



State Agency Community Newsletter

Quarterly Issue: August 2018

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. Each quarter, you will receive a **State Agency Community Newsletter** including Sitecore updates, featured articles, hot topics, FAQs, and more.

This information can also be found on the [Sitecore Training and Fundamentals Website](#).

Update: Soon to release Sitecore 8.2

CI is in the testing phase of the Sitecore 8.2 release, which will fix some common issues being reported and improve performance:

- **Duplicate or missing content** – Some users are seeing duplicates of pages or media library items or content updates not displaying on their website once published. This is caused by a publishing or indexing issue. Until the 8.2 update is released, here are some steps to work around the issue:
 1. Ensure pages are unlocked (checked in).
 2. Ensure pages are in the “Approved” workflow state.
 3. Publish the parent page or folder (Content Approvers and System Administrators ONLY)
 4. Make a slight content change, such as adding a period to the page and re-submit for approval. Content Approvers or System Administrators can then approve the page to publish it.

As a best practice, CI performs a daily re-index of all Agency sites, which resolves many issues with duplicate or missing content. If the steps above do not resolve your issue and your content is of an urgent nature or still not displaying correctly after 24 hours, please contact your Agency System Administrator to submit a ticket to the CI Helpdesk.

- **Experience Editor performance** – Content Authors and Approvers will see improved speed performance when editing in the Experience Editor.

Update: Seven new Agencies targeted for October migration into Sitecore

Soon there will be seven more agencies welcomed into the Sitecore system. If your agency links to documents or pages contained on their current site, you will want to update those links to the new location after they launch using the [Internal Sitecore link](#).

1. Department of Banking (DOB)
2. Department of Developmental Services (DDS)
3. Department of Revenue Services (DRS)
4. Department of Emergency Services and Public Protection (DESPP)
5. Commission on Fire Prevention and Control (CFPC)
6. Division of Emergency Management and Homeland Security (DEMHS)
7. Police Officer Standards and Training Council (POST)

Feature: Creating Accessible Tables in Sitecore

Tables are used to present tabular data in a visual and meaningful way. Sitecore’s **Table Wizard**, located in the Rich Text Editor, helps you create a table easily and with accessibility in mind when you follow these steps.

WARNING: Adding tables to your page can severely limit accessibility compliance and mobile viewing if not created correctly. It is highly recommended that tables be used **ONLY** for tabular data and not for layout purposes.

- [Step-by-step instructions to create accessible tables](#)

Hot Topic: Remember to Unlock (check in) your pages

It is important to understand the **Lock** and **Unlock** process with Sitecore. When editing an existing page, the Content Author must **Lock** (check out) the page and when finished editing the page, **Unlock** (check in) the page before submitting for approval or publishing.

NOTE: No one else can edit a locked page besides the Content Author who locked the page. The page can only be unlocked by the Content Author who locked it or a System Administrator.

- Learn how to [Unlock \(check in\) a Page](#)
- Learn how to [Lock \(check out\) a Page](#)
- [My Items – Unlocking multiple pages](#)

Support: Frequently Asked Questions

- **Who do I contact if I need support?**

If you have questions or need support, check out the [Training and Fundamentals Website FAQs](#) for common questions. We also have helpful videos that demonstrate basic features and functions.

If you are still having issues editing your website, please contact your Agency System Administrator for additional support.

- **When I get kicked out of Sitecore and have to log back in, I lose my edits. Why does this happen?**

Sitecore has a 20-minute session timeout. This means if you are not working in Sitecore for 20 minutes straight, your session will timeout and Sitecore will automatically log you out. Any changes you made that were NOT saved, will be lost.

When working in the Rich Text Editor (RTE), the session timeout countdown begins because Sitecore does not recognize your activity. To ensure your content is saved and you do not get logged out after 20 minutes when working in the RTE, select the **'Accept'** button at the bottom of the screen (exiting you out of the RTE) and then select the **'Save'** icon.

- **How do I get the Live URL of a page or document file in Sitecore that's not yet published?**

You can view the Live URL of a page or document file by viewing the properties of that item.

1. For pages, open the page you wish to see the URL from the Content Editor.
2. From the Content area, scroll to the **Additional Info** section.
3. Expand it by selecting the expand icon to the right of the **Additional Info** title.
4. Once expanded, you will see the **Item Link** URL.

NOTE: Only System Administrators have been trained on the Content Editor.

1. For document files, go into the **Media Library** and select the document file.
2. From the Content area, scroll to the **Additional Info** section.
3. Expand it by selecting the expand icon to the right of the **Additional Info** title. Once expanded, you will see the **Item Link** URL.

[See more FAQs](#)

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

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