

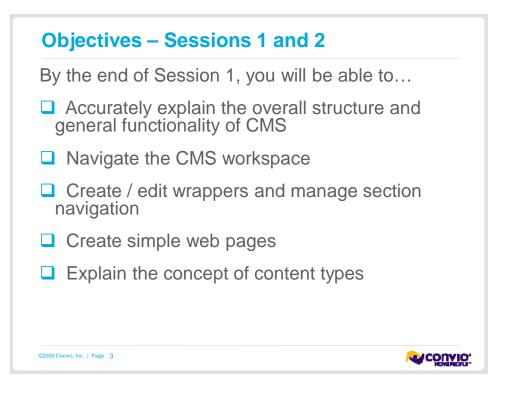
CMS Training

Prepared for the Nature Conservancy

March 2012

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Session Objectives



Structure and General Functionality

SECTION OBJECTIVES

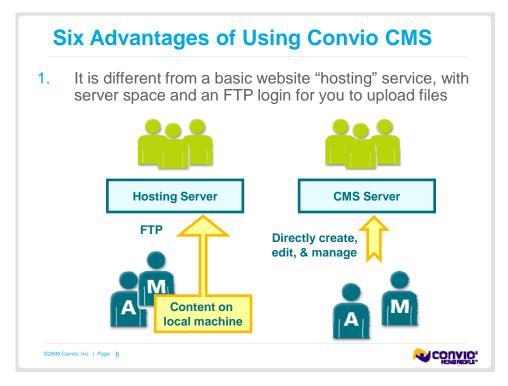
Section Objectives – what is CMS?
 In this section, you will explain the general functionality and overall structure of CMS by performing the following tasks
List six major advantages of using CMS
Navigate around the CMS Workspace and Website Explorer
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SIX ADVANTAGES OF USING CMS

What is CMS?
 CMS = Content Management System
 Consists of a front-end editor, a back-end system, and a template system (structure, data, and design are controlled separately)
 Automates & simplifies the content creation process
 Enables managed collaboration

Content management software automates the process of creating, publishing, and maintaining web content. It simplifies content production through scalability and managed collaboration, empowering administrators of all

technical levels to perform a variety of tasks within a uniform structure. Storage and data recovery capabilities minimize the effects of catastrophic errors also.

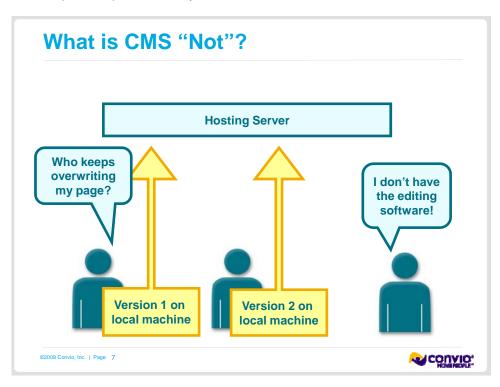


How is CMS different from other web hosting methods?

If you use DreamWeaver or other website management software, your site is managed like the diagram on the left. Website content is created on your local machine first, then uploaded to the hosting server to make it available to the public.

With CMS, you manage your site content directly at the server level.

The difference has a couple of implications as you can see.

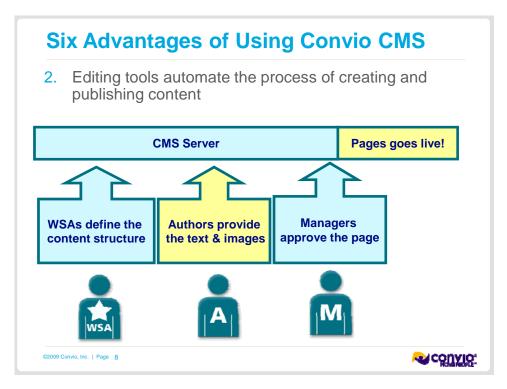


Scenario 1: Alex creates a page on his machine and uploads it to the hosting server. Beth wants to add a link. She downloads the page, edits it and uploads it. Meanwhile, Alex notices a typo. He fixes it and uploads his file again, overwriting and erasing Beth's edit....

Scenario 2: Cathy needs to create a page to announce a new event. But she doesn't have web editing software installed on her pc! She'll have to go to the IT department and get the software, but then there's this whole issue of number of licensed users....

With CMS, you can avoid these common problems. You don't store content on your local machines, so there's no possibility of having many versions everywhere.

Also, software is not installed on your pc either. You access the software on the internet, so anyone with an account can use the software. And you have control over who may access the editing site.



Another characteristic of CMS is its ease of task management. Since you as a manager take care of the technical part, you can engage non-technical staff as authors too.

In this publication process, the Manager configures the content structure and defines the overall look and feel of web pages.

Then Authors follow the wizard Managers have set up, and provide text and images.

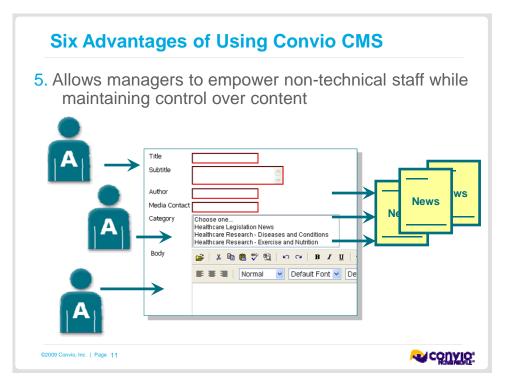
After the authoring process, Managers are still in control of the page since they are the ones who approve the page and publish it.

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					18	3.1 2 KB	M Kataoka	Mar 16, 2007 05:40 PM	EDT. Edited web page

Thirdly, CMS stores historical data for you as versions. So when you need to edit a page, you don't have to risk messing up the live page. It also allows you to revert back to an older version should you need to do so. CMS also has a search tool, which is very helpful for larger scale websites.

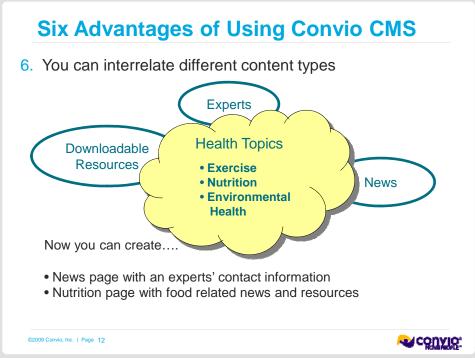


CMS can leverage from Luminate Online Marketing data. You can personalize / conditionalize the content based on the constituents' behaviors.



You can set up content types and display templates to collect specific information from authors and render the information in a specific way to the public. Authors are submitting content through a form Managers have designed, so you are involving more people in the page creating process, yet still controlling the kind of information to be collected.

You can also design display templates to control the rendering of collected information.



Lastly, just by interrelating different content and applying filters, you can output different pages without duplicating efforts.

In this scenario, Downloadable Resources, Experts, and News pages share the Health Topics category set. So all PDF files are tagged with one of the Health Topics, all experts pages are tagged with their health topic of specialty, and all news are also tagged with Health Topics.

As a result you can for example create a news page with an expert's contact information automatically inserted.

	California me	nus required to show nutrition	Food and Nutrition W	Resources list v
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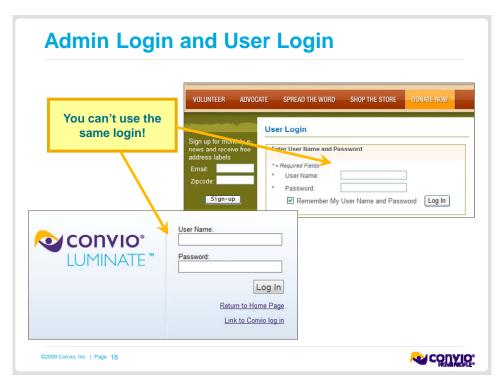
In the example above, the News and the Downloadable Resources are connected with the Health Topics category set. As a result, depending on the type of news on the page, the related downloadable resources file list is dynamically compiled.

BASIC NAVIGATION

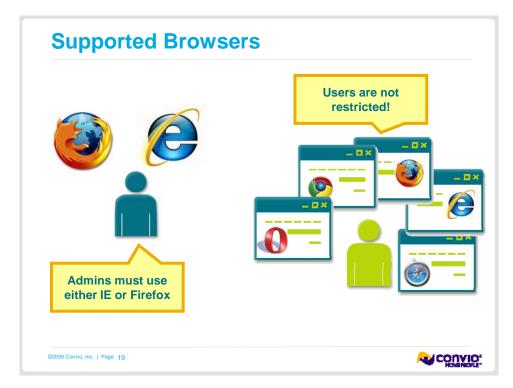
CMS Admin URL and Site URL

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Your site has two different types of logins: one for the internal staff who create and manage the site, and the other for site visitors who are usually known as "constituents".



Your administrator login will not work on the user login page. If you try to login from this page using your administrator user name and password, you will be directed to the administrator login page. It is recommended that you have a separate site user login.



When you manage your CMS site, you must use either Internet Explorer or Firefox.

Manager Workspace

All Centers Switch to ano	er center	
Content Fundraisin CMS Pagebuilder StoryBuilder Photo Albums	To Workspace Control Training Admin's Workspace - trainingf-cms200master.cmsdemo.com/o.net System System Toolders Content Types Reports and Tools Takin Adve Date Adve Date Tel Tel Adve Date Tel Tel Tel Tel Tel Tel Tel T	t <u>S</u> etup
©2009 Convio, Inc. Page 17	Isitdemo Isitdemo Isitdemo Isitdemo	me.html no.html

From Administrator Home Page, you can access CMS workspace via Content > CMS.

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stem Administrator's Workspace - mobile-bvt210. System Folders Content Types Repo	cmstest-trunk.corp. orts and Tools		cent Items		
CMS Workspace mobile-bvt210.cmstest-trunk.corp.convio.com		N		🔶 Creat	e Conten
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A Burning Issue: Scientists take a ha		documents comments		0 submitted0 returned	
	Design & (Content			
	Website	Wrappers	Content	Categories	Filters

This is CMS Workspace, the "entry point" of CMS. Let's take a look at the Navigation Bar first.

System: this will let you go back and forth between CMS and Luminate Online Marketing. Clicking on **Convio Administration** will get you back to the **Administrator Homepage**.

Folders: You'll see the root folder up top (with a house icon), then up to 20 subfolders. What if you want to see the ones that aren't listed here? Choose the root folder or click the *more...* link and it'll take you to the Website Explorer screen.

Content Types: We'll spend all afternoon talking about this, but this is where you can manage both base and specialized content types.

Reports and Tools: this is where you have access to most managerial tools such as custom workflows, content categories, and wrappers.

Favorites: this is the same thing as the *Favorites* box on the left pane. *Favorites* are shortcuts to specific items in *Website Explorer*, and have guick and easy access to them.

Recent Items: This lists the items you've accessed recently.

CONVIO* tem Administrator's Workspace - mobile-bvt210		
ystem Folders Content Types Rep CMS Workspace mobile-bt/210.cmstest-bunk.corp.com/e.com V	orts and Tools Favorites Recent	Create Conten
Quick Links Recent Items A Burning Issue: Scientists take a ha	Manager Tasks Items needing your approval 0 documents © 0 comments	Author Tasks Documents you submitted 2 0 submitted 763 0 returned
	Design & Content	Content Types Categories Filter
	Reports & Tools	
	My Bandwidth U	IRL Aliases Link Sets All Repr and Tor

Next, let's look at the Workspace area.

My Approval Tasks: This lists any documents that you have been assigned to review or approve.

My Comment Approvals: You will see up to 15 most recent user contributed comments that need your approval. (You have to be a folder reviewer)

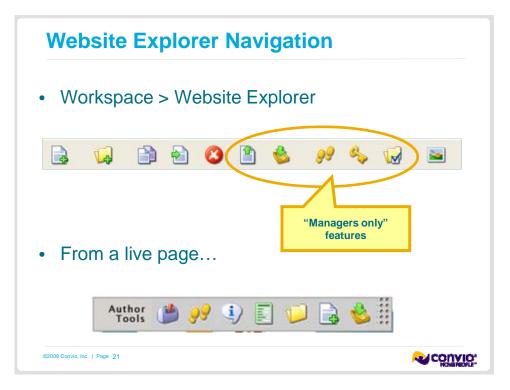
My Documents: My Documents provides instant access to the items you created, or the items for which you are assigned as the new author (via reports and tools).

Website Explorer

onvio [®]		Logged in as: S	System Ad	Iministrator <u>Log Out</u>
/stem Administrator's Workspace -	trainingf pub?	10 convio net		
stem Folders Content Types	Reports and		ems	
Favo 🙆 American Health Socie	ty 🕨 🌵 New	•		
You have		Active Date		Folder
added a	tasks at this	time.		
	•			
To Website Explorer	•	19 a. 19 a.		
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Let's leave the **Workspace** and move over to **Website Explorer**. Click on the root folder (top one with a house icon).

Navigation Toolbars



Website Explorer is where you see the folder structure of the site. Let's take a look at the **Explorer Toolbar** on the right pane.

Toolbar Button	Tasks
	New Item Creates Items to a selected folder. When you click on this you'll see the content types that are enabled for the folder
4	New Subfolder Creates a subfolder under a selected folder
	Copy Items Copies selected items within the same Web site
2	Move Items Moves selected items within the same Web site
8	Delete Items Deletes selected items (different from expiring!)

	Publish Items (manager only) Publish selected Items
1	Expire Items (manager only) Expire selected items. The items won't be live anymore, but they won't be deleted
99	Navigation (manager only) Defining a Folder Navigation Menu
4	Folder Permissions (manager only) Manage Folder Access Permissions
V.	Folder Properties (manager only) Define Folder Properties
	Gallery View: (Default for Assets folders, and image folders when browsing for a file.)Displays your files and folders as icons. Images display as thumbnails. Mouse or "hover" over an icon to see its basic properties.
	List View: (Default for most folders.) Displays folder contents as a sortable list of file or folder names preceded by small icons.

Author toolbar



Author toolbar is disabled by default. If you enable it from System > My Preferences, you'll have a quick and convenient way to edit a site directly from a live Web page.

When you look at any of the live pages after logging in as CMS admin, you will have the **Author Toolbar** on the upper left hand corner of any pages. This will let you quickly get back to the editing page.

Button	Description
۲	Workspace: Click to go to manager Workspace.
9 9	Navigation: Click to view and edit the Navigation settings of the folder containing the current Web page. These settings define the links displayed by the Section Navigation component for pages in this folder.
()	Status: Click to open the Status page of the current Web page.
	Edit Properties: Click to edit the current Web page's properties. Opens the Authoring Wizard Properties step.
	Edit Body Content: Click to edit the current page's body content. Opens the Authoring Wizard Body Content step.
	Browse this Folder: Click to open the Website Explorer folder where the current Web page is located.
	New <current content="" type="">:</current> Click to create a new item of the same content type as the current page, in that type's default folder. Launches the Authoring Wizard.
2	Form Submissions and Notifications (Only available for Web pages that contain a custom Web form.) Click to access and manage data submitted through the Web form on the current page.

Exercise 1: BASIC NAVIGATION

- 1. Logging into the training site use the trainee user name and password to log into the training exercise site.
 - Go to the training exercise site page. (URL is provided by the instructor)
 - Use the login name and password provided by the instructor and log in to the Admin Homepage
 - Under Content, click on CMS.

2. Go to Website Explorer

- From the CMS Workspace, click on Website Explorer under Design and Content.
- Confirm now you are in the folder structure area.

V.

3.

Creating a Folder - Create a subfolder called *YourFirstName's folder* (i.e. Lucy's folder) under the **Student** folder.

- If you are in the *Workspace*, go to **Folders** > **About Us**. If you are already in *Website Explorer*, click on **Student** on the left pane.
- With Student folder highlighted on the left pane, click the Add Subfolder button.
- Enter [Your first name]'s folder as the Folder Title.
- Hit Tab key and let the system auto-fill the Folder URL Name.
- Choose Inherit from Parent Folder for Default Wrapper.
- Leave Create an index page for the new folder unchecked.
- Click OK to save



Moving Files - Move the Move me page from Navigation Exercise folder to the Student folder.

- Click on Navigation Exercise folder on the left pane.
- Choose [YourFirstName]'s Folder by checking the box on the right pane.
- Click the *Move Items* button.
- Choose the **Student** folder as destination.
- Click Select.
- Click *Continue*.



5. **Publishing Files** – Find a page that's in draft status in the **Navigation Exercise** folder and publish it.

- Click to Highlight the Navigation Exercise folder on the left pane.
- Check the status of the items. If there are a lot of items, sort them by clicking on the *Status* column heading.
- Choose the I'm a Draft, Publish Me file by checking the box.
- Click the *Publish Items* button.
- A Dialog box pops up. Notice it says that you are about to publish 2 content items. This draft page contains an image that's not live yet, and you can publish both the page and the image with one click.
- Check the Yes, I want to publish the item checkbox and click Publish.

- Expiring Files Expire the Please Expire Me page. Click to Highlight the Navigation Exercise folder on the left pane. Choose the **Please Expire Me** page by checking the box. • Click the Expire Items button. 7. Viewing Pages from Public Perspective - View the Check me out file from the 3) Status public's perspective. Click on Navigation Exercise folder on the left pane. • Right click on Check me out file and choose Live. To return to the workspace, click the Workspace button in the upper left corner of the live page, then navigate back to the Website Explorer. Live Deleting Files - Delete the Delete Me file. Click on Navigation Exercise folder on the left pane. Check the box for the **Delete Me** file. Click on the **Delete Items** button.
 - Discuss the difference between **Expire** and **Delete**.

9.

8

6.

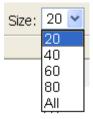
Copying Files from Another Folder - Copy the Copy Me file in the Navigation Exercise folder and place it in YourName's Folder.

- Click on Navigation Exercise folder on the left pane.
- Check the box for the Copy Me file.
- Click the Copy Items button. •
- Choose YourFirstName's folder as destination.



Viewing Folder Contents - View the items inside the Assets folder. How does it look different 10 from other folders' view?

- Highlight the Assets folder on the left pane. •
- Note it defaults to gallery view. Click on the List view button to switch view.
- 11. Changing the display setting Change the display setting and view more items per page. Note by default only 20 items are displayed per page, and you have to use the pagination to page through.
 - Highlight News folder. Change the Size dropdown menu on the right pane and • choose All.



- 🗾 Edit Properties 📄 Edit Body Preview Copy URL
- A dialog box pops up. Check the Yes, I want to expire the item checkbox and click Expire.



- Highlight Assets folder on the left pane.
- Click on New Items button and choose New Image.
- Choose the Upload Me.jpg from you local CMS Manager training folder (in My Document).
- Click on the *Publish* button.

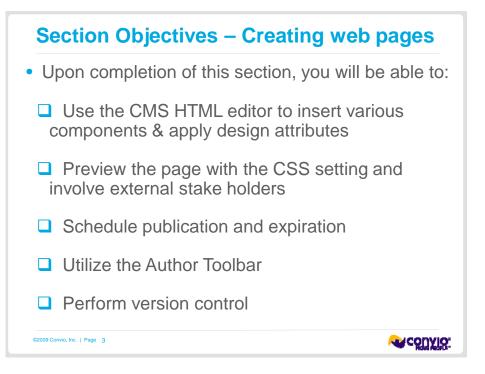
13. Search content
 Search Content box.

- 14. Adding a folder to Favorites Add YourName's Folder to your Favorites.
 - Highlight YourName's Folder on the left pane, and click on the Add to Favorites Star icon.
 - Click on **OK** to confirm.
- 15. Configuring "My Preferences" Go to My Preferences section and enable the Author Toolbar.
 - Go to [Your Name] > Preference
 - Check if **Author Toolbar** is enabled. If not, click on the button to enable it. Also, confirm the items you added to the Favorites are listed here.

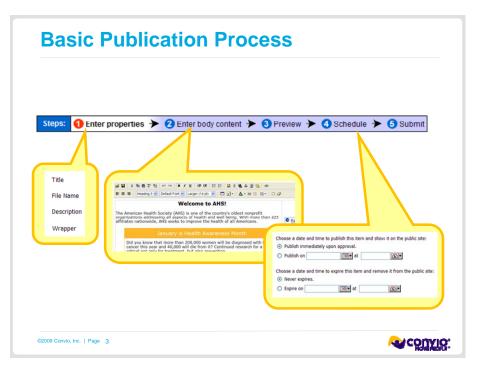
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Navigate around the CMS Workspace and Website Explorer
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Creating and Editing Web Pages

SECTION OBJECTIVES



THE FIVE STEP PUBLICATION PROCESS



Standard pages take 5 step process like this.

CMS' HTML Editor is not the same as the Luminate Online WYSIWYG Editor.

Authoring Wizard

Configured per web Different for each c	osite to meet specific needs
Title Template Default Display Template Topic Choose one Cardiology Exercise Healthcare Legislation News Location Austin, TX	Title Description Meta Keywords Template Default Display Template Wrapper (Inherit from Parent Folder)

As you create a new page, the Authoring Wizard guides you through a step-by-step process. It is highly configurable, so you will have one that is specifically configured to meet the needs of your organization. For example, some of you will go through the wizard like the one on the left, while others will see something like the one on the right.

The Authoring Wizard you experience in our training site today may not be exactly the same as the one you get in your actual site.

Step 1: Define Properties

Title	About AHS			
File Name	index			
Description				
C-1		C About AHS - Win lows Internet Explorer		
Category	Please selec	🕞 🕤 👻 http://trainingf-cms200master.cmsdemo.convio.net/about/ 🕑	+ K Google	
Wrapper	(Inherit from	Eile Edit View Favorites Iools Help		
		😭 🏟 🏀 About AHS	🔄 🔹 📾 🔹 🖶 🔹 🔂 Page 🔹 🎯 Tg	zols
		American Health Society	Home (AR+M)	
		VOLUNTEER ADVOCATE SPREAD THE WORD SHOP THE STORE	DONATE NOW	
		Sign up for monthly e-news and receive free address labels About AHS		
		Email:		-

In this step you enter basic information about your web page.

Enter a **Title** for your page, then press tab key to auto-populate the **File Name**. The **File Name** is the very end part of the page URL, so it may not contain spaces. While you can manually edit the **File Name**, it is recommended that you leave it as is unless you change the **Title**.

Since these fields are highly configurable, you will have other fields to fill out. Complete other fields as necessary.

Click *Next* to move to Step 2.

Step 2: Enter Body Content

American Health Society	Site Map Contact Login Educating Consumers and Government on Healthy Living and Health Care
VOLUNTEER ADVOCATE SPREAD THE WORD SHOP THE STORE ODWATE NOW	Search Q
Sign-up r/Issues ealth & Wellness utreon	

While you enter and can style body content here, the overall display within a wrapper is usually controlled by the display templates for each content type. In the next exercise, let's go over the commonly used tools.

Exercise 2: USE CMS HTML EDITOR

Create a web page called "YourFirstName's web page" (i.e. Lucy's web page) under YourName's Folder.

- From the Website Explorer, highlight YourName's Folder under Student Folder.
 - Click the *New Item* button.
 - Enter [Your first name]'s web page as the Title.
 - Hit *Tab* key and let the system auto-fill the **File Name**.
 - Provide description. Leave Category and Wrapper untouched, and click Next.

1. **Inserting links** - Type "Here's a link to the home page" and insert a hyperlink to the *index* page.

- Type Here's a link to the home page, and highlight the text.
- Click on the *Insert Hyperlink* button. Hyperlink dialog opens.
- Click *Browse Folders*, and choose the *Home* page.
- Click **OK** to embed the link.

2.

Inserting Images from Assets Folder – Insert the image titled **Online Strategy** from the **Assets** folder and align it to left with no border.

- Click on the *Insert Image* button. The **Choose Image** dialog opens.
- Navigate to the Assets folder, and choose the image titled Online Strategy and click Select.
- Right-click the inserted image and select *Image Layout* from the context menu. The Image Layout Dialog appears.
- Choose Left for Horizontal alignment, type 0 for Border and give 5 pixels Margins.

3.

Inserting an image and uploading it the Assets Folder – Grab an image from the web and store it on your desktop. Insert the image in the page and upload it to the **Assets** folder at the same time.

- Click on *Insert Image* button. The **Choose Image** dialog opens.
- Navigate to the Assets folder, then click on the New Item button.
- Follow the Image Authoring Wizard and upload & insert the image
- Right-click the inserted image and select *Image Layout* from the context menu. The **Image** Layout dialog appears.
- Choose *Right* for Horizontal alignment, type *0* for Border and give *5* pixels Margins.

4

Using an image display template – Apply a display template to an image.

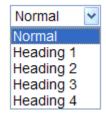
- Right-click on the image you inserted in the previous exercise and choose the *Image Layout* from the context menu.
- Choose the Image w/ Caption template and click OK.
- Confirm now the image has a caption under it.

5.

Insert a table – Place a table with 2 columns and 3 rows.

- Click on the *Insert Table* button.
- Highlight 2 boxes horizontally, and 3 boxed vertically. The box should say 3x2 table
- Confirm a table is inserted.

- 6. **Change table properties** Make the table width a little narrower.
 - Right-click on the table, and choose *Table Properties*. A dialog box appears.
 - Set the Table Width to 90%.
- 7. **Change cell properties** Make the left column narrower than the right column. Also, apply a background color to the left column.
 - Right-click on the top cell on the left, and choose *Cell Properties*. A dialog box appears.
 - Change the setting for **Specify Cell Width** to **30%**. Also, pick a background color.
 - Right-click on the right cell and choose *Cell Properties*. A dialog box appears.
 - Change the cell width to **70**%. * Background color and border color are not limited to the colors offered in this dialog box. If you know the hex code of the color you want to use, simply switch to a code view and replace the color code with your hex code.
- 8. **Insert a row** Add one more rows to the table.
 - Right-click on the cell that is right above where you want to add another row.
 - Choose *Row > Insert Row After*.
 - Confirm a new row is added.
- 9. Add a section heading Add a section title before the table and apply the *Heading* 2 design attributes.
 - Type in a section title before the table.
 - Highlight the text, and apply *Heading 2* from the dropdown.
 - Note that at this point you are not seeing the text with the proper style attributes.



Step 3: Preview

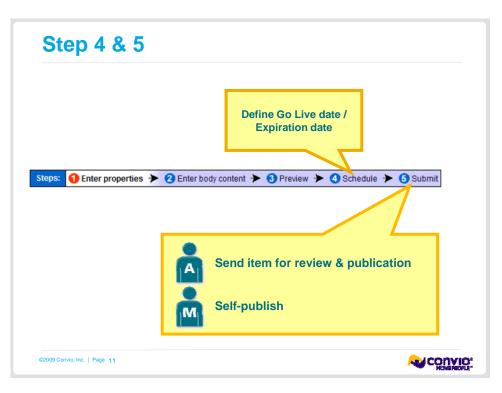
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You can preview a page before saving and submitting for approval. At this point, a wrapper, display template, and the CSS setting are applied so you can have a realistic view of the page.

ps: 1 Enter properties 🔶 2 E	nter body content 🔶 😣 Preview 🔶 🔇 Schedule 🔶 🕤 Submit
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You can also allow external reviewers without CMS access to preview the item by using **Copy this link for external reviewers** feature.

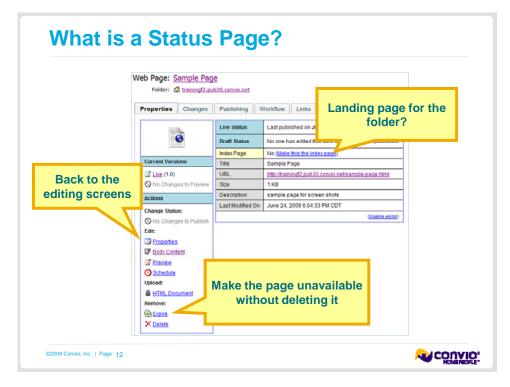




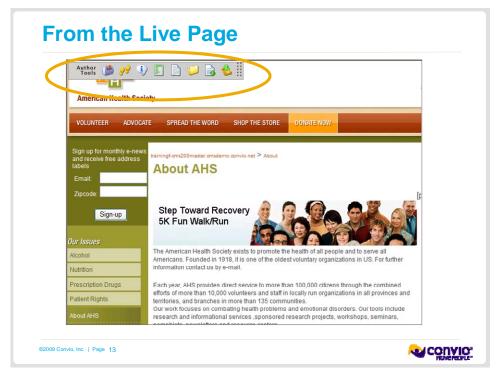
If you are a folder-level Author, click Finish to submit the page to the standard publication process. The assigned Folder Reviewers (or Managers) for the folder will approve the page.

If you are a Manager for the current folder, you have publication approval privileges. Click the Publish button at any time.

Status Page



Every time you publish an item, you will be taken to the status page of the item.



Enable Author Toolbar to have one click access to the editing screens.

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By default, CMS keeps 15 versions of each web page. You can revert to any of the older versions from the Changes tab.

Exercise 3: PREVIEW, PUBLISH, AND MANAGE WEB PAGES

- 1. **Preview the page with a CSS setting** Preview the draft page with the CSS setting.
 - Notice the page title you provided in Step 1 is inserted with Heading 1 design attributes.
 - Also, the section heading you provided before the table now renders with the **Heading 2** design attributes.



- 2. Send the preview page to a non-administrator Generate the URL to send to the external stakeholders.
 - Click on Copy this link for external reviewers.
 - Copy the URL of the screen that pops up. You can send this URL to external reviewers.
- 3. Schedule Publication and Expiration Schedule the page you created to go live immediately, and to expire following Saturday.
 - Click *Next* to get to Step 4: Schedule screen.
 - Schedule publication and expiration dates.
- 4. Publish the page
 - a. In step 5, you will have the choice of either sending the item to a custom workflow, or approve it now. Approve it to publish the page.
- 5. Designate a page to be an index page
 - From the **Status** page, click on *Make this the index page*. The page becomes the landing page of the folder.
- 6. **Move directly to Enter Body Content Screen from a Live Page** View the live version of "yourname's web page", and go directly back to *Step 2: Enter Body Content* screen from the page
 - From the **Status** page, click on the URL to view the live page.
 - Author Toolbar will appear on the upper left hand corner of the page. Click on *Edit Body Content* icon to move back to **Step 2**.
 - Edit and publish the page several times so that you can use the version control feature in the next exercise.

7

Changes

- Perform Version Control Revert back to the older version of the page.
- From the **Status** page, click on **Changes** tab.
- Click on the version you wish to go back to, and click *Revert to This Version*.

CHECK YOUR UNDERSTANDING

