you always create a folder for it.

1. Right-click the page's **_resources** folder.
2. Select **Insert > Accordions Group**.

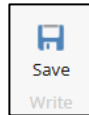


3. **Name the folder clearly** (e.g., **Accordions Group FAQ**), then click **OK**.



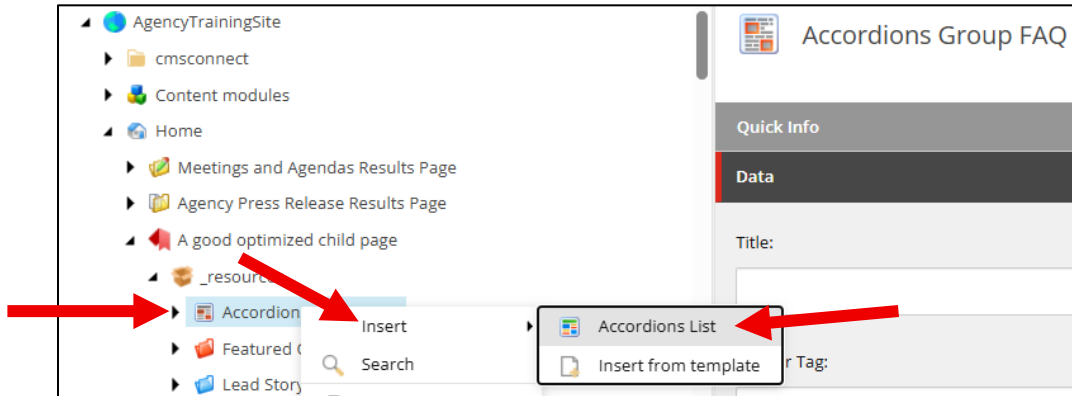
Enter the Title and Short Description for the Accordions Group

1. In the Content area, enter the main accordion **Title**
2. Enter the **short description**
3. Click **Save**. (upper left Save icon)



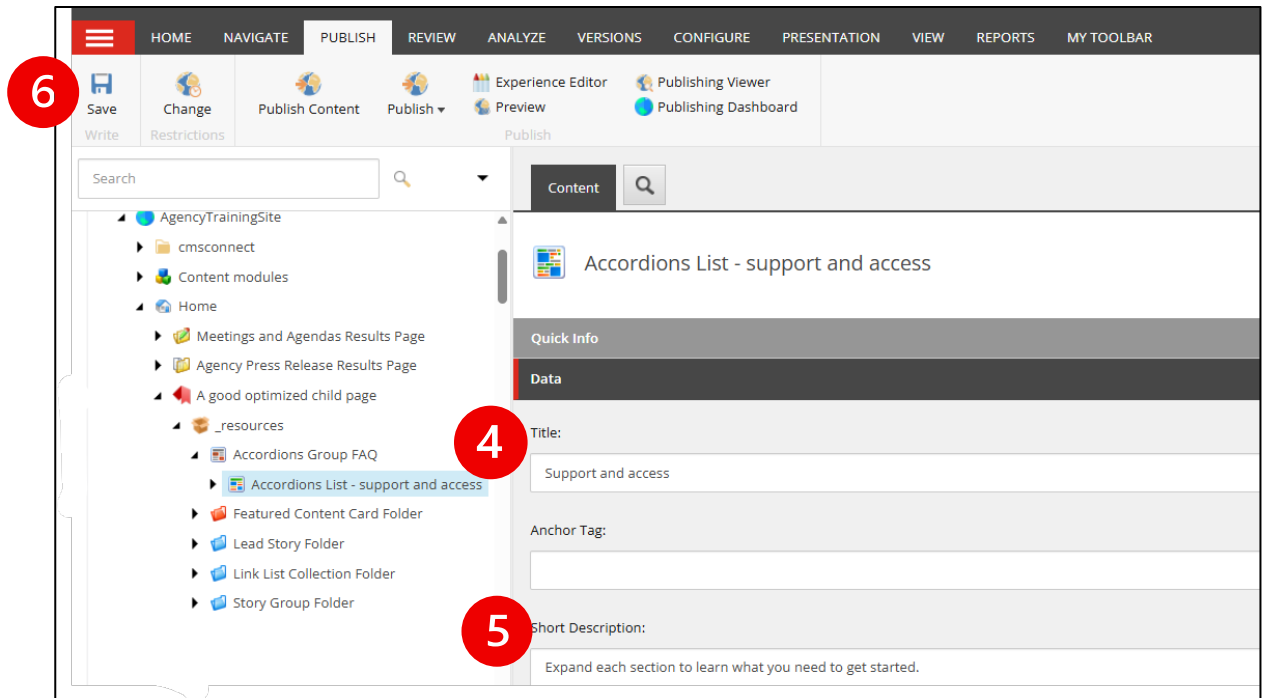
Step 2: Insert the Accordions List

1. Right click the **Accordion Group**
2. Select **Insert > Accordions List**



3. Name the Accordions List (e.g., **Accordions List – support and access**)

4. Enter a **Title** in the Content area
5. Enter a **Short Description** in the Content area
6. Click **Save**. (upper left Save icon)

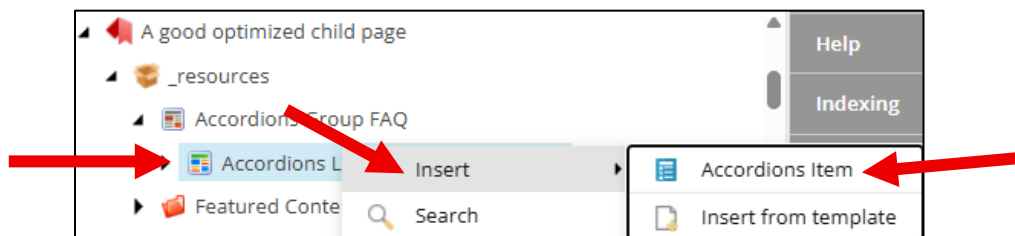


Step 3: Create Accordions Items

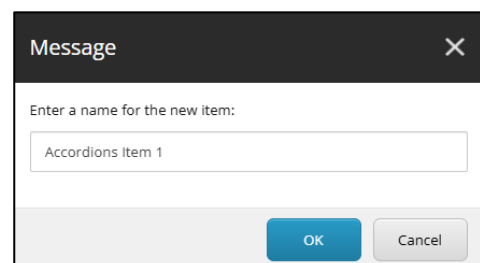
Complete this step for each Accordions Item (e.g. in this example there are 3 Accordion Items which are the 3 questions in our FAQ section).

Create an accordion item:

1. **Right click** the **Accordion List** (e.g. **Accordion List – support and access**)
2. Select **Insert > Accordions Item**



3. Name the Accordions Item (e.g., **Accordions Item 1**)>Click **OK**



Repeat for all Accordions Items (e.g. Accordions Item 1, Accordions Item 2, Accordions Item 3).

Step 4: Add Accordions Items to the Accordion List

Now we must select the Accordions Items we want in the list.

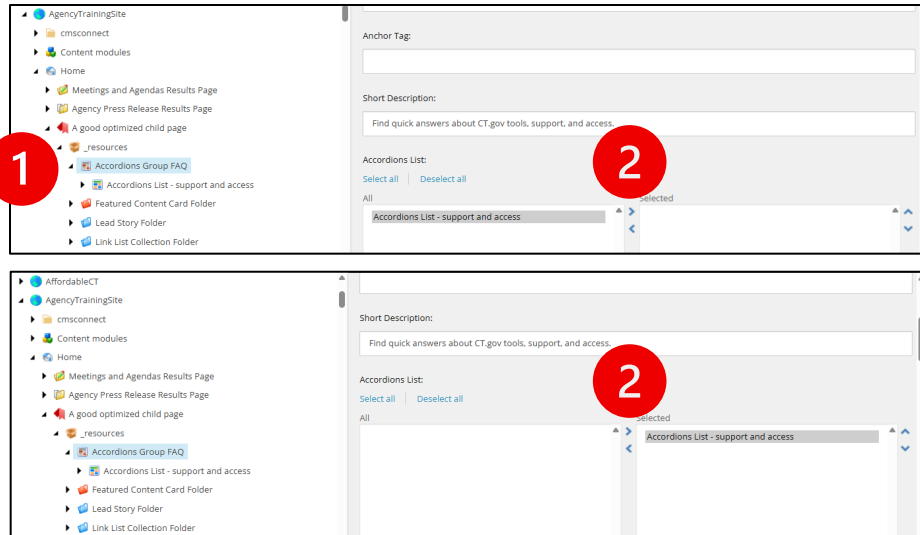
1. Select the Accordion List (e.g. **Accordions List – support and access**)
2. In the **All column**, select each Accordion Item you want to include.
3. **Click the > arrow** to move items to the **Selected column**.

4. Repeat until all items are added.
5. Click **Save**.

Step 5: Add the Accordions List to the Accordion Group

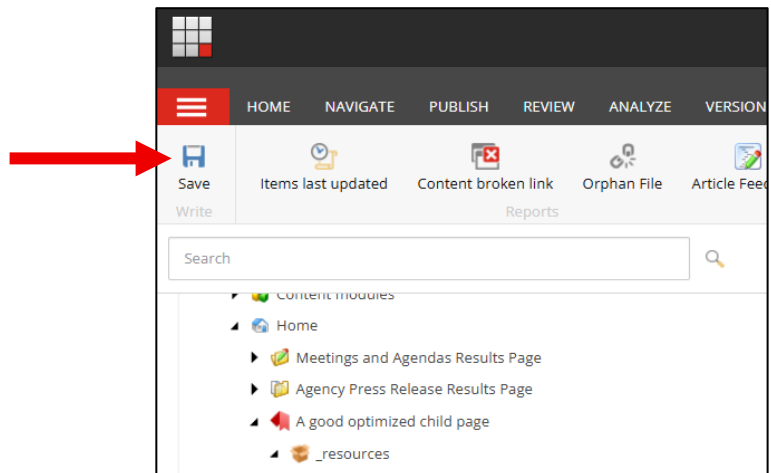
Now we must add the Accordions List to the Accordions Group.

1. Select the Accordion Group (e.g. **Accordions Group FAQ**)
2. In the **All column**, select the Accordions List e.g. **Accordions List – support and access**)
3. Click **> arrow** to move it to the **Selected column**.



Step 6: Save and Publish

1. Click **Save**




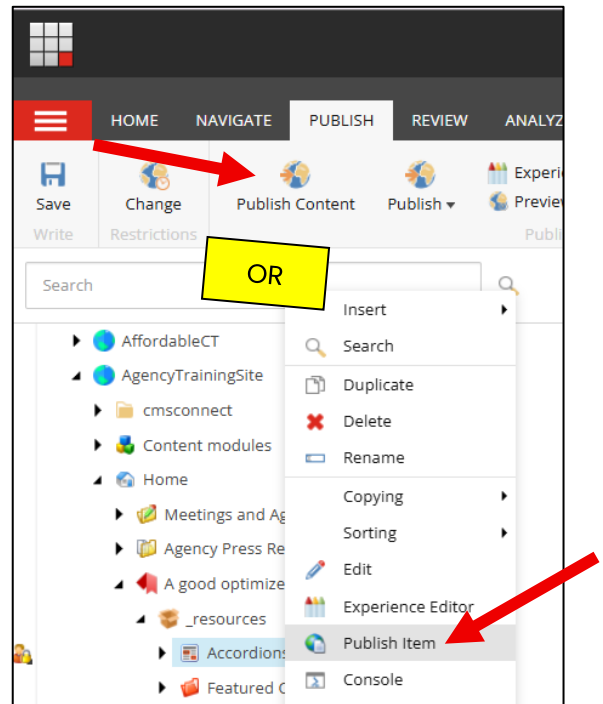
2. Publish the Content

You can publish content in two ways:

- Click **Publish Content** in the **Publish** tab of the ribbon, **or**
- Right-click the item and select **Publish item**

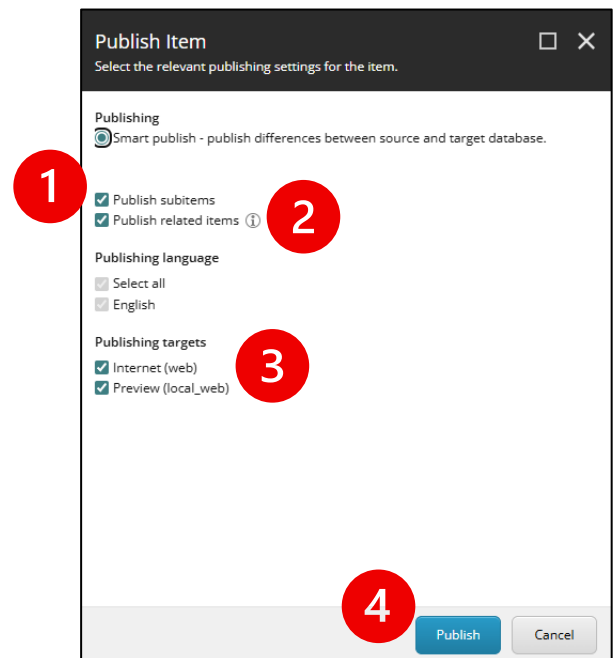
Both options open the same **Publish Item** window and work the same way.

 **Publishing Tip:** To make sure your component display correctly, you may need to publish at the folder level, not just the individual items.



Steps to Publish

1. In the **Publish Item** window, check **Publish subitems**.
This publishes everything under this item.
2. Check **Publish related items**.
This makes sure all linked items (such as images or media) are published too.
3. Choose a publishing target:
 - **Internet (web)** – Live site
 - **Preview (local_web)** – Preview before going live
4. Click **Publish** to finish.



Important (Publishing Permissions):

Only **Sitecore administrators** can publish to the **live portal site (Internet/web)**.
In the **staging site**, all users can publish so they can practice and test content.

Transition to Phase 2

Now that your content is created and saved in the Content Editor, you're ready to place it on the page using the Experience Editor.

● Phase 2: Experience Editor

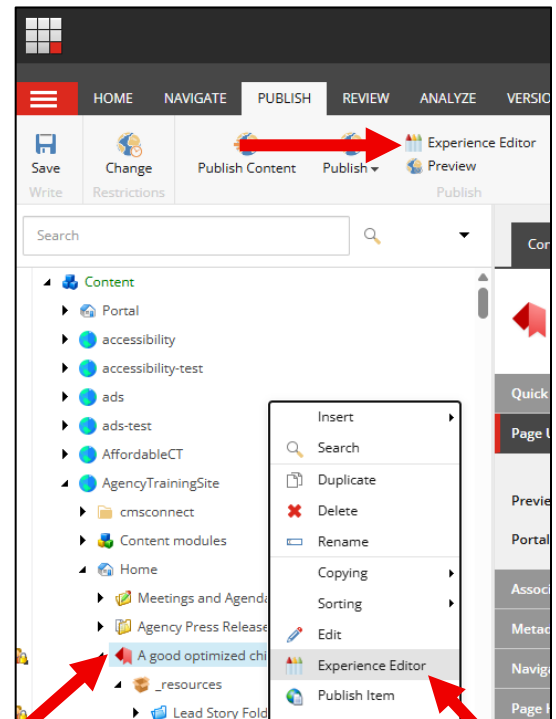
In this phase, you'll add the component to the page and choose how it's displayed.

Step 1: Open the Experience Editor

You can open the Experience Editor in either of these ways:

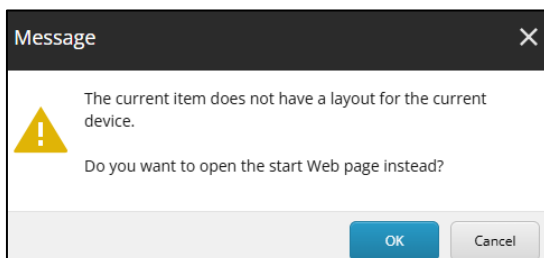
- From Content Editor: select the page > **Publish tab** > **Experience Editor**
- Right-click the page > **Experience Editor**

Both options open the same editing window.



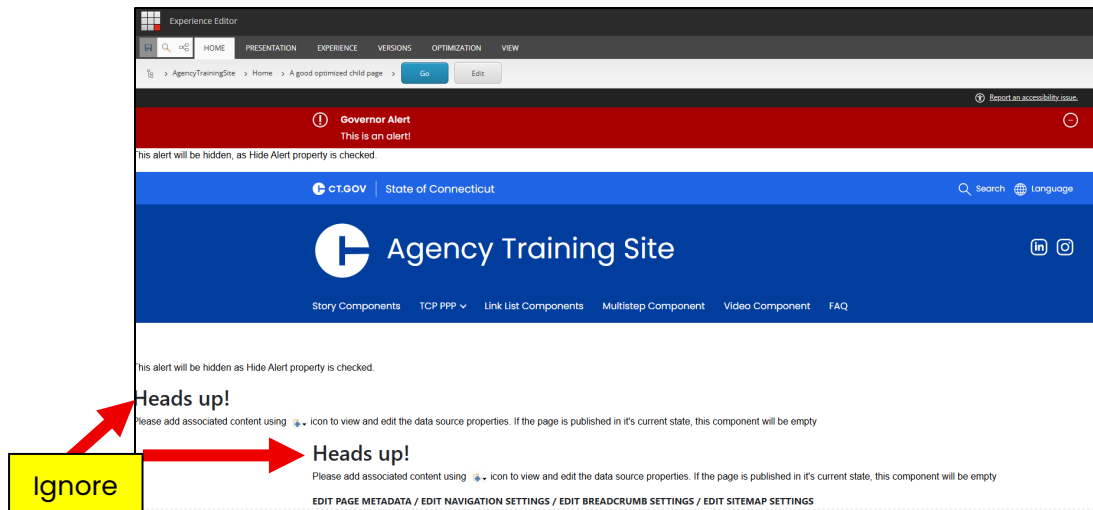
Warning: Make sure you have the correct child page selected (and not the folder or component) in the Content Editor before opening the Experience Editor.

If you select the wrong item, you may see an error message:



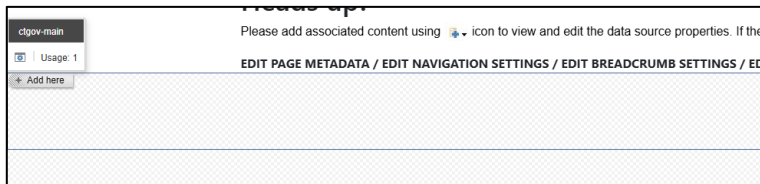
Cancel the message and select the correct child page first.

Note: You will see “Heads up” messages at the top of the page. Do not interact with them. The page may show extra white space or look different than it does in Preview or on the live site. This is normal.

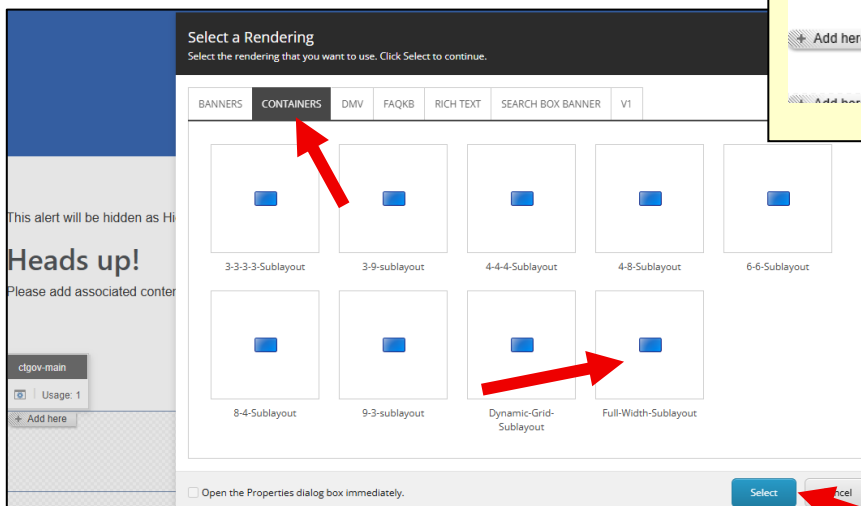


Step 2: Add a container

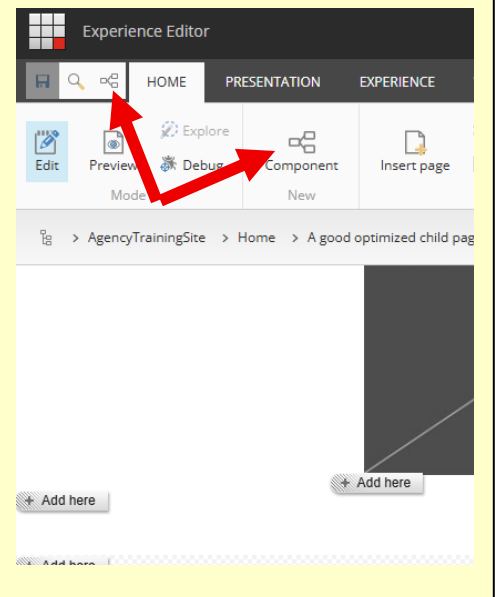
1. Add the container that will hold your component. Click the empty area where you want to add the component to reveal the 'Add here' button.
2. Click **Add here**.



3. In the pop-up, click **Containers > Full Width Sub layout**
 - For this example, choose Full Width (other options include 9 x 3 or 8 x 4 width configurations)
 - **Do not use 6 x 6 for accordions**
4. Click **Select**.



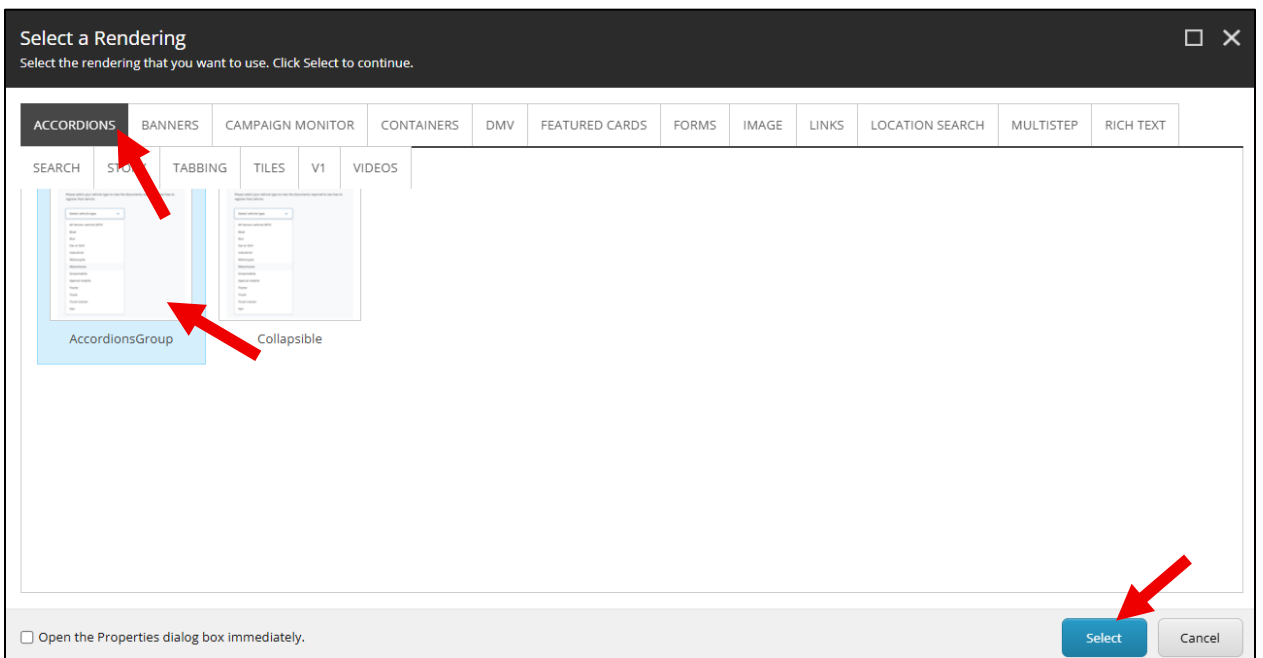
Tip: Sometimes the **Add here** option won't appear automatically. Click the Component button in the Ribbon to make it visible.



- Now, click the **Full Width** container (it will appear slightly gray with a diamond grid) to reveal the next 'Add here' button where you want to place the first featured content card.
- Click **Add here** to insert the component



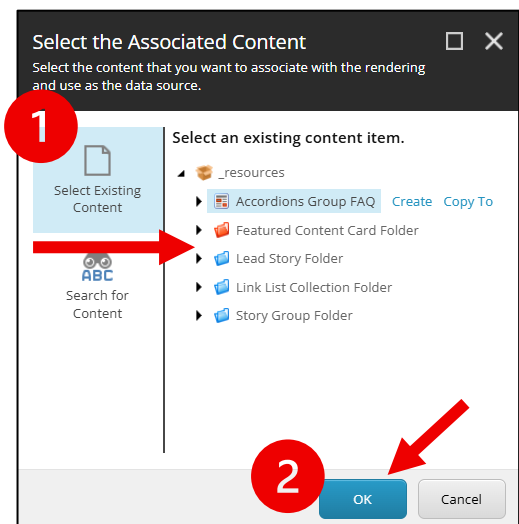
- In the pop-up, click the **Accordions tab > Accordions Group**, then **Select**.



Step 3: Select the Associated Content

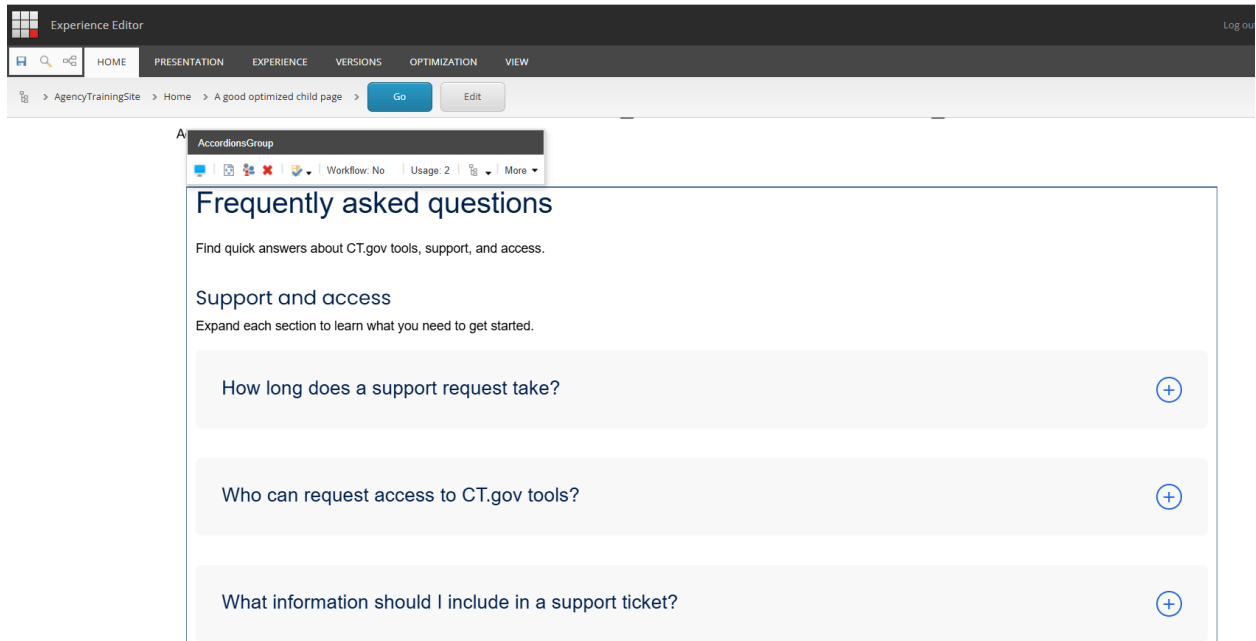
- In the new pop-up, **select the Accordions Group** you created (e.g. **Accordions Group FAQ**)
- Click **OK**.

Note: You can only select an Accordion Group. Sitecore only allows compatible items to be selected.



Step 4: Save and Publish

Click the **Save (disc)** icon (upper left). Wait for the page to reload. *You'll notice that the new design style is applied:*



Optional: Subitem

You can add a subitem to an accordion item when you need one more level of detail. A subitem creates a second drop-down inside the main accordion section. This is helpful when the content is too long for one accordion item or when you want to break information into smaller, clearer parts without overwhelming the page. Right click on the Accordion Item to add a subitem.

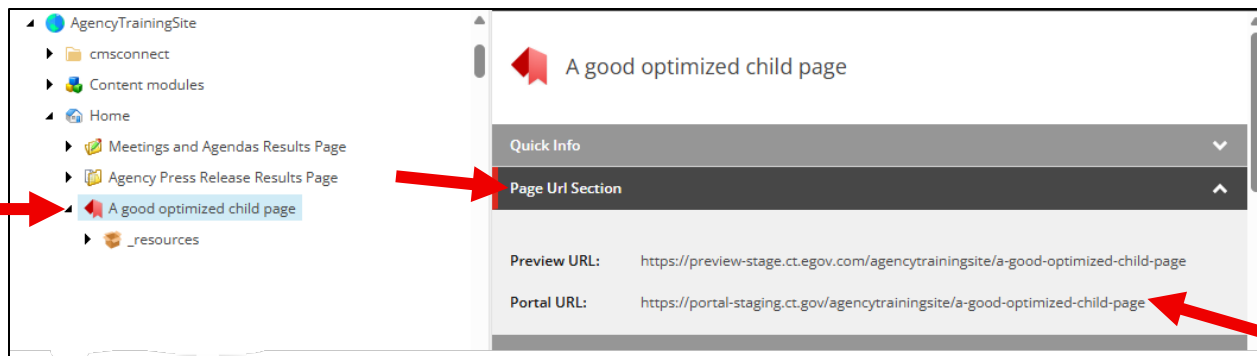
Publish the Content

It's recommended that you publish from the **Content Editor**, not the Experience Editor.

1. Return to the Content Editor (usually still open in another tab).
2. **Navigate to your child page** (the page you just edited).
3. **Expand the page folder in the content tree** to refresh it.
4. **Click the Save icon** in the Content Editor.
This ensures you're publishing the most recent version of your page.
5. Click **Publish Content** on the Publish tab of the ribbon.

(For detailed publishing options, see "Publish the Content – Steps to Publish" on page 7.)

After publishing, you can view the latest version by expanding the **Page URL** section and selecting the **Portal URL** link.



A new window will open so you can view the latest published version of your child page.

Frequently asked questions
Find quick answers about CT.gov tools, support, and access.

Support and access
Expand each section to learn what you need to get started.

- How long does a support request take? (+)
- Who can request access to CT.gov tools? (+)
- What information should I include in a support ticket? (-)
Include the page you were working on, what you were trying to do, any error messages, and screenshots if possible.

More resources (-)

- [Service Desk ticket guide \(PDF\)](#)
- [Service Desk ticket video \(YouTube\)](#)

Accordion group placed in a Full width container layout with 3 accordion items and optional sub item inserted under the last item.

Accordion layout notes

- Accordions always display full width.
- Do not use multi-column layouts (3×3×3×3, 4×4×4, or 6×6).
- Use short, clear headers so visitors can scan quickly.