



IDAHO DEPARTMENT OF

HEALTH & WELFARE

DNN Content Administrator Training

Roles, Responsibilities and Communications

CIO – The Office of the Chief Information Officer: This group is part of the Idaho Department of Administration and has the responsibility for the State of Idaho to provide policy and oversight on many technical and public information issues.

PIO – Public Information Office: The PIO is responsible for providing policies and governance for all Web content. The Public Information Office (PIO) is responsible for content on the InfoNet Landing Pages, H&W External home page, the six external main landing pages (Children, Families, Food/Cash/Assistance, Health, Medical, and Providers) as well as the A-Z index, sitemap, and about us pages. The Webmaster is the liaison to the PIO.

Webmaster – The Webmaster oversees the site as a whole including work within the web by the Super Admins (SAs) and the Content Admins (CAs). The Webmaster is responsible for testing and uploading new modules, performing system upgrades and creating/updating skins and stylesheets. Working as a liaison to the PIO, the Webmaster is also responsible for overseeing the design and creation of all new pages on the external website.

Application Support Help Desk (SupportedApps) – The Application Support team consists of IT staff and is responsible for providing support to the Super Admins and Content Admins. Functions include:

- Technical assistance
- Security Roles; create, edit, delete roles, and assign to users
- Adding new teamsite portals
- Adding new pages
- Managing the file manager
- Assisting CAs by adding modules and providing technical assistance when the SA is not available

DHW Web Administrators Group – This advisory group is led by the PIO to provide web oversight. Members include the PIO, Super Admins and IT support personnel. The group meets on the first Thursday of each month and all SAs are expected to come (or send a backup in their place).

SA: Super Admin – The Super Admins are lead administrators are appointed by and represent their Division. The Super Admin for each division is responsible for:

- Assisting the CAs by adding modules, assigning permissions to modules and adjusting module settings as needed
- Quality and compliance to website policies
- Providing technical assistance to CAs as needed
- Review requests for new pages (please note, SAs should not add new pages – they should put in a Remedy request for IT to add the new pages after they provide a valid business reason for needing a new page). Please see the document on [New Page Requests](#).

CA: Content Administrator - The CAs are appointed by each Division to help create and maintain web site content for their Division.

Functions include:

- Adding content to modules including text, images, documents and links
- Adhering to the web policies and design guidelines

Policies and Procedures

It is the responsibility of any Content Admin or Super Admin to be familiar with and follow the IDHW Website Content Policy.

NOTE: No individual will receive security access to any Internet environment without receiving formal training from a member of the SupportedApps Team or the Webmaster.

State of Idaho Web Policies – Guidelines set by the Dept. of Admin.

Guidelines set by the State of Idaho Information Technology Resource Management Council (ITRMC) (<http://itrmc.idaho.gov/resources.html#policies>)

In addition to this Health and Welfare Policy, the following documents apply:

[P1010](#) - IT Policies, Standards, and Guidelines Framework

[P1020](#) - Idaho.Gov Portal Privacy Notice

[P5010](#) - Web Publishing

[P5020](#) - .Gov Domain

[S4221](#) – Metatags

[S5120](#) - Web

Publishing [G310](#) -

Web Publishing

<http://idaweb.idaho.gov/dnsreg/idahodotgovprocedures.cfm>

Idaho.gov The State of Idaho Government Enterprise Domain (Rules for Idaho.gov DNS requests)

Approval Process

- Changes to the content of web pages are the responsibility of the CAs, SAs or the Webmaster.
- Minor editorial edits/changes are the responsibility of the CA and SA. Minor changes may include updating/adding content, adding or changing links, uploading documents.
- Major editorial edits/changes must be approved by the SA prior to implementation. The SA will send the request to the Webmaster if the change requires a change to the overall look to the page or to add a new page.

Passwords

- Passwords are issued by SupportedApps.
- If you forget your password contact SupportedApps by:
 - Remedy Request: Create a Help Desk Request by clicking on the yellow Help Desk Button on the InfoNet. CHOOSE Help Desk Request on the left, then in the drop down CHOOSE Supported Applications, or
 - Email: Send an email to SupportedApps at: HDSptdApps@dhw.idaho.gov

Loss of Access

- The Webmaster and SupportedApps will monitor use by CAs and SAs. If a user has not logged in for four months, their account will be unauthorized.
- To be reinstated, the unauthorized user must take refresher training.
- If the user has not logged in for eight months, their account will be terminated.

Adding a New Page

- New pages must be approved by the Webmaster prior to implementation.
- Requests must include name of the page, where the page will reside, business purpose/justification for adding a new page, the content for the page and what modules should be added to what panes. Include the module type, title, container and pane.
- Requests should be made to your SA who will review the request and enter a Remedy assigned to SupportedApps Desk who will work with the Webmaster for approval.
- Once approved, your page will be added as a hidden page. Once you have added content, the PIO will review the page for final approval before setting it live.
- Changes, such as to the name or location of a Page, must be approved by the Webmaster.
- Once approval is received, the change will be implemented by the SupportedApps Desk.

Delete a Page

- Deletion of a Page requires approval from the Webmaster.
- It is the responsibility of the respective SA or CA to empty the content of all of the modules on the Page to be deleted prior to deletion. (This is a safety measure so we ensure we are deleting a correct tab that contains no content.)
- Once approval is received, the page will be deleted by SupportedApps Desk.

Adding a New Module

SAs have access to add new modules to a page. If a CA would like a new module added to a page they should contact their Super Admin first. If the SA is not available, the CA can put in a Remedy request to the Support Applications Help Desk instead.

The CA should have the following information available when requesting a new module:

- What page the module should be on and in what order
- The module type (html, links, expandable, etc.)
- The module container (gradient, blue header, plain text, plain text left, etc.)
- The module title
- What pane the module should reside in (content pane, right pane, top pane, etc.)

When the SA adds a module to a page they will set permissions to only be viewable by the module editor and not the public. This gives the CA a chance to add content and get it approved (if necessary) before setting it live. Once the CA has populated the module with content, they can then ask either their SA or the SupportedApps Desk to set it live.

Who to ask for Help

If a CA needs help with anything, the first person they should go to is their division's Super Admin. If the SA is not available, their next step is to contact the Application Support Help Desk (SupportedApps). The help desk can be contacted via email (for questions and quick tasks) or via Remedy for web requests (such as adding modules, changing settings or permissions, adding pages, etc.). If there is an emergency and the Super Admin isn't available and the Help Desk can't help at the moment, then you can contact the webmaster. There will be times that the Help Desk can't help, but always contact them first so they can triage the request and get it to the right person.

The DotNetNuke Environments:

The DEV site (also known as the “playground”): This is where you can play around without worrying about the public seeing it. This is internal to our agency only. Feel free to come in here at any time and practice, experiment... Play! This playground does periodically get refreshed with a copy of our live production environment. I will give notice before wiping it out so you will have time to make plans to save any work you have on here.

Website: <http://dnnportaldev>

Login page: <http://dnnportaldev/login.aspx>

The QUAL site: This is a site for IT to do module and upgrade testing. This is the environment that most closely matches our production environment so this is where I test out modules, forms, etc. You won't usually need to login here, but if the need arises we can get you a login and password.

Website: <http://test.portalqual.dhw.idaho.gov>

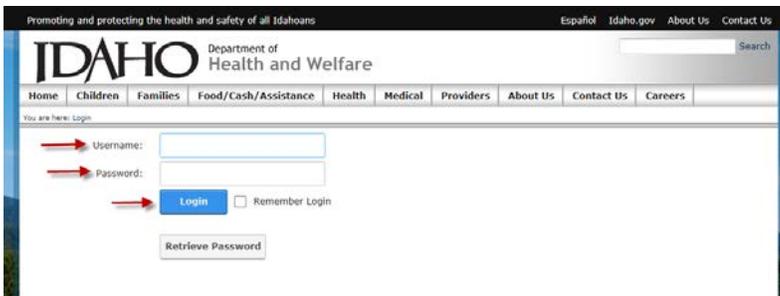
Login page: <https://test.portalqual.dhw.idaho.gov/login.aspx>

The PROD site: This is our live DHW website. Updates made here are instantly available to the public (with the exception of content that is hidden).

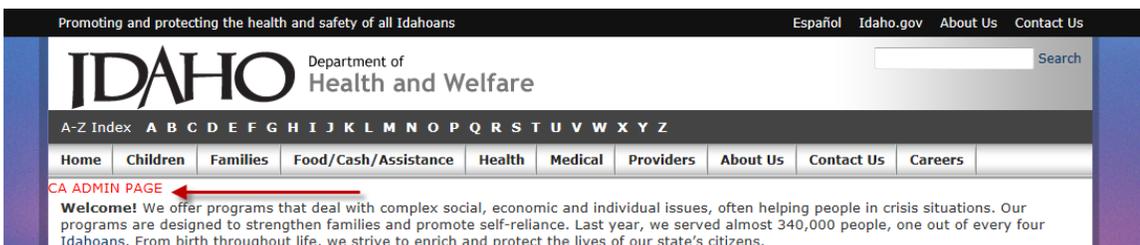
Website: <http://healthandwelfare.idaho.gov>

Login page: <https://healthandwelfare.idaho.gov/login.aspx>

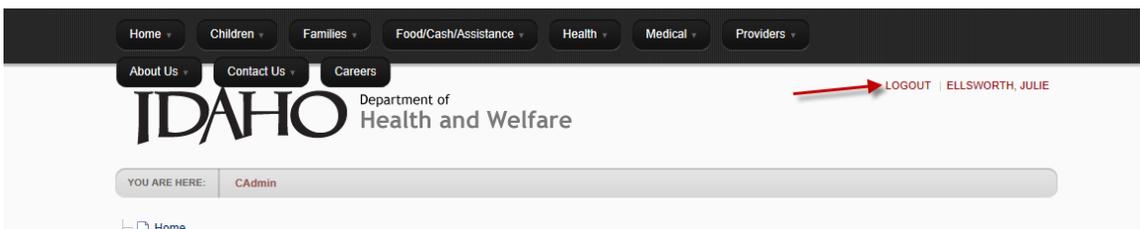
To login, simply go to the login page and fill out your username and password, then hit Login:



You will know you are properly logged in if you see the CA ADMIN PAGE link after logging in:



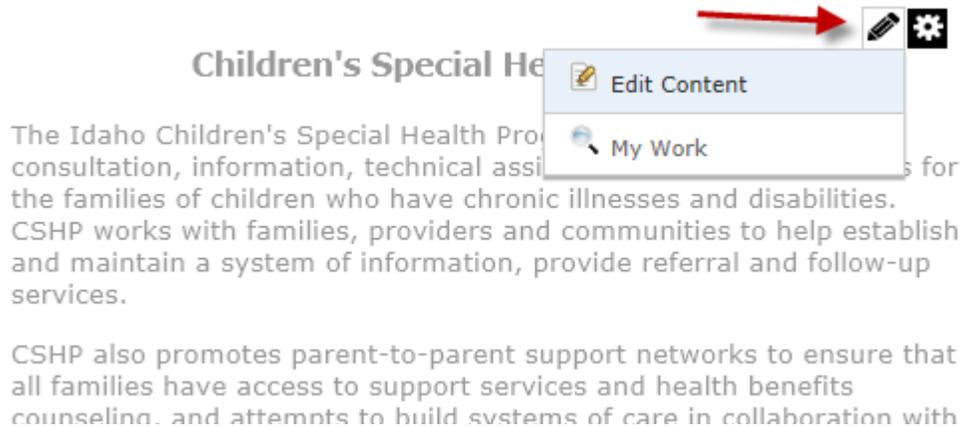
To logout, either close all of you browser window, or go to the CA ADMIN PAGE and logout there:



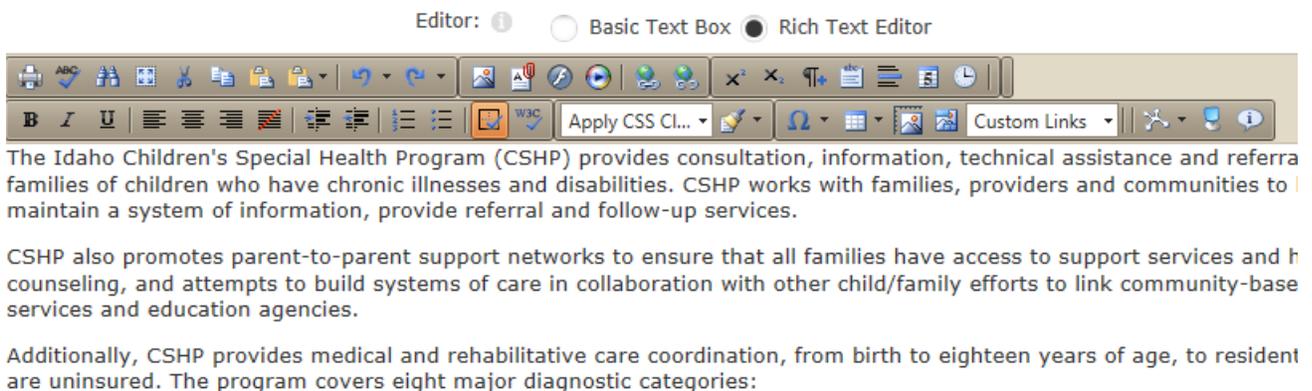
Modules

Text/HTML Module

This is the most common module and the one you will use for most of your content. On those modules that you have access to edit, you will see a pencil icon. To access the editing screen, roll over the pencil icon and choose "Edit Content":



You will be brought into the Rich Text Editor:



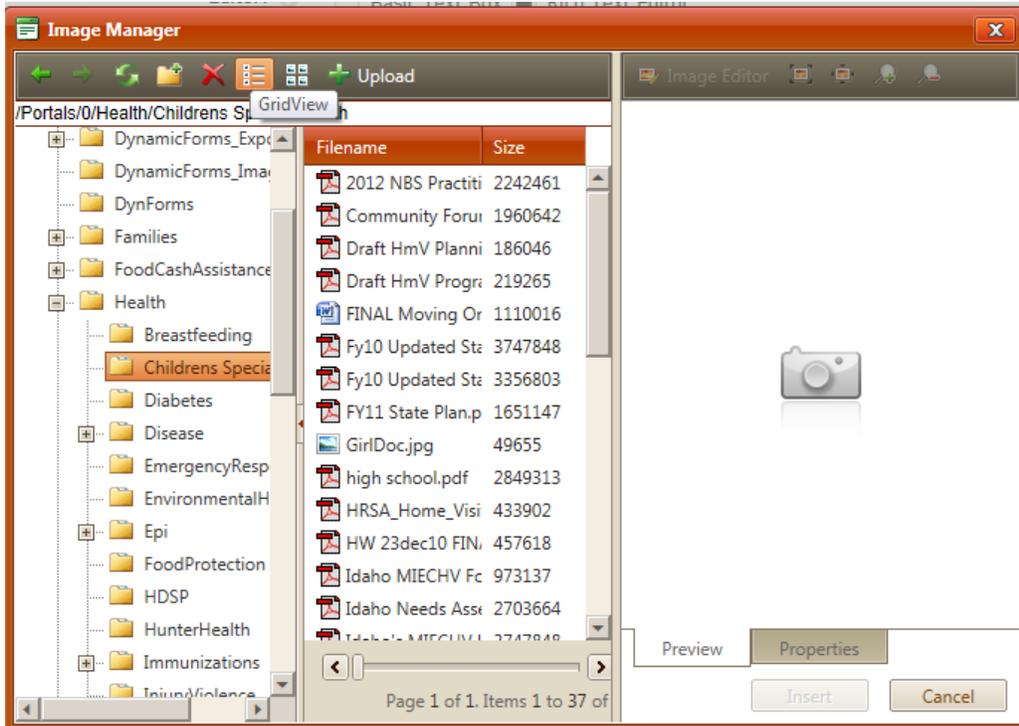
Adding Content

There are two different ways to add content to your Text/HTML module. One way is to simply type in your text. The other is to copy and paste if you have your content already created somewhere else (such as a Word document.) **YOU ARE NOW ABLE TO COPY AND PASTE DIRECTLY FROM WORD! IN FACT, IT IS ENCOURAGED! Everything that should not be there will be stripped out automatically leaving only the "good" formatting, such as bullets and numbered lists.**

Inserting Images

To insert an image, put your cursor in the text where you want your image to appear and click on the Image Manager icon:  This will open up the Image Manager. From here you will need to choose

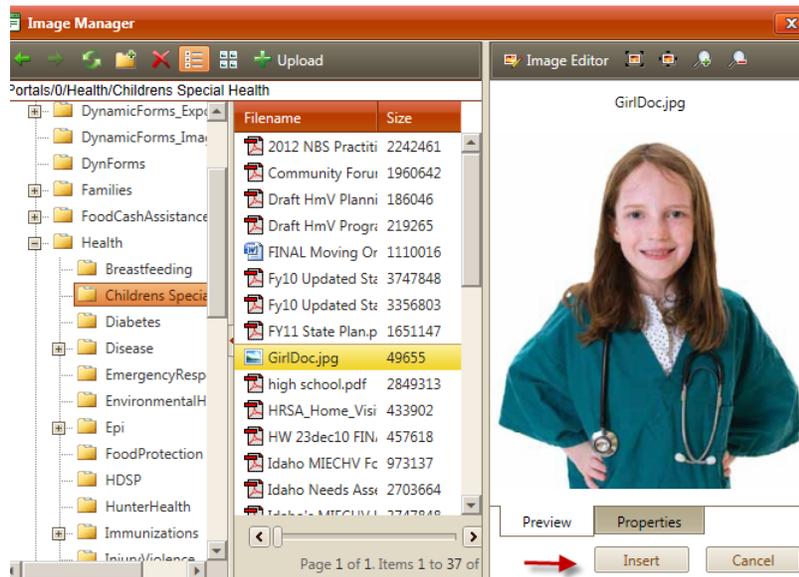
the folder you want to upload your image to (or select it from, if the image is already uploaded). Please use the existing folders and do not create new folders (even though the option is there, please do not attempt to create new folders or move files between folders):



To upload an image click on the Upload button and the Upload manager will come up. If you are making changes to a file that is already there, be sure to name the file the same name it already has on the server and check the “Overwrite if file exists” box. To find a file on your computer, simply choose the “Select” button and you will be prompted to browse to your file. Once chosen, choose “Upload” at the bottom of the Upload manger.



Once you have your image uploaded/selected, choose the “Insert” button:



This will add the image inside your text:



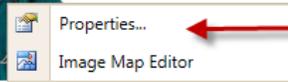
The Idaho Children's Special Health Program (CSHP) provides consultation, and referral services for the families of children who have chronic illnesses and disabilities. CSHP works with communities to help establish and maintain a system of information, provide referral and follow-up services. CSHP also promotes parent-to-parent support networks to ensure that all families have access to such counseling, and attempts to build systems of care in collaboration with other child/family efforts to link services and education agencies.

Additionally, CSHP provides medical and rehabilitative care coordination, from birth to eighteen years of age for children who are uninsured. The program covers eight major diagnostic categories:

- Cardiac
- Craniofacial
- Neurologic
- Phenylketonuria (PKU)*
- Plastic/Burn

***A note about image size: please be sure to size your images down BEFORE uploading them to the server. If you upload a large image and then use the text editor to make it smaller, it does not actually make it smaller in size, and will take a long time to load!**

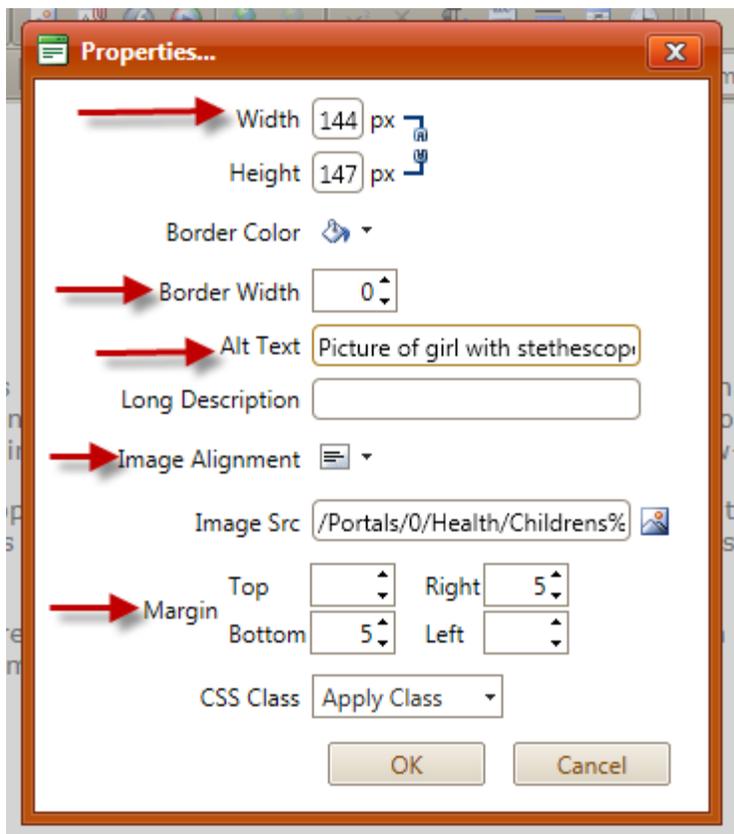
To format the image, right click on the image and choose Properties:



Special Health Program (CSHP) provides referral services for the families of children who have chronic illnesses and disabilities to help establish and maintain a system of information, provide referrals,

and attempts to build systems of care in collaboration with other child health services and education agencies.

Additionally, CSHP provides medical and rehabilitative care coordination, from birth to adulthood. There are several important settings in the Properties box:



Width/Height: As noted before, please scale your images down before loading them onto the server, do not use the properties box to size them down (small adjustments can be made here however).

Border Width: If you plan to use this image as a link, set this to 0.

Alt Text: Used for screen readers for people with disabilities. Please be sure to put a description of your image here to maintain 508 compliance.

Image Alignment: You can set your alignment here (if there is text on your page this will set the alignment relative to the text in the module).

Margin: Be sure to put space around your image where it will be surrounded by text.

With the settings in the example above, your image will now appear like this:

Children's Special Health Program



The Idaho Children's Special Health Program (CSHP) provides consultation, information, technical assistance and referral services for the families of children who have chronic illnesses and disabilities. CSHP works with families, providers and communities to help establish and maintain a system of information, provide referral and follow-up services.

CSHP also promotes parent-to-parent support networks to ensure that all families have access to support services and health benefits counseling, and attempts to build systems of care in collaboration with other child/family efforts to link community-based

Creating Links with Images and Text

If you would like to create a link to another page on this site, an external URL, a document or an image, you will use the Hyperlink manager to do this. Select the text (or image) that you would like to be the link, and click on the Hyperlink Manager icon:

Editor: Basic Text Box Rich Text Editor

The [Idaho Children's Special Health Program](#) (CSHP) provides consultation, information, technical referral services for the families of children who have chronic illnesses and disabilities. CSHP work providers and communities to help establish and maintain a system of information, provide referral services.

CSHP also promotes parent-to-parent support networks to ensure that all families have access to and health benefits counseling, and attempts to build systems of care in collaboration with other c to link community-based health, social services and education agencies.

Additionally, CSHP provides medical and rehabilitative care coordination, from birth to eighteen ye residents of Idaho who are uninsured. The program covers eight major diagnostic categories:

You will be brought into the Hyperlink Manager:



Page: Use this to link to an existing page on this website. These links should always open in the SAME window (Target = None or Same Window).

URL: Use this to link to an outside (non-DHW) website. These links should always open in a NEW window (Target = New Window).

Document : Use this to create a link to a document. These links should always open in a NEW window (Target = New Window). The Document Manager will be explained in detail below.

Target: Tells the system how to open the link. None and Same Window will open link in same window. New Window will open up a new window. Don't worry about the other options.

Tooltip: This is used with screen readers to tell the user where the link will take them. This must be filled out to maintain 508 compliance for people with disabilities who use a screen reader to view our site.

Document Manager

The Document manager is very similar to the Image manager. You use it to upload and link to documents such as PDFs, word docs, Excel, PowerPoint, etc.

A couple important notes about documents in general:

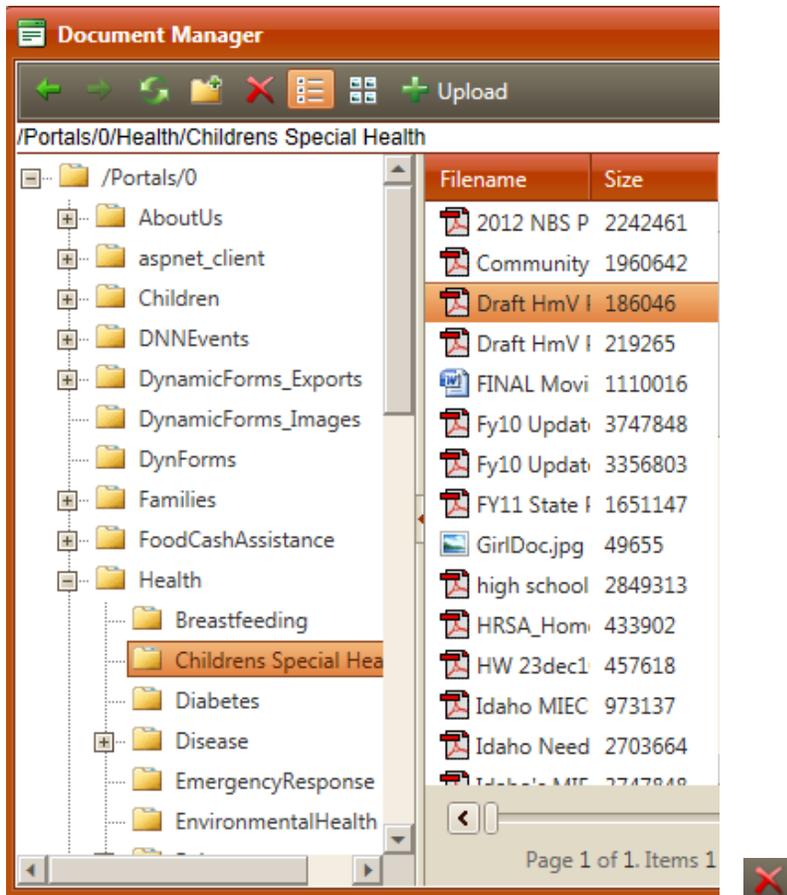
It is preferred to use PDFs instead of Office Documents. Everyone in the public can download Adobe reader for free; not everyone has access to MS Office.

When naming documents, do not use spaces, special characters (\$,! ,~ ,& ,* , etc.) or versioning on your documents!! Please use CamelCase or underscores_like_this to name your documents. Name them

as short and simple as you can so others down the road can find your files. Do not put dates on your documents when you upload them unless you absolutely have to have multiple versions of the same document out there at the same time.

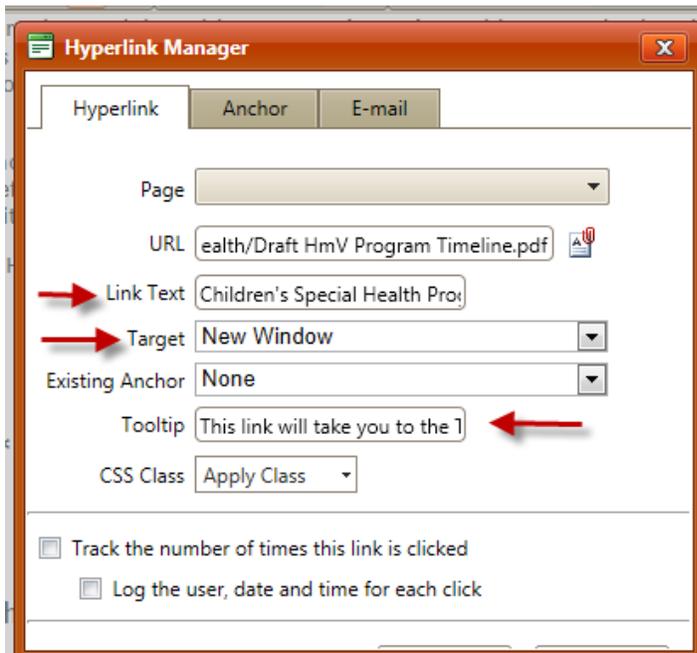
When you need to make a change to a document that is already uploaded to the website, make the changes on your local copy and re-upload the document with the SAME NAME as the file that already exists on the site. This will replace the current document with the new document instead of having multiple versions of the same document in the file manager.

After selecting your text (or image) and clicking on the Document Manager icon, the Document manager will open:



Choose your document and select "Insert." We will set the target and Tooltip in the next window so do not worry about doing it here.

(Note, to delete a file, simply choose that file and hit the up at the top)

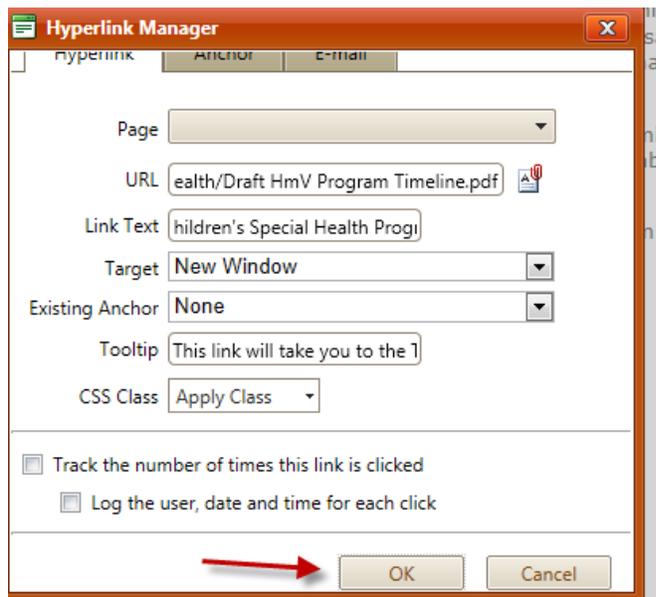


Link Text: The text on your webpage that is the link

Target: Always set documents to open in a New Window

Tooltip: Always let the user know where the link will take them.

If you get stuck and can't scroll down to the "OK" button, put your cursor in the Link Text window and hit "Tab" key on your keyboard. This will force your screen down to the OK button:

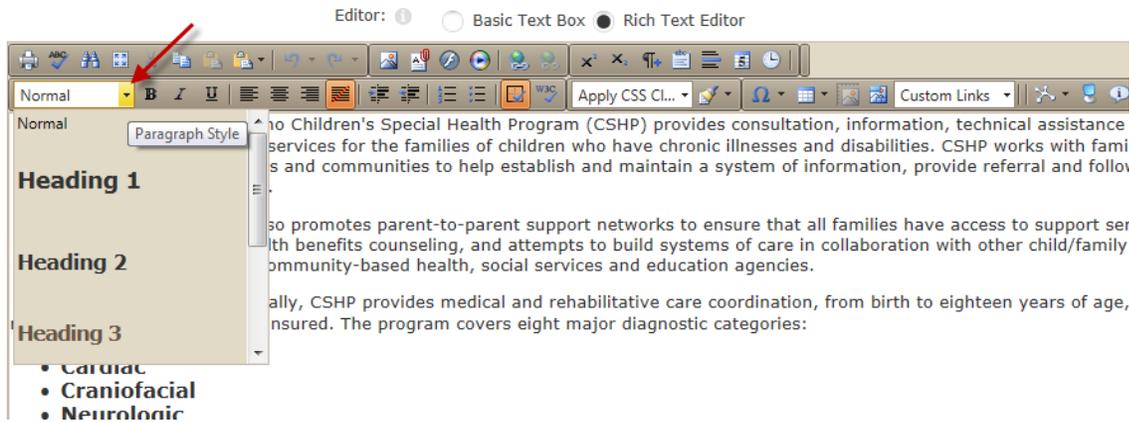


Click OK to finish creating the link.

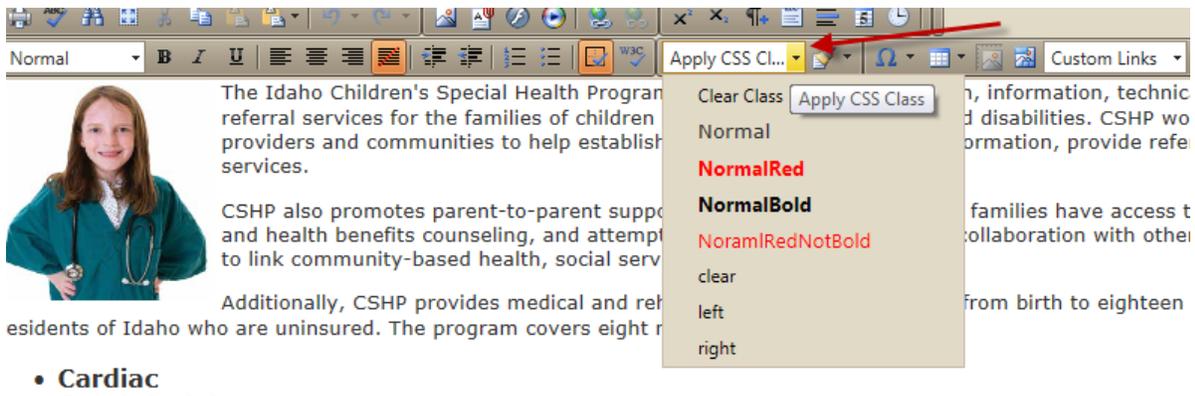
Formatting your Text

Do not attempt to change your text size, color or font family through the text editor. The size and font choices are already set for the entire site.

Headings: If you want to create titles for the paragraphs on your page, please use the Paragraph Style dropdown box to choose your heading style:



If you need to make your text red to emphasize it, please use the Apply CSS Class dropdown and choose either NormalRed (red and bold) or NormalRedNotBold (red and not bold):



Beyond that, you can use the other tools accessible to you in the text editor such as Bold, Italic, bullets, numbered lists, etc.

Do not underline text that is not a link, and the general design guidelines are to avoid underlining text even if it is a link. The website is set to underline these and turn them red on rollover. Bolding your links will help them stand out while keeping your pages looking clean.

Links Module

Use this module to create a list of links on your page. You can use the links module to make link to documents, external websites, or pages within the DHW site. To add a link, roll over the pencil icon and choose Add Link. To edit an existing link, click on the small pencil icon next to the link name you want to change:



When you click on either pencil, you will come to the Link Editing screen:

A screenshot of the Link Editing screen. It features several fields and options: a 'Title' field with a pencil icon to its left; a 'Link Type' section with four radio button options: 'URL (A Link To An External Resource)', 'Page (A Page On Your Site)', 'File (A File On Your Site)', and 'User (A Member Of Your Site)'; a 'Location: (Enter The Address Of The Link)' field with a pencil icon to its left and the text 'http://'; a 'Select An Existing URL' button; three checkboxes: 'Track Number Of Times This Link Is Clicked?', 'Log The User, Date, And Time For Every Link Click?', and 'Open Link In New Browser Window?'; and a 'Get Content:' section with a pencil icon to its left, the text 'retrieve content now automatically content refresh', a dropdown menu showing 'never', and a pencil icon to its right. Red arrows point to each of these elements.

Title: The text that will appear on your page that the user will click on

Link Type: Choose what you want to link to. This will work just like creating a link in the text/html module..

Link: If you are linking to an external URL, type in the address here.

Track Number of Times This Link Is Clicked: Check this box to track link clicks

Open Link In New Browser Window: If you are linking to a page on our site, do not check this box. If you are linking to an external URL or to a file, check the box.

Get Content: This must always be set to "Never"

If you are creating a link to a File, choose the File radio button and you will see this:

Title: ⓘ

Link Type: URL (A Link To An External Resource)
 Page (A Page On Your Site)
 File (A File On Your Site)
 User (A Member Of Your Site)

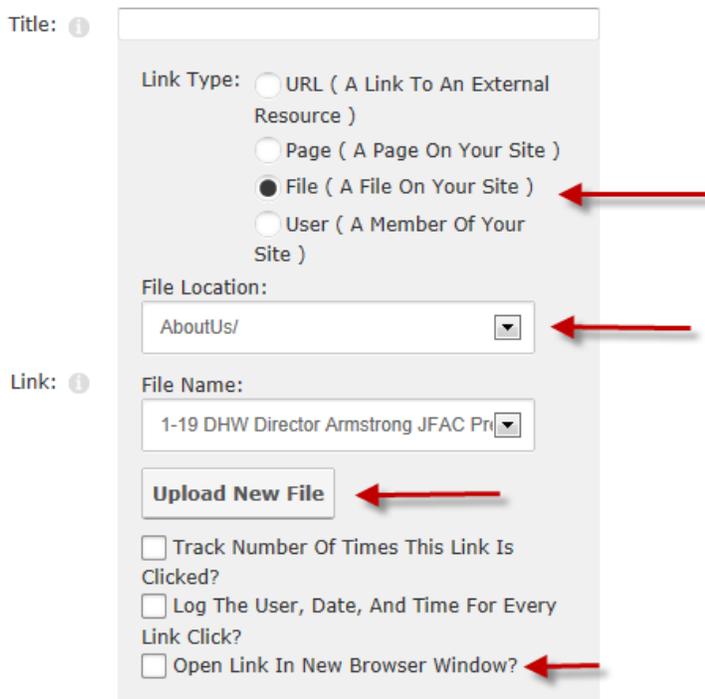
File Location:
AboutUs/

Link: ⓘ

File Name:
1-19 DHW Director Armstrong JFAC Pr

Upload New File

Track Number Of Times This Link Is Clicked?
 Log The User, Date, And Time For Every Link Click?
 Open Link In New Browser Window?

A screenshot of a web form for creating a link. The 'Link Type' section has four radio buttons: 'URL (A Link To An External Resource)', 'Page (A Page On Your Site)', 'File (A File On Your Site)', and 'User (A Member Of Your Site)'. The 'File' option is selected. Below this is a 'File Location' dropdown menu with 'AboutUs/' selected. The 'Link' section has a 'File Name' dropdown menu with '1-19 DHW Director Armstrong JFAC Pr' selected. Below the dropdowns are three buttons: 'Upload New File', 'Track Number Of Times This Link Is Clicked?' (checkbox), 'Log The User, Date, And Time For Every Link Click?' (checkbox), and 'Open Link In New Browser Window?' (checkbox). Red arrows point to the 'File' radio button, the 'File Location' dropdown, the 'Upload New File' button, and the 'Open Link In New Browser Window?' checkbox.

File Location: The folder your file is in (or where you want to upload a new file to). Choose your folder and if you need to upload a new file, choose the “Upload New file” button. You will then see this:

Title: ⓘ

Link Type: URL (A Link To An External Resource)
 Page (A Page On Your Site)
 File (A File On Your Site)
 User (A Member Of Your Site)

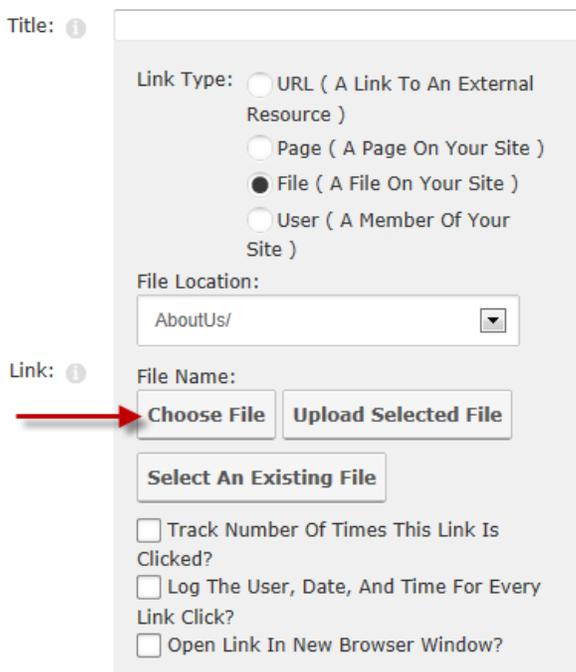
File Location:
AboutUs/

Link: ⓘ

File Name:
Choose File **Upload Selected File**

Select An Existing File

Track Number Of Times This Link Is Clicked?
 Log The User, Date, And Time For Every Link Click?
 Open Link In New Browser Window?

A screenshot of the same web form, but now showing file selection options. The 'File Name' dropdown menu is now replaced by three buttons: 'Choose File', 'Upload Selected File', and 'Select An Existing File'. A red arrow points to the 'Choose File' button. The other elements of the form remain the same as in the previous screenshot.

Click on “Choose File” and you will be prompted to browse to that file on your system.

Be sure to click on "Upload Selected File" once you see the correct file under "File Name" and be sure to set the link to open in a new window:

Title: i

Link Type: URL (A Link To An External Resource)
 Page (A Page On Your Site)
 File (A File On Your Site)
 User (A Member Of Your Site)

File Location:
AboutUs/ v

Link: i

File Name:
021213HeartHealth.jpg ←

Upload Selected File ←

Select An Existing File

Track Number Of Times This Link Is Clicked?
 Log The User, Date, And Time For Every Link Click?
 Open Link In New Browser Window? ←

Once you have your file uploaded, continue to the bottom of the links manager. (Do not worry about setting permissions for roles, just leave that whole section blank.) Set your view order and then click Update:

Description: i

View Order: i Before v Audio/Visual Presentations v

Update ← Cancel ←

Expandable Text Module

This is a great module to use to shorten the length of your pages. It can also be a good way to display FAQs. The questions are displayed in a list with a + symbol to indicate there is more content available by clicking on each item:

Frequently Asked Questions about Adoption

⊖ **What is adoption?**

Adoption provides a child with a life-long legal and emotional family relationship. It includes the legal transfer of all parental rights from the child's mother and father to another person or couple. Adoptive parents have the same rights and responsibilities to their child as parents whose children were born to them.

⊖ **What is the difference between a public agency, private agency and independent adoption?**

⊖ **Who are the children available for adoption through a public agency?**

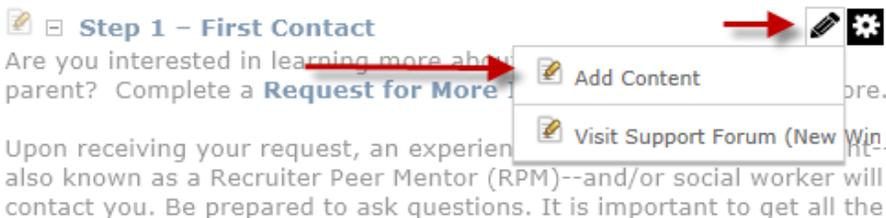
⊖ **What are "special needs"?**

⊖ **Who can adopt?**

⊖ **Are there any age restrictions to adopt?**

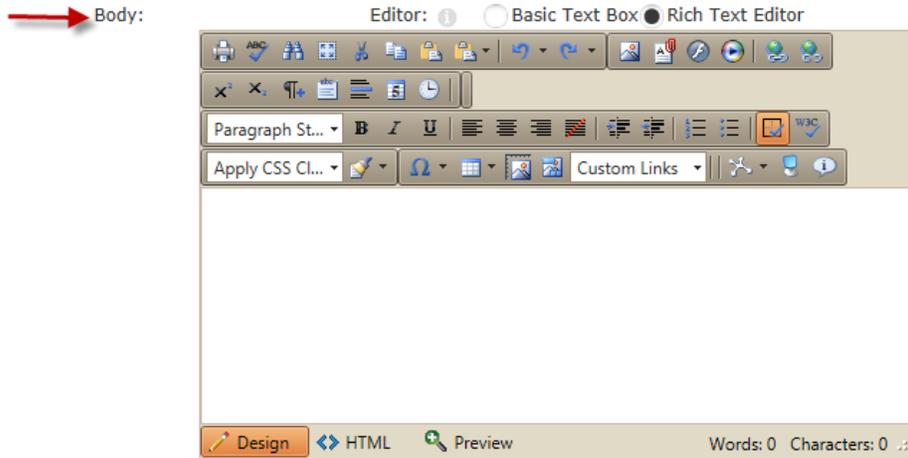
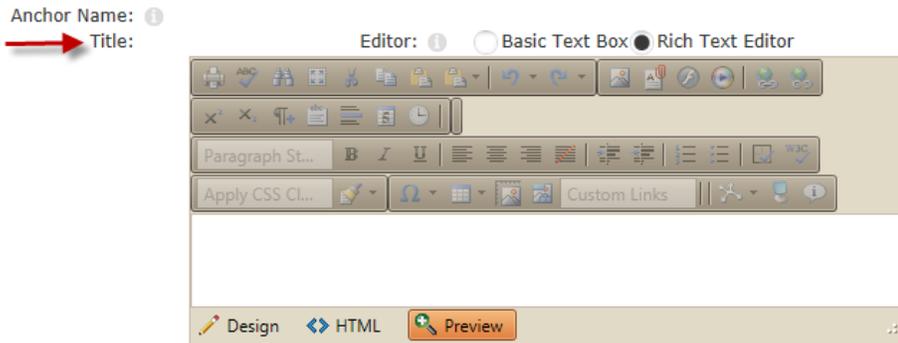
Adding content

To add a new item to an expandable text module, roll your mouse over the pencil and click Add Content:



You will be brought into the editing screen:

* Please note – the style (font size, color, weight) are already set up when your SA or App Support puts the module on the page. Please do not use the editor to change the way the text looks or it could have negative outcomes in the appearance. Also, please do not use the Title area to create a link, this should only be used to drop-down the text in the body. If you have links (such as to other pages or documents) put those links in the body.



Show Expanded?:
 Sort Order:
Update Cancel

Title: This is the text that will have the + sign next to it. To create the title, just type in your text into the title area.

Body: This is the text that will drop down when someone clicks on the title. If you are going to copy and paste text from a Word doc here, be sure to copy and paste it into Notepad first to strip out the formatting.

Show Expanded: Check this box if you would like a particular question to display in its expanded state when the page is loaded.

Sort Order: If the person who adds the module to your page has it sort by sort order (the other options are alphabetically or last modified) then you will need to add your sort order here. I always put them in increments of 10 (0, 10, 20, etc.) so you will be able to add additional items in if necessary.