



Content Management System User Guide 3rd Edition

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Chapter 1

GETTING STARTED

Step 1:

We support the following Internet browsers:



Internet Explorer 9+
Microsoft Edge



Google Chrome



Mozilla Firefox



Safari

Step 2:

To access the Content Management System (CMS), type www.cms.ok.gov in the address field (located at the top of your web browser page), and select “Enter.”

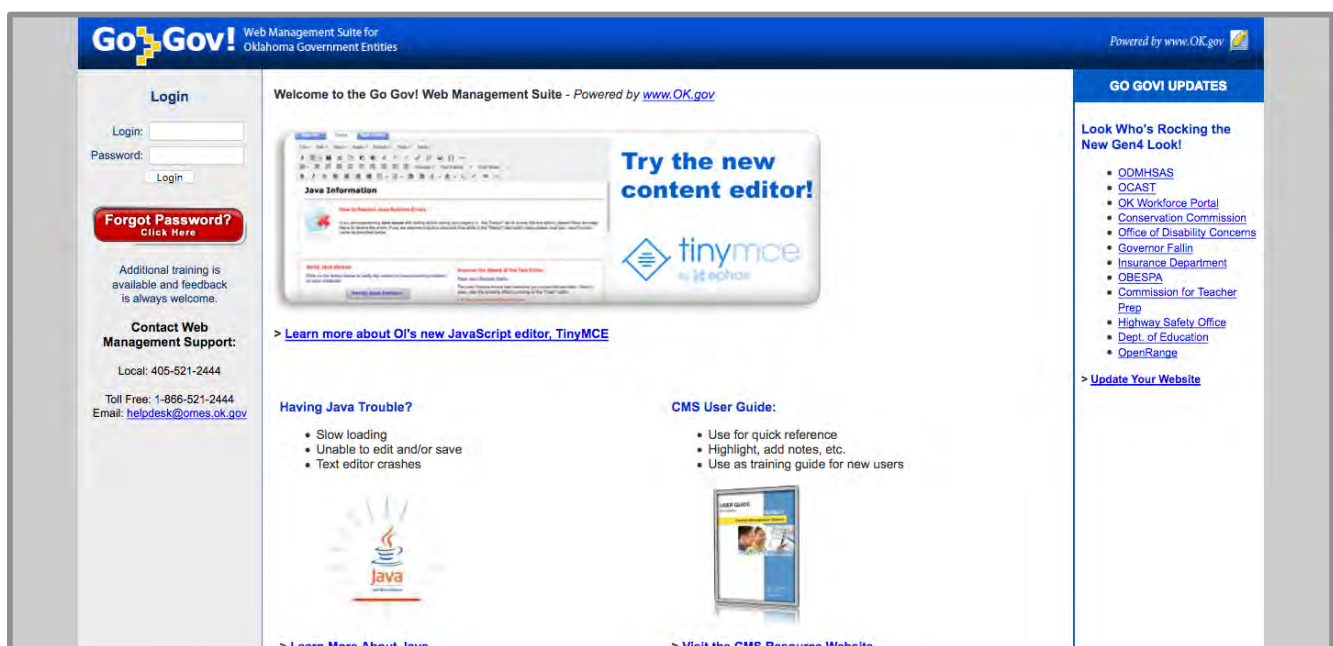


You will notice that the address redirects to <https://www.ok.gov/triton/login.php>. You’ve just experienced the redirect process!

- Marketable redirects are convenient because they allow viewers to use a short, catchy, URL that’s easy to remember, but actually takes the viewer to the desired site.

Step 3:

Your browser will now display the CMS login page.



GETTING STARTED CONT...

Step 4:

Type in the login name assigned to you and your password, then select the “Login” button.



Login

Login:

Password:

Login

Forgot Password?
Click Here

Step 5:

Upon successful login, you will access your agency’s CMS account. The home page of your account is the “Site Manager” area.

GoGov! Web Management Suite for Oklahoma Government Entities Powered by www.OK.gov

NIC Demo Home Session expires in: 22 minutes. [User's Guide](#) [Help!](#) [My Profile](#) [Logout](#)

Site Manager

Add New Content: New...

You may add items inside this directory by selecting from the dropdown menu above and then select "Go".

Directories and Links

Name	Options
Contact Us	
County Map	
Form Builder	
Notifications	
Registrations	
Calendar	
Site Index	
Password Protection	

Pages

Name	Options
Test Link	
Accessibility	
Error 404	

Note: Pages do not contain arrows because they are not visible on the Web site unless they are hyperlinked to.

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Note:

The upper right corner of your account contains the following helpful links:

Session Timer – The system allows users to stay logged into the account as long as they are active. However, after 25 minutes of inactivity, the system will automatically log users out of the account due to security standards.

Session expires in: 24 minutes.

User Guide – This link will take users to the online user guide.

[User's Guide](#)

Help! – This link will take users to the CMS Helpdesk contact form where users can reach out for customer support.

[Help!](#)

My Profile – This link will take users to their user account information page where they can modify their name, email, password, and/or security questions.

[My Profile](#)

Logout – Clicking on this link will log users out of the account and take them back to the CMS login page.

[Logout](#)

Chapter 2

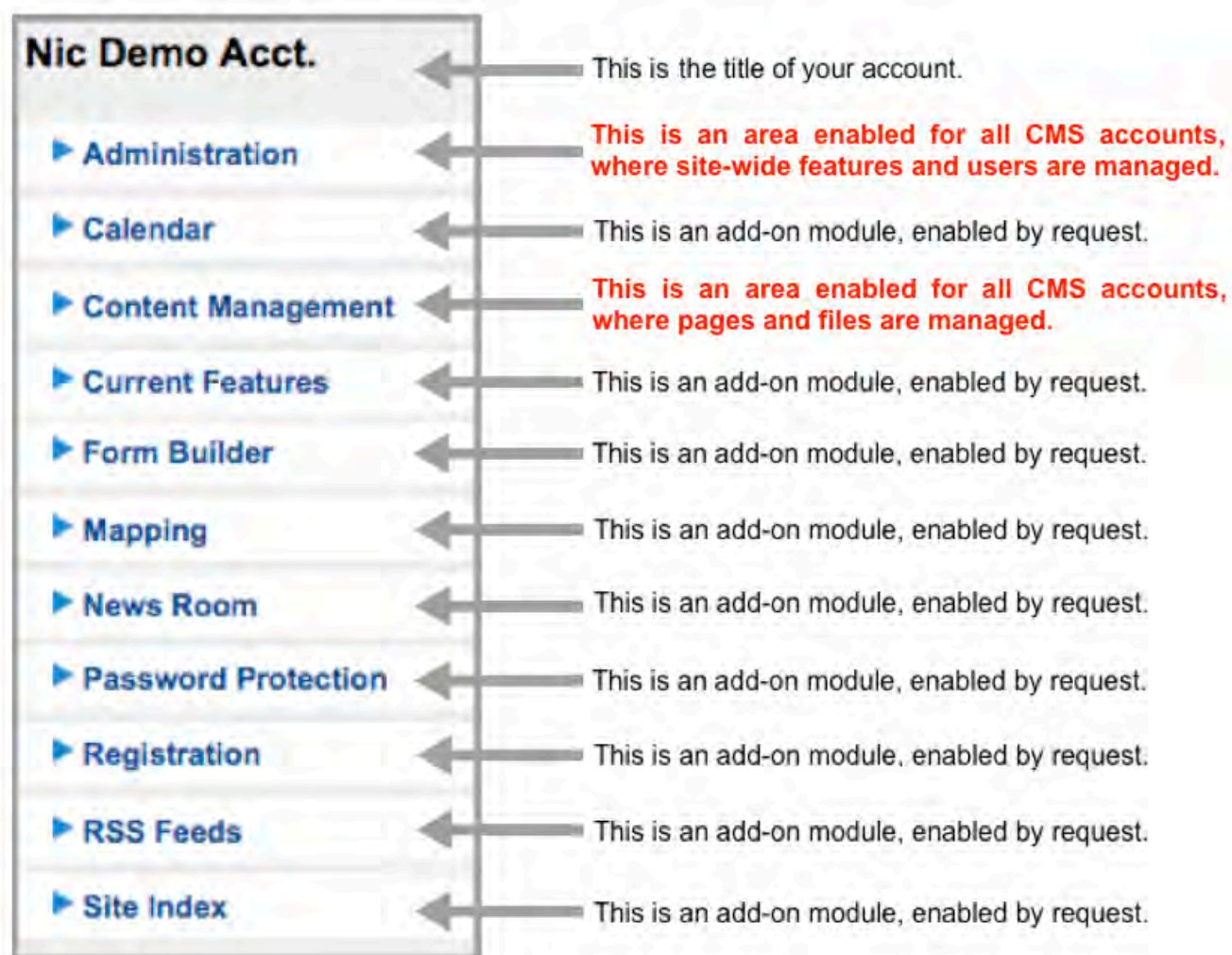
LEFT MENU NAVIGATION

Once you have logged into your CMS account, there will be a navigational menu on your left. The navigation menu contains links to different management areas of your agency's account.

The diagram below demonstrates the modules that (when enabled) display in the left menu navigation of your CMS account. Please note that your account's navigation may look slightly different, depending on the modules that have been enabled for your agency's CMS account.

These options are divided into categories. Each category heading (tab) can be expanded to display all of the links for managing the module's features, or can be collapsed to hide them. The diagram below demonstrates what an account's left navigational menu might look like with ALL options when collapsed.

(Refer to [Chapter 12](#) for more information regarding add-on modules.)



Note:

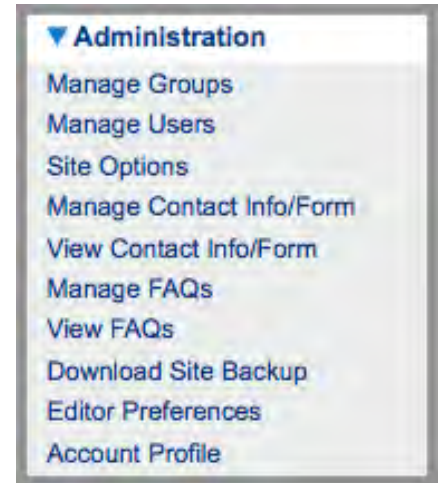
Although there may be other modules enabled for your account, this User Guide demonstrates the features and functionality found in the **Administration** and **Content Management** sections. These two areas are basic features enabled for all accounts. Specific module directions are available upon request.

Chapter 3

ADMINISTRATION MODULE

The Administration module is enabled for all standard CMS accounts. Administration is where high-level site options can be managed in addition to user management for others who have access to your account and the FAQs and Contact Form modules. Administrative (Admin) users should only give access to this module to users who have higher-level permissions.

- When expanded, the Administration options can be seen. (As demonstrated to the right.)
- Details for each of the Administration options are listed in the next sections of this User Guide.



MANAGE GROUPS


Step 1: The first section of the Manage Groups area is where Admin users can control whether users without publishing permissions can send a publish request to ALL Admin users or to individual users of choice who have publishing rights to an object.


Publish requests are sent only to "ADMIN" users. Select how you would like publish requests to be distributed:

☐ Send publish requests to ALL ADMIN users.

☒ Allow users without publish rights to select individual ADMIN user of choice to send publish request to (they will also have the option to send to all).

Admin users can control whether or not precautionary messages appear throughout the account.

 Would you like to enable or disable the message "DO YOU REALLY WANT TO DELETE THIS ITEM AND ALL OF ITS ASSOCIATED OBJECTS?" when users attempt to delete an item throughout the site?
☒ ENABLE ☐ DISABLE

 Would you like to enable or disable the message "DO YOU REALLY WANT TO PUBLISH THIS ITEM AND ALL OF ITS ASSOCIATED OBJECTS?" when users attempt to publish an item in the site manager?
☒ ENABLE ☐ DISABLE

Step 2: The next section is where Admin users can manage the precautionary messages seen by users in the account.

These messages include:

- Deleting Items
- Publishing Items

Step 3: The last section is where Admin users can create other user groups and assign specific permissions to their groups.

Add a new Group	
Group Name	Options
Content Editors	Edit Delete
NIC_DEMO ADMIN	Edit Delete



Note:

This section contains universal features that pertain to ALL AREAS of the account and affect ALL USERS!

MANAGE GROUPS CONT...



To create a new group, users should click the “Add a new Group” link, or click the “Edit” link to modify an existing group.

The Edit Group page contains the group name, object permissions, and module permissions.

- **Group Name** – Create the name of a new group or change the name of an existing group and click the “Save” button.
- **Object Permissions** –
 - Select “Read” for objects you would like the group to be able to view.
 - Select “Write” for objects you would like the group to be able to edit.
 - Select “Publish” for objects you would like the group to be able to publish.
- **Module Permissions** – Select the module permissions that you would like to give the group access to. Once selected, these links will display in the left navigation menu for the group.

The screenshot shows the 'Edit Group' interface. At the top, there's a 'Group Name' field with the value 'Editors' and a 'Save' button. Below this is the 'PERMISSIONS' section, which includes a table for 'Object Permissions'. The table has columns for 'Object', 'Read', 'Write', and 'Publish'. The 'Object' column lists various site elements like Home, About Us, Staff, Administration, Mission Statement, Helpful Resources, News, Upcoming Events, Breaking News, Newsletter, and Contact. The 'Read', 'Write', and 'Publish' columns contain checkboxes, many of which are checked. To the right of the table is a 'MODULES' section with a list of modules and their permissions, including 'Manage Events', 'Event Approvals', 'Content Management' (with sub-items like Site Manager, Image Manager, Document Manager), 'Edit Home Page', 'Publish Home Page', 'Publish Entire Site', 'Generate Temporary Site', 'Multimedia Manager', 'Current Features' (with 'Manage Current Features'), and 'Form Builder' (with 'Manage My Forms'). A red message at the bottom states 'Changes made to permissions will automatically save.' and there is a 'Return to Groups' button.

Object	Read	Write	Publish
Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
About Us	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mission Statement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Helpful Resources	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
News	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Upcoming Events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Breaking News	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Newsletter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Note:

The “Admin” user group cannot be edited or deleted since it is the default group, which has access to everything in the account.

It's a good idea for Admin users to create a test user account for themselves for each group in the account. This will give them the ability to login into the account at any time to see what other users see.

Changes made to the permissions on the Edit Group page will automatically save!


MANAGE USERS



Now that you have your account's groups created, you're ready to create individual user accounts. The Manage Users area of the account gives Admin users the ability to create user accounts for anyone they would like to grant access to their CMS account.


This page displays a list of all users who have access to your account. You can sort the list of users by clicking on the column headings; Name, Group, or Last login.


"Not Activated" will display in the Last Login column for users who have not logged into the account. Otherwise, their last login date will display. Admin users can easily see if there are any inactive users since they are indicated with a

 symbol, which symbolizes those who have been inactive in the account for at least 3 months.

Manage Users

[Create a new user account](#)

NOTE: Users who have not accessed the account in the last 3 months have  next to their name. Any user who has not successfully created their password will have "Not Activated" in the Last login field.

Name	Group	Last Login	Options
Doe, Jane	NIC_DEMO ADMIN	05/19/2017	Edit Delete
 Doe, John	NIC_DEMO ADMIN	01/06/2017	Edit Delete

Click the "Create a new user account" link to create a new user account, or click the "Edit" link to modify an existing user.

Whenever a new account is created or an existing account edited, the following information will be required:

1. Select the user group you would like this user to be assigned to.
2. Enter the user's first and last name.
3. Provide the user's email address where they can be reached.
(Note: The system will send the user an email containing a link that takes them to a page where they will can answer security questions and create a password.)

4. Give the user a unique login.
(It is recommended to use "firstname.lastname," but any login can be assigned so long as it is not already in use in the database. An error message will display if this happens and you will be required to choose an alternative login.)

Group

NIC_DEMO ADMIN

*

First Name

jane

*

Last Name

doe

*

Email

jane.doe@ok.gov

*

Login

jane.doe

*

Cancel

Save



Note:

Agency Admin users are responsible for the user management of their CMS account. Oklahoma Interactive does not alter user accounts in any way without written permission from the agency. **It is very important that Admin users remember to delete user accounts for employees who are no longer with your agency or for users you no longer want to have access to the account.**

Sometimes the new account setup email is sent to the user's junk/spam/deleted folders in their email account. Please check these areas if the email notification is not in your inbox.

SITE OPTIONS

The Site Options area of your CMS account allows Admin users to manage the way your website looks and feels. Template changes that can be managed in this area will most likely affect the entire website. However, some of the features only apply to the homepage. The following section is designed to help users understand the features and functionality incorporated into this area of the account.

► **Template Layout**

► **Header Links**

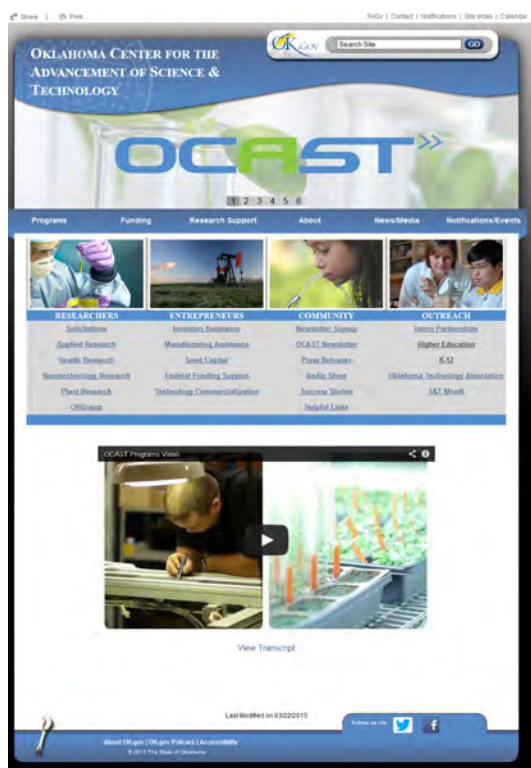
► **Homepage Widgets**

► **Additional Features**

► **Footer Links**

Template Layout:

In the Template Layout section, there are two main types of template styles to choose from:



The **Generation 4 Template (Gen4)** has sleek new look. Top navigation is the only option with this template, and users can choose between “Static” or “Dropdown” navigation. Gen4 only allows for up to six navigational objects. If an account has more than six navigational objects, only the first six will appear on the live site. The Current Features module comes as a part of the template with the design which allows for six features to rotate.

The Current Features utility can be set to show on the home page only, or all pages in the Site Options-Template Layout section. Please note that any changes that are made in the Site Options area must be Saved and then the site must be published for the changes to take effect.



Note:

Whenever changes are made to the Site Options area, the entire site will need to be published.

SITE OPTIONS CONT...

Header Links:

In the Header Links section users have the ability to select which modules (if any) display as a link in the header of the template on the live website.



The link options that display in this section will vary depending on the modules that are enabled for the account.

▼ Header Links

Select which of the following links you would like to appear in the header of all pages on your web site.

- ☒ Calendar Link
- ☒ Contact Link
- ☒ FAQs Link
- ☒ Map Link
- ☒ News Room Link
- ☒ RSS Feeds Link
- ☒ Site Index Link



Note:

Whenever changes are made to the Header Links area, the entire site will need to be published.

Homepage Widgets:

In the Homepage Widgets section, users have the ability to select which features they would like to display on the homepage (only) of their website. The options that display in this area will vary depending on the modules that are enabled for the account. If the Gen4 template is selected for the account, the Current Features option **must** be selected as well.

▼ Homepage Widgets

Select which of the following widgets you would like to appear on your homepage.

- ☒ Current Features (**WARNING:** Current Features MUST be enabled with the Gen4 Template style.)
- ☐ Site Index Alphabet
- ☐ Security Threat Levels (**Note:** This feature only displays with the Gen3 template style.)



Site Index Alphabet



I'm a Member
Information for current employees, pre-Medicare former employees, and Medicare members. Click here.

Current Features



Security Threat Levels




Note:

Whenever changes are made to the Homepage Widgets area, the homepage will need to be published.

SITE OPTIONS CONT...

Additional Features:

In the Additional Features section, users are able to select which links/features they want to display on their website. The complete list of Additional Features options is listed below.



▼ Additional Features

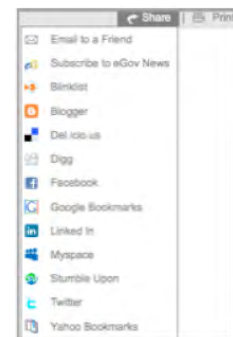
Select the options below that you would like to display on all pages of your website.

- ☒ Adobe Reader Image/Link
- ☒ Last Modified Date
- ☒ RSS Feeds Image/Link
- ☒ Site Tools
- ☐ Word Viewer Image/Link
- ☐ Excel Viewer Image/Link
- ☐ Powerpoint Viewer Image/Link
- ☐ QuickTime Player Image/Link
- ☐ Windows Media Player Image/Link
- ☐ Adobe Shockwave Image/Link
- ☐ Real Player Image/Link

- Download Viewer Images/Links (such as Adobe PDF Reader): These links should be enabled if users have any pages containing files, which the viewer may not be able to view due to software limitations. Enabling the link provides them with access to a free download. When enabled, the links will display directly above the footer on the website.
- Last Modified Date: This option lets the viewer know when the content was last updated. When enabled, this feature displays directly above the footer on the website.
- RSS Feeds Image/Link: Enabling this link gives your viewers quick access to your RSS Feeds. It will display directly above the footer on the website when enabled.
- Site Tools: This feature gives users the ability to display social networking share options and a print option as well. When enabled, it will display on the right side of the Search bar on the website.
- Custom 404 Error Page: Users have the option to turn on a custom 404 error page that will appear if there is a broken link. If this option is not selected, all misdirected links will redirect to the OK.gov Error 404 page. When this option is selected, a 404 Error page will automatically be created in the Site manager area of the account. Users may edit the page contents, but should not remove the page.



Last Modified on 08/07/2017



Note:

Whenever changes are made to the Additional Features area, the entire site will need to be published.

Footer Links:

The Footer Links option allows users to update the social media icons in the footer of the template. By default, the links will go to the OK.gov Twitter and Facebook. However, if the agency has their own Twitter and Facebook, this options allows users to change the links to the desired social media pages.



Note:

Whenever changes are made to the Footer Links area, the entire site will need to be published.

DOWNLOAD SITE BACKUP

This feature gives users the ability to download a backup of the site content (in zip format) to a desired location. Although Oklahoma Interactive backs up the servers every night, we suggest users utilize this feature during the initial site build since it isn't included in the backup process until the site is published.



Note:

The site backup will include all current site files, and files which have been deleted

EDITOR PREFERENCES



The Editor Preferences section of the account gives Admin users the ability to manage the options that display in the Text Editor used for creating and editing pages and directories. Features that are enabled (i.e., checked) will display in the editor, while disabled features will not.

Text Editor Preferences

Fonts

- ☒ Arial (default)
- ☒ Arial Black
- ☒ Arial Narrow
- ☐ Comic Sans MS
- ☒ Courier New
- ☐ Georgia
- ☐ Impact
- ☒ Times New Roman
- ☐ Trebuchet MS
- ☐ Verdana

Text Sizes

- ☒ 8pt
- ☒ 10pt
- ☒ 12pt
- ☒ 14pt (default)
- ☒ 18pt
- ☒ 24pt
- ☒ 36pt

Text Formatting

- ☒ Colors
- ☒ Bold
- ☒ Italic
- ☒ Strikethrough
- ☒ Align Left/Center/Right
- ☒ Lists (ordered/unordered)
- ☒ Increase Indent
- ☒ Decrease Indent
- ☒ Superscript/Subscript

Template

- ☒ No Template **OR**
- ☐ Pre-created Template

Upload a template (html file) to be applied to all new pages and directories. Upon creating a New page or directory, the template will be applied to that page. The user can edit the content from there.

Template: No file selected.

This is also the area where users can implement a site template that will display on all newly created pages and directories, which can then be modified. To create a site template, users will need to save the webpage they're editing as an html file, then access the Editor Preferences page and upload their template file.

ACCOUNT PROFILE

The Account Profile area of the account is an informational page that gives users statistical data about their account. Data collected in this area includes:



- Account Name
- Color Scheme
- # Of Pages
- Amount of Multimedia Storage
- Site Address
- Publish Date
- # Of Documents
- Enabled Modules
- Webstats
- # Of Active Users
- # Of Images

Chapter 4

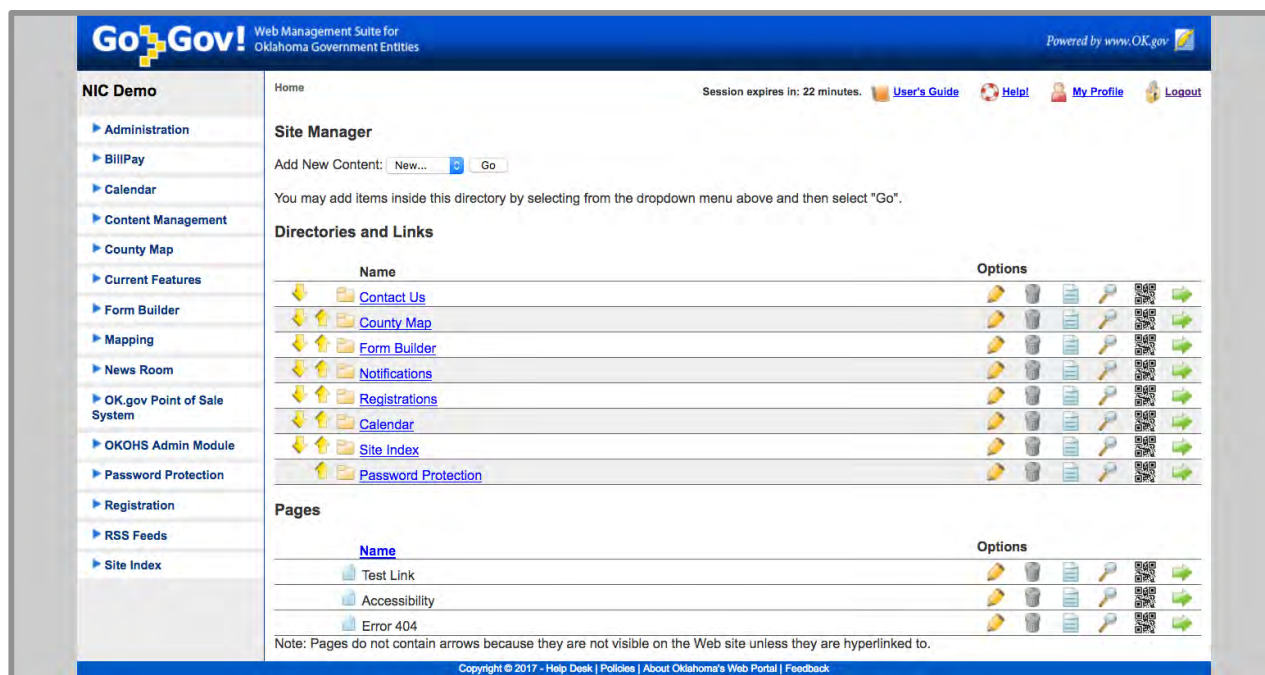
CONTENT MANAGEMENT


The Content Management module is enabled for all standard CMS accounts. This area is where users will spend the majority of time in the account. It's where they can manage pages, documents, images, multimedia files, and publish objects.

SITE MANAGER


Creating an Object

Commonly referred to as the “home page of the account,” the Site Manager area is the first page users see when they login to the account. This area allows users to add, remove, and edit website content.




 **Directory** – A directory is a page on the website that will display as a link in the main navigation. When viewers click a link to a directory on the website, they will be taken to a webpage that contains content. Directories are “parent” objects that can contain child directories, pages, and links.

As shown in the image above, directories are underlined in blue text and have a folder icon next to them. Click the title of the directory in the account to see any child objects. Click the yellow arrows to move the directories up or down to change their position in the main navigation.

 **Page** – A page is a single file on your agency’s website. It is not a directory, therefore it will not display as a link in your navigational menu. However, when viewers access a page, they cannot tell the difference between a page and a directory.

As shown in the image above, pages have a page icon next to them. Notice they are not in blue text (because they can’t contain child objects) nor do they have up and down arrows (because they do not display in the navigation).

 **Link** – A link can redirect viewers to an external or internal URL. You cannot put content on a link, since they are merely a title and a URL. Links do however, display in the navigation of the live site. Therefore, they have up and down yellow arrows next to them.

SITE MANAGER CONT...

Page Options

The Site Manager also contains options to the right side of each page, directory and link. The options users have are as follows:

- Edit
- Delete
- View Log
- Preview
- Publish

As users hold their cursor over each option, a message displays a hint for what each button is.



Pencil

This is the "Edit" button. It allows users to edit the page or directory content.



Trash Can

This is the "Delete" button. It allows users to delete the page, directory, or link in its entirety.



Log File

This is the "View Log" button. It allows users to view the activity log of an object. The following information is captured: *Who?* (user who made the change) *What?* (change that was made) *When?* (date the change was made)



Magnifying Glass

This is the "Preview" button. It allows users to preview how the page, directory, or link would look if it were published currently.



QR Code Generator

This is the "QR Code Generator" button. QR Codes are the next generation bar code that allows for over 11,000 characters. Select this option to have a QR code generated for the desired page or directory. A pop-up box will open with the QR code, which can be Copied and Pasted to marketing to any desired material.



Green Arrow

This is the "Publish" button. It allows users to publish the page or directory to the live website.

Editing a Directory/Page

Whenever users click the **Edit option**, they will be taken to the area seen below. On the "Page Info" tab, they have the ability to give the page a title, which will display in the URL. The description needs to be a brief summary of the page, and the keywords field needs to include words that a viewer might use to search for the page. (The system will automatically populate these two fields if users fail to populate them.) Users have an option to have the main navigation links change (only applies to sites using static navigation), and they have the ability to assign the page to RSS feeds.

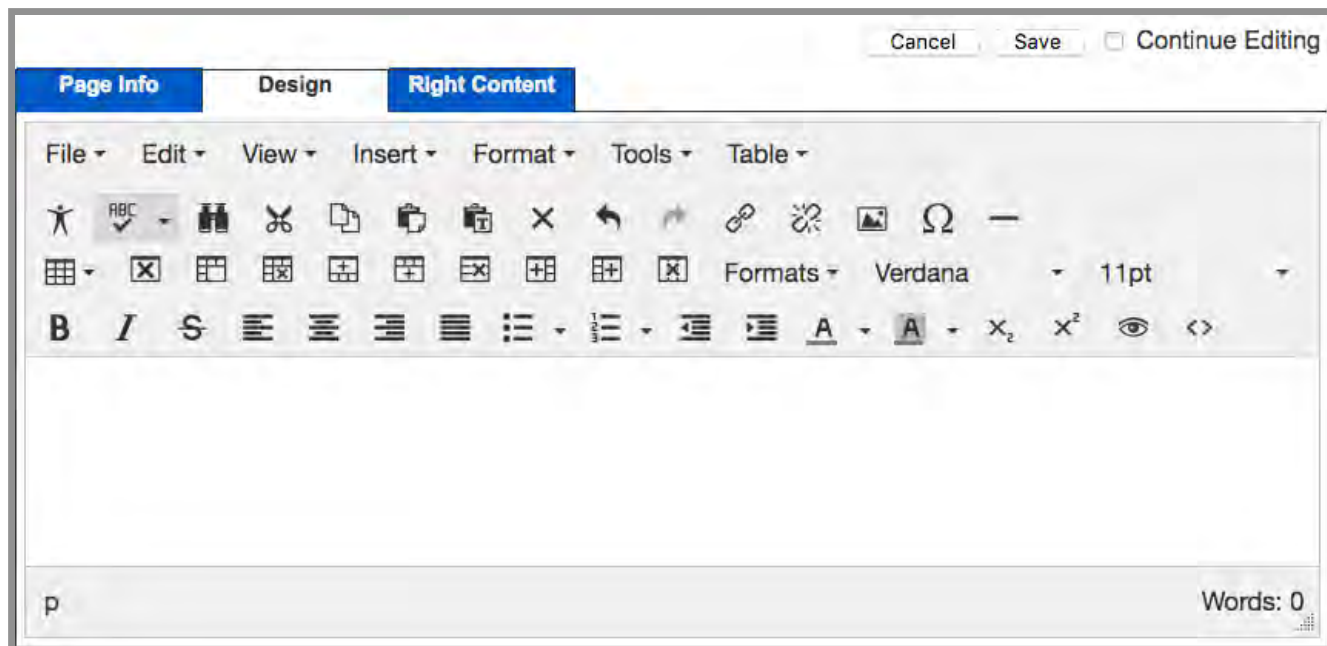
The screenshot shows a web form titled "Page Info" with tabs for "Page Info", "Design", and "Right Content". The "Page Info" tab is active. At the top right are buttons for "Cancel", "Save", and "Continue Editing". The form contains the following fields:

- Name:** A text input field with a red asterisk indicating it is required.
- Description:** A large text area.
- Keywords:** A text input field.
- Navigation Links:** A checkbox labeled "Do you want to change the left navigation links? (This option does not apply to sites utilizing dropdown menus.)" with "Yes" selected.
- RSS Feeds:** A checkbox labeled "Select RSS Feeds To Add This Page To: (Page description must be entered and the page must be published in order for it to be added to the feed.)" with "No" selected.

SITE MANAGER CONT...

Editing a Directory/Page

Whenever users click the “Design” tab when editing a page or directory, they will be taken to the screen seen below. This is where the Text Editor is found. The new text editor uses Javascript and will not require any extra browser plugins to be downloaded.



Design mode is the Text Editor default view. Advanced users can click the html code button (<>) to edit the source code of the page. Most users will spend the majority of time in the design view. The interface for the Text Editor is similar to the tools that are found in programs such as MSWord. Users can use the toolbar to access options, or they can use the shortcut icons.



Note:











































Users should Save updates made to the page. Once saved, the page will have a new preview version. If users want to make the current version of the page live, they will need to publish.

SITE MANAGER CONT...

Text Editor Options

Below is a short description about each Text Editor shortcut icon. Users can hover over each shortcut and a message will display telling them what each button does.



- | | | |
|--|--|--|
|  Accessibility Check |  Spell Check |  Find and Replace |
|  Cut |  Copy |  Paste |
|  Paste without Formatting |  Remove |  Undo |
|  Redo |  Insert/Edit Hyperlink |  Remove Hyperlink |
|  Insert/Edit Image |  Character Map |  Insert Horizontal Line |
|  Table Menu |  Remove Table |  Merge Cells |
|  Split Cell |  Insert Row Above |  Insert Row Below |
|  Delete Row |  Insert Column Before |  Insert Column After |
|  Delete Column |  Bold |  Italic |
|  Strikethrough |  Align Left |  Align Center |
|  Align Right |  Justified |  Unordered List |
|  Ordered List |  Outdent |  Indent |
|  Color |  Background Color |  Subscript |
|  Superscript |  Quick Preview |  Source Code |

Formats ▾ Formats

Arial ▾ Font Family

10pt ▾ Font Size

SITE MANAGER CONT...

Best Practices

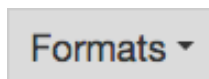
Some common best practices for users to follow when placing content in the body area of a page or directory are detailed below.

- Headings
- Tables
- Hyperlinks
- Bookmarks
- Inserting an Image
- Inserting Multimedia



Headings

To assist with making your page accessible, users should ensure their page titles and subtitles have a heading style applied to them.




To apply a heading style when editing a page, highlight the title, and then select the heading style you want to apply from the dropdown list in Formats → Headings.

Tables

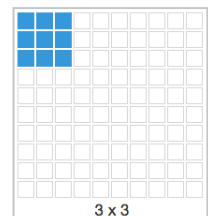
To insert a table onto the page:



Option 1:

Select the Table dropdown () in the options list or in the toolbar, then click on Table, and determine how many rows and columns the table should contain.

The table will automatically display in the content area and by default will have the following settings: 100% width and 1 pixel border. (See the [Editing a Table](#) section to learn more about changing table settings.)



Note:


Tables can be tricky and should be used with caution on websites! If the information on the page does not need to be in a table, then extract the content from the table and remove it. This can save users time and frustration by eliminating some of the obstacles tables often present.

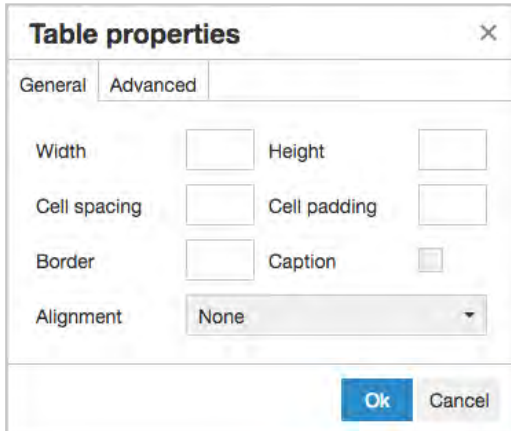
The most common issue users face with tables has to do with width setting configurations. When a table's width is set to pixels, it becomes a fixed width; meaning the page can no longer expand and contract with content. Instead, whenever possible, users should set their table's width to percentages. This will allow the page content to wrap and adjust to most viewers' screen resolutions.

SITE MANAGER CONT...

Editing a Table – Users can edit a table using several different settings. When a table is in-focus, a menu will pop up which has different options for the table. These options are similar to the table buttons in the options toolbar.

Table Properties

If table properties () is clicked, then a dialog box will show which allows for some table settings to be changed:

The image shows a 'Table properties' dialog box with a close button (X) in the top right corner. It has two tabs: 'General' and 'Advanced'. The 'General' tab is selected. Inside the 'General' tab, there are several settings: 'Width' and 'Height' are input fields; 'Cell spacing' and 'Cell padding' are input fields; 'Border' is an input field; 'Caption' is a checkbox; and 'Alignment' is a dropdown menu currently set to 'None'. At the bottom right of the dialog are 'Ok' and 'Cancel' buttons.

General Tab

- Width: Overall width of the table.
- Height: Overall height of the table.
- Cell Spacing: Amount of space between each table cell.
- Cell Padding: Amount of space between content and table borders.
- Border: Border thickness of the table. (Default = 0)
- Caption: Shows a row above the table for its overall caption.
- Alignment: Alignment of the entire table.

Advanced Tab

- Style: CSS style of the table.
- Border color: Color of the table borders.
- Background color: Color of the table background.

Merging and Splitting Cells

1. Merging Cells: Select two or more cells to merge, then select the “Merge Cell” button.
2. Splitting Cells: Place cursor within a cell, then select the “Split Cells” button.



Note:

Most of the issues reported by users who are having difficulties with page content are due to table settings. Please ensure your tables are formatted correctly when troubleshooting page issues.

SITE MANAGER CONT...

Links

Users can insert links within their content to make their page more convenient for viewers to find information on their website. A link in the CMS system can link to documents and internal objects (pages and directories), links to external websites, or an email address.

Inserting Hyperlinks

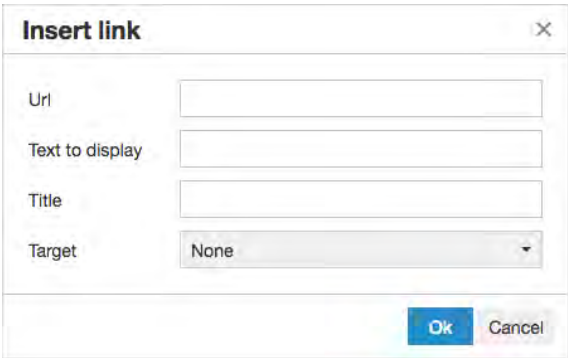
Step 1: Insert an image or type the text that you plan on turning into a link.

Step 2: Highlight the image or text, and select the “Insert/Edit Link” button (🔗).

Step 3: The Insert Link window will now open.
This is when users will need to determine what type of hyperlink they want to create.

There are four types of hyperlinks:

- 1. Document Link
- 2. Internal Link
- 3. External Link
- 4. Email Link



Document Link – Link to a document located in the account’s Document Manager. (Refer to the [Document Manager](#) section for more information on this utility.) Users will need to click the “Target” dropdown. This will cause a list of all internal documents, pages, and directories to display in alphabetical order. Find the document from the list that you would like to link to and click it to select it. Click the OK button. (We suggest document links open in a new window.)

Internal Link – Link to a page or directory within the account. Users will need to click the “Target” dropdown to pull up the list of internal objects. Next, click the object you would like to link in the direction of. Click the OK button. (We suggest internal links open in the same frame.)

External Link – Link to an external URL. Users will need to place the URL to the external site/file in the “Url” field and click the OK button. (We suggest external links open in a new window.)

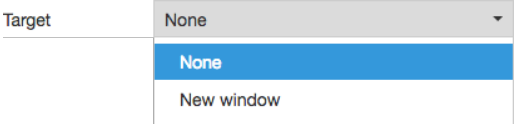
Email Link – Link to an Email address. Users will need to type the email address into the “Url” field and click the OK button. The text editor will pop up and ask if the URL entered is an email address. Click OK and it will create an email link.



Note:

The “**Target**” dropdown list gives users the ability to manage the behavior for how the link opens. (It is suggested that users assign documents and external URLs to open in a new window and internal links to open in the same window.)

The “**Title**” field gives users the ability to manage the text viewers see whenever they hover over the link.




SITE MANAGER CONT...

Anchors

An anchor gives users the ability to place links on a page that will direct the viewer to a different location (further down or up) on the same page. It removes the need for viewers to scroll up or down on pages with extensive text to find the information they want.

Step 1: When editing a page, select a small amount of text at the location you want to direct the viewer to.

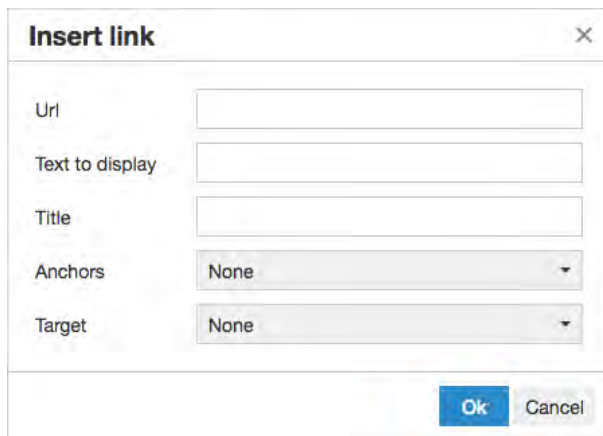
Step 2: Select the “Insert” toolbar menu, then select “ Anchor”.

Step 3: The Anchor window should open. Name the anchor. Keep the name short and simple. Click the OK button. The anchor should now show an anchor icon to the left to indicate it can be linked to ()



Step 4: Highlight the text you want the viewer to click on in order to direct them to the area you just assigned an anchor to.

Step 5: Click the “Insert/Edit Link” shortcut button ()



Step 6: The Insert Link window should now open. Select the new “Anchors” dropdown, and select the anchor that you just created.

On the live site, the viewer will not see the anchor icon. However, whenever they click on the link, they will be directed to the anchored area.



Advanced Note:

Advanced users might want to bookmark locations on other internal pages. To do this, go to the page containing the bookmark location, and edit the page. Follow steps 1-3 above. Save your changes. Next, navigate to the page containing the hyperlink to the bookmark, and edit the page. Follow steps 4 & 5. However, for step 6, type the URL in the address field to your bookmarked location.

(Example: <https://www.ok.gov/directoryname/pagename/#anchername>)

SITE MANAGER CONT...

Inserting an Image



Step 1: Select the “Insert/Edit Image” shortcut icon.

Step 2: The Insert Image window will open.

Step 3: Users can choose the image they want from the list of images that have been uploaded into the Image Manager area of the CMS account.

Users should notice that the Source and Description fields populate once an image has been selected. Users can edit the information in either of these fields. (Note: Changing the address field could result in an error message.)

The image dimensions can be manually set here, but once the image is inserted, the user can select the image and drag its corner to the correct size.

Step 4: Users should click the “OK” button to insert the image on the page.

Insert/edit image

Source

Image list

None

Image description

Dimensions

x

☒ Constrain proportions

Ok

Cancel

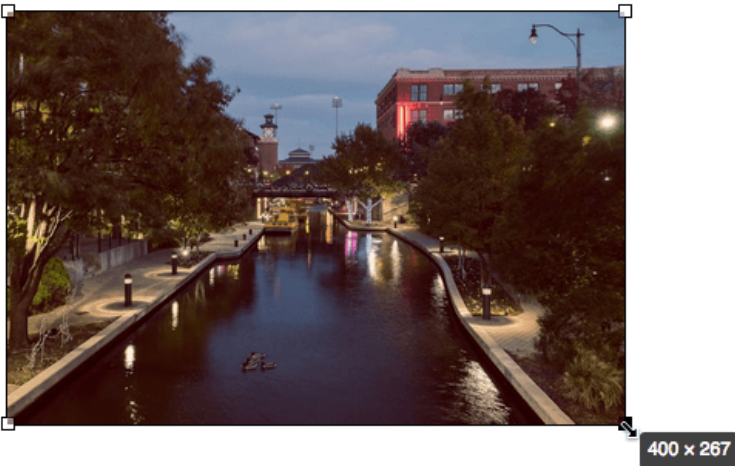
Modifying an Image

To change the image properties (i.e., size, source, alignment, etc.) once the image has been inserted on a page, click the image one time, and it should become selected.

Resizing an Image

Once an image is selected, its corners can be dragged to resize it within the page.

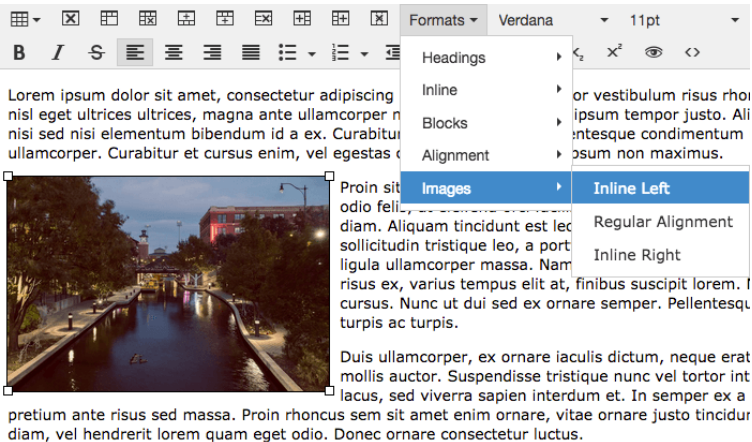
This is not any different than if the user entered the dimensions in the Insert Image dialog, but it may make resizing easier since it can be viewed with page content.



Making Text Flow Around an Image

To get text moving around an image, the image has to be aligned to the left or to the right.

To do this, click on the “Formats” dropdown, then “Images.” Align the image to the left or to the right, then the text will flow around the image. To stop this from happening, select “Regular Alignment.”



SITE MANAGER CONT...

Adding Right Content to a Page

On each page or directory, users have the option to add right content in the following categories:

1. Related Topics
2. Frequently Asked Questions
3. Interesting Facts
4. Special Announcements

Right Content (available for every page) is an optional feature. Users can pick and choose with categories are useful to their agency and the page.

Step 1 – Select the “Edit” option next to the page or directory in which right content will be added.

Step 2 – Select the “Right Content” tab at the top of the page window.

Step 3 – Enter information into the desired fields.



Advanced Note:

The Interesting Facts and Special Announcements fields allow users to enter html into the field, giving users the ability to apply robust formatting to this area of the page.

Below are html commands that you may find useful for inserting into the text areas of Right Content:

Bold (Strong): `Text is bold`

Italic (Emphasis): `Text is italic`

Line break: Place the following symbol anywhere a line break should appear `
`

Tips & Tricks:

This section provides some helpful tips & tricks to keep in mind when working in the **Site Manager** area of the account:

- Whenever a page or directory is renamed and published, the old version and the new one are both live. Just because the page can no longer be seen in the account, this does not mean it's not a live page. If you would like to remove a page from public access, you should delete it or ask the CMS Helpdesk to remove it from the live server.
- To help improve your ranking with popular search engines (such as Google), it's a good idea for users to publish their site often, link to various places within your site (and encourage other sites to link to yours), and populate page/directory keywords when editing or creating a new page. This should improve your search engine optimization (SEO) page ranking.
- Need some help with page layout or design? Be sure to check out our “Client Portfolio” to see what others agencies are doing with their websites. www.ok.gov/go/CLIENTS



Chapter 5

DOCUMENT MANAGER

The Document Manager allows users to add, remove, or modify documents on the agency's website and is where documents are stored in the CMS account.

In order to link to a document, users must first add the document to the Document Manager. Then, whenever users edit a page, insert a hyperlink, and click the Weblinks button, previously uploaded documents will display in alphabetical order along with the account's pages and directories. It is VERY IMPORTANT for users to put the document file extension in the "Title" field when uploading a document! This makes it much easier to differentiate documents when hyperlinking.

To upload a document, users should follow these steps:

Step 1 – Select the "Browse" button.

Step 2 – Find and select the document on your computer you would like to add, then select the "Open" button.

Step 3 – In the "Title" field, enter a name for your document. (Ex: 2010 – May Board Meeting Agenda.pdf)

Users in the account are the only ones who will see the document title. The URL for your documents will include the original name of the file as it was on your computer. The URL will follow this pattern: http://www.ok.gov/agencydirectory/documents/original_name_of_document.doc (for example).


Upload New Document

(All fields are required.)

* Document: No file selected.

* Title:

* Description:

 Help with Document Folders

Step 4: In the "Description" field, enter a short description of the document. (Ex: Board Meeting Agenda.pdf) This description will show up when a visitor holds their cursor over the document.



HELP:

Users can use the help icon to learn more about the Document Manager utility.



Note:

We strongly recommend formatting documents as PDF's since they are universal and read by Acrobat Reader (a program found on most computers.) It is used by both Mac and PC users and is easy to download for those who may not have this program. To learn more about PDF's, please visit: <http://www.adobe.com>.

Maximum file size allowed is 19 megabytes (MB).

DOCUMENT MANAGER CONT...

Step 5: Select the “Add” button if you would like the server to store your document in the Document Manager. As soon as your document has completed uploading, it will display in the list at the bottom of the page. (Allowed file types are; doc, docx, docm, dot, dotx, dotm, txt, rtf, xls, xlsx, pdf, ppt, pptx, ppsx, xml, and zip)

Documents

Delete Checked

Move to: Documents Go

New Folder: Create

Title	Filename	Type	Size	Date Added	Options
<input type="checkbox"/> 2016 Reports	--	Folder	--	08/09/2017 10:24 AM	
<input type="checkbox"/> 2017 Reports	--	Folder	--	08/09/2017 10:24 AM	
<input type="checkbox"/> Spreadsheets	--	Folder	--	08/09/2017 10:23 AM	
<input type="checkbox"/> Test Folder	--	Folder	--	08/09/2017 10:22 AM	
<input type="checkbox"/> OI CMS User Guide.pdf	GoGov_User_Guide_v2.0.pdf	Acrobat	5.2 MB	07/26/2017 01:53 PM	



Step 6: To view your document, click the magnify glass icon.



Step 7: To edit the document (i.e., change any fields or replace file), click the pencil icon.

Whenever files are replaced, the URL for the file does not change, but the contents on the document are updated.



Step 8: To see a history of all file activity, click the paper icon.



Note:

Users can organize documents by placing them in folders.

New Folder: Create

To create a new folder, users should enter the name of the folder in the “New Folder” field on the gray bar, and click the “Create” button.

To delete a document or an entire folder, users can select the file/folder using the checkbox on the left side, and click the “Delete Checked” button on the gray bar. (CAUTION: Deleting a folder also deletes all of the folder contents.)

Delete Checked

Move to: Documents Go

Users can also move a folder or document, either out of the main Document Manager page or from another folder into a new one, by selecting the file/folder (using the checkbox). Then, select the new location folder from the dropdown menu (on the gray bar). Lastly click the “Go” button.



Note:

Whenever a file is deleted from the account’s Document Manager, it will be permanently removed from the live server, and will no longer be viewed by the public. To avoid causing broken links on the live site, it is suggested that users replace files rather than delete them whenever possible.

Chapter 6

IMAGE MANAGER

The Image Manager allows users to add, remove, or modify images on the agency's website and is where images are stored in the CMS account.

In order to embed an image on a page, users must first add the image to the Image Manager, and then whenever users edit a page, they simply insert the image on the page. All of the previously uploaded images will display in alphabetical order for users to choose from.



Note:

We strongly recommend formatting images for the web. This significantly reduces the amount of time it will take to download and view the image on your website.

To upload an image, users should follow these steps:

Step 1 – Select the “Browse” button.

Step 2 – Find and select the image on your computer you would like to add, then select the “Open” button.

Step 3 – In the “Title” field, enter a name for your image. (Ex: OK.gov Logo)



Note:

Users in the account are the only ones who will see this title. The URL for your images will include the original name of the file as it was on your computer. The URL will follow this pattern: http://www.ok.gov/agencydirectory/images/original_name_of_image.jpg for example)

Upload New Image
(all fields are required)

Image: No file selected.

Title:

Alternate Text:

[? Help with Images](#)

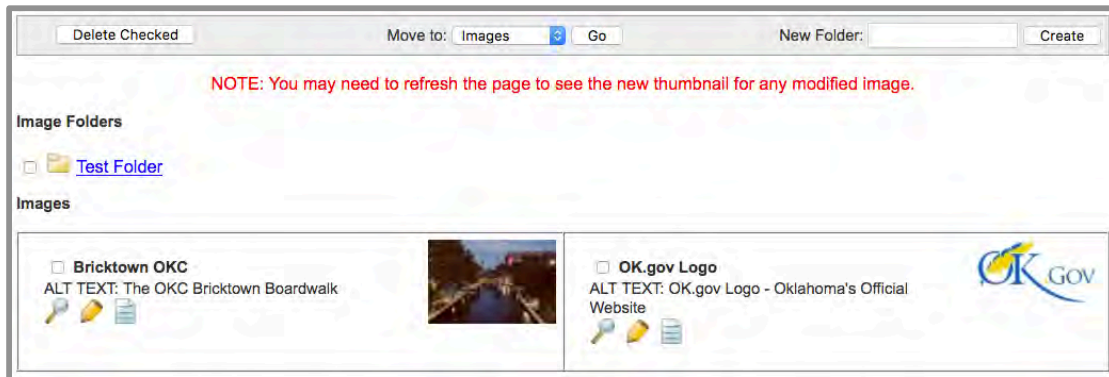


Step 4: In the “Alternative Text” field, enter a textual representation of the image. The alternative text displays in the source code and is valuable for someone who uses a screen reader due to a visual disability. It is VERY IMPORTANT that users include any text that an image has in the alternative text as well.

Example: The image to the left should have the following alternative text – “OK.gov Logo – Oklahoma’s Official Website”

IMAGE MANAGER CONT...

Step 5: Select the “Add” button if you would like the server to store your image in the Image Manager. As soon as your image has completed uploading, it will display in the list at the bottom of the page. (Allowed file types are; jpg, gif, bmp, and png.)



Step 6: To view your image, click the magnify glass icon.



Step 7: To edit the image (i.e., change any fields or replace file), click the pencil icon.



Step 8: To see a history of all file activity, click the paper icon.



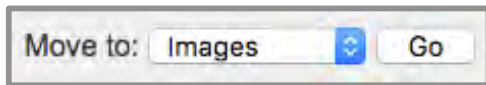
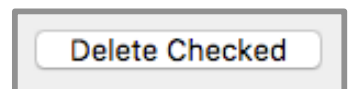
Note:

Users can organize images by placing them in folders.



To create a new folder, users should enter the name of the folder in the “New Folder” field on the gray bar, and click the “Create” button.

To delete an image or an entire folder, users can select the file/folder using the checkbox on the left side, and click the “Delete Checked” button on the gray bar. (CAUTION: Deleting a folder also deletes all of the folder contents.)



Users can also move a folder or image, either out of the main Image Manager page or from another folder into a new one, by selecting the file/folder (using the checkbox). Then, select the new location folder from the dropdown menu (on the gray bar). Lastly, click the “Go” button.



HELP:

Users can use the help icon to learn more about the Image Manager utility.



Note:

Whenever a file is deleted from the account’s Image Manager, it will be permanently removed from the live server, and will no longer be viewed by the public. To avoid causing broken links or missing files, it is suggested that users replace files whenever possible.

Chapter 7

WORKING WITH THE HOMEPAGE

Sometimes called the “front page,” the homepage is the first page a viewer will see when they visit your agency’s website. Since this page is so important, it is managed in a different location than other site pages and directories.

This precaution eliminates the risk of accidentally deleting the homepage, and it gives Admin users the ability to more easily administer homepage permissions.



Chapter 8

THE PUBLISHING PROCESS



Pages and directories have an option for users to publish the content to the agency’s website live on the internet. Whenever users see the green arrow icon, they should easily identify this button with publishing.

There are a few additional publishing features in the Content Management section of the CMS account.

1. **Publish Homepage** – This link should be used to publish only the homepage.
2. **Publish Entire Site** – This link should be used whenever users want to publish ALL pages and directories in the account. This option is useful whenever there are multiple items to publish or whenever site-wide changes are made. All objects will be queued, and a new option will appear temporarily under the Content Management tab called “Currently Publishing” (this will also appear if you publish a directory with sub-objects). Items will be published in waves and users can even logout while this is taking place. If there was a mistake and a user wanted to stop an object from publishing, simply go to the Publishing Queue and there will be an option to “Dequeue” the desired object.
3. **Generate Temporary Site** – This option gives users the ability to create a live, temporary site that will be located at an obscure URL. This option is useful for new sites that are not quite ready for a soft launch. It can also be used anytime changes need to be shown to viewers who do not have access to the CMS account.

THE PUBLISHING PROCESS CONT...

If the precautionary publishing message is enabled in the Manage Groups area of the account, users will be asked “Do you really want to publish?” whenever they select a publish option.



Would you like to enable or disable the message "DO YOU REALLY WANT TO PUBLISH THIS ITEM AND ALL OF ITS ASSOCIATED OBJECTS?" when users attempt to publish an item in the site manager?

☒ ENABLE ☐ DISABLE

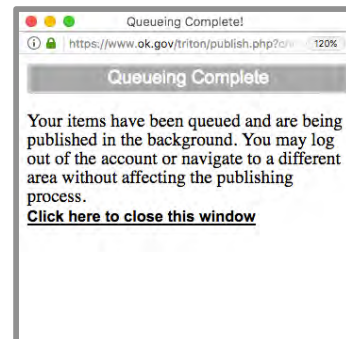
Users should click “OK” if they would like to continue with the publishing process, or click “Cancel” to abort the publish request.



Publisher View:

Publishers are users who have permission to publish without approval. Whenever an account object publishes, a publishing window will open that displays the publish status for users who have publishing rights.

Users should not close this window until publishing is complete in order for the publishing process to be successful. (Please remember when publishing the entire site: THE LARGER THE WEBSITE, THE LONGER IT WILL TAKE FOR THE PUBLISHING PROCESS TO COMPLETE.)



Non-Publisher View:

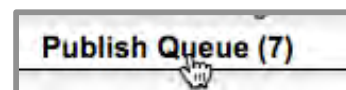


Non-publishers are users who are unable to publish directly to the live site. Users who are non-publishers will be prompted to submit a “**Publish Request**” whenever they attempt to publish an object.

This feature allows non-publishing users to send an email to a publisher who has permission to publish the object.

Users should include a “love note” of information in the publish request notes field. This will quickly and easily let the publishing approver know what changes were made to the page.

Once an object has a pending publish status, users with publishing permission should notice a new “**Publish Queue**” link that will display in the left navigational menu below the Content Management tab. The number in parenthesis beside this link represents the amount of objects pending approval. The Publish Queue link will not display whenever the queue is empty.



Note:

Publishing is one of the methods used to improve your website's Search Engine Optimization (SEO). The general rule is that more is better, so it is suggested that users publish periodically whenever possible.









THE PUBLISHING PROCESS CONT...

Users who have access to the publish queue will have the following options:

- **Preview Object:** To preview an object, users can select the magnifying glass icon. This gives the user the ability to review the object's contents prior to publishing.
- **Publish Object:** To publish an object(s), users can select the checkbox next to the object(s) they want to publish and then select the "Publish Checked" button.
- **View Log:** Users can select the paper icon to view an object's history log.
- **Remove Object From Queue:** To remove an object from the queue without publishing it, users can select the checkbox next to the object(s) they want to deny and then select the "Remove Checked" button.
- **Email the Requestor:** Users can send an email to the publish requestor, for any reason, by clicking on the requestor's name which is linked to the email address associated with their CMS user account.

Publish Queue:

The image below demonstrates how the Publish Queue area of the account displays. In addition to the object listed above, the "Date/Time" column contains the date and time for when the object publish request was sent.

Check All <input type="checkbox"/>	Object	Requestor	Date/Time	Options
<input type="checkbox"/>	Test Page	Haskell, Charles	08/09/2017 11:04 AM	 
<input type="checkbox"/>	Error 404	Haskell, Charles	08/09/2017 11:04 AM	 
<input type="checkbox"/>	Calendar	Haskell, Charles	08/09/2017 11:05 AM	 
<input type="checkbox"/>	County Map	Haskell, Charles	08/09/2017 11:06 AM	 
<div> <input type="button" value="Publish Checked"/> <input type="button" value="Remove Checked"/> </div>				

Publishing Permissions:

Admin users can give other users permission to publish objects by accessing the "Manage Groups" area of the account and enabling the rights for a group to publish the assigned objects. Areas where publishing permissions can be found are indicated in the image below.

PERMISSIONS				MODULES	
Object	Click the top checkbox to select or unselect all associated objects			Content Management	
	Read	Write	Publish	<input checked="" type="checkbox"/>	
Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Site Manager
Jul 26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Image Manager
Sample Page	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Document Manager
OK.gov Homepage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit Home Page
Error 404	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Publish Home Page
Test Page	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Publish Entire Site
Calendar	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Generate Temporary Site
County Map	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Multimedia Manager
Sample Directory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Current Features
Sample Directory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Manage Current Features
				<input checked="" type="checkbox"/>	Form Builder
				<input checked="" type="checkbox"/>	Manage My Forms
				<input checked="" type="checkbox"/>	Manage All Forms

ACCESSIBILITY GUIDELINES

It's important to understand how people with disabilities use the web, the frustrations they feel when they cannot access the information they need, and what users can do to make their website more accessible.



Does your Web Site Pass the Accessibility Test?

The State of Oklahoma passed HB 2197 in 2004 for the provision of electronic and information technology accessibility. Oklahoma Interactive's Go Gov! CMS supports the following accessibility standards:

- [US Rehabilitation Act Section 508](#)
- [W3C Web Content Accessibility Guidelines Priority 1 and 2](#)

We want to assist users in ensuring their website meets (and hopefully exceeds) the required accessibility standards. Using the available resources could be the most important contribution users make to their website!

Resources Available:

Tools built into the CMS account to assist users in producing accessible web content include:



- W3 Accessibility Checker – This feature provides a detailed analysis of accessibility errors within content and points users to resources that are intended to help resolve the error.
 - (To access the Accessibility Checker, go to the "Design" tab of any page or directory in the CMS account, click the "Tools" option from the editor toolbar, and select the "Accessibility Report" link.)
- Editable Alternate Text for Images
- Editable Titles for Links
- Editable Row and Column Headers in Tables

A section of the CMS login page is dedicated to accessibility information for the most frequently used file types, which include:

- [Word Documents](#)
- [PowerPoint Presentations](#)
- [Adobe Acrobat & PDF](#)
- [Audio and Video Files](#)

Training resources are available through Oklahoma ABLE TECH:

- [WebAim Accessibility Online Training Tool](#)
- [Oklahoma Section 508 Frequently Asked Questions](#)



Helpful Links:

- [Learn more about Oklahoma's Accessibility Standards](#)
- [Receive Technical Assistance with Accessibility](#)
- [Oklahoma's Information Technology Accessibility website](#)
- [Federal Site for Technical Assistance](#)

Chapter 10

TEMPLATE STANDARDS

Unless otherwise approved by the Office of Management and Enterprise Services, state agency websites in the Oklahoma Interactive CMS utilize the Standardized State Agency Template or the Generation 4 Template. These templates were created to produce a more cohesive look and navigation for all of Oklahoma's state agencies. By doing this, a stronger sense of trust is created for the end user. By using a similar layout and graphics, the end user will always know that they are visiting an Oklahoma government website. Although the navigational link locations and layout are to remain essentially the same, some graphical elements and colors may be altered to help agencies differentiate themselves and have their own distinctive look.

The diagram below demonstrates the fixed features found within the Generation 4 State Agency Template:



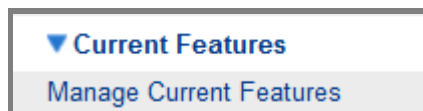
1. **Header** – Standard top section of the template.
2. **Underlying State Seal Graphic** – Background image of state seal
3. **Agency Name** – Area where the account name displays. Hyperlinked to agency's homepage.
4. **Search Box** - Allows the user to search the individual agency's website and OK.gov.
5. **Current Feature** – Rotating picture banner to showcase information.
6. **Main Navigational Links** – Account navigation links that can be located in the top header area.
7. **Body Content** – Standard area of the template where webpage content can be found.
8. **Footer Links** – Area for standard links: *About OK.gov, OK.gov Policies, and Accessibility.*
9. **Social Media Links** – Links to agency's social media pages (Defaults to OK.gov Facebook and Twitter)
10. **Module Links** – Links to the account add-on modules. (Center aligned for left navigation and right aligned for top navigation)
11. **Right Content** – Optional area that can be applied to any webpage allowing agencies to place content in categorized sections: *Related Topics, Special Events, Interesting Facts, and FAQs.*
12. **Footer Links** – Area for standard links: *About OK.gov, OK.gov Policies, and Accessibility.*
13. **Footer** – Standard lower section of the template.

[More Information Regarding Template Standards and Color Schemes](#)

CURRENT FEATURE MODULE

The Current Features module is a part of the Generation 4 template that enables users to highlight “hot topics” in a modern, dynamic look and feel that will display on the homepage of the website. Current Features allows the public to view up to six rotating banner images. Each feature is linked to a designated URL. The first time the Current Features module is used, you will need to publish the entire site for the features to display. After that, all changes made in the Current Features utility are live! Current Features can be set to appear on the home page only, or all pages. This setting is managed in the Site Options.

Step 1: Expand the “Current Features” option in the left navigation menu.



Step 2: Select the “Manage Current Features” link located below the Administration tab in the left navigation menu.

Step 3: Enter a Short Title and a Sub Title for the image. The Short Title will appear above the image if the Standardized State Agency Template is utilized. The Sub Title will appear below the images if the Standardized State Agency Template is used.

Add New Feature (all fields are required)

Short Title:

Sub Title:

URL:

Step 4: Enter a URL. This will link the image to the designated location

Step 5: Upload an image by clicking the “Browse” button. Images **do not** need to be uploaded to the Image Manager. Users can search for images locally on the computer they are using.

Step 6: Provide alternative text for the uploaded image. This will assist in assuring that the image is accessible

Current Features
 Select features to display on the live website by selecting up to 6 position orders from the dropdown menus.

Current Position	Short Title	Options
1	Oklahoma County Map	Edit Delete
2	OKStrong	Edit Delete
3	Tulsa Convention Center	Edit Delete

Update Sort Order

Step 7: Select the “Add Feature” option to save the feature you created/modified.

Step 8: After the feature is added, a sort order will need to be assigned to the images so that they have the appropriate display order. Once the features have the desired display order, select the “Update Sort Order” button to save the order. Features can be edited or deleted by utilizing the Edit/Delete options.



Note:

If the Generation 4 template is used, the banner images **must be** 960 pixels (width) X 277 pixels (height). Keep in mind that portions of the top of the images will not be seen due to the slope of the template.

ADD-ON MODULES

This guide demonstrates the many features found within the CMS basic system. However, in addition to the core features, there are several add-on modules that can significantly enhance your agency's web presence.

Available Add-on Modules:



Calendar

Display events, meetings and seminars on your site using the Calendar. The calendar allows you to post and organize events using categories. Public posting is an optional feature that allows the public to post events on the calendar pending agency approval.

- [View Calendar Directions](#)



FAQs

Reduce the number of incoming phone calls by displaying frequently asked questions in one area on your site using FAQs. Add, edit and delete questions and answers with a quick click! Post as many FAQs as desired.

- [View FAQs Directions](#)



News Room

The purpose of the News Room module is to provide agencies with the ability to showcase news articles in a single location on their website. News Room also has a public commenting feature.

- [View News Room Directions](#)



Online Bill Pay[^]

Allow citizens to make payments online. Online Bill Pay allows agencies to create multiple types of payments for visitors to select from. Online Bill Pay accepts all major credit cards and Electronic Fund Transfers.

- [View Online Bill Pay Demo](#)
- [View Online Bill Pay Directions](#)



Contact Form

Organize your incoming e-mail inquiries with the Contact Form module. Visitors can select the subject they are inquiring about. The Contact Form module allows you to create forms with designated subjects and recipients.

- [View Contact Form Directions](#)



RSS Feeds

Tease your viewers with tidbits of content from your website by providing them with information using the RSS Feeds module. RSS Feeds can actually improve your site's visibility by making it easier for your viewers to keep up with your site updates.

- [View RSS Feeds Directions](#)



Site Index

Improve the search-ability of your site by providing easy access to an alphabetical listing of your site's content in a Site Index. The Site Index even allows you to create cross-references to pages on your site.

- [View Site Index Directions](#)



Note:

[^] Per transaction fee may apply.

ADD-ON MODULES CONT...



County Map*

Provide viewers with quick access to a centralized area of your website where they can find specific information for any of the 77 Oklahoma counties with a variety of map options.

- [View County Map Directions](#)



Current Features*^^

Showcase special features and articles on your homepage by taking advantage of the Current Features module. Current Features allows users to upload images that they can then assign a URL, headline, and description for each banner.

- [View Current Features Directions](#)



GovDelivery **

A Digital Communications Management platform, GovDelivery can be used to deliver important alerts, announcements and updated information to citizens. This web-based solution monitors websites for content updates and automatically generates email or text message alerts when changes are detected on designated web pages.

- [Learn More About GovDelivery](#)



Form Builder*

Reduce paperwork and collect information from your visitors straight from your website with online forms using Form Builder. Create surveys, user feedback forms, contact forms, employment forms and much more. The Form Builder service allows you to create online forms quickly and easily. With its data storing capabilities, the Form Builder is a powerful service that will allow you to edit forms, gather responses and view results.

- [View Form Builder Demo](#)



Online Registration System*^

Allow your visitors to register online for events such as training courses, expos, and seminars. The Registration System also allows users to collect payments associated with the event. The system utilizes the existing calendar system to display and organize the events to the public, but has a separate management tool to manage registrations.

- [View Registration System Demo](#)
- [View Registration System Directions](#)



Password Protection*

The Password Protection module gives users the ability to limit access to directories within the account. Users can create logins and password for restricted visitors to use. Once the directory is published, only users with approved accounts can access it. Utilizes Apaches HTTP Basic Authentication before allowing access to a secure directory.

- [View Password Protection Directions](#)



Data.OK.gov**

The public and media can utilize the state's Open Records data in a variety of ways with Data.OK.gov. Options include; view/download raw statistics, conduct research of data sets, build applications, embed charts/maps/etc., and share data on social media platforms.

- [Learn More About Data.OK.gov](#)



Note:

^ Per transaction fee may apply.

^^Additional cost for time and materials may apply for custom formatting.

** Provided at an additional fee.*

***Enterprise service offering, provided at an additional fee.*

For more information regarding Add-on Modules, please visit the [CMS website](#), or refer to the [Contact](#) section of this User Guide.

Chapter 13

RESOURCES & LINKS

With a plethora of information, CMS is a great resource for enhancing your agency's online presence. However, feel free to browse through the additional resource information listed below:

- **OI CMS Online Resource Guide:** www.guide.ok.gov
- **Register for a CMS Training Class:** <https://go.usa.gov/4wZ>
- **Enhancement Request Form:** <https://go.usa.gov/nyU>
- **Accessibility Information:** www.ok.gov/accessibility
- **Social Media Policy – Terms of Agreement:** <https://go.usa.gov/2zx>
- **CMS Marketing Website:** www.go.ok.gov
- **CMS Client Portfolio:** www.ok.gov/go/CLIENTS
- **Available Add-On Modules:** <https://go.usa.gov/4vB>
- **Pricing Information:** www.ok.gov/go/PRICING
- **Template Options:** <https://go.usa.gov/4vW>
- **Available Template Color Schemes:** <https://go.usa.gov/4wP>
- **OSF Form 115 – Agency Requisition Request:** <https://go.usa.gov/2kH>
- **About OK.gov:** www.about.ok.gov



Chapter 14

CONTACT INFORMATION

If you are the agency Contractual Contact or appointed Point of Contact (POC), feel free to contact the Oklahoma Interactive CMS Helpdesk Team in a method listed below should assistance be required with your CMS account/website:

Phone

The CMS Helpdesk Team is available during normal business hours. If a representative is not available, callers have the option of leaving a voicemail. The Team aims to respond to voicemail within one or two business days.

E-mail

All e-mails sent to the CMS address listed above will be answered within 1-2 business days of being received.

Emergency Situations

If there is an emergency situation after hours requiring immediate attention, we have established a notification system for such cases. Please call (405) 524-3468 x150, and leave a message indicating the nature of your emergency and your contact information. Your call will be returned within 1 hour.

Local: 405-524-3468

Toll Free: 1-800-955-3468

Email: cms@www.ok.gov



[Online Contact Form](#)



Agency POCs:

It's VERY important for users to contact the agency (POC) regarding your website! Oklahoma Interactive facilitates all CMS communications through the agency POC to protect our clients.

Chapter 15

GLOSSARY

For the purpose of this document, the terms and definitions listed below are in relationship with the Content Management System and Internet.

Term	Definition
Anchor –	<i>An anchor allows you to place links on a page that direct the user to a different area further down or up on that same page. It removes the need for the user to scroll up or down extensive pages.</i>
CMS –	<i>Acronym for “Content Management System.”</i>
Directory –	<ol style="list-style-type: none"> <i>1. An object that can be created in the account. A directory is essentially a webpage containing the information users create through the Text Editor that displays in the body content. Directories display as links in the main navigational menu and can contain child objects. (i.e., another directory, link, or page) If the site is using popout/dropdown navigation, directories can only display up to 3 levels in the main menu. (Example: About Us / Staff / Jane Doe Bio)</i> <i>2. The name of the account that displays in the site address along with the domain. (The following URL contains a domain and directory: www.ok.gov/osf. OSF is the directory in this example.)</i>
Hyperlink –	<i>A path in the body content of a page or directory that directs viewers to a URL. Text or images can be hyperlinked. Hyperlinks can point to an internal area of the website, an external address, a document, or an email address.</i>
Link –	<i>An object that can be created in the account. A link contains a title and the path to a URL. Links display in the website’s main navigational menu.</i>
Module –	<i>A portion of a program that carries out a specific function. Modules can be used alone or be combined with other modules of the same program. (Example: The Calendar System is a stand-alone module of the CMS. The Registration System is a additional module that can be used in conjunction with the Calendar System.)</i>
Object –	<i>A directory, page, or link that users can create and assign permissions to in their CMS account.</i>
Page –	<i>An object that can be created in the account. A page contains the information users create through the Text Editor that displays in the body content. Pages do not display as links in the main navigational menu. Therefore, they are hidden areas of the account. Viewers will not be able to easily find pages unless users create a path to them.</i>
URL –	<i>An internet address usually consisting of the access protocol (http), the domain name (www.ok.gov), and optionally the path to a file or resource that resides on that server.</i>
Website –	<i>A group of files and links that are housed under a single directory.</i>