Kingsborough Community College
Web Content Editing Training Guide

Guide for Web Content Editors

Written and compiled by: Jessica Eyth
IMPACT Management
516-495-1300, 311(O)
jessica.eyth@impactmgmt.com

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IMPORTANT:

- Please make sure all edits are done on the “staging” website (http://kbpostage-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 from KCC campus. To access it from home, you must request a Citrix account (Click here to create a Helpdesk ticket or call the Helpdesk at 718.368.6679.)
- To access full editing options, use Internet Explorer.

1 Your Access Levels

1.1 What you can and cannot do as a Web Content Editor

- KCC 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 are handled by the ITS department.

2 Request a New Page

2.1 Send your request

Web Content Editors and Web Content Approvers may send an email to webservices@kbcc.cuny.edu to request a new page on your department’s site. Be sure to include the page title in your email. Follow the same process to remove/delete an existing page on your department’s site. In this case, include the page title and the page URL in your email.

2.2 Automatic alerts

You will be alerted by email when a new page has been created in your department’s Pages Library.
3 Edit an Existing/Newly Created Page

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

Log in and navigate to your department website.

Welcome to KCC Intranet

The KCC Intranet is for faculty and employees of the college.
Click on the link below to access the Intranet.
[Login instructions go here]

Click here to log into the KCC Intranet.

NOTE: You will only see editing options on the webpage(s) you have permission to edit.
2. Click on Side Navigation Menu to access each page you want to edit.

3. Then click Site Actions > Edit Page

A Page in Edit Mode:

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

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

If necessary, click Edit Content to make the Editing Tool Bar appear.

- You may type directly in the edit window or paste content into the window.

Note: If you paste a hyperlink to an external webpage with a full URL (Ex.: http://www...), it will work. If you paste a hyperlink to an internal webpage, it must be a relative link (Ex.: /Pages/WhyChooseKCC.aspx). Test your hyperlinks to make sure they work properly.

- Use editing tools to format your text.
To add content to an existing page, type in the Add Content box below the current content.

2.2 Automatic alerts

- You will be alerted by email when a new page has been created in your department’s Pages Library

2.3 Can international students receive Financial Aid?

2.4 Who gets Student Financial Aid?
• To save your changes and come back to the page later, click **Save and Stop Editing**.

![Save and Stop Editing button](image)

• The added content is now on the page:

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2.2 Automatic alerts
   • You will be alerted by email when a new page has been created in your department’s Pages Library

26) Can international students receive Financial Aid?
27) Who gets Student Financial Aid?

New content added here will appear immediately below existing content.
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• When you are finished editing, click **Check In to Share Draft**, and then click **Submit for Approval**.

![Check In to Share Draft button](image)
Select View All Site Content for a list of pages to which you have access.

From View All Site Content, you can access your department’s pages, documents, images, and the like.
- See all the pages to which you have access and the status of those pages. Select the **Type** icon to access a page.

4 The Approval Process
A page will be published after the Web Content Editor submits the page for approval and a Web Content Approver approves the page.

**Editor’s view:**
- When an editor hits the **Submit for Approval** button, an email alert is sent to the Approvers group.
- An approver follows the link in the email to view the page and approve or reject it.

**Approver’s view:**
- If the page is rejected, it will remain a draft. The editor can continue to make edits until it is satisfactory then resubmit for approval.
If the page is approved, it is automatically published; it will appear on the website following the next content push.

- Once completed, your changes can 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 8:00pm. Any changes made after that time will be reflected in production on the following calendar day. This content push schedule is common practice for public-facing websites and is done for security purposes.

5 Frequently Asked Questions (FAQs)

5.1 General Information

Q: What is “staging?”
A: Staging is KCC’s private, internal website on our intranet. Its pages can only be seen internally on campus or via Citrix access. Updates to our public website (production) are first completed and approved in “staging.” Then, the content is pushed through to production, at which point all viewers will see the updated content.

5.2 Login & Access

Q: Which web browsers can I use to edit my site?
A: Windows Explorer is the only recommended web browser for editing.

Q: How can I determine my access level?
A: Your access level is determined by your department chair or director who submits access requests by email to webservices@kbcc.cuny.edu.
Q: How do I access my department’s Pages Library?
A: Log into My KCC. Then follow this navigation: Site Actions > View All Site Content > Pages folder.

Q: How will I know which pages I can edit?
A: You may only edit pages that are located in your department folder. Log into My KCC and navigate to your department’s page. You will notice the Site Actions menu button at the top of the page. This menu is an indicator that you may edit the current page. In most cases, you will also be able to edit the department-specific pages. These are most easily accessed from the Side Navigation menu on the left side of the page.

5.3 Edits/Updates

Q: If I select Click Here to Add New Content at the bottom of the Edit page and add new content, where does the new content appear on the page?
A: The content will be displayed relative to the page content. If the page contains no content (text or images), the added content will appear at the top of the page. If the page already contains content, the new content will appear immediately below the existing content.

Q: I clicked Edit Page and I don’t see an Edit Toolbar. What do I do?
A: From the Site Actions menu at the top of the page, click Show Page Editing Toolbar. If you are already in Edit Page mode, you may select Edit Content at the top of the edit window.

Q: How do I make changes to the Side Navigation menu?
A: In most cases, changes to the Side Navigation menu are the result of adding or removing pages to or from your department’s site. To add or remove a page, Web Content Editors and Web Content Approvers may send an email request to webservices@kbcc.cuny.edu. In your request be sure to include the title of the page, the new (or removed) webpage URL, and any other relevant information. Webservices will adjust the Side Navigation menu to reflect the addition or removal.

Q: How do I request a new page?
A: Web Content Editors and Web Content Approvers may send an email to webservices@kbcc.cuny.edu to request a new page on your department’s site. Be sure to include the page title in your email.
Q: How do I delete a page?

A: Web Content Editors and Web Content Approvers may send an email to webservices@kbcc.cuny.edu to remove/delete an existing page on your department’s site. Be sure to include the page title and the page URL in your email.