Kingsborough Community College
Web Content Editing Training Guide

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Guide for Web Content Editors
Table of Contents

1 Your Access Levels .......................................................................................................................... 3
  1.1 What you can and can’t do as a Web Content Editor ............................................................... 3
2 Requesting a new page ..................................................................................................................... 3
  2.1 Sending your request ................................................................................................................. 3
  2.2 Automatic alerts ......................................................................................................................... 3
3 Editing an existing/newly created page ......................................................................................... 4
4 The Approval Process ..................................................................................................................... 6
IMPORTANT:

- Please make sure all edits are done on the “staging” website (http://kbpstage-fe1) and NOT on “production” (http://www.kbcc.cuny.edu). Any changes done on “production” will be overwritten with the content from “staging”
- “Staging” is a local network that is accessible ONLY from KCC campus. In order to be able to access it from home, a Citrix account has to be requested (click here to create a Helpdesk ticket or contact Helpdesk at 718.368.6679)
- For full editing options, please use Internet Explorer

1 Your Access Levels

1.1 What you can and can’t do as a Web Content Editor

- KBCC uses the following levels of security to manage content on the website:
  - Anonymous users can only view content
  - Web Content Editors can only edit existing pages on their department’s site
  - Web Content Approvers can only edit and approve existing pages on their department’s site

All page creation or page deletion requests will be handled by the IT department once approved by the departmental web content approver.

2 Requesting a new page

2.1 Sending your request

- Requests for a new page on your department’s site should be sent to your departmental web content approver. The approved request will then be forwarded to the IT department.

2.2 Automatic alerts

- You will be alerted by email when a new page has been created in your department’s Pages Library
3 Editing an existing/newly created page

1. Once on http://kbpstage-fe1, log in by clicking My KCC button on the top right of the page

Once logged in, navigate to your department website.

NOTE: You will only see editing options on the site you have permission to edit

2. Click on side-nav menu and pull up the page you want to edit

Please note that you can NOT make changes to the Side Navigation menu.

3. Then click Site Actions > Edit Page

Site Actions tab is accessible ONLY when you are on your department website, it will NOT be visible anywhere else.
4. Editing Tool Bar

*Apply styles to selected text*

*Text options*
If you want to save your changes and come back to the page later, click “Save and stop editing”

If you are finished editing, click “Check in to Share Draft”, then “Submit for Approval”

4 The Approval Process

- You must submit the page for approval and it must be approved by a Web Content Approver before it can be published.
When an editor hits the “Submit for Approval” button, an email alert is sent to the Approvers group. An approver will follow the link in the email to view the page and approve or reject it.

If the page is rejected, it will remain a draft and the editor can continue to make edits until it is satisfactory.

If the page is approved, it is automatically “published” and it will appear on the website following the next “content push” (see below).

Once completed, your changes can only immediately be seen on the “staging” website (http://kbpstage-fe1). The content is then pushed to the “production” website (http://www.kbcc.cuny.edu) for the next day (this happens around 1:00 am). To ensure that your changes will appear on the “production” website on the next calendar day, please complete the editing process on “staging” before 9:00 PM. Any changes after that will be reflected in 48 hours. This is common practice for public-facing websites and is done for security purposes.