

# VERSION 2.0

Prepared by Portland Webworks  
For Live Better Idaho

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Live Better Idaho  
User Guide

POWERED BY



## Table of Contents

<b>Table of Contents</b>	<b>2</b>
<b>Introduction</b>	<b>3</b>
<b>1. Create Account</b>	<b>4</b>
<b>2. Login to Account</b>	<b>7</b>
<b>3. Add Content</b>	<b>8</b>
<b>4. Add Events</b>	<b>18</b>
<b>5. Add Alerts</b>	<b>23</b>
<b>6. Add Spanish Translation Content</b>	<b>25</b>
<b>7. Using the Map Link feature</b>	<b>27</b>
<b>8. Manage Content</b>	<b>28</b>
<b>9. Add Meta Tags</b>	<b>31</b>
<b>10. Logout</b>	<b>32</b>

## Introduction

Live Better Idaho is a citizen portal introduced by the State of Idaho to enhance the delivery of health and human services that improve quality of life for Idahoans.

The benefits of the portal are twofold:

**A. To match web visitors with appropriate state and community partners in healthcare, nutrition, and family support services for the State of Idaho.**

In the effort to build a bridge between citizens and state service providers, Live Better Idaho brokers the relationship between citizens and state agencies to make it easier to find the specific services citizens are seeking.

The straightforward web portal applies filters for age, income, family size, and location to match a visitor's user profile with the appropriate services. Citizens can also maintain a user account that tracks service information and updates

**B. To offer community partners the ability to create a web profile containing information about services for the people of Idaho.**

A key component of the web portal is the ability for community partners to add and update information for citizens about community health and human services. Community partners can create an account at Live Better Idaho that allows access to create and update information about services for Idaho citizens.

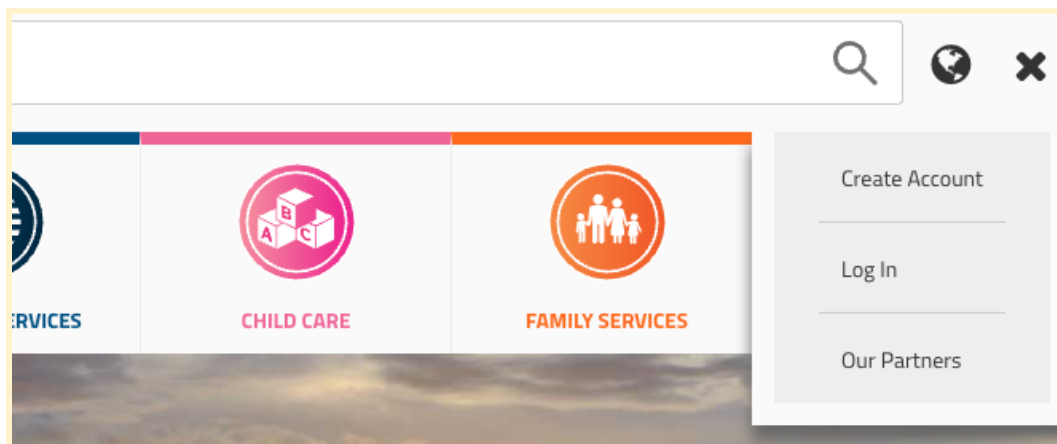
This guide is intended to help third-party community partners execute the following tasks:

- a. Create Account
- b. Login to Account
- c. Add Content
- d. Add Events
- e. Add Alerts
- f. Add Spanish Translation
- g. Using the Map Link Feature
- h. Manage Content
- i. Log Out

## 1. Create Account

Creating a Partner account on Live Better Idaho is easy. An account allows community partners to add, edit, and publish content to the Live Better Idaho website. To begin, visit <http://www.livebetteridaho.org>.

- C. Click on the menu dropdown in the upper right-hand corner of the page. Select "Our Partners."



- D. Read the information about Partners, watch the introductory video, and send an email to [partner@livebetteridaho.org](mailto:partner@livebetteridaho.org) to begin a conversation about the LBI website and how your service could fit into the site.
- E. Click Request Partner Account on the right hand menu.
- F. Read the Memorandum of Understanding (MOU), and check off the MOU Terms to indicate understanding of key MOU information.

### Request Partner Account

In order to complete a partner account request, fill in the application fields and submit along with an approved MOU (included below.)

Please open and read the MOU, then review the primary responsibilities (MOU Terms) of a service provider:

[Memorandum of Understanding \(MOU\)](#)

**MOU Terms \***

- ☐ I understand that my content and the organization of the site may be modified without my approval to maximize the usefulness of Live Better Idaho.
- ☐ I agree that my content will look consistent with other content on the Live Better Idaho website.
- ☐ I will not publish content on Live Better Idaho that in any way demeans other service providers.
- ☐ I will make sure my content is accurate and up to date.
- ☐ I will make sure my content is presented professionally.
- ☐ I agree that my content will not promote illegal activity and will provide a valuable service to Idahoans.

### Partner Resources

- [Our Partners](#)
- [Partner FAQs](#)
- [Request Partner Account](#)
- [Download User Guide](#)
- [LBI Branding Guide](#)
- [Contact LBI Staff](#)

- G. Complete the Request Partner Account form. Complete all required fields and as many of the optional fields as possible to help us to best understand the services you offer.

Contact Name \*

Organization \*

Job Title \*

Phone Number \*

Email \*

Description of Organization \*

Organization Website

- H. Type in your name and click Submit Account Request.

☐ By signing the MOU electronically, I certify that I have read and understand the contents of this MOU. I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

Signature

2017 ▾ Apr ▾ 11 ▾

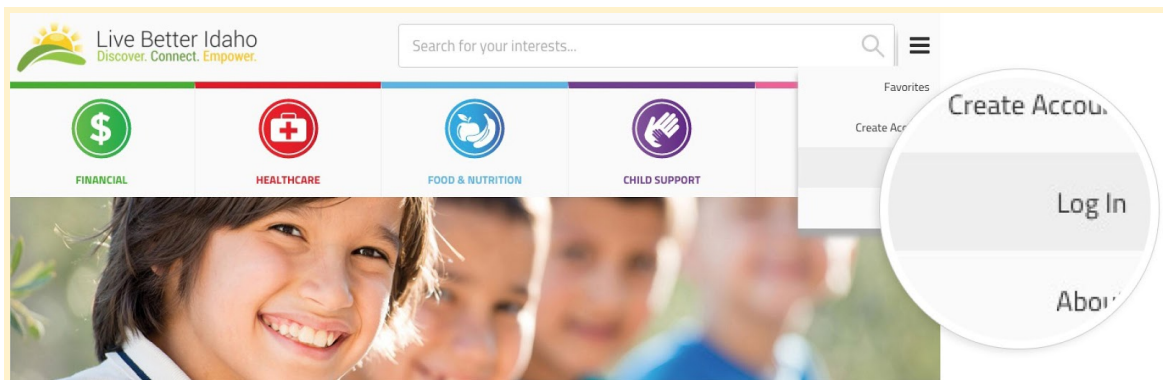
SUBMIT ACCOUNT REQUEST

- I. Live Better Idaho staff will contact you within 5-7 business days to review your request and discuss next steps
- J. When your account has been approved, you will receive an email with your User Name and a temporary Password. You will use the link in the email to reset your password. This link is only active for 7 days, so please reset your password as soon as you receive the email.
- K. Log in to start adding content for your service.

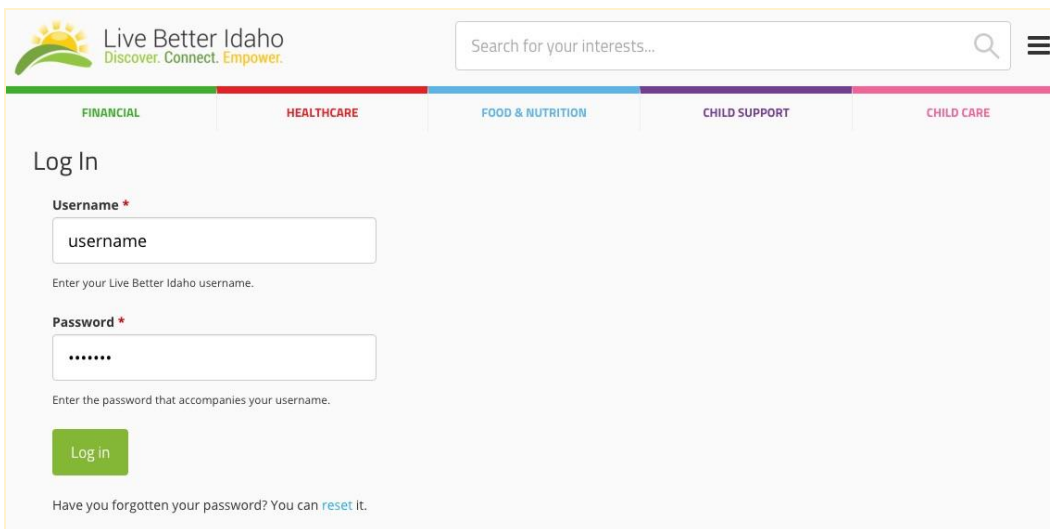
## 2. Login to Account

Once an account has been activated, community partners can login at <http://www.livebetteridaho.org/user>.

- A. To login, click on the menu dropdown in the upper right-hand corner of the page and select “Log In.”

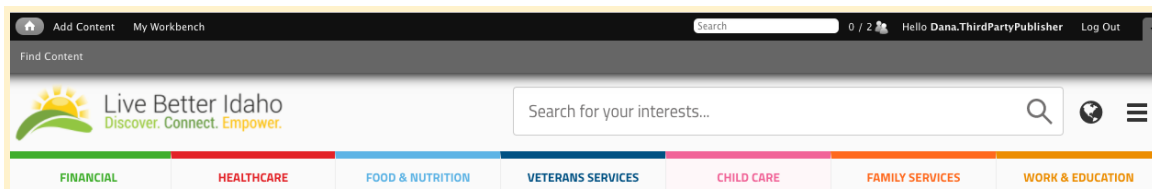


- B. On the Log In page, enter the user name and password for the account and click the “Log in” button.

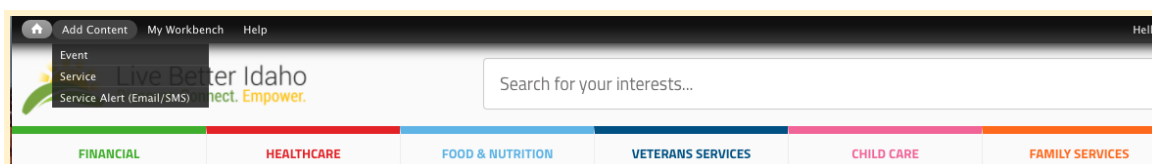

 This screenshot shows the 'Log In' page of the Live Better Idaho website. The page has a header with the logo, search bar, and menu icon. Below the header is a row of category buttons: FINANCIAL, HEALTHCARE, FOOD & NUTRITION, CHILD SUPPORT, and CHILD CARE. The main content area is titled 'Log In' and contains two input fields: 'Username \*' and 'Password \*'. The 'Username' field contains the text 'username'. Below the 'Password' field is a green 'Log In' button. At the bottom of the form, there is a link that says 'Have you forgotten your password? You can [reset it](#).'

## 3. Add Content

When logged into the account, an admin menu bar will appear across the top of the website. From this admin menu bar, you can Add or Find Content, Manage Content in My Workbench, or search the Admin Menus with the Search feature.



- A. To create a new Service page, click the “Add Content” dropdown in the left corner of the menu bar and select “Service”.

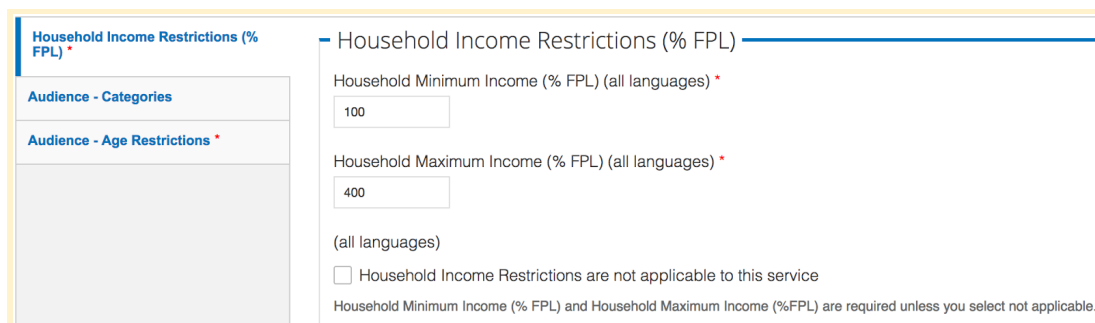


- B. Add a Service Name for your service. This is a required field, as are all fields marked with a red asterisk (\*).
- C. Add Target Audience Demographics: These are required fields, as they are very important in determining the Likely Eligible flags placed on the services in the search results.

**NOTE:** For these fields to contribute to placement of the likely eligible flags, Household Income Restrictions must be filled out, and either Audience - Age Restrictions or Audience Categories must be filled out or both. If neither Age nor Audience is completed, or they only have N/A selected, the service will never be flagged as Likely Eligible.

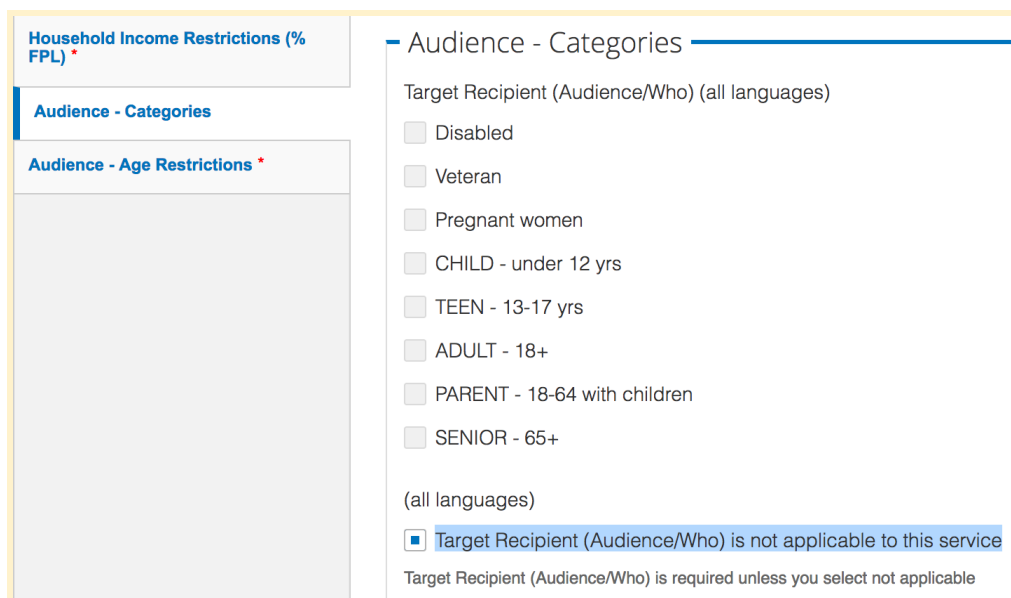
- a. Household Income Restrictions (%FPL): The Minimum and Maximum fields are optional fields, however, they are very important in determining the Likely Eligible flags placed on the services in the search results. Check the “Household Income Restrictions are not applicable to this service” checkbox if you do not wish to enter any values for these fields. It does not work to enter only one of the two fields. Enter both or none.

Click the “Household Income Restrictions (%FPL)” tab and enter income restrictions for your service.



- b. **Audience - Categories:** The Target Recipient categories are optional, however, they are very important in determining the Likely Eligible flags placed on the services in the search results. Check the “Target Recipient (Audience/Who) is not applicable to this service” checkbox if you do not wish to enter any values for these fields.

Click on the Audience - Categories tab to select Target Recipient (Audience/Who) options.



- c. **Audience – Age Restrictions.** These are optional fields. These fields also play an important role in determining the Likely Eligible flags. Check the “Audience Age restrictions are not applicable to this service” checkbox if you do not wish to enter any values for these fields.

Click the “Audience – Age Restrictions” tab and enter age restrictions for your service.

Household Income Restrictions (% FPL) \*

Audience - Categories

Audience - Age Restrictions \*

Audience - Age Restrictions

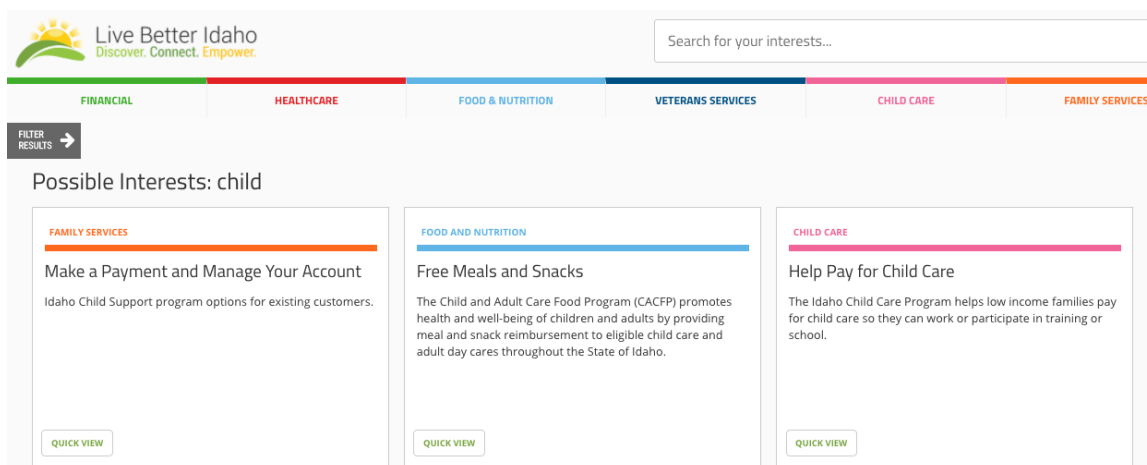
Minimum Eligibility Age (all languages) \*

Maximum Eligibility Age (all languages) \*

(all languages)  
☐ Audience Age restrictions are not applicable to this service  
Minimum Eligibility Age and Maximum Eligibility Age are not required unless you select not applicable

- D. Choose “Top Level Services/Categories” from the required drop down. This is the category relevant to your service.
- E. Copy and paste, or type a brief summary of your service in the “Summary” field. If you are adding content via copy and paste, change the Text format to “Plain Text” and use CTRL V to paste.

This Summary will appear in the “Quick View” of the service when the service is displayed in a grid view with other similar services. (See an example of the Quick View below). If you choose to omit the Summary, the first 320 characters of the “Description of Service” will appear in the Quick View.



The screenshot shows the Live Better Idaho website interface. At the top, there's a search bar and navigation tabs for Financial, Healthcare, Food & Nutrition, Veterans Services, Child Care, and Family Services. A 'Filter Results' button is visible. Below the tabs, the page displays 'Possible Interests: child'. Three service cards are shown in a grid:

- FAMILY SERVICES:** 'Make a Payment and Manage Your Account' - Idaho Child Support program options for existing customers. Includes a 'QUICK VIEW' button.
- FOOD AND NUTRITION:** 'Free Meals and Snacks' - The Child and Adult Care Food Program (CACFP) promotes health and well-being of children and adults by providing meal and snack reimbursement to eligible child care and adult day cares throughout the State of Idaho. Includes a 'QUICK VIEW' button.
- CHILD CARE:** 'Help Pay for Child Care' - The Idaho Child Care Program helps low income families pay for child care so they can work or participate in training or school. Includes a 'QUICK VIEW' button.

- F. Copy and paste, or type a brief description of your service in the “Description of Service” field. Text can be formatted with bold and italic by selecting the text and clicking the “B” for bold or “I” for italic buttons. Numbered or bulleted lists can be created by highlighting text and clicking the corresponding icon.

- G. The options under “Text format” determine the level of control over the formatting. The “Plain text” option can be useful for removing prior formatting when copying and pasting text from elsewhere.

Summary

Content limited to 320 characters, remaining: 320  
Summary of Service will appear in the Quick View of the service.

Description of Service \*

Switch to plain text editor

Text format: Full HTML

- Global tokens will be replaced with their respective token values (e.g. [site.name] or [current-page.title]).
- Web page addresses and e-mail addresses turn into links automatically.
- Lines and paragraphs break automatically.

[More information about text](#)

- H. In the Action Steps fields list, complete any tabs which relate to your service. Only fields with text entered will be visible on the site. The Custom Accordion and Custom Accordion 2 tabs are available to create a unique information category if the existing ones do not meet your needs. (See an example on Pg. 13 of a Custom Accordion currently on the site.)

## Action Steps

Action Steps fields are Optional fields. Completing any of these fields will help users quickly understand how to access this service. Enter the appropriate information into any or all of these fields. Only fields with content will appear on the site.

Apply Online

Apply over the Phone or In Person

Apply by Mail, Email or Fax

Take Action

Custom Accordion

Custom Accordion 2

Apply Online

Application Info - online

Switch to plain text editor

Text format: Full HTML

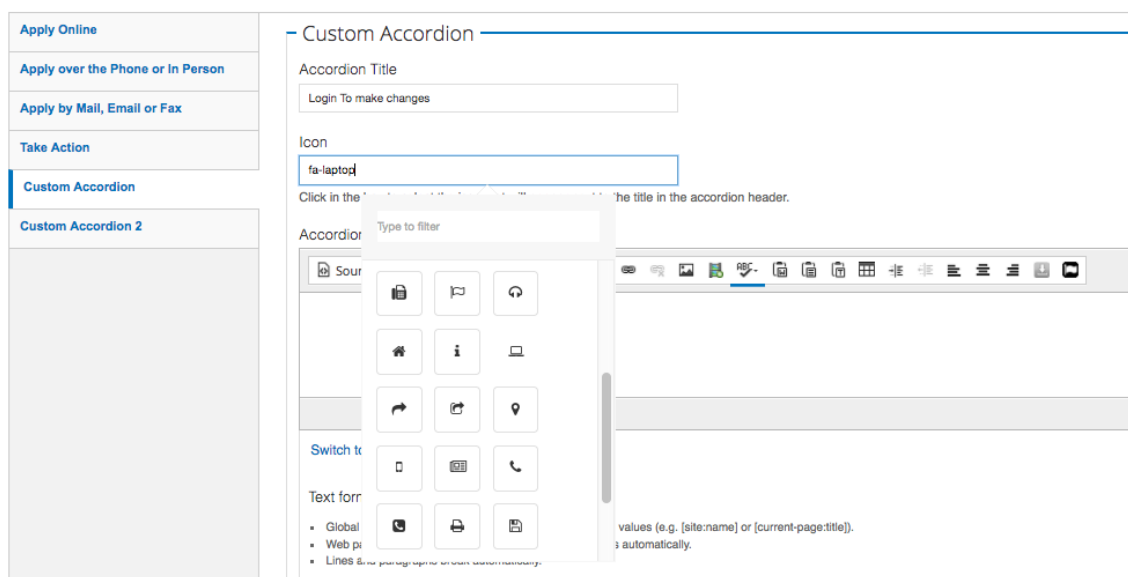
- Global tokens will be replaced with their respective token values (e.g. [site.name] or [current-page.title]).
- Web page addresses and e-mail addresses turn into links automatically.
- Lines and paragraphs break automatically.

[More information about text formats](#)

- I. Click the “Apply Online” tab and it will open the “Apply Online” field. Enter or copy and paste online application information for this service into the field and format your text.
- J. Click the “Apply over the Phone or in Person” tab and it will open the “Apply over the Phone or in Person” field. Copy and paste or enter any phone contact information or the address to apply to this service, and format your text.
- K. Click the “Apply by Mail, Email or Fax” tab and it will open the “Apply by Mail, Email or Fax” field. Copy and paste or enter any phone, email, or fax contact information for applying to this service, and format your text.
- L. Click the “Take Action” tab and it will open the “Take Action” field. Copy and paste or enter any information for taking action to receive this service, and format your text.
- M. Click the “Custom Accordion” tab and it will open the first of two “Custom Accordion” fields. Use one or both of these fields if you have additional information you’d like to share about your service.
  - a. Enter a Title, and an Icon which will be displayed next to the Title. In the “Icon” field, click in the field to display your choice for icons. Click on the Icon you’d like displayed and tab into the Accordion Text field.
  - b. Copy and paste, or type any information for this service in the “Accordion Text” field, and format your text.

## Action Steps

Action Steps fields are Optional fields. Completing any of these fields will help users quickly understand how to access this service. Enter the appropriate information into any or all of these fields. Only fields with content will appear on the site.



The screenshot shows a web form with a sidebar on the left containing tabs: "Apply Online", "Apply over the Phone or in Person", "Apply by Mail, Email or Fax", "Take Action", "Custom Accordion" (selected), and "Custom Accordion 2". The main content area is titled "Custom Accordion" and contains the following fields:

- Accordion Title:** A text input field containing "Login To make changes".
- Icon:** A text input field containing "fa-laptop". Below this field is a tooltip that says "Click in the 'Icon' field to display your choice for icons. Click on the Icon you'd like displayed and tab into the Accordion Text field."
- Accordion Text:** A large text area for entering content. A "Type to filter" dropdown menu is open, showing a grid of icons including a laptop, a house, a person, a location pin, a smartphone, a printer, and a document. Below the grid are options for "Switch to" and "Text format" (Global, Web page, Lines).

At the bottom right of the text area, there is a note: "values (e.g. [site.name] or [current-page:title])." automatically.

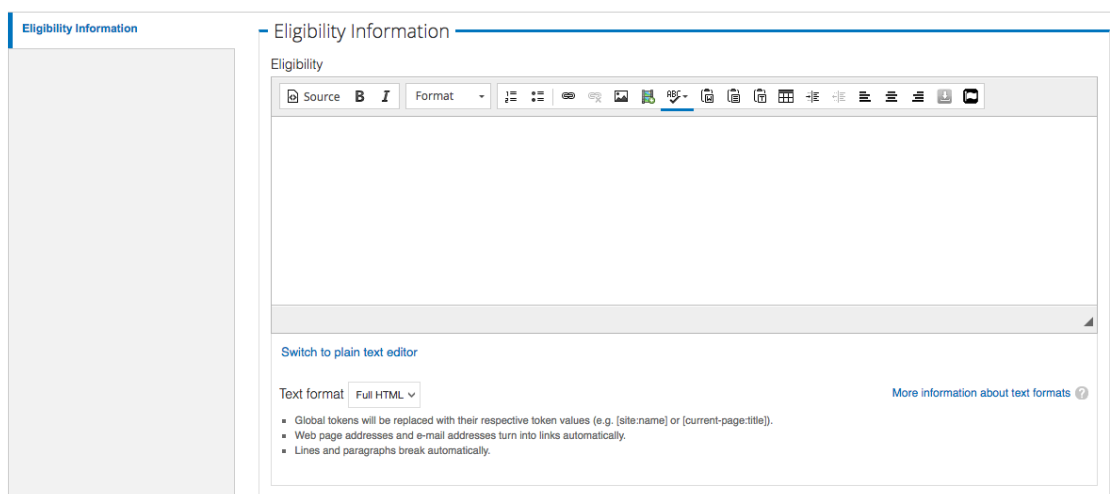
This is how the above example of “Login to Make Changes” appears in the Custom Accordion on the site:



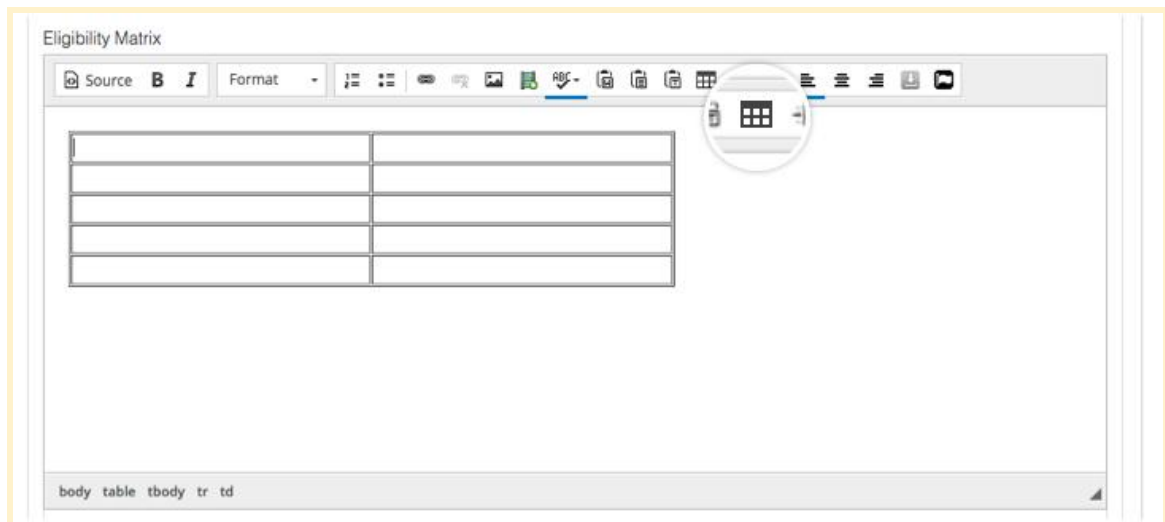
- N. In the Eligibility Information fields, copy and paste or enter any information on Eligibility for this service in the “Eligibility Information” field, and format your text.

## Eligibility

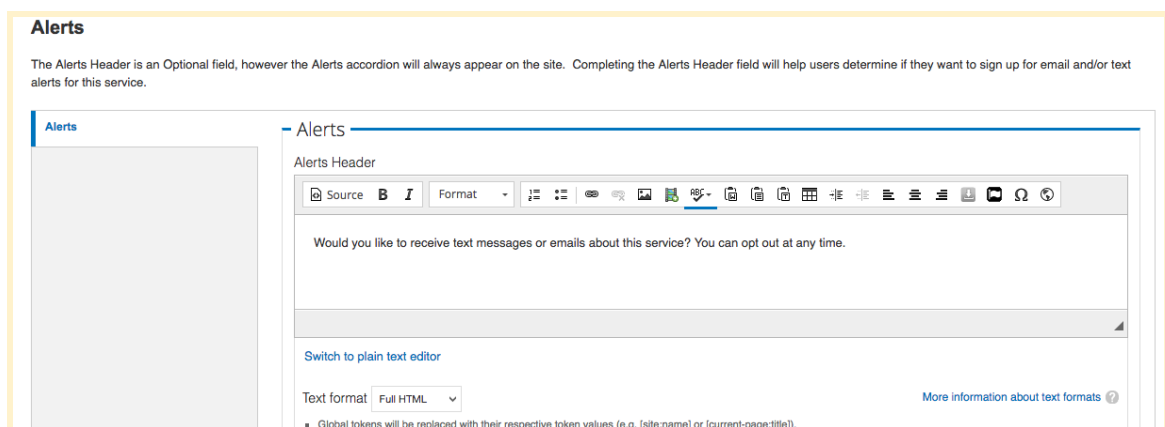
The Eligibility fields are Optional fields. Completing either of these fields will help users quickly understand the eligibility criteria for this service. If you have an eligibility matrix, enter it using the table icon in the toolbar of the Eligibility Matrix text box. Enter the appropriate information into one or both of these fields. Only fields with content will appear on the site.



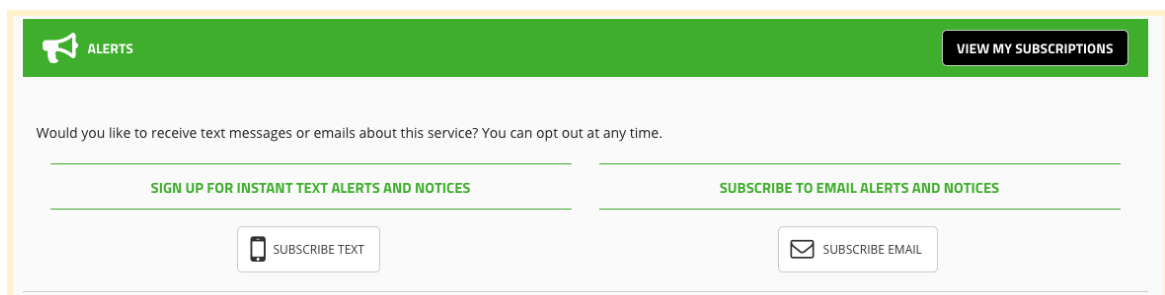
- O. In the Eligibility Matrix field, click the Grid icon to create a table as shown below, to display Eligibility information if needed. This matrix can be formatted with any number of rows or columns, and will display in the Eligibility accordion on the service page. The grid will automatically have the correct color for the Top Level Category you selected above.



- P. The Alerts accordion will always appear on the service page, allowing users to subscribe to any email or text alerts that could be sent for this service. The “Alerts Header” field includes the default text “Would you like to receive text messages or emails about this service? You can opt out at any time.” You can change this informational text to better fit your service.

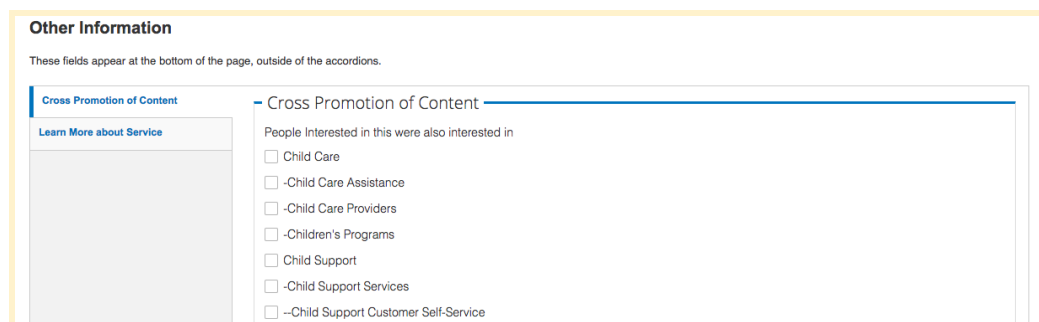


This is how the default Alerts Header entered above will appear on the site:



**Q.** The Other Information fields are optional.

**a.** “Cross Promotion of Content” has two purposes.



**Other Information**

These fields appear at the bottom of the page, outside of the accordions.

**Cross Promotion of Content**

Learn More about Service

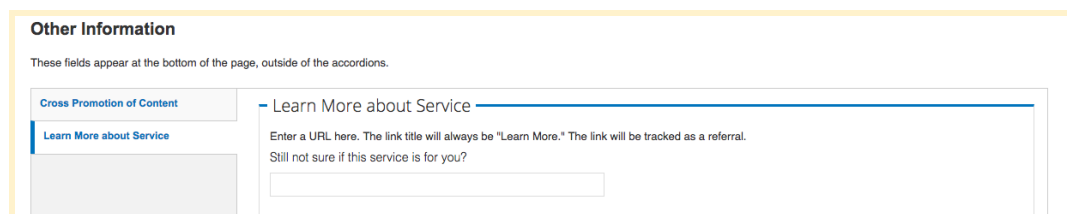
People interested in this were also interested in

- ☐ Child Care
- ☐ -Child Care Assistance
- ☐ -Child Care Providers
- ☐ -Children's Programs
- ☐ Child Support
- ☐ -Child Support Services
- ☐ --Child Support Customer Self-Service

First, each topic you click will display as a list of links at the bottom of the service page.

Secondly, your service will also be visible in the grid view when a user searches for that term. For example: if your service is in the Top Level category of Food & Nutrition, and you choose “Child Support” in the Cross Promotion list, your service will display when a user clicks on Child Support in the main navigation drop down menu.

**b.** “Learn More About Service” will display as a link “Learn More” at the bottom of the service page. You can add an external website link to this field to direct users to additional information.



**Other Information**

These fields appear at the bottom of the page, outside of the accordions.

**Cross Promotion of Content**

Learn More about Service

Enter a URL here. The link title will always be "Learn More." The link will be tracked as a referral.  
Still not sure if this service is for you?

**R.** The Service Provider Contact Information fields are all Required. This information is not displayed on the website, but is used internally by IDHW to contact service providers when needed. Enter the name, phone number, email and organization of the Service Provider Contact.

**Service Provider Contact Information (not made public)**

This information is not displayed on the Live Better Idaho website, it is for internal use only.

**Contact Information (not made public) \***

**Contact Information (not made public)**

Primary Contact Name \*

Primary Contact's Phone #

Primary Contact's Email \*

Primary Organization \*

- S.** The Location Information tab is optional if your service is offered state-wide. If it is offered only in a specific location(s), you can add in the location(s). This will help users to find services offered near them when searching by zip code. It will also give you the ability to create a map visible at the bottom of the page, or to create a map that you can link to from any of the accordions or service description fields.
  - a.** In the Display Map drop down: Only change this to Yes if you want the map to appear at the bottom of the service.
  - b.** Add in Service Location information appropriate to your service. You can add as many service locations here as you'd like. They will all appear as pins on a Google map when the service is published.

**Location Information**

Location information is used to narrow down search results.

**Location \***

**Location**

Display Map? \*

no ▾

Would you like to display the locations you enter here as a map visible at the bottom of this Service page? If so, select yes. You are always able to link to an external map page via the map token described in the Map Link Entry section above.

Service Location

**Service Location**

Location name

e.g. a place of business, venue, meeting point

Street

Additional

City

State/Province

Idaho ▾

Postal code

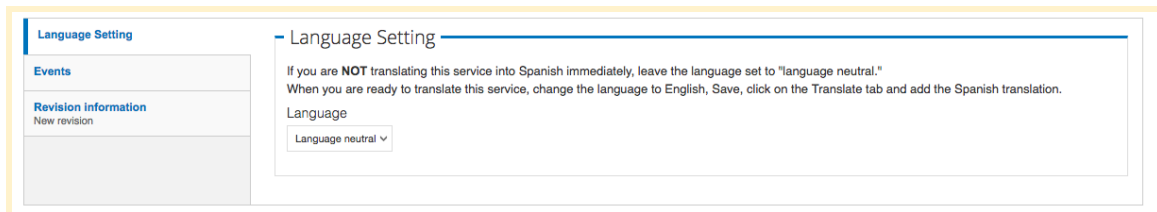
Phone number

Fax number

Hours

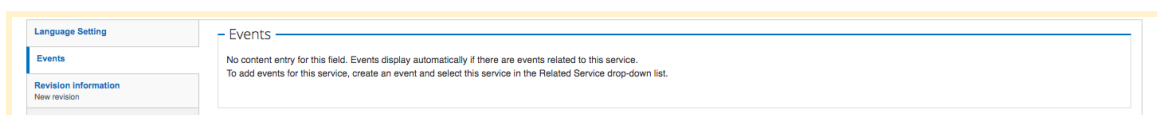
Add another item

- T. The Language Setting field should remain Language Neutral if you are not translating to Spanish immediately. If you do have a Spanish translation, change this field to English, and then add the Spanish translation. See Section 7 for Spanish translation instructions.



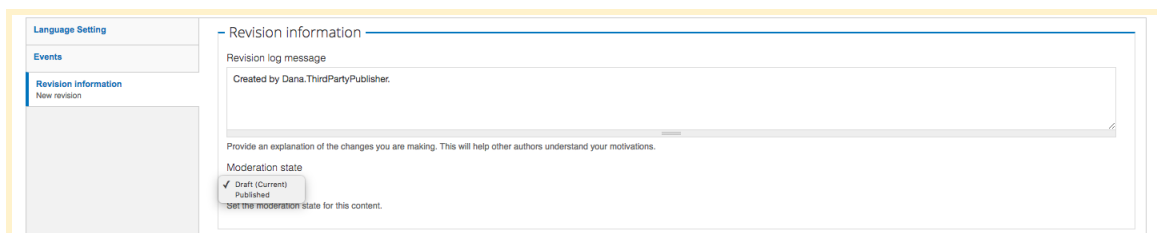
The screenshot shows the 'Language Setting' tab selected in the left sidebar. The main content area has a title 'Language Setting' and a sub-header 'Language'. Below the sub-header is a dropdown menu currently set to 'Language neutral'. A note above the dropdown states: 'If you are NOT translating this service into Spanish immediately, leave the language set to "language neutral." When you are ready to translate this service, change the language to English, Save, click on the Translate tab and add the Spanish translation.'

- U. The Events tab does not require any information from you. If you do have events you'd like to publish on the service, see SECTION 5 on Adding Events.



The screenshot shows the 'Events' tab selected in the left sidebar. The main content area has a title 'Events' and a sub-header 'Events'. Below the sub-header is a text area with the following text: 'No content entry for this field. Events display automatically if there are events related to this service. To add events for this service, create an event and select this service in the Related Service drop-down list.'

- V. The Revision Information tab is optional. You can add a Log Message to document the reason for making any changes. Set the Moderation State to Draft if you have more changes to make before publishing. Or, you can change the Moderation State to Published for the service to be visible on the site.



The screenshot shows the 'Revision Information' tab selected in the left sidebar. The main content area has a title 'Revision information' and a sub-header 'Revision log message'. Below the sub-header is a text area containing the text 'Created by Dana.ThirdPartyPublisher.' Below the text area is a section titled 'Moderation state' with two radio buttons: 'Draft (Current)' (which is selected) and 'Published'. A note below the radio buttons states: 'Set the moderation state for this content.'

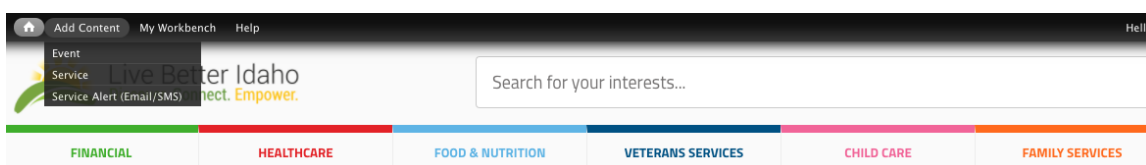
- W. Click Save. Note: Once you have published the service, it will take a few minutes before the service is visible on the site.

## 4. Add Events

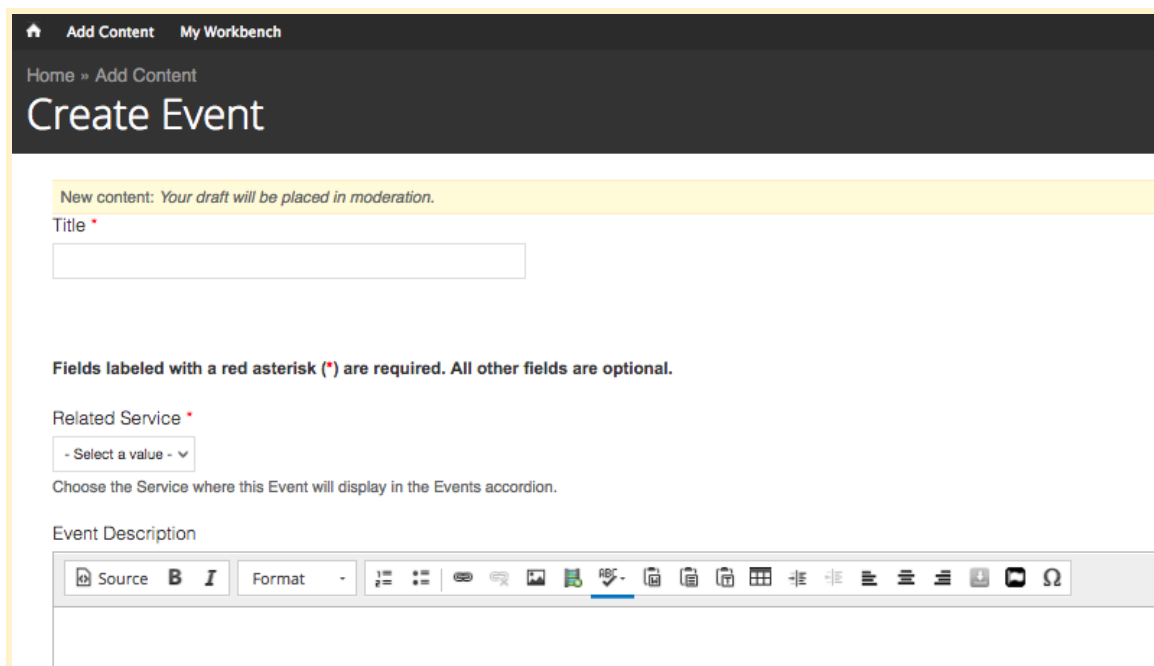
Once your service page has been created, you can add upcoming events to the service. Events appear in the Events accordion on the service page. You have the option to create events as a one-time or recurring event.

Live Better Idaho users have the ability to add events to their LBI calendar as well as export events to their own personal calendars. See Page 21 for an example of an Event displayed in a Service.

- A. To add an event, click the “Add Content” option in the top left corner of the menu bar and select “Event”.



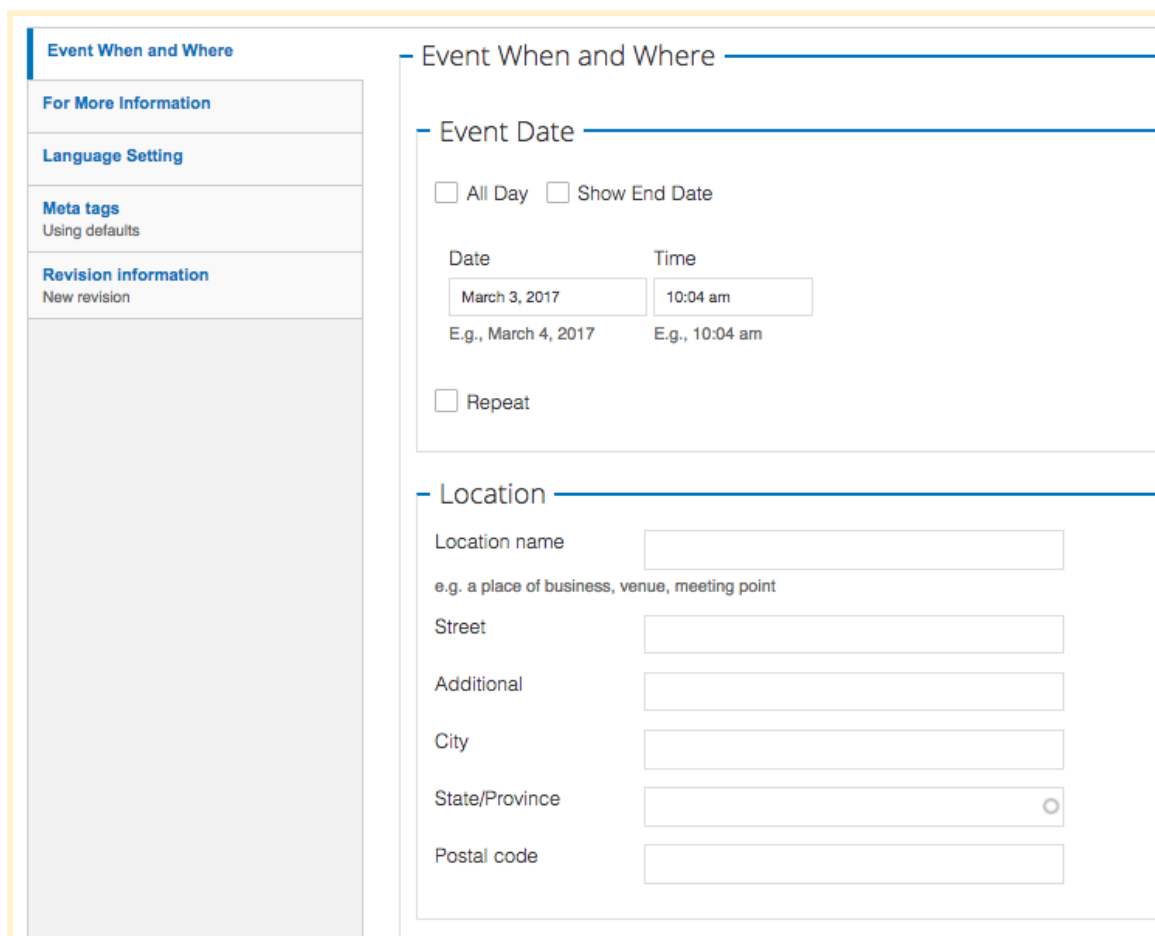
- B. On the “Create Event” page, fill out all of the required fields and as many of the optional fields as needed for your Event.



The screenshot shows the 'Create Event' page. At the top, there's a navigation bar with 'Add Content' and 'My Workbench'. Below it, a breadcrumb trail reads 'Home » Add Content'. The main heading is 'Create Event'. A yellow banner message states: 'New content: Your draft will be placed in moderation.' Below this is a 'Title \*' field with a red asterisk indicating it is required. A message below the title field states: 'Fields labeled with a red asterisk (\*) are required. All other fields are optional.' The 'Related Service \*' field is a dropdown menu with the text '- Select a value -' and a red asterisk. Below this dropdown, a note says: 'Choose the Service where this Event will display in the Events accordion.' The 'Event Description' field is a rich text editor with a toolbar containing options like Source, Bold, Italic, Format, and various text formatting icons.

- C. Select the “Related Service” from the required drop down to choose which service this Event will be displayed within. Because you can only create Events for the Services you manage, this list will only display those Services.

- D. Add your “Event Description” in the text box, up to 320 characters. This information will be displayed in the Event Accordion in your Service.
- E. Add your “Event When and Where” (Date and Location) so LBI users can find your event. The “Event Date” can display just the start date and time, or both start and end date and time. You can also select All Day event, which will remove the Time field entirely.



**Event When and Where**

**For More Information**

**Language Setting**

**Meta tags**  
Using defaults

**Revision information**  
New revision

**Event When and Where**

**Event Date**

☐ All Day ☐ Show End Date

Date Time

March 3, 2017 10:04 am

E.g., March 4, 2017 E.g., 10:04 am

☐ Repeat

**Location**

Location name

e.g. a place of business, venue, meeting point

Street

Additional

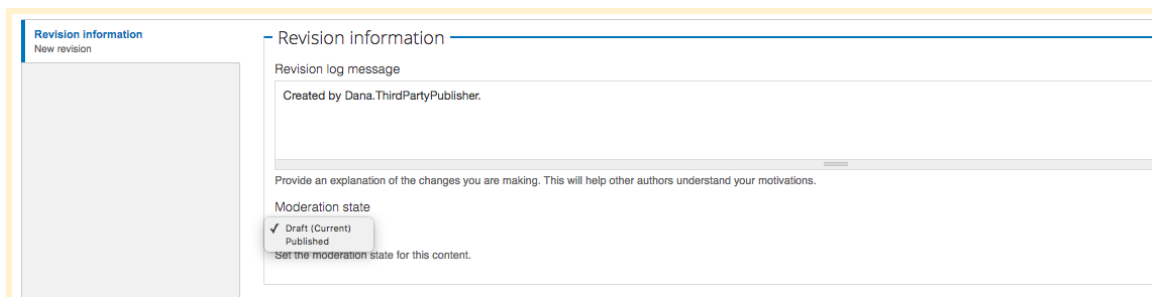
City

State/Province

Postal code

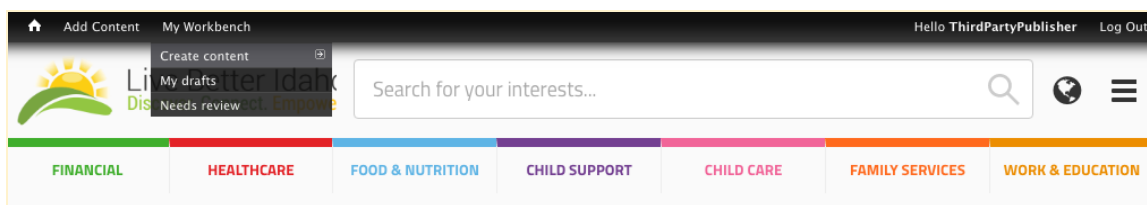
- F. In the “For More Information” tab, include contact information for the Event. The contact’s name and website will be displayed on the Event.
- G. If the user clicks on the Contact Name button displayed in Event, an email will be started to that contact person.
- H. If the user clicks on the Event Website button displayed in the Event, they will be taken to the external website for the event.
- I. To save a draft of your event, select “Draft (Current)” from the Moderation state dropdown.

- J. To publish this event, select “Published.” Once you select Publish and click save, your event will be visible on the service.

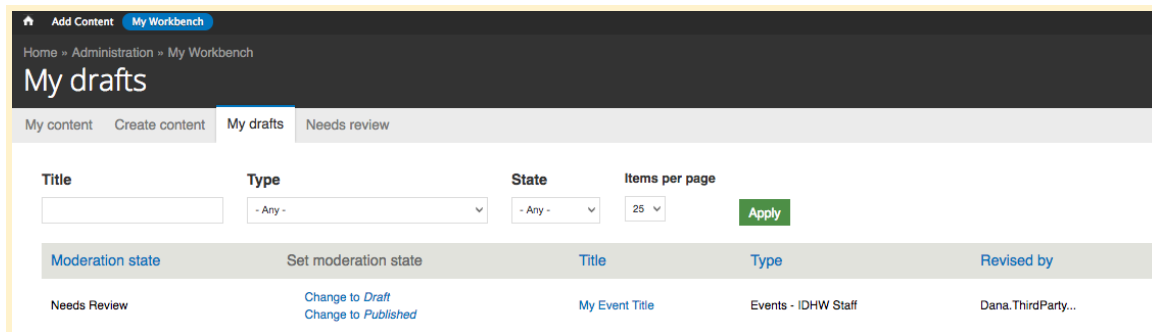


- K. If you save the draft, you will see that your event is not yet published. You can publish it directly from the view of the draft if you are ready to publish.

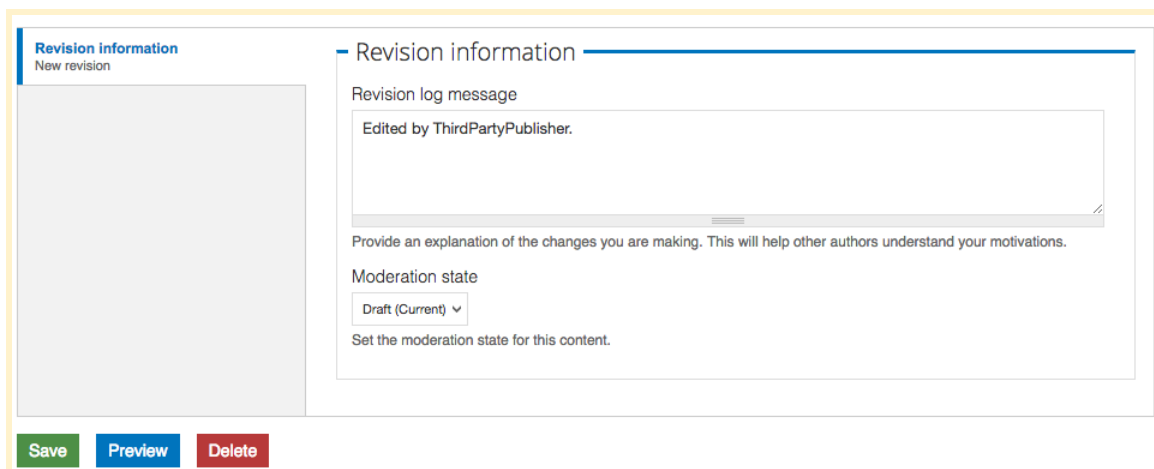
- L. To edit events, navigate to “My drafts” under the “My Workbench” option in the top menu.



- M. To prepare a draft for publication, under Set Moderation state, click on “Change to Published.” The event is now published on your Live Better Idaho service.



- N. To delete a draft, click on the title of the event to view the draft. Click on the “Edit draft” tab at the top of the draft. Scroll down to the bottom of the page and click on the “Delete” button.



**Revision information**  
New revision

Revision log message

Edited by ThirdPartyPublisher.

Provide an explanation of the changes you are making. This will help other authors understand your motivations.

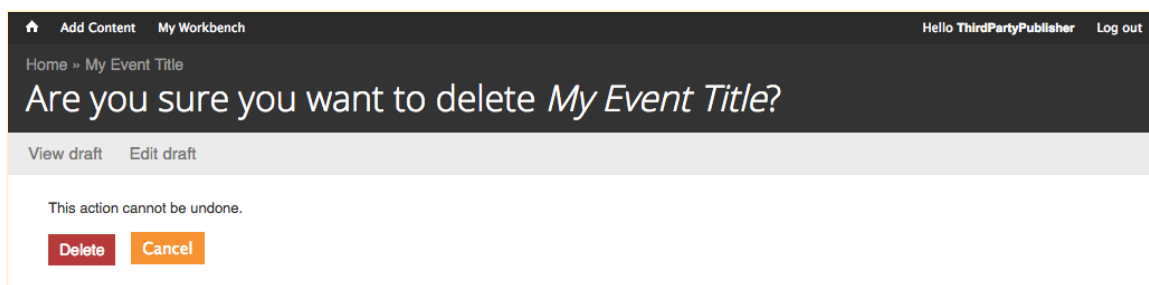
Moderation state

Draft (Current) ▾

Set the moderation state for this content.

Save Preview Delete

- O. The next page will ask, “Are you sure you want to delete?” Click the “Delete” button.



[Add Content](#)
[My Workbench](#)
Hello ThirdPartyPublisher
[Log out](#)

Home » My Event Title

## Are you sure you want to delete *My Event Title*?

View draft Edit draft


This action cannot be undone.

Delete Cancel

- P. To view a live event on the website, navigate to [livebetteridaho.org](http://livebetteridaho.org) and go to the page for the service that was designated on the event. The event will be listed in the Events accordion for that service.



 TAKE ACTION NOW


 ELIGIBILITY

 EVENTS (1)
 [VIEW MY CALENDAR](#)

 ALERTS
 [VIEW MY SUBSCRIPTIONS](#)

PEOPLE INTERESTED IN THIS WERE ALSO INTERESTED IN [WORK SERVICES](#), [VETERANS](#)

- Q. Open the Events accordion, and below you will see an example of an event with a start & end time, as well as the optional contact person and website.
- If the user clicks on the Contact Name button, an email will be started to that contact.
  - If the user clicks on the Event Website button, they will be taken to the external website for the event.

 EVENTS (1)

VIEW MY CALENDAR

WEDNESDAY  
**22**  
FEBRUARY

### A Brand New Event

**Feb 22, 2017 02:15pm to Feb 23, 2017 02:15pm**


PWW  
5 Milk Street  
Portland, ME 04102


This is an Event example for a Veterans Service.

For 24 straight hours, we are going to hold an event to help build a home for a homeless veteran. Bring your friends and family to participate in this free event. See the event website to sign up for a 4 hour time block.

**FOR MORE INFORMATION CONTACT:**

CAPTAIN SMITH    EVENT WEBSITE

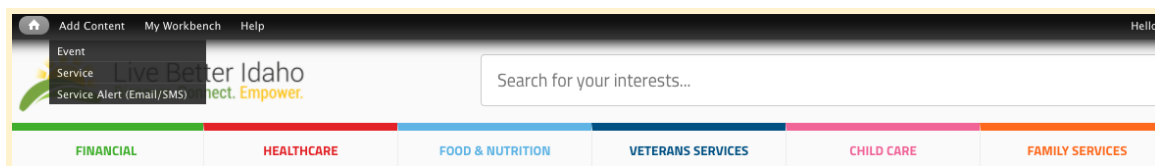
 REMOVE FROM MY LIVE BETTER CALENDAR

 EXPORT TO MY PERSONAL CALENDAR

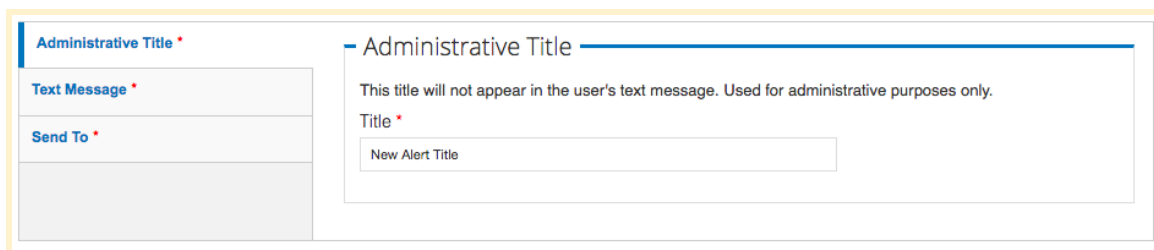
## 5. Add Alerts

Once your service page has been created, you can send alerts to subscribed users about your service via text message (SMS), email, or both. Users subscribe on your service page to receive the alerts. You will have the ability to create or update alerts only for your service.

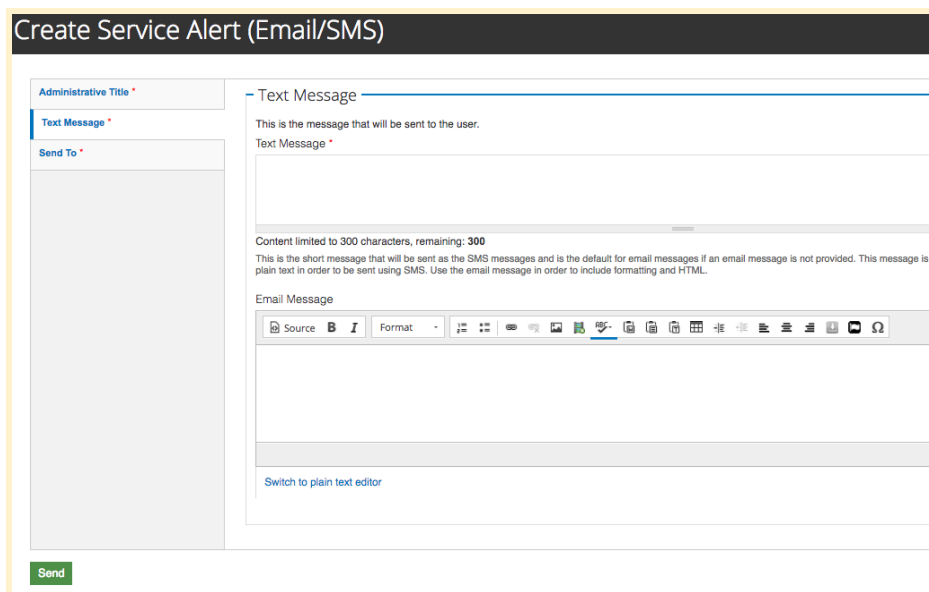
- A. To send an alert about your service, click the “Add Content” option in the top left corner of the menu bar and select “Service Alert (Email/SMS).”



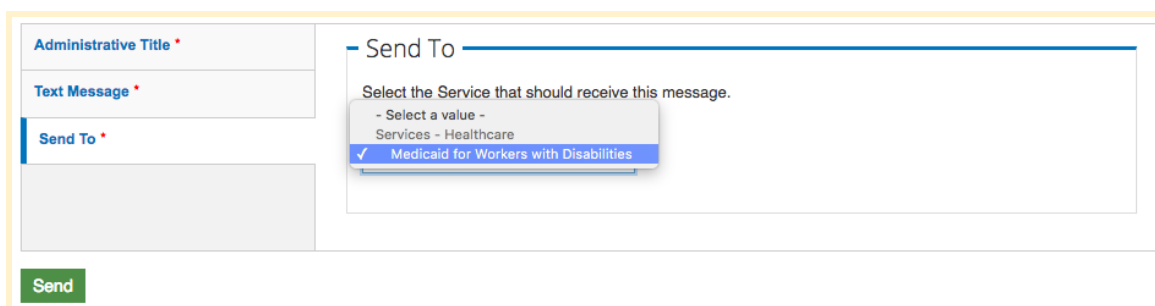
- B. On the Administrative Title tab, add a title for your alert. This title is not sent to users, but will help you identify your alerts in your workbench.



- C. On the Text Message tab, type or copy and paste the Text Message into the Text Message field. There is a 300-character limit for Text Messages.

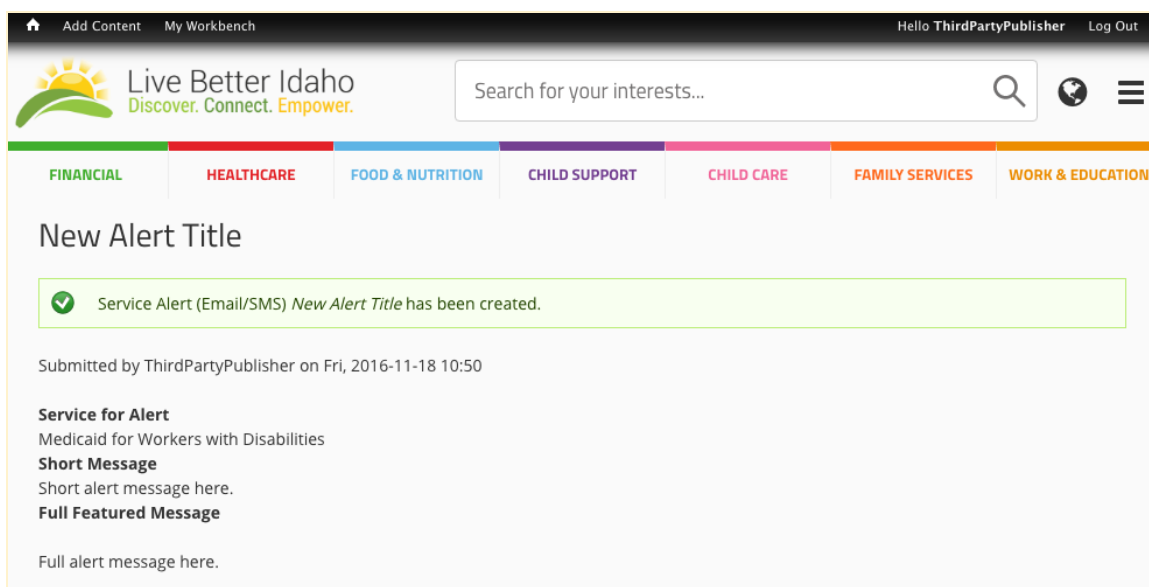


- D. Type or copy and paste into the Email Message text box. This message is sent via email, therefore you have more options for formatting and length of message. You can apply formatting such as bold or italic text, or switch to Plain Text editor to remove all formatting. This field is optional. If you do not fill it out, the Text Message content will be sent as both the text message and email message.
- E. On the “Send To” tab, select from the dropdown the service that should receive the alert. You will only be able to select from a list of services you have permission to manage.



The screenshot shows a form with three tabs: "Administrative Title", "Text Message", and "Send To". The "Send To" tab is selected, and a dropdown menu is open, showing a list of services. The service "Medicaid for Workers with Disabilities" is selected, indicated by a checkmark. Below the dropdown is a green "Send" button.

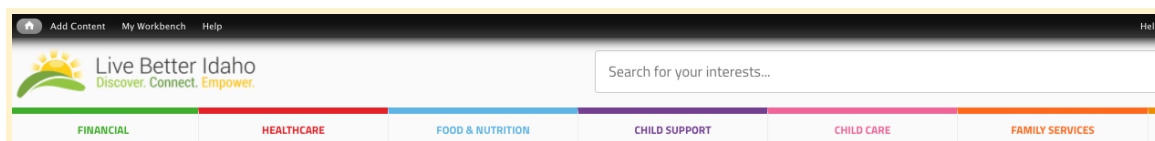
- F. Click the “Send” button to send the text and email alert.
- G. You will be directed to the review page for the alert. The alert has now been sent to the service designated. No further action is required.



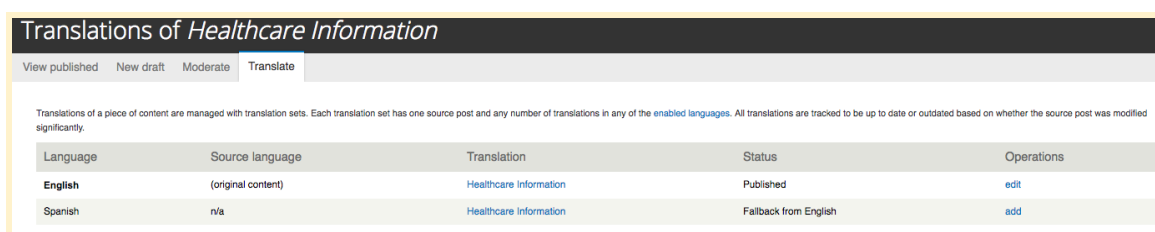
The screenshot shows the alert review page. At the top, there is a navigation bar with "Add Content" and "My Workbench" links, and a user profile "Hello ThirdPartyPublisher" with a "Log Out" link. Below the navigation bar is a search bar and a menu with categories: FINANCIAL, HEALTHCARE, FOOD & NUTRITION, CHILD SUPPORT, CHILD CARE, FAMILY SERVICES, and WORK & EDUCATION. The main content area shows the "New Alert Title" and a green confirmation message: "Service Alert (Email/SMS) New Alert Title has been created." Below this, it says "Submitted by ThirdPartyPublisher on Fri, 2016-11-18 10:50". The "Service for Alert" is "Medicaid for Workers with Disabilities". There are sections for "Short Message" and "Full Featured Message", both with placeholder text.

## 6. Add Spanish Translation Content

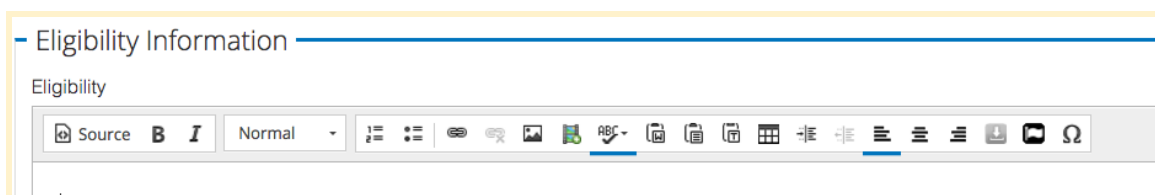
To add Spanish content to your service for Spanish-speaking customers, click “My Workbench” on the top navigation bar.



- B. Click on the title of the service you’d like to translate, and then click on the “New draft” tab.
- C. Before changing any text on the service, at the bottom of the page, change Language Setting to “English” and click Save.
- D. The Translate option will now be available at the top of the page. Publish this draft before adding the Spanish translation.
- E. Click the Translate tab, and then click “add” under the Operations column to add the Spanish translation



- F. You will be presented with a New draft of the existing English content for your service, however the Spanish tab is underlined. You can now enter any Spanish content into the text boxes. Click the ‘omega’ button at the top far right of any text box to enter special characters such as tildas and punctuation.



- G. The Language Setting box at the bottom will remain set to “English” in the translated service.
- H. Click Save

- I. You will see the Unpublished service in Spanish. Set moderation state to Published and click “Aplicar” to publish the Spanish translation.
- J. The Spanish version of the service will now be seen by users when they switch the site to Spanish.

## 7. Using the Map Link feature

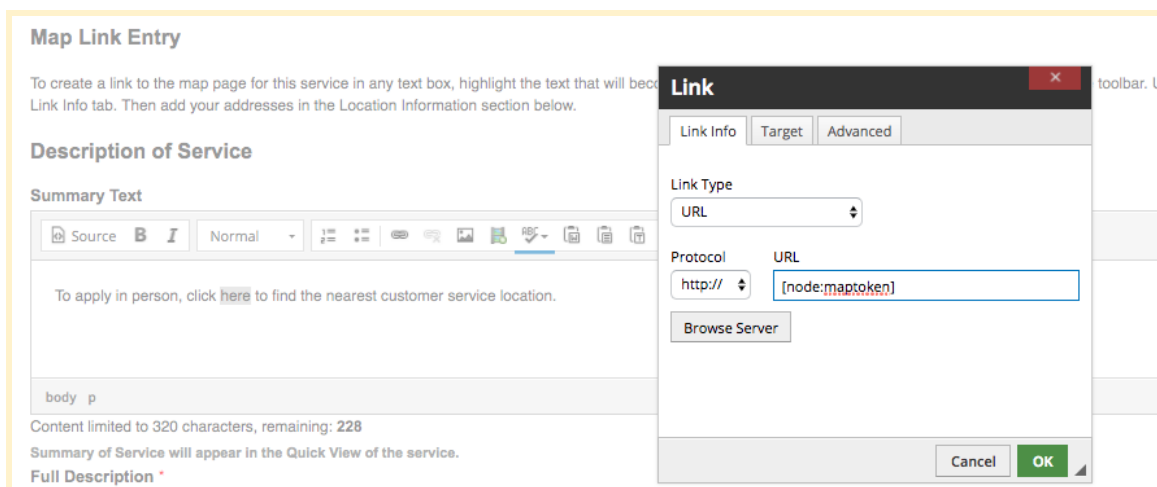
Should you require a map for your service, you can create it in your Service content at any time. You have two options for displaying your map: As a visible map at the bottom of the service, or link to it via a link in any text box.

- A. To add a map via a link to a new map page, you will create a link in any of the available text boxes.

### Map Link Entry

To create a link to the map page for this service in any text box, highlight the text that will become the link to the map page, and click on the link tool (🔗) in the toolbar. Use this token `[node:maptoken]` (including the brackets) in the URL field on the Link Info tab. Then add your addresses in the Location Information section below.

- B. Type the words that will become your link, highlight that text, and click the link icon in the top toolbar of any text box. In this example, the word 'here' is highlighted and will become the link to the new map page.



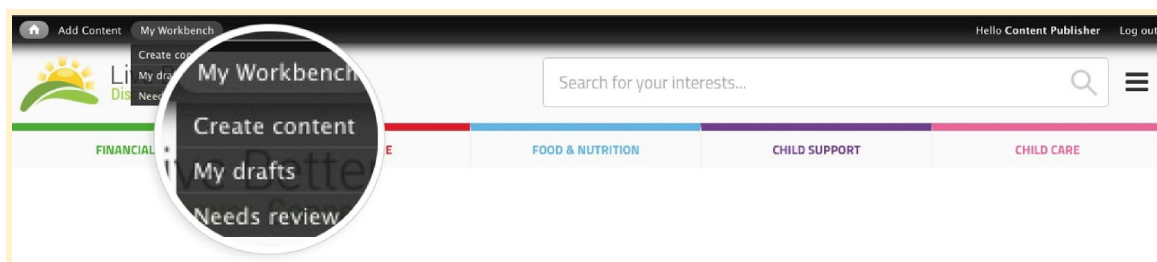
The screenshot shows the 'Map Link Entry' interface. On the left is a text editor with a toolbar. The text 'To apply in person, click **here** to find the nearest customer service location.' is displayed, with 'here' highlighted. Below the text is a 'Full Description' field. On the right, a 'Link' dialog box is open, showing the 'Link Info' tab. The 'Link Type' is set to 'URL'. The 'Protocol' is 'http://'. The 'URL' field contains the token '[node:maptoken]'. There is a 'Browse Server' button and 'Cancel'/'OK' buttons at the bottom.

- C. In the URL field of the Link Info Tab, type `[node:maptoken]` & click OK.
- D. Add your location addresses in the Location Information tab near the bottom of your service when you are creating a new service or editing an existing service.

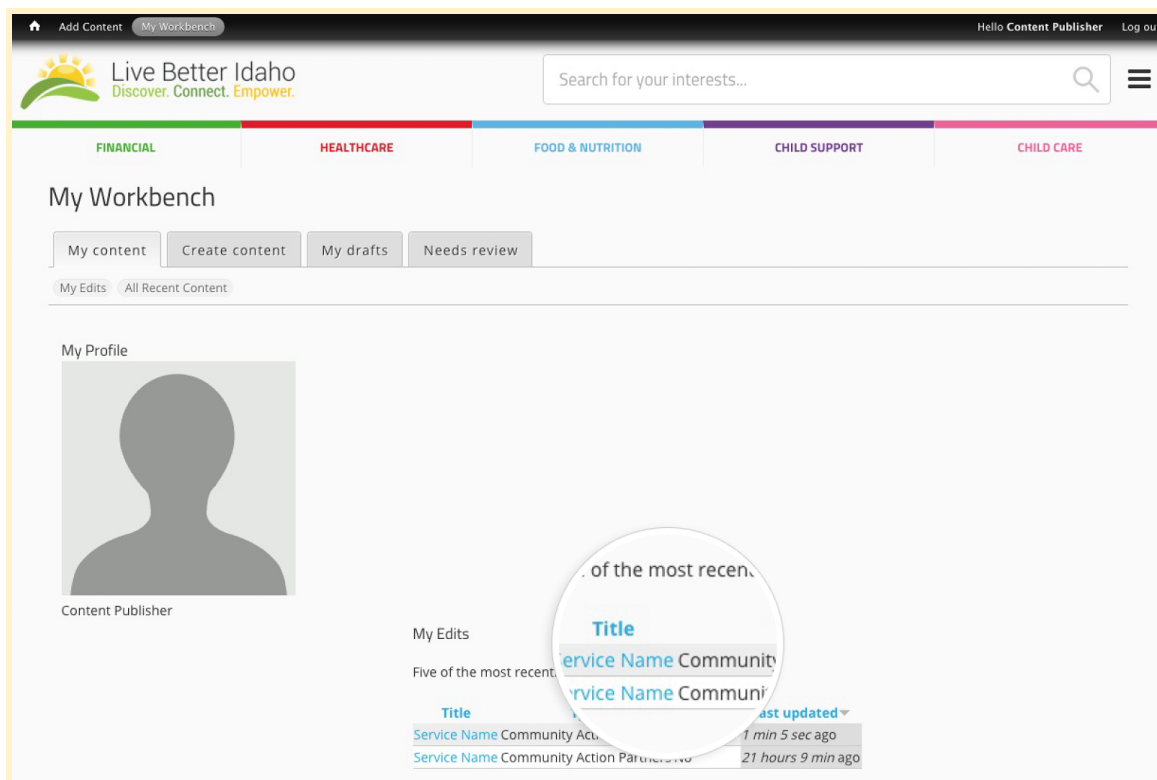
## 8. Manage Content

Once an account has been created and content added, pages can be managed under “My Workbench.”

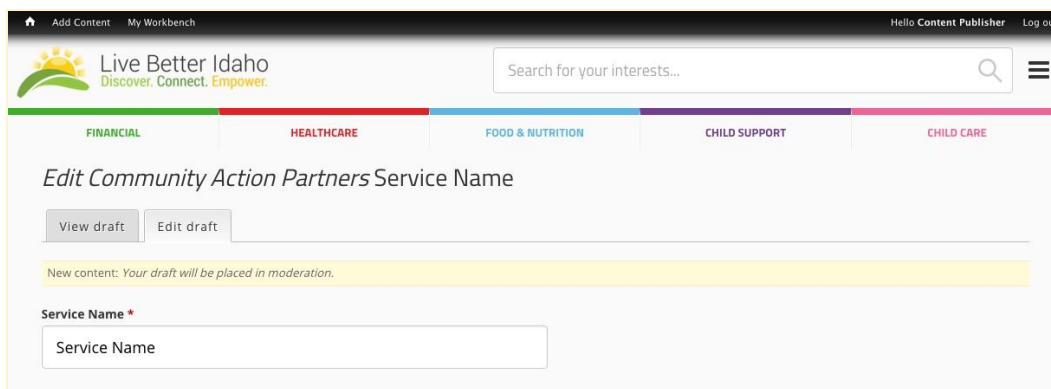
- A. To edit, review, or publish a page, click the “My Workbench” tab in the left corner of the menu bar.



- B. The “My content” tab displays a list of created pages, as well as tabs for “Create Content” and “My drafts.”



- C. Click on the Title of a page in the list in the sample above, and it will open an editable version of that page, example below.



Add Content My Workbench Hello Content Publisher Log out  
 Search for your interests...

FINANCIAL HEALTHCARE FOOD & NUTRITION CHILD SUPPORT CHILD CARE

*Edit Community Action Partners Service Name*

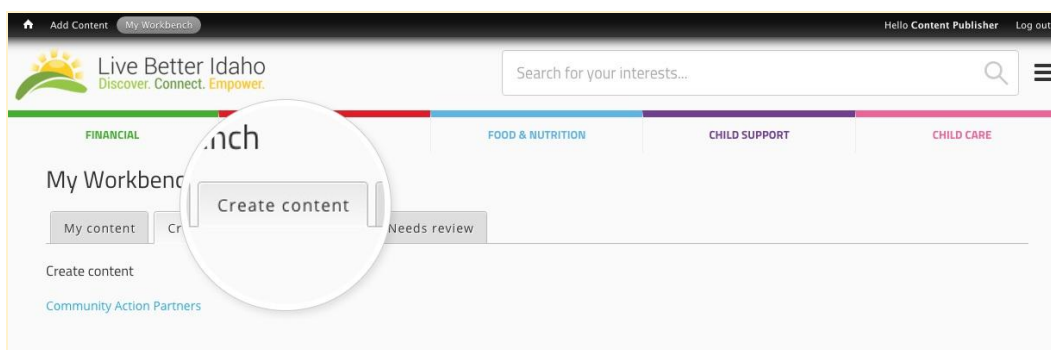
View draft Edit draft

New content: Your draft will be placed in moderation.

Service Name \*

Service Name

- D. Click on the “Create content” tab in My Workbench and then the “Service” link to create a new service page. This is an alternate way to create a new service (rather than Clicking “Add Content” in the top menu).



Add Content My Workbench Hello Content Publisher Log out  
 Search for your interests...

FINANCIAL HEALTHCARE FOOD & NUTRITION CHILD SUPPORT CHILD CARE

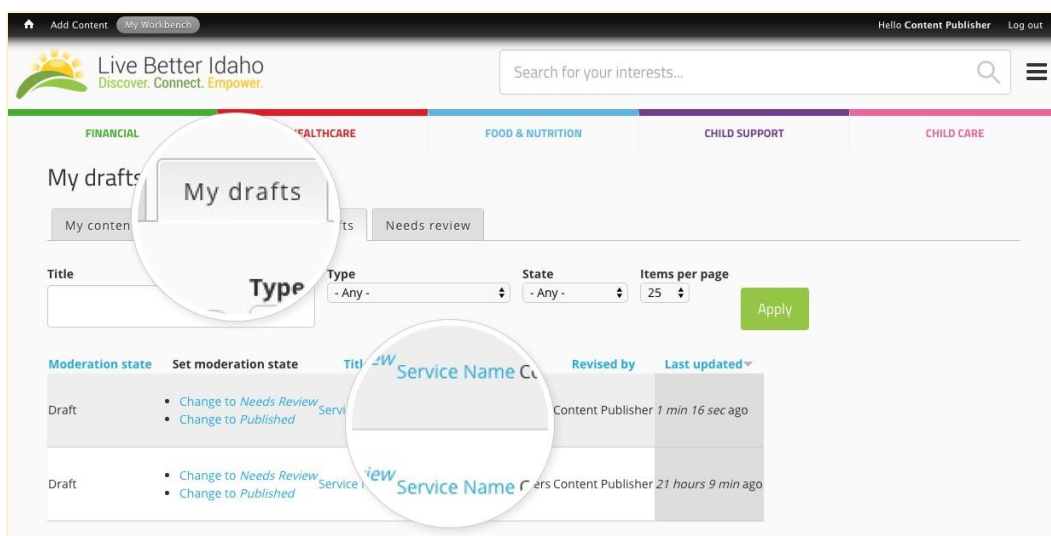
My Workbench

My content Create content Needs review

Create content

Community Action Partners

- E. Click on the “My drafts” tab to view the list of your drafts.



Add Content My Workbench Hello Content Publisher Log out  
 Search for your interests...

FINANCIAL HEALTHCARE FOOD & NUTRITION CHILD SUPPORT CHILD CARE

My drafts

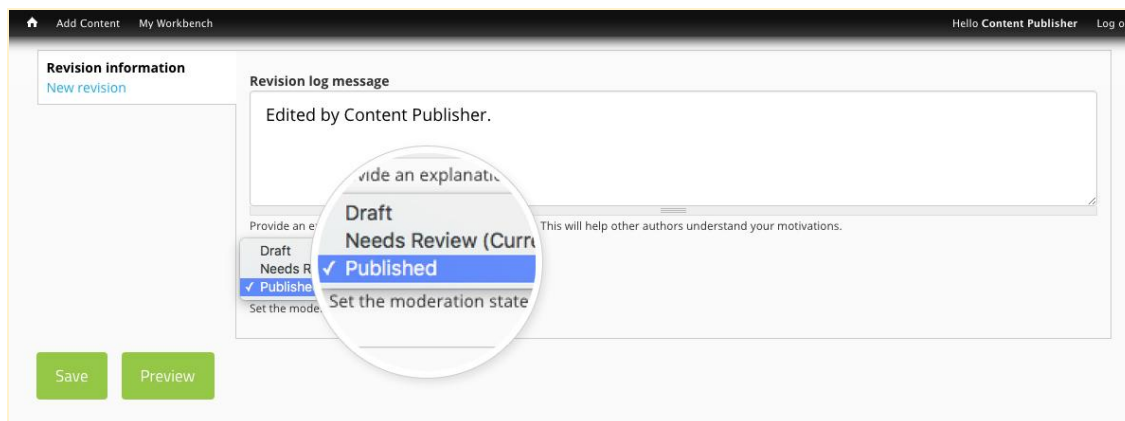
My content Drafts Needs review

Title Type State Items per page

- Any - - Any - 25 Apply

Moderation state	Set moderation state	Title	Revised by	Last updated
Draft	<a href="#">Change to Needs Review</a> <a href="#">Change to Published</a>	Service Name	Content Publisher	1 min 16 sec ago
Draft	<a href="#">Change to Needs Review</a> <a href="#">Change to Published</a>	Service Name	Content Publisher	21 hours 9 min ago

- F. Click on the name of a page to view a draft of that page in the “View draft” tab. Click on the “Edit Draft” tab to edit the page, as shown above in item “C” in this section.
- G. After completing your edits, select the “Publish” option in the “Moderation state” and click “Save.” Once the page has been published, the content is live on the Live Better Idaho site.



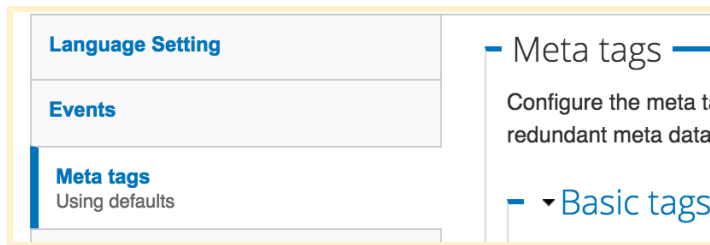
The screenshot shows the 'Revision information' section of the content management system. A dropdown menu for 'Set the moderation state' is open, showing three options: 'Draft', 'Needs Review (Current)', and 'Published'. The 'Published' option is selected and highlighted in blue. The 'Revision log message' field contains the text 'Edited by Content Publisher.' Below the dropdown menu are 'Save' and 'Preview' buttons.

- H. To delete or remove a page, edit the page, scroll to the bottom and click Delete.

## 9. Add Meta Tags

Meta tags are content descriptors that help tell search engines about a web page. When you edit your service you are able to add meta tags to improve your listing in search engine results.

- A. Edit your service by going to the “My Workbench” tab and clicking on the edit link next to the title of your service.
- B. Scroll down to the bottom of the edit page and look for the “Meta tags” tab.



- C. You can enter meta tag text for Description and Keywords.
  - a. The Description is automatically filled out with whatever has been entered in the summary field for the service. Remove “[node:summary]” from the Description field and enter your own text to succinctly describe your service. The meta description is not tied to search engine rankings, but it serves as a way to advertise your page. It may increase the chances that a user will click through to visit your service. It should be shorter than 150 characters.

Description

[node:summary]

A brief and concise summary of the page's content, preferably 150 characters or less. The description meta tag may be used by search engines to display a snippet about the page in search results.

- b. The Keywords field can be used to enter a few words that describe your service, however, the search bots no longer use these so they are not necessary.

Keywords

A comma-separated list of keywords about the page. This meta tag is *not* supported by most search engines anymore.

## 10. Logout

When work in the account is completed, be sure to logout to maintain security.

- A. Click the menu dropdown in the upper right corner of the website, and select the “Log Out” option.

OR

- B. Click “Log out” in the upper right corner of the top bar.

