

# Rich text component

## Summary

The Rich Text component is a flexible way to add and format text on a page. Use it for paragraphs, introductions, explanations, or other plain text content. This component is text-only – it does not support images, videos, or other media. Use this component when you need to present readable, structured content (text) that supports your page’s story or instructions.

**Note:** Authors should not create an H1 manually in the Rich Text Editor.

## When to use this component

Use the Rich Text component when you need to:

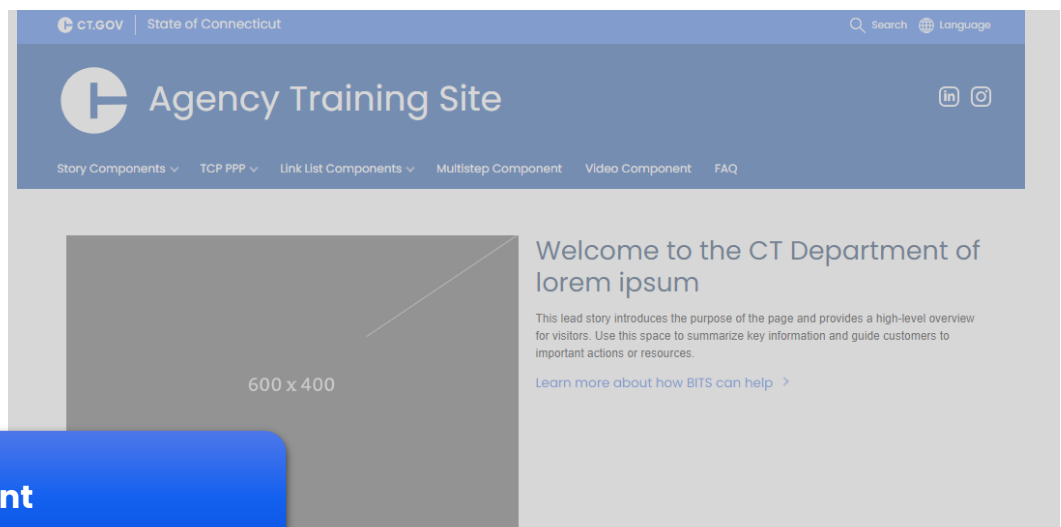
- Add paragraphs explaining services, programs, or policies
- Introduce a section with a short overview
- Provide instructions or descriptive text that doesn’t require a visual component
- Add supporting text between other components

**Do not use** this component for images, graphics, or multimedia. Use components like [Image](#), [Tile](#), or [Video](#) instead.

## Component content fields

Each Rich Text component includes:

1. **Title (optional)** – Comes in as an H3 (note: not used in the screenshot below)
2. **Text** – The main Rich Text field where you enter and format your content



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Every day, residents rely on CT.gov to renew licenses, access benefits, and find critical information. Our goal is to make those digital experiences clear, reliable, and easy to use. This page brings together the tools and support you need to deliver that experience.

## ● Phase 1: Content Editor

This phase covers creating the Rich Text component in the Content Editor.

### Before you begin

To create a rich text component in a full-width layout, gather:

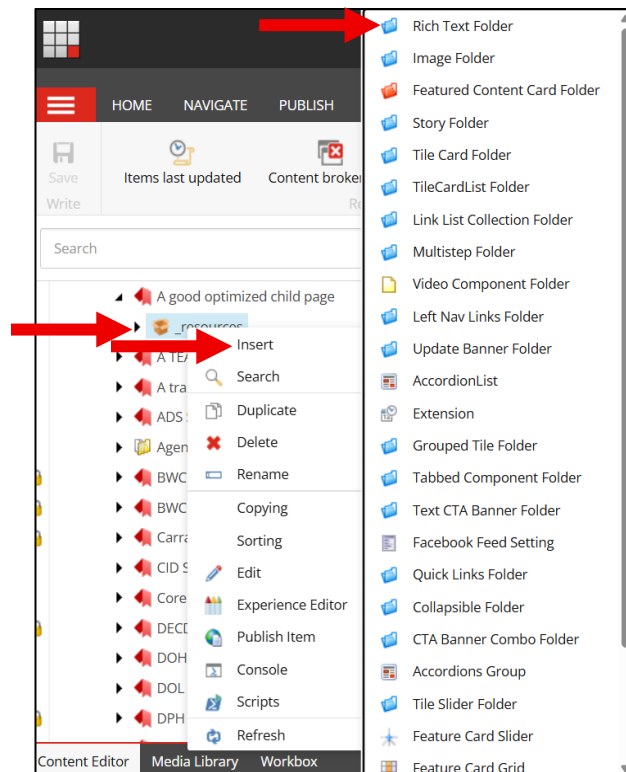
- Optional: A clear title for the component (we will not use a title in this example)
- A sentence or short description (1–2 sentences).

**Example paragraph:** *“Every day, residents rely on CT.gov to renew licenses, access benefits, and find critical information. Our goal is to make those digital experiences clear, reliable, and easy to use. This page brings together the tools and support you need to deliver that experience.”*

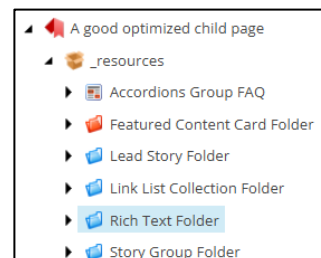
### Step 1: Create a Rich Text Folder

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 > Rich Text Folder**.

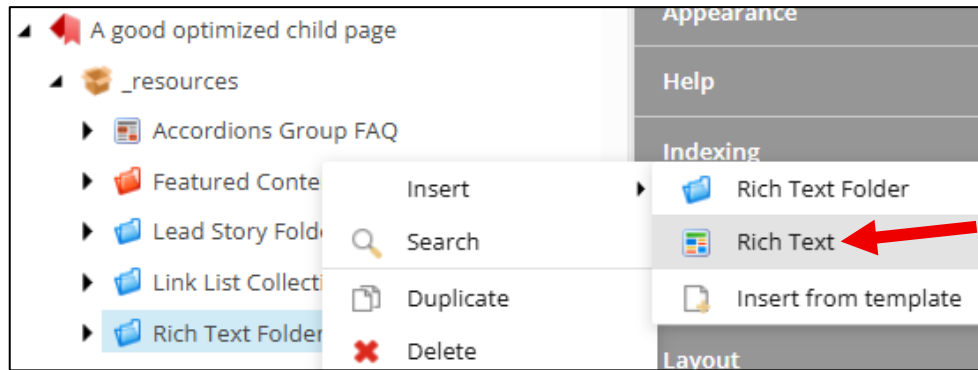


3. **Name the folder clearly** (e.g., **Rich Text Folder**), then click **OK**.

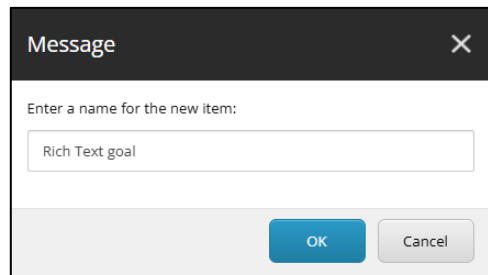


## Step 2: Insert a Rich Text component

1. Right click the **Rich Text Folder**
2. Select **Insert > Rich Text**.



3. **Name the component** (e.g., Rich text goal)



4. **Click OK**


1. Optional: Enter a **Title H3 (use sentence case)** in the Content area
2. Add your text in the **Text field**: Use the [Rich Text Editor](#) to add your body copy text. Click **Show editor** to open it. You can type your text directly or **paste it as plain text**. Pasting as plain text removes all formatting, which helps keep your content clean and consistent. We recommend using this option when copying text from another source. Click blue **Accept** button.
3. Click **Save**. (upper left Save icon)

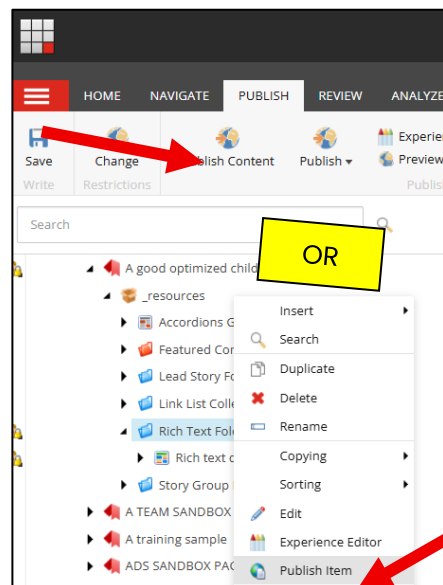
## Publish the Content

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**

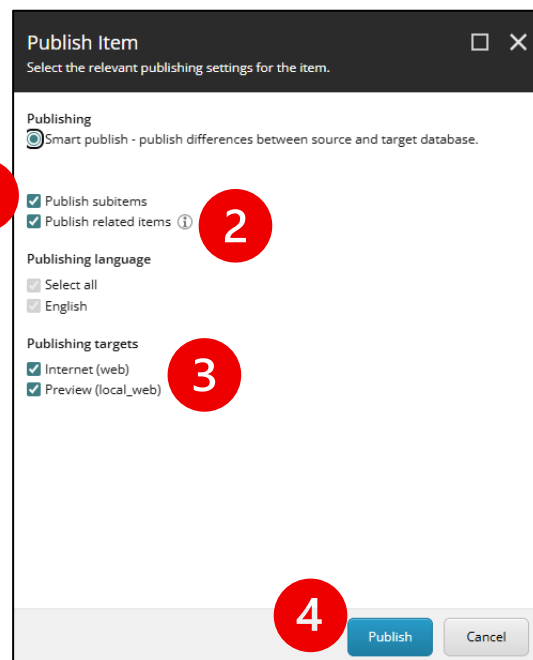
Both options open the same **Publish Item** window and work the same way.

 **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

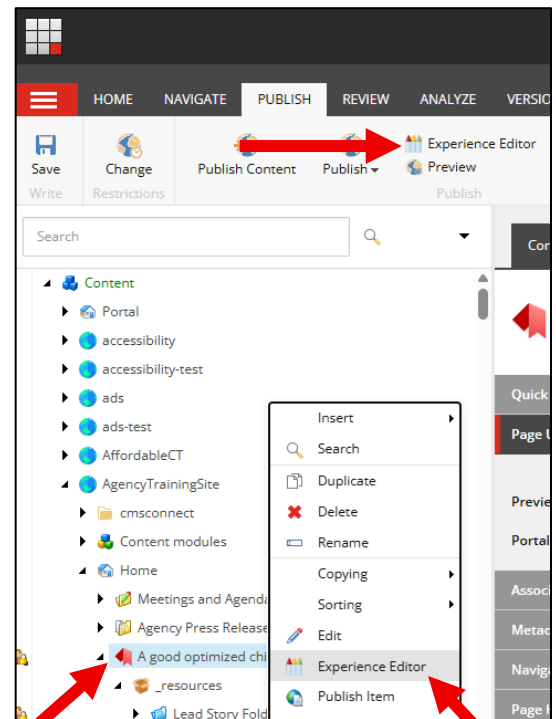
In this phase, you'll add the component to the page and choose how it's displayed.

#### Step 1: Open the Experience Editor

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

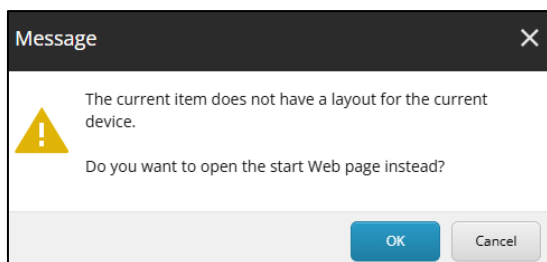
- From Content Editor: select the page > **Publish tab** > **Experience Editor**
- Right-click the page > **Experience Editor**

Both options open the same editing window.



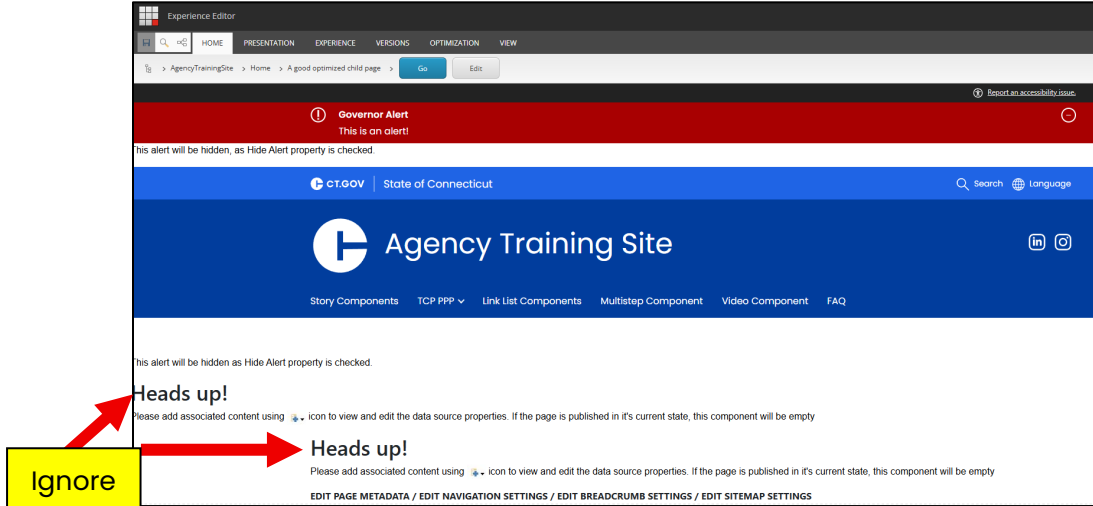
**Warning:** Make sure you have the correct child page selected (and not the folder or component) in the Content Editor before opening the Experience Editor.

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



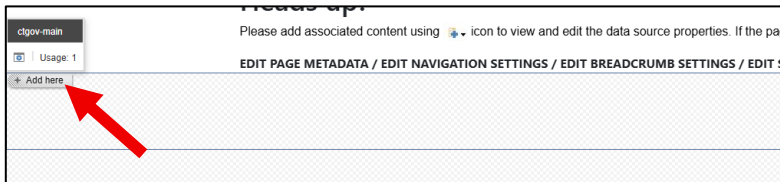
Cancel the message and select the correct child page first.

**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.

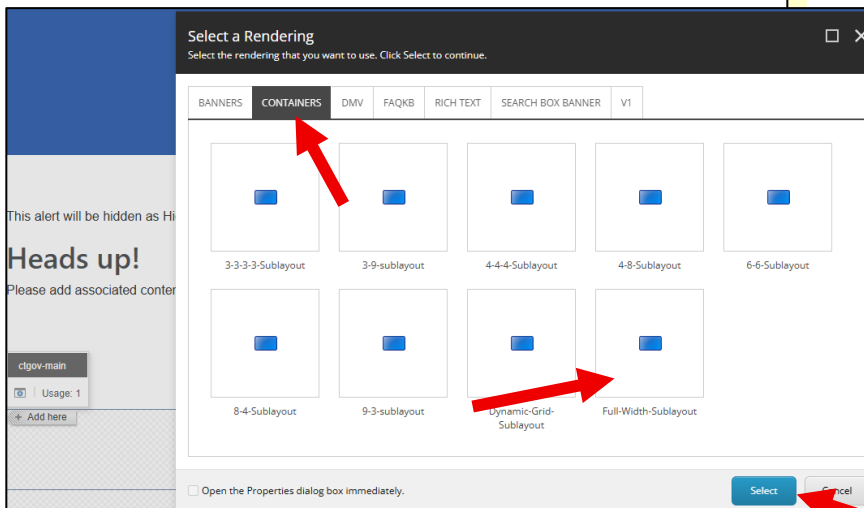


## Step 2: Add a container

1. 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-Sublayout**.
4. Click **Select**.



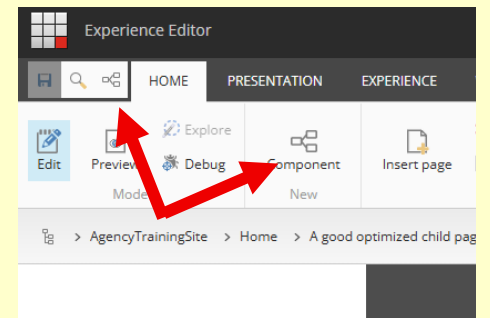
**Tip:** Sometimes the **Add here**

option won't appear

automatically. Click the

Component button in the Ribbon

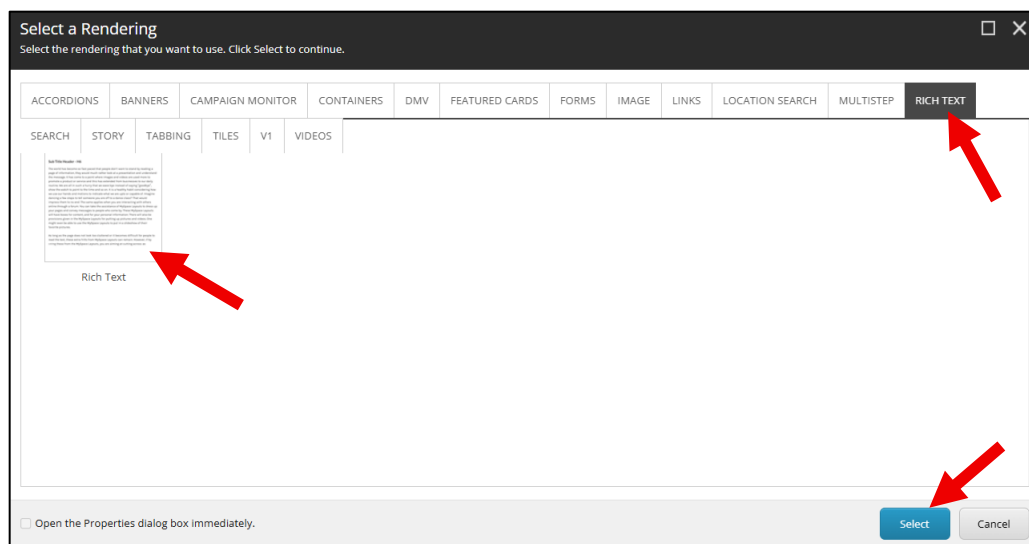
to make it visible.



- 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



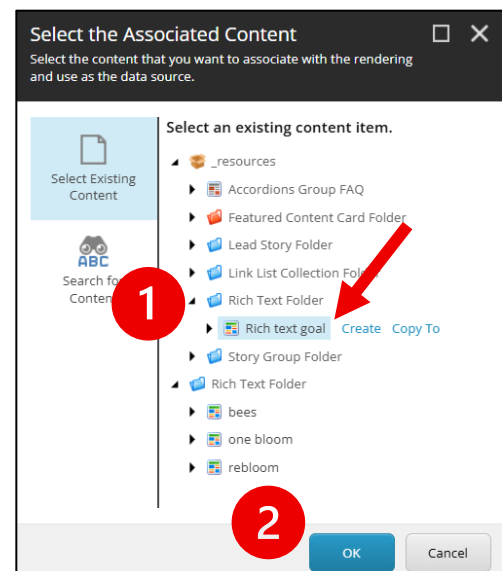
- In the pop-up, click the **Rich Text tab > Rich Text**, then **Select**.



### Step 3: Select the Associated Content

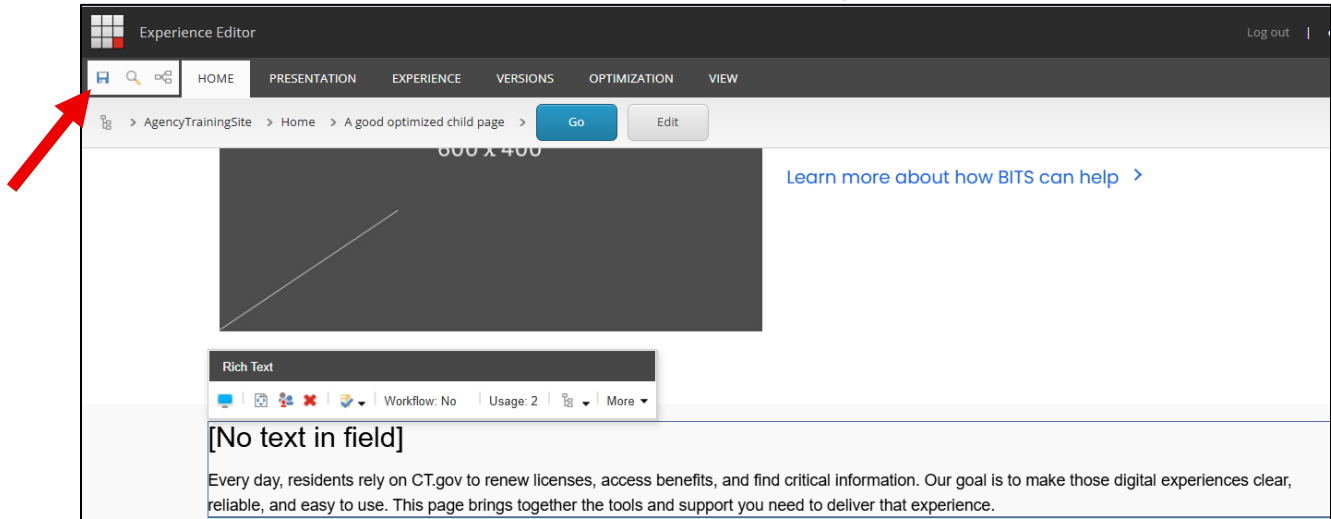
- In the new pop-up, **expand the Rich Text folder** by clicking the arrow in front of it. Then, select the Rich text component you created (**e.g. Rich text goal**)
- Click **OK**. The component will be placed on the page in the container.

**Note:** You can only select a Rich Text component. Sitecore only allows compatible items to be selected.



## Step 4: Save and Publish

1. Click the **Save (disc)** icon (upper left). Wait for the page to reload.



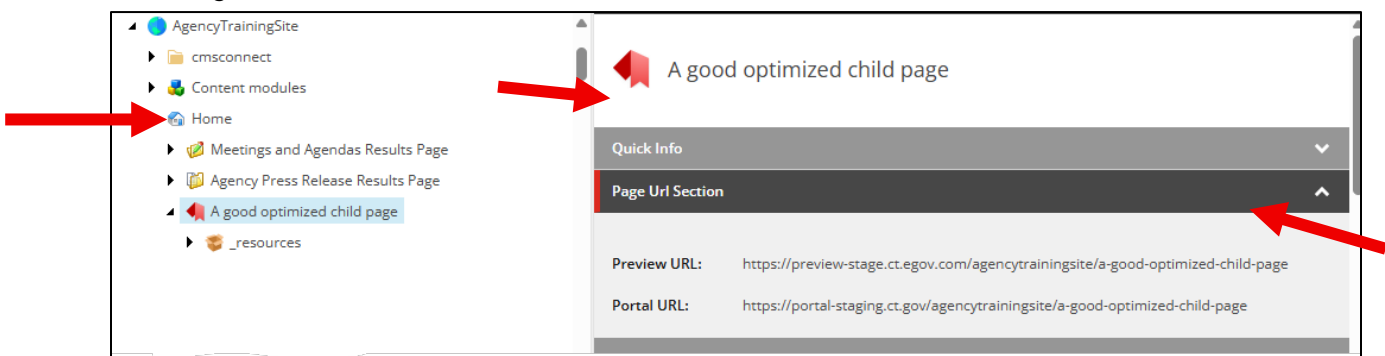
## Publish the Content

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

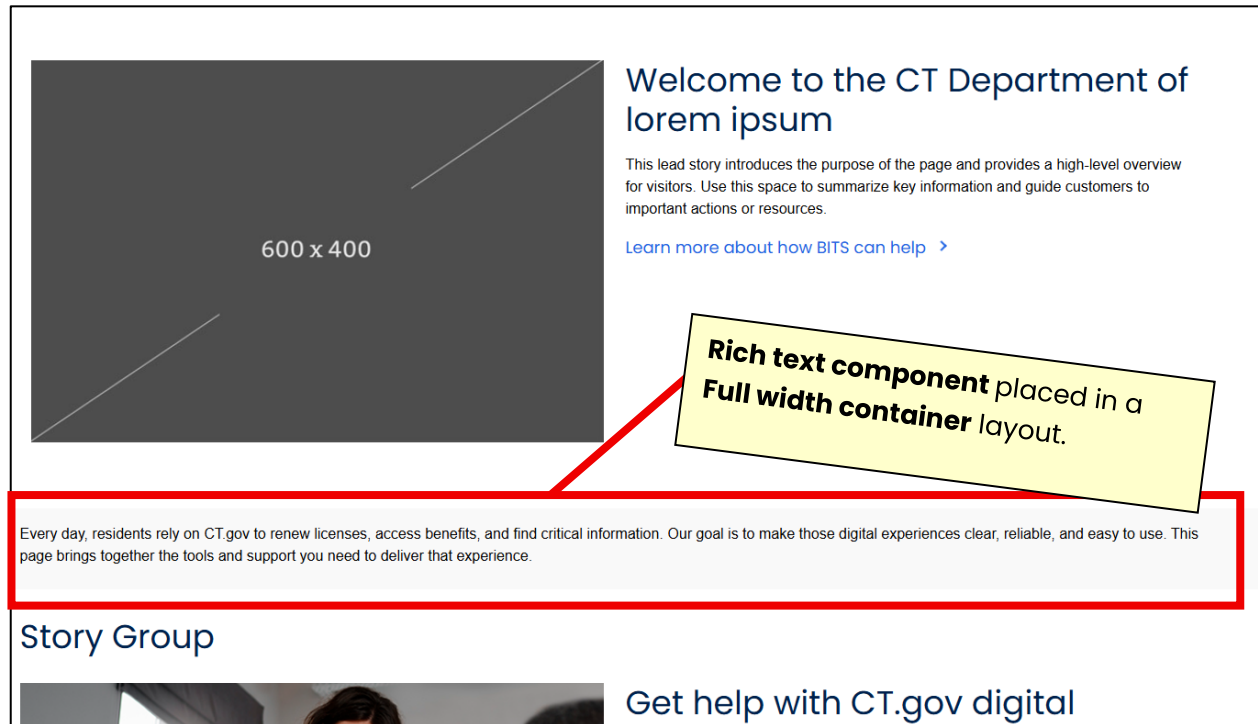
1. Return to the Content Editor (usually still open in another tab).
2. **Navigate to your child page** (the page you just edited).
3. **Expand the page folder in the content tree** to refresh it.
4. **Click the Save icon** in the Content Editor.  
This ensures you're publishing the most recent version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

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.



600 x 400

## Welcome to the CT Department of lorem ipsum


This lead story introduces the purpose of the page and provides a high-level overview for visitors. Use this space to summarize key information and guide customers to important actions or resources.

[Learn more about how BITS can help >](#)

**Rich text component placed in a Full width container layout.**

Every day, residents rely on CT.gov to renew licenses, access benefits, and find critical information. Our goal is to make those digital experiences clear, reliable, and easy to use. This page brings together the tools and support you need to deliver that experience.

### Story Group



Get help with CT.gov digital