Introduction to CMA Content Entry
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**Note:** The CMA continues to be enhanced and changed. Therefore, aspects of the system are subject to change and this document may be out of date. It will be updated as time permits.

**Access CMA**

**URLs**

Open **Internet Explorer** (version 4.0 or above) and type [http://w3.michigan.gov/](http://w3.michigan.gov/) into the address line and press **Enter** to open the CMA.

**Log-in & passwords**

Enter your username and password. The CMA **User** and **Password** have been individually assigned and are managed by the **CMA Expert** assigned to your agency.

![miCMA MI.GOV CONTENT MANAGEMENT APPLICATION](image)

**Change the password**

Once a user has logged onto the **CMA**, he/she can change the assigned password.

- Click on **My Account**, and **Change Password** on the top navigation bar
- Type your **Old Password**, enter your **New Password**, and verify the **New Password**
- Click ‘**Update**’

![Change Password](image)

The system will then take you back to the Log-on screen.

- Enter your **User** name and new **Password**

Passwords can only be changed by the user and a CMA Expert. CMA Experts cannot discover an existing password, but can only assign a new one. If you have forgotten your password, click on the “**Forgot Your Password?**” link. Assigned User names cannot be changed without assistance from the **CMA Experts**.
The CMA Home Screen

Upon entering the CMA you will be presented with the following screen.

There are 4 main parts to the screen: Top Navigation, Left Navigation, CMA News & Notes and Display My Workflow.

1. **Top Navigation**

   - **CMA HOME**: Takes you back to the Welcome screen.
   - **PREVIEW SITES**: Provides two menu options to access /RECYCLEBIN or /Department Site
     (based upon your security permissions). We will be working in the **Training Site** for class.
       - Click **/RECYCLEBIN** to open a new window to view deleted content.
       - Click **/TRAINING** to open a new window with Michigan.gov in the w3 or preview site. This allows you to preview your pages/site before it goes live.
   - **VIEW SITE INFO**: Shows the CMA Expert and Site Admin names for State of Michigan sites.
   - **HELP**: Takes you to eMichigan’s home page [www.michigan.gov/emichigan](http://www.michigan.gov/emichigan). This site provides CMA users with resources.
     - Click **HELP** to explore the resources available to you there
   - **REQUEST SERVICES**: Used to send an e-mail or work order to eMichigan.
   - **MY ACCOUNT**: Provides two menu options to access **CHANGE PASSWORD** or **LOGOFF**
     - **PASSWORD**: Allows you to update or change your password. You must know your existing password to do this.
     - **LOGOFF**: Exits the CMA.
2. **Left Navigation**

The Left Navigation is divided into groups to assist you in locating the desired command.

**CATEGORIES**: All content in the Michigan.gov website is related to one or more categories. Categories are related to each other. Categories form the backbone of the Vignette Content Management Application (CMA). Browse Category is the only option available to Content Entry staff. It is covered in the Intermediate class.

**CONTENT**: Deals strictly with editing, deleting, managing and adding content.

![CONTENT Menu](image)

a) **List/Search Content**: Allows the user to search for existing content that has not been deleted in a number of ways. It could be live or expired. The user is then able to edit or delete the content. This feature will be covered in part in this class. It is covered thoroughly in the Intermediate CMA Class.

b) **Add Content**: Allows the user to create new content. This feature will be thoroughly covered in this class.

**ASSETS**: Deals strictly with adding, editing, deleting and managing assets. Assets are any file that is not HTML content, such as PDF, images, Word Documents, Excel Spreadsheets, PowerPoint files, etc.

![ASSETS Menu](image)

a) **List/Search Assets**: Allows the user to search for existing assets in a number of ways. The user may then edit or delete the asset. This feature will be covered in part in this class.

b) **Add Asset**: Allows the user to add an asset to the database. This feature is covered thoroughly in this class.
c) **Manage Assets**: Allows the user to locate assets in a particular site and present the results in a variety of methods.

d) **Image Previewer**: Allows the user to preview images to see what is already in the database one site at a time.

**Note**: See Advanced Assets document on the e-Michigan website.

### 3. CMA News & Notes

This section changes frequently. Look here to get:

- Easy access to Quick Guides
- News and updates from your e-Michigan CMA team
- Quarterly CMA User Meeting Announcement
- Cache Clear schedule

### 4. Display My Workflow

There are no outstanding tasks assigned to you or your group.

Tasks that have been assigned to you or your group will appear in this space, when you check the box for Display My Workflow. If your agency has not had workflow turned on for your site, you will get the message “There are no outstanding tasks assigned to you or your group.” Workflow pertains to Authors, Editors and Publishers. Site Administrators may or may not be included in those groups. This will be explored thoroughly in this class.
How Michigan.gov Works

Database

Everything in Michigan.gov resides in a database. The **Content Management Application (CMA)** is the tool we use to access the database to add, edit, delete and otherwise manipulate the information in the database.

The database is divided into different areas. The main areas that **Content Entry** staff interacts with are:

- Content
- Assets

As a **Content Entry** person, you will have the ability to **Enter, Edit, Delete, Associate** and **Process Workflow** for Content and, when applicable, Assets.

**Site Administrators** interact with the areas of:

- Content
- Assets
- Categories

All **Content** and **Assets MUST** be tied to at least one **Category**. Everything in Michigan.gov revolves around Categories.
**Categories & How They Work In a Site**

There are four types of categories:

1. **Site Category**
   Each site starts with a **Site Category** – in this case the category is – **TRAINING**.

2. **Left Navigation Category**
   Every **Button** on the **Left Navigation** is a **Category**. For example the **Our Favorites** button is the category – **TRAINING-FAVORITES**.

**Left Navigation Sub-Category**
Every drop-down under each button is also a **Category**. For example the **Books** item under the **Our Favorites** button is category – **TRAINING-FAVORITES-BOOKS**.
Left Navigation Sub-Sub-Category
There can be one more level of drop-downs on the left navigation. Each of these will also be a Navigation Category. In our continuing example, Non-Fiction Books will have the category – TRAINING-FAVORITES-BOOKS-NONFICTION
3. Content Category

a) **Left Navigation** categories have a Page Layout/Template assigned to them

b) Boxes within the **Page Layouts/Templates** have a category assigned to them

TRAINING-FAVORITES-BOOKS-NONFICTION-FIXIT
TRAINING-FAVORITES-BOOKS-NONFICTION-POETRY
TRAINING-FAVORITES-BOOKS-NONFICTION-REFERENCE
TRAINING-FAVORITES-BOOKS-NONFICTION-SELF-HELP
TRAINING-FAVORITES-BOOKS-NONFICTION-BIOGRAPHY

These are a different kind of category. They are called **CONTENT** Categories. These types of categories contain content.
Each bulleted/underlined/linked item in a box is a piece of content. Each piece of content is tied to at least one category – usually a Content Category. The main category – or Home Category that the content is tied to is called the Primary Category for the content.

4. Other Categories

In addition to Navigation and Content Categories, there is one more type of Category – Other. That type of category is used specifically for Assets and special types of content that do not fall in the normal areas of the website, such as the Quicklinks area, the Top Navigation Links, Bottom Navigation Links, etc.

Category summary:

- Site Category – beginning of each site
- Navigation – only for left navigation
- Content – boxes on the page – most of your content will be entered into this kind of category
- Other – everything else – especially assets, quicklinks, top nav links, etc.
Putting It All Together To Make a Web Page

When a user on the web clicks on a link or types in a URL to see a web page, the request comes to Michigan.gov and goes to the **Content Display Application (CDA)**. The CDA then interprets the URL and determines which pieces it needs from the database, puts all of those pieces together to generate the desired web page and sends the web page to the user.
Page Layout Overview & Why It Matters

Every piece of content you enter will be displayed in a Page Layout of some sort. How things are displayed; how many items are displayed, what order they are in, whether a description and how much of a description is showing, if an image is present, etc. all are determined by the Page Layout and what the Site Administrator can do with the Page Layout.

Once you understand how the Page Layouts work, you will have an easier time getting them to work for you and getting the content to display the way you want it to display.

There are four groups of Page Layouts: Component, Categorized Call, Full Content and Specialized. Each group has a variety of different Page Layouts which all have something in common. Let’s explore each group individually. The first two groups, Component and Categorized Call, look very similar in that they both have boxes on the page. The content is organized into groups and placed into boxes. There can be only one box on the page, or there can be a large number of boxes on the page. The boxes can all look the same or the boxes can all be different. The way the boxes are handled and placed on the page is what distinguishes a Component Page Layout from a Categorized Call.

1. Component
   Features
   a. Different shape boxes, different look to each box, different order & number of items in each box, different image above each box
   b. Content entered into Component/Content category
   c. Content ordered the way Site Admin decides (alpha, priority, release date)
   d. Content limited to number of items Site Admin decides
   e. Changes to order, number of content items done by Site Admin

Limitations
  Each page layout has a fixed number of boxes in a fixed layout.

Types/Examples
  a. Page Layouts With Single Wide Boxes

  • MDCS -> Employee Benefits -> Resources & Tools -> Newsletters and Bulletins (below)
b. Double and Single wide boxes

- MDOT -> About MDOT -> History & Culture

2. Categorized Features
   a. Content entered into Content category
   b. As many boxes as needed – new boxes are created when a new content sub-category is created
   c. Can have drop-down box at top to navigate to a particular box

Limitations
   a. Only double-wide boxes
   b. All boxes look alike
   c. Template/page layout determines ordering method – Content ordered either alpha or release date (depends on template)
     - If ordered by release date, can set all release dates the same and use priority
     - Usually number of items in boxes is unlimited, but could be limited by Site Admin

Types/Examples
   a. Standard Sort – Release Date

- SOS -> Owning a Vehicle -> Selling a Vehicle
b. Photo Gallery

- DMVA -> Inside DMVA -> Director & Leadership

- Adjutant General - Michigan National Guard
  Major General Gregory J. Vadnais

- Assistant Adjutant General - Installations Michigan Army National Guard
  Brigadier General Michael A. Stone

- Director of the Joint Staff - Michigan Army National Guard
  Brigadier General Phillip M. Owens

- Land Component Commander - Michigan Army National Guard
  Colonel Gregory A. Durkacz

- Chief of Staff - Michigan Army National Guard
  Colonel Timothy Howenkl
3. **Full Content** – Title, Body only
   
   Features
   
   a. Only one piece of content per left navigation
   b. Can assign link content to left navigation

   Limitations
   
   a. Only one piece of content per left navigation
   b. Content must have manual cache clear when updated

   Types/Examples
   
   a. Double Wide

   • **DTMB -> Services & Facilities -> Mail & Delivery Services**

   ![Mail and Delivery Services](image)

   b. Triple Wide

   • **SOS -> Organ Donation -> Facts & Figures**

   ![Organ Donation Statistics](image)
4. **Specialized Templates** – These are unique templates with unique features.

Features
The Theme template has a double wide Component box at the top then fills in below with left navigation sub categories.

Limitations
Templates/Page layouts in this group have a narrow purpose and therefore have little room for adjustment and options.

Types/Examples
a. Theme

- **MDCH -> Doing Business with MDHHS -> Birth, Death, Marriage and Divorce Records**
b. Date Driven

- **DNR -> About the DNR -> Press Room -> Press Releases**

![Press Releases](image)

- **Content Archive**

- **Year/Month – MDE -> State Board of Education -> Public Notices**

![Public Notices](image)
d. FAQ

- Treasury -> FAQ

<table>
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<tr>
<th>TAXES</th>
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<th>LOCAL GOVERNMENT</th>
<th>STATE AND AUTHORITY FINANCE</th>
<th>REPORTS &amp; LEGAL RESOURCES</th>
</tr>
</thead>
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TREASURY

Treasury Frequently Asked Questions

Taxes
Unclaimed Property
Create HTML Content

**Determine Where Your Content Will Go**

In the second browser window opened at the beginning of class, look at the training web site: http://w3.Michigan.gov/training

Determine in which category you would like to add your piece of content. Make sure you select a content category, a box on a page. In the example below, if you select Fixit Books, the category you will use will be:

TRAINING-FAVORITES-BOOKS-NONFICTION-FIXIT

![Category Group Image]

**Create Content**

- Return to the browser window with the CMA
- Click **CONTENT** and **Add Content**

![Add Content Image]
This is a pre-selection of the Primary Category. You will select the site-button combo that applies.

➢ Select **TRAINING-FAVORITES**

![Category Group (Pre-Select)](image)

Select a category from the list below. Only categories that are below the selected category will be available for selection on the next input screen.

➢ Click **Continue**

It is important that the content be placed in the appropriate Primary Category (See page 23).

➢ Click **Continue**
The CMA will open the following screen for new content entry:
Primary Category (required field)

The Primary Category is where the content will live on a permanent basis. While there may be more than one location that the content will appear, it will have a main home. It is important to select the Primary Category carefully.

➢ Select TRAINING-FAVORITES-BOOKS-NONFICTION-FIXIT from the drop-down menu

If an item is to be featured in a Spotlight, Featured Item, or What's New, it should have a different PRIMARY category. After it is no longer featured, it will need a home so it can continue to be displayed. Use the drop-down box when selecting the proper Primary Category. The content can be associated to other categories later.

Content Type (required field)

This class will focus on two of the content types: HTML and Link. Other content types are discussed in the Intermediate class.

HTML is the most common Content Type used. This is used when you want to display information in an HTML formatted fashion within the Michigan.gov portal. Links can be added to the content, as well as images and links to PDF files and other documents.

➢ Select Content Type from the scroll-down menu (for class use default)

Link (URL) is also a common Content Type. It is used when you are creating a direct link to another web page or an asset. Examples of when it is used would be for Quick Links to pages within Michigan.gov or a list of “related web sites” which has a list of links to external sites.
Title (not required field)

The **Title** of the content is what will appear as the text of the link within the component/box. Make the **Title** descriptive but appropriate in length to the component where it will display.

➢ Enter (Your Name) **Faucets – Repair or Replace?**

There is a 255-character limit in the **Title** field. The number of characters is recorded for you.

The **Title** is sometimes used to determine the order in which items appear within a component/box (on a page) by alphabetizing the items. Some categories/components use an alpha list; others use release date or priority. The same content can be ordered using different methods in different components. The site administrators are able to specify how things are ordered within a component, depending on the page layout.

The **Title** is used by search engines when comparing search parameters during a search. The **Title** will be displayed in three places:

1. Text of the link within the Content Category

![Fix-it Books](image)

   - *(Trainee Author) Faucets – Repair or Replace?*
     - Repair for a pitance or upgrade to a new unit?
   - *(Trainee Author) John Estill Title*
     - THIS IS THE DESCRIPTION
   - *(Trainee Author) How to Survive a Michigan Winter?*
     - How to Survive a Michigan Winter

2. The full content page

![TRAINING / OUR FAVORITES / BOOKS / NON-FICTION BOOKS /](image)

   - *(Trainee Author) Faucets - Repair or Replace?*

   - Contact: Trainee Author 517-555-1212
   - Agency: Technology, Management & Budget

   Is it better to simply repair or should you fork over the funds and commit to a new faucet for the dripping one? Well, that depends on your goals.

3. Tab title of the browser window

![training - (Trainee Author) ...](image)

   - training - *(Trainee Author) Faucets - Repair or Replace?*
   - http://w3.michigan.gov/training/0.4578,7-166-18458_20697_35098-351791---00.html
**Title Asset** (not required field)

The Title Asset field is used to contain an Asset ID. An Asset is an image. It is a way to use an image as the title.

![Title Asset field](image)

**Priority** (required field)

This field determines the order in which content will appear when priority is specified as the determining factor in ordering content.

![Priority field](image)

Some categories use priority; others use an alpha list or release date. The same content can be ordered using different methods in different components/boxes. It sometimes helps to leave room between numbers; that is, number by tens or 100s (Ex. 10, 20, 30 or 100, 200, 300) so that you can easily add content between items at a later date. The limits of this field are 1 – 9999.

**Full Display (triplewide)** (not required field)

If you want the page to display as triple wide, that is, without the right navigation, check the box next to the Full Display field.

![Full Display (triplewide) field](image)

**Release Date/Hour** (required fields)

The date can be entered or selected for when you want the piece of content to be displayed on the web. Content will appear after the cache clear following the release hour, if fully approved. Prior to that date it will be in the database, but will not be available to the public.

- Enter or select **Release Date** from the calendar (for class use default)

  ![Release Date field](image)

  ![Release Hour field](image)

The **Release Date/Hour** is sometimes used to determine the order in which items appear within a Content Category. Some categories use release date; others use priority or alpha list. The same content can be ordered using different methods in different categories.
Expiration Date (not required field)

This is used when an item is no longer appropriate to display on the web. This is the date you want the item removed from display on the web. Click in the field and a calendar will pop up.

Event Date Information, Agency Information, and Description & Body

Expand / Collapse Fields

The Event Date Information +, Agency Information +, and Description & Body – are clickable fields that expand and collapse areas of the Content screen. This helps save screen real estate. Click on the words or the plus sign to see the fields.

Event Date Information

Event Start Date (not required field)

This can be used in any page layout, but is typically in the Calendar of Events page layout. This is the first day of the event. The Time field defaults to 12:00AM.

Event End Date (not required field)

This can be used in any page layout, but is typically in the Calendar of Events page layout. This is the last day of the event. If this is a one-day event, enter the same date in both fields. The Time field defaults to 12:00AM. Event End Date must be populated if Event Start Date is entered.
**Note:** If the Time fields are *both* left on the default of 12:00AM, then the server considers the event an “All Day Event” and will render the content as such.
**Event Location and Location Map** (not required field)

This is for any content. Type in text for the Event Location field and it will show on the Content Page with these special characteristics:

1) Type in a specific street address and it will show a hyperlink to a Bing map
   Example: 111 S. Capitol Ave., Lansing, MI 48933 (no comma between state & zip)
2) Type in HTML code (hyperlink) and it will show that hyperlink
3) Type in text and it will be that text. The server won’t do anything special.

The Location Map check box is used in conjunction with item 1). If you type a specific street address, it will create a Bing map in the content.

---

**Agency Information**

**Agency Owner** (not required field)

The agency owner for this content can be selected from a drop down list.

---

**Contact Name** (not required field)

The Contact Name is primarily used with the press release template. Anything you enter in this field will be displayed below the title and above the body field on the full content page, regardless of the page/template type.

- Enter the **Contact Name**

---

**Contact Phone** (not required field)

The Contact Phone is primarily used with the press release template. Anything you enter in this field will be displayed below the title and above the body field on the full content page, regardless of the page/template type.

- Enter the **Contact Phone** number in the following format:

---
Contact Agency (not required field)

The Contact Agency is primarily used with the press release template. Anything you enter in this field will be displayed below the title and above the body field on the full content page, regardless of the page/template type.

➢ Select your Contact Agency from the drop-down menu

Description & Body

Description (Short Text) (not required field)

Description is used with any Content Type and by search engines. This field can be used for either HTML content or when the Content Type is a Link. If you need assistance, the button to Open WYSIWYG User Guide is displayed.

➢ Enter a brief Description

This is especially useful when the link is to a PDF file. It allows you to explain something about the file and also to tell the user that it is a PDF file. It’s the short text that is displayed below the title on the component that links to the whole piece of content. The Description will not be displayed on the full content page.

There is a limit of 4000 characters in this field. This includes any HTML code you may include in the field.

Body

Body is only used when the Content Type is HTML, Mixed, ASCII, SSL or Form. You will be using HTML most of the time. This field will appear on the full content page below the title.

➢ Enter the following two sentence paragraph
The Body recognizes HTML code and needs to have this code in order to display text in a formatted fashion. If no HTML code is entered in this field, the CMA will assume that everything is ONE paragraph. CKEditor can be used to automatically generate HTML code. (See page 56) HTML code can also be pasted from another source. When pasting HTML code, there is no limit on the number of characters if you are using Internet Explorer. If you are using Netscape, there is a limit of 64k. If you need assistance, the button to Open WYSIWYG User Guide is displayed.

**Keywords** (not required field)

The Keywords field is used by search engines and becomes part of the META data.

There is a limit of 255 characters in this field. Words and phrases are separated by commas. Using keywords will help site visitors find your content easier. **Note:** Do not just copy the Title, it is already indexed and therefore used for searching.

➢ Click the ADD button

The screen will refresh and you will be in **Edit Content** mode.

Make the Content ID available for use later in class.

➢ Copy the **Content ID**
Open the **Notepad** (or text editor of your choice).

➢ **Start > Notepad**

Keep the Notepad open during class, there is no need to maintain a permanent list of all your content.

➢ **Switch to the Training Site in PREVIEW SITES** and view your content
All About Links

Relative vs. Absolute

When creating a link or link content you will have to enter the address of where you want that link to go. The address is called the URL. There are two different ways that you can enter the URL. You can either enter the entire address – that is the Absolute URL – or you can enter a shortened version when the URL includes the same name as the page it is currently on – that is a Relative URL.

Absolute URL – http://www.yahoo.com
- Some place other than Michigan.gov
- Always starts with http://
- Follows with the name of the server
- Tells browser to go to web and find the machine
- Similar to dialing 9 (http://) plus all 7 digits of phone number (name of server)

Relative URL – /training/0,1607,7-166-18458---,00.html
- Some place on Michigan.gov (including Assets)
- Always starts with /
- Does not include http:// or name of server
- Tells browser to stay on the same machine and find page
- Similar to dialing only last 5 digits of phone number

Internal vs. External

Internal Browser Window
- Same browser window
- Will need to click Back arrow to go back to originating page

External Browser Window
- New browser window
- When browser window is closed, originating page is still there
- Cannot use Back arrow to go back

When to Use Each

Absolute links will always be External

Relative links can be Internal or External
- Links going to another page on your own site are Internal
- If you want to retain your site in the background, as when going to another State of Michigan site, then relative links will be External
- Links to PDF files are External
Examples:

Link to Federal Government site is **Absolute** (not Michigan.gov) and **External**.

Link to another Michigan department is **Relative** and is usually **Internal**.
Link to your own Contact Us page is **Relative** and **Internal**.

Link to a PDF file is **Relative** and is **External**.
Create Link Content (External Link)

Link content is used when you need to add a link to a PDF file, another web site, another menu page within your web site or another Michigan.gov site. This is done only when you want to link directly to the other location without including any text in an HTML page.

In this section we will be creating links to another web site. Links to PDF files and internal web pages will be covered later. (See page 51)

Decide Where the Link is Going

You will generally have a website in mind where you want the link to go. Some of the websites that Michigan.gov links to that are outside of its own website are depicted below.

Because the link is going to a site outside Michigan.gov, we will have to use an Absolute URL. You can use one from the picture below or one of your own choosing.
**Decide Where Content Is Going To Live**

As with HTML Content, the first thing we need to do is establish the Content Category for our content. In this class we will use the same Content Category used for the previous piece of content.

**Create a Link Piece of Content**

Determine the URL of the page you want to link to. Copy it or have it ready to paste or type when the time comes.

➢ Go to the CMA

➢ Click CONTENT and Add Content from the CMA left navigation

![CONTENT](image)

Enter the information for all the fields as taught earlier until you reach Content Type.

➢ Select Category Group: TRAINING-FAVORITES

➢ Select Primary Category: TRAINING-FAVORITES-BOOKS-NONFICTION-FIXIT

➢ For Content Type select: LINK (LINK (URL))

![Content Type](image)

➢ Enter Title: (Your Name) Link To

➢ Enter Priority: Use default

➢ Enter or select Release Date: Use default date

➢ Enter or select Expiration Date: Tomorrow

➢ Enter the Description (if desired)

**Note:** Skip the Body & Keywords fields.

➢ Under the Link Fields select Link Type: External (New Window)
➢ Paste or type the **Link (URL)**

![Link (URL) field](image)

➢ Enter the **Link Text**

Always make the **Link Text** field the same as the **Title** field. If the **Link Text** field is empty, when you click in it, the CMA will auto-copy the **Title** field to the **Link Text** field.

![Title and Link Text fields](image)

This is the text that will be displayed for the link. This is displayed *instead* of what it says in the Title field. If nothing is entered, there will be a space for the link but no text will be displayed.

It is important that this field be the same as the Title field. When searching for this content item later, you will need to search by text, which searches the Title field. If the Link Text is the same as the Title field, you will know what the title is.

➢ Click **ADD**

The screen will refresh and you will be on the Edit Content Item screen.

➢ Switch to the **Training Site** in **PREVIEW SITES** and try your link
Assets

Assets are file types other than HTML. They are stored in a database separate from content. Content must be created to make these files visible on the web. There are two basic types of assets that we will be working with.

Types of Assets

Image Assets:
Pictures that appear on your pages. These can be either .gif or .jpg.

Document Assets:
Files such as PDF files, Word documents, Excel spreadsheets, PowerPoint slideshows, etc.

It is strongly recommended that all documents on the internet be converted to PDF for the following reasons:

a) All internet users have access to Acrobat Reader. Not everyone has access to Word, Excel or PowerPoint even though free readers are available from Microsoft.

b) Converting documents to PDF makes the file size smaller and thus will download more quickly

c) Converting to PDF will secure the documents and prevent users from making unwanted changes to the documents

Other types of Assets:
There are other types of assets, such as MP3 audio files that can also be added. They are treated in the same fashion, but will not be covered in this class.

Note: Assets are uploaded to the CMA as files. The original filenames are retained when they are loaded into the database. Please make sure you comply with the following when naming the files prior to loading them into the CMA:

- Each department has their own standards or naming conventions. Check with your site administrator to determine what you should be using for your assets.

- ALL filenames should be letters and numbers ONLY. Do not use special characters except an UNDERSCORE or a DASH. Remove any spaces.
**Add Assets to the Database**

All asset types are added in the same way.

**Documents** (PDF, DOC, XLS, etc.)

In this class we will be using a PDF file.

➢ In the CMA, on the left navigation, click **ASSETS** and **Add Asset**

➢ From the **Category Pre-Select** screen, select **Training** and click **Continue**

---

**Note:** This screen will only appear if you have access to more than one site. If you only have access to one site, you will be taken immediately to the following screen:
Following is the **Add New File** entry screen:

![Add New File Form](image)

**NOTE:** Assets that exceed 5MB will require significant CMA upload time and high download time for users of your internet content. Consider breaking up large files into smaller, sequential pieces rather than large, single files.
**File Name** (required field)

- Click the **Browse** button to select the **PDF** file, per instructor

![Image of file selection process](image)

**Permissions** (required field)

- The default permissions at the Site Admins level will be displayed in the field, you must select the **Permissions** from the drop down menu based on the **Category** that corresponds to the area you have security to work in. Otherwise, you will not be able to revise your asset.

![Image of permission selection process](image)
Asset Collection (informational field)

This field tells you which agency site directory the asset is going to be associated with.

FileType (required field)

This field is automatically filled in based on the file type selected. Make sure the correct file type is selected in case you accidentally chose the wrong file.

| *FileType: | PDF (Adobe Acrobat.pdf File) |

Description>Title (required field)

Check with your Site Administrator to learn what standards are used by your site for this field.

➢ Enter the Description>Title (In this class enter your Faucet Repair PDF.)

| *Description>Title: | Faucet Repair PDF |

Alternate Tag (image) (required for ADA compliance)

Short text (document)

This is a required field when the Asset Type is Image or Document.

➢ Enter the Short text for the PDF document (Faucet Repair PDF)

| *Alt Tag (image): Short text (document): | Faucet Repair PDF |

CMA Keywords (not required field)

➢ Enter CMA Keywords. These are used in the List Assets screen to locate an asset. These keywords are not used in generating HTML.

| CMA Keywords: |

File Statistics

Once saved, the file size will fill in. If the asset is an image, then the height and width will also appear.

| File Statistics: File Size in Bytes: 136412 |

Note: Assets that exceed 5MB will require significant CMA upload time and high download time for users. Consider breaking up large files into smaller, sequential pieces rather than large, single files.

➢ Click Add
The screen will refresh and leave you in Edit Asset mode. The File ID number and File URL will display at the top of this screen.

![Image of file ID and URL](image)

To view the PDF file, click on the Asset Preview link.

![Image of Asset Update Information](image)

In order to see the asset on a web page, you will have to be able to reference the asset later. You will need to know either the File ID# or the File URL. Since the ID# is part of the URL, we can simply save the URL and we will have both.

- Copy the **File URL** and paste it into the Notepad

![Image of file URL](image)

- Right click and Copy (or copy another way)
Images (GIF, JPG, BMP, PNG, SVG)

Add an image asset. Assets exceeding 10 MB will NOT be accepted for upload. Images exceeding 1 MB in file size and exceeding 1000 pixels in width or height should be resized before uploading. Standard image width is 150 and height is 200.

Suggested software is available to resize images before uploading then into the CMA database: Paint, Snagit, GIMP (GNU Image Manipulation Program) and Inkscape.

➢ Select File Name and Permission

Thumbnail (not a required field)

This field will appear when an image file is selected in the File Name. The Thumbnail box is necessary only when you want the image to be displayed in the Content Category box (Component) on the Page Layout/Template page.

➢ Check the Thumbnail box under FileType

➢ Enter the Description/Title (In this class: Dripping silver faucet)

Alt Tag (Image): The Alt Tag will display when the mouse moves on top of the image or document link.

The Alt Tag (Image) Short text (document): will display when the image is associated to content or used as a thumbnail and short text is added to a document. This is a required field for ADA
Compliance when the File Type is Image or document.

<table>
<thead>
<tr>
<th>Description/Title:</th>
<th>Dripping silver faucet</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Tag (image):</td>
<td>Dripping silver faucet</td>
</tr>
</tbody>
</table>

➢ Click Add

Note: you are in edit mode and selecting a new file will overwrite the existing one in the system.

File Name: /images/training/Asset_plc_opt_486288_7.jpg

Collection: Training Assets

Asset Update Information:

- Updated By: greenr1
- Updated Date: Mar 08 2016 10:18:23:000AM
- Created By: trainee_author
- Created Date: Apr 06 2015 04:29:29:000PM

➢ Copy the File URL to the Notepad

```
Local-PC (default)\documents\training\Sample_3_486270_7.pdf
Local-PC (default)\images\training\imagesizer_plc_opt_486288_7.jpg
```
Edit HTML Content

At some point content will need to be modified or changed in some way. You will need to Edit the Content. There are numerous ways to locate the content for an opportunity to make changes to it or modify its contents. This class will explore two of these. Here we will examine List/Search Content while we Search By ID number.

Enter the List Content

➢ Click CONTENT and List/Search Content on the left side of the CMA

You will get the following screen:

Enter the List Content

➢ Click CONTENT and List/Search Content on the left side of the CMA

You will get the following screen:

The first thing to notice is the 10 items that you edited most recently. You can go directly to the Content by clicking on the Content ID number in the ID(edit) column.
Otherwise, to search for Content, you can use one of the three parameters listed: ID, Text, and Created/Updated By. Let’s learn how to locate the ID number of a piece of Content.

**Search by ID**

On the Training Site navigate to the HTML Content you created first. Open this content and look at the URL for this page in the address bar of the browser.

**Locate Content ID in URL**

The URLs generated by Michigan.gov can be quite a challenge to decipher. This is a link for content from the Training Regular Class Schedule & Handouts page. 

http://www.michigan.gov/emichigan/0,4575,7-112-15476_11091-151084--00.html  
By looking at the URL you cannot determine where the page came from other than it was generated from the Michigan.gov web site. We need to break the URL into sections in order to understand it. See the table below.

Break down of the Michigan.gov URL:

<table>
<thead>
<tr>
<th>Path/directory:</th>
<th>This is the path of the site.</th>
</tr>
</thead>
<tbody>
<tr>
<td>emi/11303,7-102-112_220_221-2054--C1,00.html</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Content ID:</th>
<th>This is the ID of the piece of content that is being displayed within the body of the page. The Content ID can be used in the CMA to find a particular piece of content.</th>
</tr>
</thead>
<tbody>
<tr>
<td>emi/11303,7-102-112_220_221-2054--C1,00.html</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** There are always two dashes after the Content ID number. If there are three dashes after the last number, then it is NOT a Content ID number, but a Category ID number.

- Enter the Content ID number for the HTML Content you have created and click **Search**

- Click on the ID link to view the Edit Content Item screen again
Connecting Assets to Content

Assets are not displayed in the web browser until they are connected to a piece of content. There are three different ways that we can connect assets to content.

- Use the **Associated Assets** tool to tie assets to HTML content in a pre-determined fashion
- Create a piece of content that just opens a **Document Asset**
- **Manually** inset images and links to documents in the **Body** field using HTML coding via CKEditor or other HTML editor

**Associated Assets Tool**

The **Associated Assets** tool places assets in a predetermined location within the content. If this is where you want the asset to be located, then this is a very quick and simple way to connect assets to content.

The **Associated Assets** tool is the ONLY way you can make assets display in the **Page Layout/Template** view of the content. This is the most common use of this tool.

- **Edit HTML Content** (as described above)

- **Scroll to the bottom of the screen to locate Associated Assets**

![Edit Content Item](Image)

![Add/Edit Associations](Image)
➢ Enter the **File ID** from the Notepad into the shortcut box in the **CMA** and click **Associate**

![Notepad screenshot showing entered file IDs](image)

➢ Scroll back down and repeat for the other asset **486288**

![Asset association table](image)

The screen will refresh and tell you the **Association** was successfully saved.

![Content item edit screenshot](image)

➢ **Association Flag**: Defaults to **Both Comp/Cont**

For **images** if **Title** or **Component Only** is selected then the image will **not** show on the full content page. If **Content Only** or **Both Comp/Cont** is selected then the image **will** show on the full content page.

If you change the **Association Flag** you have to click on **Update Assoc.** to save the change, the regular **Update** button will not save it.
➢ Go to the Training Site to see where the assets were placed in the template page and in the body of the content.
Create Content to Open a Document Asset

Sometimes we want to be able to make the Document Assets more readily accessible to our users. For that reason, we will want to make them available on the template page rather than from inside a piece of content.

We need to somehow have an item that opens up the Document Asset, in this case the PDF file.

You already have all the information you need to do this!!

So what are the steps you need to take?

➢ Return to the CMA and make the appropriate selection from the left menu

➢ Enter the correct answer here: _____________________

➢ Enter the correct answer here: _____________________
➢ Select the proper **Category Group**

![Category Group (Pre-Select)](image)

Which Category Group is the correct one?

Answer: ____________________________

➢ Select the appropriate **Primary Category**

![BASIC CONTENT INFORMATION](image)

Answer: ____________________________

➢ Select the appropriate **Content Type**

![Content Type](image)

What is appropriate for this field?

Should it be **HTML** ____________ or **Link** ____________?
➢ Enter the **Content Title**

[Image]

Answer: ____________________________________________

➢ Enter the **Expiration Date**

➢ Select the appropriate **Link Type**

[Image]

Should it be **Internal _____** or **External ________**?

Why?

➢ Enter the **URL**

[Image]

What is the **URL**?
Where do we get it?
Is it **Relative** or **Absolute**?

➢ Enter the **Link Text**

[Image]

Your **Link Text** ________________________________

➢ Click **ADD**
What it should look like in the CMA:

What it should look like on the Training site.
Search Content by Text

➢ Click List/Search Content

➢ Enter all or part of the title of the piece of content you wish to search for and click Search

➢ If more than one item appears in the list, then you will need to locate the one you entered. If the Content ID is teal then you are not able to edit the content item, you do not have permissions to edit the content. This means that it is not your content, but someone else's with a similar title. If the Content ID is green then you can edit that piece of content.
You may have to go to the **Next** page or click **End** to go to the end of the list if it is very long.

Once you locate your piece of content, (the Delete option will be a link, there are no brackets) click on the Content ID in the ID column.
CKEditor

**Basics of CKEditor**
CKEditor is only accessible from the Add New Content Item or Edit Content Item screens of the CMA.

➢ From the Edit Content Item screen of the content we located above, scroll to the Body field. This section automatically displays the existing content in CKEditor and the toolbars. You also have access to the WYSIWYG USER GUIDE and Toolbar button size arrows are available to make the icons bigger or smaller.

**Toolbar Overview**
Top Row

Source

View or edit the source code of the document (for advanced users).

New Page

Clear the editing area and create a new page.

Preview

Shows a preview of the body in preview mode the way it will look on the site.

Print

Print document contents.

Templates

Pre-defined, ready-made document forms with page layout, text formatting and styling as well as other elements.

Cut

Cut the selected text fragment to the clipboard.

Copy

Copy the selected text fragment to the clipboard.

Paste
Paste content copied to the clipboard along with formatting.

Paste as plain text

Paste content copied to the clipboard without formatting.

Paste from Word

Paste content copied from Microsoft Word or similar applications along with formatting.

Undo

Undo the most recent action performed that wasn’t saved, up to ten.

Redo

Redo the most recent action performed that was undid, up to ten.

Find

Find a word or phrase in the document.

Replace

Find and replace a word or phrase in the document.

Select All

Select all contents of the document.

Spell Checker

Check spelling of the document text or enable Spell Check As You Type (SCAYT).
Form

Insert a new form into the document. This is an advanced feature that requires both knowledge of HTML and access to a server that will process the data sent via the form.

Checkbox

Insert a checkbox into the document form. This feature lets you select an item and send your selection to server when you are submitting the form.

Radio Button

Insert a radio button into the document form. This feature lets you select one item at a time and send your selection to server when you are submitting the form.

Text Field

Insert a text field into the document form. This feature lets you enter text into a single-line field and send your input to the server when you are submitting the form.

Textarea

Insert a multi-line text area into the document form. This feature lets you enter text into a multi-line scrollable field and are fields meant for longer entries.

Selection Field

Insert a selection field into the document. This feature lets you select one or more items from the scrollable list and send your selection to the server when you are submitting the form.

Button

Insert a button into the document form. This is a form element that gives the user a visual cue for completing a form action.
Hidden Field

Insert a hidden field into the document form. This a special form element that does not allow any interaction with the user and is hidden from view.

Second Row

| B | I | abc | x² |

Bold, Italic, Strike Through

Apply bold, italic or strike through formatting to text. These three basic font styles are frequently used in both print and online documents.

Subscript, Superscript

Apply superscript or subscript formatting to the text. Often used in mathematical expressions or footnote references.

Remove Format

Remove the formatting of the selected text. When all text styling is removed, the text is displayed with default paragraph formatting.

Insert/Remove Numbered List

Create a numbered list when you want to group a number of items in a particular order.
Insert/Remove Bulleted List

Create a bulleted list when you want to group a number of items that do not need to appear in any particular order.

Decrease/Increase Indent

Increase or decrease text indentation. Applied only to a block-level element such as a paragraph, a list item, or a div element.

Block Quote

Format a block of text as indented quotation when the quoted text consists of several lines or at least 100 words.

Create Div Container

Create a new div element in document source when applying formatting to a larger document fragment that extends beyond one block.

Align and Justify

The first two set text alignment left, or right. The third one is for full Justify (not suitable for the web).

Text direction from left to right or right to left

Set text direction from left to right (default value for most Western languages) or from right to left (languages like Arabic, Persian or Hebrew).

Set language

Set text to a different language or remove a language selected using the dropdown menu (Arabic, French or Spanish or Remove language).
Link or Unlink
Create or remove a hyperlink in the text. These features may also be used to manage file uploads and links to files on the web server.

Anchor
Insert a link anchor to lead to a point in a document or to content that is selected in a document.

Third Row

Image
Insert an image into the document. The Image Properties dialog window opens to let you set configuration options that define image source, size, display or other advanced properties.

Columns
Insert a column to the left or right, and two or three columns at a time in content using CK Editor.

Add alert box
Insert an alert box with four available Alert Types: Alert, Info, Warning, and Success; then Alert Content can be entered to complete the set-up.

Table
Create a table with the defined number of columns and rows. A quick and easy way to add, edit, and use advanced customization options in a document element.

Insert Horizontal Line
Insert a divider line (horizontal rule) into the document. Cuts the page into parts and spans from one side of the document to the other.
Insert Special Character

Insert a special character or symbol. The Select Special Character dialog window allows you to choose a symbol for Latin letters, numbers (including fractions), currency, punctuation, arrows, and mathematical operators.

Insert Page Break for Printing

Insert a page break in the editing area as two dotted lines with a break symbol. Prints two pages.

IFrame

Insert an inline frame (iframe). This is used to insert a frame containing another document in the middle of your document. The IFrame Properties window lets you set configuration options for URL, size, display properties, or advanced styling settings.

Embed YouTube Video

Insert a YouTube Video that will be embedded into your document.

Fourth Row

Formatting Styles

Apply pre-defined combinations of various formatting options to block and inline elements.

Paragraph Format

Apply pre-defined block-level combinations of various formatting options.
Font Name
Change the typeface of the text.

Font Size
Change the font size of the text.

Text Color
Change the color of the text.

Background Color
Change the background color of the text.

Maximize
Maximize the editor in the browser window.

Show Blocks
Highlight all block-level elements in the document.

About CKEditor
Show information about CKEditor.
Copy & Paste Tips

When creating content in Word, Excel or other software and then pasting it into CKEditor, there are a few things you can do to ensure a good result:

a) Fonts: Change the font in the word processor to the desired font prior to copying the text, especially in tables. The proper font should be Arial 10 pt.

b) Paragraph Spacing: In browsers, a single [Enter] or <p> paragraph code indicates that there should be double-spacing showing between paragraphs. This is applied automatically in browsers because of the way HTML coding is read. When we are creating content in Word, we usually press [Enter] twice to achieve this same effect.

➢ Go to the Student File folder to retrieve the file CKEditor_word and copy two additional paragraphs of text. This will be needed later when we add an image and look at paragraph spacing

➢ Press Shift/Enter after ‘goal?’ to create the second paragraph and double spacing

➢ Click on the Paste button in CKEditor, to paste copied text

When the content is pasted into CKEditor, it brings in the paragraph spacing correctly.
➢ Type an address block

➢ To save your results in the CMA Database, you must also click Update

➢ Go to the Training site to view the content
**Insert a Table Into CKEditor**

To insert a table simply locate the table, make sure the font is Arial 10 point then copy and paste it into CKEditor.

- Copy the table located in the Student files CKEditor_table
- Position the cursor below the address block and paste the table into the document
- Highlight the table to do additional formatting and select Styles -> Grid Table from the toolbar. *(Note: You can also use the Tables Properties menu item, by highlighting table and right-mouse click.)*
- Click Update to save the changes
- Go to the Training site to view the results
Connecting Document Assets to the Body Field
Add link to PDF or Other Document Asset

When adding PDF/document assets that are to be inserted in a piece of content, rather than associated, it is important to know the path. Since you have saved the URL in the Notepad, we already have the path readily available.

➢ Return to the Notepad
➢ Select and copy the path for the PDF file
➢ Return to CKEditor
➢ Type the text that will link to the asset (if not already there)
➢ **Highlight** the text that will link to the asset
➢ Click the **Link** button on the toolbar

![Link button on toolbar]

➢ Change the Protocol field to `<other>` and paste the URL for the asset in the **URL** field located on the **LINK INFO** tab

![Protocol and URL fields]

➢ Click on the **TARGET** tab and select **New Window (_blank)**

![TARGET tab selected]

➢ Click on the **ADVANCED** tab and enter the **Advisory Title**

![Advisory Title input]

The **Title** will appear, any time you hover over the **URL**.

![Title will appear]

➢ Click **Ok**

You will be returned to the **CKEditor** screen and you will see your link. However, you will not be able to test your link here.
Connecting Images to the Body Field

Add Image

➢ Position the cursor in the location where you want the image to go

Click the **Image** button on the toolbar

The following **Image Properties** window appears:

➢ Click on the **Select File** button to browse for an image in the **Asset Database**
➢ Select **Training Assets** from the **Agency Site Assets** dropdown

When the folder is selected, the asset file list appears.

➢ Click on “SELECT ONE”, **Type 493 fast**, click on the **493750 - Cartoon Faucet**

➢ Click **Insert**

➢ The **Alternative Text** defaults into the field. Change it to **Dripping Faucet Cartoon**

➢ Add **vertical** and **horizontal** spacing between the image and the text, and **border**,
➢ Click on the ADVANCED tab and enter the Advisory Title

Advisory Title

Dripping Cartoon Faucet

➢ Click OK

The image will be displayed in CKEditor.

If you click on the image here, you can pick it up and move it or change the size of the image.
**Note:** Be careful not to distort the image. It is best if the image is sized appropriately prior to adding it to the database, rather than resizing it here.

Is it better to simply repair or should you fork over the funds and commit to a new faucet for the dripping one? Well, that depends on your goals.

Do you simply want to stop the leak and save yourself a water bill, the planet some fresh water and the annoyance of the constant drip? If so, then a new gasket may be all you need. Are you looking to spruce up an out of date bathroom?

To get the text to wrap around the image we need to adjust the Alignment.

➢ **Right** click on the image and select **Image Properties**

➢ Select **Left** from the **Alignment** dropdown menu

➢ **Click OK**

The text will now wrap around the image.

➢ **Click Update**

➢ Go to **Training** site to see content, refresh screen
Edit Assets

At some point it may become necessary to replace an asset or edit the fields within an asset. If a PDF form needs to be updated with a new version of the form, or an image needs to be replaced with a newer image, you can simply go to that asset in the database and swap out the current asset for the new asset. Then where ever that asset is used, the new one will be seen without having to change the content. In order to do this we need to be able to find the asset in the database.

Find and Edit Asset Using ID Number

Each asset is assigned an File ID number. It is easiest to find the asset by searching on that ID number. Find the File ID number:

PDF/Document: The File ID number can be seen in the filename of the PDF or document while it is displayed on the web.

➢ Navigate to the PDF file/document and look at the URL

The filename of the asset has the File ID as part of the name (example: in http://w3.michigan.gov/documents/training/Sample_3_486270_7.pdf – 486270 is the File ID)

Image Asset: The File ID number can be seen in the properties of the image while it is displayed on the web.

➢ Right click on the image and select Properties
➢ In the CMA, click ASSETS and List/Search Assets

➢ Enter or paste the Asset ID number in the ID field
➢ Click Search. Locate the desired asset.

➢ Click on the ID number to make changes.

You will be taken to the Edit Asset screen.

Load a new file for this asset. Change the asset fields.

➢ Click Browse and select the file

When loading a new file, the old one will be deleted. If you want to keep the old one, add a new asset.

➢ Change the Alternate Tag (image) field so it is appropriate for the new image

When replacing images with a new image:

a) The dimensions of the original image will be in the database

b) If the new image is distorted or too large use the Image Sizer Tool to resize it

➢ Click Update

**Associate Content to Other Categories**

*When*

If there is a piece of content that needs to be displayed in more than one place/component, you could create a new piece of content which links to the first one. This will, however, create a new record in the database. If the content ever expires or is deleted, then your link will no longer be valid.

If you could re-utilize the same piece of content in multiple places, it would prevent problems of outdated links. To do this, all that needs to be done is to associate a second (or third or more) category to the piece of content.

The person making the association must have permission to the new category to be associated.
How

Search for a piece of content using the methods above.

If you do not have permission to edit the content, the ID number will be teal, however you can still associate it to a category you have permission to. If you have permissions to the content, the ID will be green. Click on the ID number.

With the Edit Content Item or View Content Item screen open, scroll to the bottom of the screen to display the associations.

➢ Click Select from List of Categories and ADD

Select the desired category from the Associated Category drop-down box. You will only see categories to which you have permissions.

➢ For class, choose TRAINING-WHATS NEW

➢ Leave Additional Association Type: set to None
➢ Set the Priority according to the category/component in which this content will be displayed
➢ Click Add
Remove Content & Assets

Items can be removed from the web when you either expire the content or delete the items from the database. Sometimes both have to occur.

**Expire Content**

Expiring content will remove the item from the web on the expiration date but will not remove the item from the database. The item can be used again by changing the Release and Expiration Dates.

- Click on the ID to edit the Content item

<table>
<thead>
<tr>
<th>Edit ID</th>
<th>Title</th>
<th>Description/Link</th>
<th>Priority</th>
<th>Release Date</th>
<th>Expiration Date</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>351791</td>
<td>(Trainee Author) Faucets - Repair or Replace?</td>
<td>Repair for a pitance or upgrade to a new unit?</td>
<td>10</td>
<td>03/07/2016</td>
<td></td>
<td>Delete</td>
</tr>
</tbody>
</table>

- Change Expiration Date field to date you want item removed from the web

Expiration Date: MM/DD/YYYY

- Click Update

**Delete Content**

Deleting content will move the item to a Recycle Bin category. The Site Administrator will be able to retrieve it for later use, however it can be difficult to find.

- List Content for the item to be deleted

<table>
<thead>
<tr>
<th>Edit ID</th>
<th>Title</th>
<th>Description/Link</th>
<th>Priority</th>
<th>Release Date</th>
<th>Expiration Date</th>
<th>Delete</th>
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<td>03/07/2016</td>
<td></td>
<td>Delete</td>
</tr>
</tbody>
</table>

- Click the Delete link

Are you sure that you want to delete:
- (Trainee Author) Faucets - Repair or Replace?
1 content item?

Keep existing category associations? [ ]

DELETE CANCEL

- Click Delete to confirm
OR

➢ Use the **DELETE** button in the **Edit Content Item** screen

![Edit Content Item](image)

➢ You will again be asked to confirm your deletion

![Delete Content](image)

**Note**: Deleting **Content** that is still in **Workflow** will not delete the **Workflow** record as they are in separate databases. The best way to eliminate the **Workflow** is to **Approve** it all the way through **Publishing**.

For either method above, if there is workflow still pending on this content, it will not be eliminated. You must still process the workflow to get rid of the workflow task.

**Removing Assets**

Assets can be removed from the web in two ways. Please make sure to use both of these methods when deleting assets.

1. Remove the **content** that displays the asset (see above). When doing this, the asset will remain in the database for later use.

   **Note**: Leaving a document asset in the database without removing the asset from the database will keep the asset available to the public via bookmarks they may have created and search engines, including the one on Michigan.gov which will continue to index it from the asset database.

2. Delete the asset from the database. If the asset is deleted you will not be able to reuse it without reloading it. To delete an asset from the database:
➢ List **Asset** or search for the item to be deleted

➢ **Check** the box next to the **Asset** and click the **Delete** button

**Note:** The Check All box is automatically selected too.

<table>
<thead>
<tr>
<th>ID</th>
<th>Asset Description</th>
<th>Created Date</th>
<th>Updated Date</th>
<th>Check All</th>
</tr>
</thead>
<tbody>
<tr>
<td>466288</td>
<td>Dripping silver faucet</td>
<td>04/08/2015</td>
<td>03/31/2016</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 1 of 1 entries
(Add)

➢ Click **Delete** again to confirm the deletion

![Delete Assets](image)

**Note:** Deleting an asset that has been included in a piece of content as a link or an image without being “**Associated**” to the content, will result in a broken link or image.
Miscellaneous Features

**Duplicate**

The **Duplicate** button at the top of the **Edit Content Item** screen allows you to duplicate a piece of content exactly. The screen will look exactly the same except the **Content ID** number will be new.

<table>
<thead>
<tr>
<th>CONTENT ID: 351791</th>
<th>Preview</th>
<th>UPDATE</th>
<th>DUPLICATE</th>
<th>DELETE</th>
</tr>
</thead>
</table>

This is useful when you have several items to add which are very similar. You can duplicate the items and then make and update the necessary changes.

- This is designed to be used when the duplicated content will be in the same **Primary Category**
- This is not to be used when you want to display the content in more than one place. Use **Associated Categories** for that purpose.

**CKEditor Preview**

**Preview** in CKEditor is used to look at the body field without the banner or navigation surrounding it. It also does not include the title field, associated assets, such as images, or contact information. This is good for quick proofing while working on content.

**CKEditor Preview vs. Production Preview**

The **Preview** button will take you to **Production Preview** and allow you to see the content with the banner and borders around it. It will not take you to the component or navigation page that will contain the link to the content. If you click **Preview** when you are editing a **Link** piece of content, you will simply see the link.

<table>
<thead>
<tr>
<th>CONTENT ID: 351791</th>
<th>Preview</th>
<th>UPDATE</th>
<th>DUPLICATE</th>
<th>DELETE</th>
</tr>
</thead>
</table>
If you want to see the link to the content in the component or navigation page, you will need to go to Production Preview and navigate to the appropriate site and page. You can navigate to the page using MENU in the upper left hand corner of the site:

![Menu](image)

or you can type it into the navigation bar at the top:

![Navigation Bar](image)

**Release/Expiration Dates & Preview**

If the **Release Date** is in the future, or if the **Expiration Date** has passed, the content will not be visible on Production Preview by navigating to it. In that case, you must use the CKEditor Preview button in order to see the content for editing and proofing purposes.

![Release/Expiration Dates](image)

**Versioning**

Versioning allows you to have several versions of a piece of content at the same time. It can be used as a form of revision control or making a back-up before editing content. The system does not automatically create a new version every time the Update button is clicked. Versioning control has been added in the lower right of the Edit Content Item screen:
Creating a Version

Creating a version is as simple as clicking on **Save Version**. The CMA will take a snapshot of the Content as it exists in the database. Therefore, it is important to understand what step of the Update process you are in.

Click **Save Version** before you start making changes to the Content. This will save the Content as it exists in the database before you click the **Update** button.

**Warning:** If you click **Save Version** before you click the **Update** button, none of your changes will be saved in the version. Conversely, if you realize you want to make a version before Updating, you can do so without losing your changes.

A good example of using versioning is seasonal content. As the seasons change, you can restore the version from the previous year. The Title, Description, Body Text, and Link fields could all be different, but the Content ID number would remain the same. **Important Note:** Workflow does not apply when using versioning.

Version History

Checking version history is done by simply clicking on **Version History**.
There can be up to 25 versions displayed in the dropdown list. The most recent version is listed at the top of the list.

<table>
<thead>
<tr>
<th>Versioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 - 2016/03/31 03:56:59 by trainee_author Restore Preview Version</td>
</tr>
<tr>
<td>5 - 2016/03/31 03:54:41 by trainee_author Restore Preview Version</td>
</tr>
<tr>
<td>4 - 2015/04/22 02:44:13 by trainee_author Restore Preview Version</td>
</tr>
<tr>
<td>3 - 2015/04/22 02:44:11 by trainee_author Restore Preview Version</td>
</tr>
<tr>
<td>2 - 2015/04/22 02:44:06 by trainee_author Restore Preview Version</td>
</tr>
<tr>
<td>1 - 2015/04/22 02:43:59 by trainee_author Restore Preview Version</td>
</tr>
</tbody>
</table>

**Previewing a Version**

Clicking on the **Preview Version** link will pop open a new window. This window contains the critical database fields to allow you to see the differences between the versions. It does not render the Content in a production preview mode. It only lists the specific items that can be changed.

---

**Restoring a Version**

Restoring a version is done by simply clicking on a **Restore** link.

---

When you click on **Restore**, the CMA will automatically create a new version of the current Content. Then, it will take the restored version and make it the current version. You do not need to click on **Update** or **Save Version**.
Workflow

What is Workflow

Workflow is the process of getting new content approved prior to going live on Michigan.gov. Content has to be approved by at least two people before it can go live. When a piece of content is created, a workflow task related to that piece of content is immediately created. A series of steps are necessary to be completed for the task to be done and the content to go live. Each step is assigned to a predetermined Workflow Group.

Workflow is defined by the agency and site administrator. Each button and all the content beneath it can have its own, separate workflow; the whole site can have a common workflow, or any combination in between.

Each workflow must have at least two steps. There will always be an Author step first and a Publisher step last. There could be one or more Editor steps in between. The number of steps in a given workflow is determined by the agency and site administrator. E-Michigan activates workflow according to their specifications.

Workflow Groups & Roles

At each step of workflow, the group responsible will be able to edit or modify the content. Whether or not they choose to do so is up to each department/agency to determine how they want to handle workflow – if they want to send all changes back to the author, or if each step should handle changes on their own.

Authors – Create or enter content into the CMA, proof content prior to sending to the next step in the workflow process. Workflow always starts with the author so that they can have a last look at the content before it moves forward.

Editors (1, 2 &3) – Review content and attributes; edit content and attributes; Approve content that should be forwarded to the Publisher; Reject content that should be sent back to the Author.

Publisher – Ensure quality and accuracy of HTML content and approve content for publishing to the live web site. At this point it will be ready to go live (see Cache Clearing).

Working with Workflow

When you create a piece of content and then click ADD, that piece of content will be placed in your workflow and a task will show up waiting for your approval.

Workflow can be accessed at any time in the CMA by clicking the CMA HOME link on the Top Navigation bar, then click in the check box next to Display My Workflow.

If one of the groups in which you are a member has a task waiting, a screen similar to the one on the next page will be presented. Otherwise you will see the following message stating that you do not have any outstanding tasks at this time.

There are no outstanding tasks assigned to you or your group.
Step 1: **The Author of the document must first** Accept the Workflow Task.

Step 2: **The Author's Approval**

Step 3: Editor Accepts the Task

**Note:** Once you have accepted a task, others can **no longer** see it in their workflow. This means that you **MUST** either **Approve** or **Reject** the task in order for the piece of content to be moved to the next step of workflow.

Step 4: Editor Approves or Rejects Content
Step 5: Publisher Accepts the Task

Note: Once you have accepted a task, others can no longer see it in their workflow. This means that you MUST either Approve or Reject the task in order for the piece of content to be changed to Live or sent back to the author.

Step 6: Publisher Approves or Rejects Content
Accepting will make it Live and remove the task from workflow.

Rejected Task
If the editor or publisher rejects a piece of content they are able to enter a reason for the rejection. The first 64 characters will be displayed when it is returned to the Author.

Rejected Task that is sent back to author
After the Continue Reject button has been clicked the task will return to the author’s workflow and the process starts again.
**Workflow & Deleted Content**

Sometimes content is deleted before workflow is completed. In that case, the workflow is not also deleted, it remains.

In order to eliminate the workflow task for deleted content, simply complete the workflow task.

**Content Stuck in Workflow**

If you have completed workflow but the content is not appearing on the live site, check to see if the content is finished with workflow.

1. Edit the content
2. Check the **Content Status**
3. If the status is **IN_PROGRESS**, the content will not go live
4. Check to see if **Workflow** is complete by scrolling to the bottom of the screen
5. Contact the **Site Administrator** to get **Workflow** moving again

**Workflow Complete – Still Not Live**

If you have completed workflow and the content is not appearing on the live site and you checked workflow and it is finished:

➢ Click the **Update** button
The **Status** will change to **Live** and it will go live at the next **Cache Clear** (see below).

---

**Cache**

**How It Works – New Content**

In order to speed things up for users, there are several cache servers in place. When a request for a page comes in, it goes to the first available cache server. If the page is not on that server, the CDA creates it and sends it out.
Eventually each cache server will contain the same page, as that page is requested from each server.

When the next request for the same page comes in, the cache server delivers it without contacting the CDA.

Eventually there are many pages on all of the cache servers.

As people work in the CMA, changes are made which are not reflected on the cache servers.
How It Works – Changed Content

As changes are made, information about those changes is stored in a Cache-clear bucket.

At regularly scheduled times; the cache is cleared according to what is stored in the Cache-clear bucket.

- **Cache Clear Schedule Weekday**: 1 a.m. 9 a.m. 12 p.m. 3 p.m. 6 p.m. **Weekend**: 1 a.m. 6 p.m.

  - **Weekdays**:
    - 1:00 am
    - 9:00 am
    - 12:00 pm
    - 3:00 pm
    - 6:00 pm
  - **Weekends**:
    - 1:00 am
    - 6:00 pm

When one of those times occurs, the CDA reads the Cache-clear bucket and deletes the corresponding item on the cache servers and replaces it with the updated content. It then also deletes the record in the Cache-clear bucket.

**Please Note**: This takes time! The Cache Clear Schedule represents START times, not completed times. The Cache Clear can take from one half to one hour to complete depending on the time of day and the amount of traffic on the servers. Please be patient after the start of a cache clear. Your content may not be consistent for a while.
What is not Cleared

Top & Bottom Navigation
FAQs
Contact
Left Navigation
New & Removed Categories
Right Navigation
Global Quicklinks
Local Quicklinks
Full Content from Left Navigation
**How to Update Items not Cleared**

Contact Site Administrator with information:

- Content ID number
- Category ID number (if applicable)
- How to navigate to it

Site Administrator is Cache Clear Admin or will contact CMA expert for site.

**Cache Clear Admin Can:**

Clear a particular piece of content or category not cleared during the schedule.

Clear a particular piece of content at a specific time (when cache clear schedule does not meet needs).

Please contact e-Michigan ahead of time to schedule special cache clears.

**Next Steps**

- Obtain appropriate permissions if you do not already have them. Contact your site administrator to obtain permissions to the categories where you will be working.

- Find out any naming conventions and standards for your site from your site administrator for such things as:
  - Asset File Names
  - Asset Descriptions
  - Internal/External links

- Practice in the Training site. If you have content and assets you want left for future practice, let trainer or site admin know.

- If you want to be removed from the Training site, please send e-mail to John Estill or site admin.

- For questions, etc., please see your site administrator/agency contact. You can see a list of agency contacts on [http://www.michigan.gov/emichigan](http://www.michigan.gov/emichigan) and click on CMA Users.

- When you are ready to add or edit content, start with the **Quick Guides**

  **Do evaluation online:** Favorites/ TRAINING EVALUATION QUESTIONNAIRE
## Revision History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Author</th>
<th>Section(s)</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/16/2016</td>
<td>John Estill</td>
<td>All</td>
<td>Updates for document</td>
</tr>
<tr>
<td>03/22/2018</td>
<td>Suzanne Pauley</td>
<td>Revision History and Cover Page</td>
<td>Added revision history table and last reviewed date to the cover page</td>
</tr>
</tbody>
</table>