

Course Overviews

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SYSTEM ADMINISTRATOR TRAINING

SYSTEM ADMINISTRATOR TRAINING PART I

Why should I attend?

Learn to create permission groups and user accounts. Set up permissions for anyone who will maintain the website.

Who should attend?

Any system administrator with the responsibility of assigning or maintaining permissions on the website.

What will I learn?

By the end of this session, you will be able to:

- Understand the different permission-levels
- Create Permission Groups
- Create users
- Assign Users to Permission Groups
- Assign Permissions in all module categories and across all pages

How long is this session?

Half-day (up to 4 hours)

SYSTEM ADMINISTRATOR TRAINING PART II

Why should I attend?

Who should attend?

What will I learn?

By the end of this session, you will be able to:

- Edit banner images, mega menus, footers, and content on your homepage
- Use the following Site tools:
 - Site Map
 - Redirects
 - Expiring Items
 - History Log
 - Website Properties
 - PIWIK Introduction
 - Site Search

How long is this session?

Half-day (up to 4 hours)



ADVANCED USER TRAINING

V4 TO V5 REDESIGNS

Why should I attend?	Gain a basic understanding of the CivicEngage Web content Management System by learning to live edit pages, understand basic Modules, and applying the CivicPlus Best Practices.
Who should attend?	Experienced website users wishing to learn how to create and edit web content within their organization's CivicEngage website. By the end of this session, you will be able to: <ul style="list-style-type: none">• Sign into the Platform• Use the Help Center, Admin Tool Bar, and Dashboard• Perform Basic Page Management<ul style="list-style-type: none">◦ Creating pages including search optimization◦ Creating and maintaining versions of pages◦ Creating and editing content• Use basic module widgets• Update and Maintain the Staff Directory• Document Management
What will I learn?	
How long is this session?	Half-day (up to 4 hours)

IN-PLACE (V5 TO V5) REDESIGNS

Why should I attend?	Gain a Basic Understanding of the CivicEngage Web Content Management System Gain a Basic Understanding of Live Edit for Pages Gain a Basic Understanding of the CivicEngage Modules Learn Best Practices of Editing and Maintaining Your CivicEngage Website
Who should attend?	Experienced website users wishing to learn how to create and edit web content within their organization's CivicEngage website.
What will I learn?	By the end of this session, you will know: <ul style="list-style-type: none">• Best Practices• Choose up to 4 Electives from list below
How long is this session?	Half-day (up to 4 hours)

NEW USER TRAININGS

NEW USER TRAINING PART I

Why should I attend?

This course provides the basic skills and information needed to be competent and comfortable in the CivicEngage system.

Who should attend?

Any new users charged with the responsibility of creating, editing, or managing the CivicEngage website.

What will I learn?

By the end of this session, you will be able to:

- Sign in to the Platform
- Use the Help Center, Admin Tool Bar, Dashboard
- Perform Basic Page Management
 - Creating pages and search optimization
 - Creating and maintaining versions of pages
 - Creating and editing new content

How long is this session?

Half-day (up to 4 hours)

NEW USER TRAINING PART II

Why should I attend?

This course provides the basic skills and information needed to be competent and comfortable in the CivicEngage system.

Who should attend?

Any new user charged with the responsibility of creating, editing, or managing the CivicEngage website. Prerequisite for New User Part II is to have attended the New User Part I Training.

What will I learn?

By the end of this session, you will be able to do the following:

- Basic Management of Supporting Tools Including:
 - Create and Place Frequently Asked Questions & Quick Links on Pages
- Fundamentals of Citizen Engagement tools (Notify Me Push Notifications) including:
 - Create and Edit Calendars and Events
 - Create and Edit Newsflash Items
 - Create and Edit Alert Center Items
- Fundamentals of Document Management tools including:
 - Upload and Edit Agenda Center Items
 - Manage files in the Document Center
 - Create and Edit Archive Center Items

How long is this session?

Half-day (up to 4 hours)

ELECTIVES

FORM CENTER

Why Should I attend?	Build online forms to reduce paper and walk-ins. Save time and space for filing by using the Form Center to receive and file your forms. Note: Forms created in the Form Center are not encrypted when e-mailed so any form requesting secure information such as Social Security Numbers, HIPPA-protected information, bank account information, etc should either be revised to exclude that information or should not be built in the Form Center.
Who should attend?	Any website editors.
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Build online forms to allow citizens to submit information virtually• Direct submissions to specified email addresses• Add conditional logic, such as requiring a particular question based on the answer to a previous question• View & export Form submissions
How long is this session?	Approximately 1 hour of training

EXTENDED PAGE EDITING

Why Should I attend?	Learn how to use the advanced widgets to display static content on your website using the CivicPlus Best Practices.
Who should attend?	Experienced users with Owner or System Administrator level access to their pages and/or modules.
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Implement changes using Best Practices• Create copies of pages• Edit the layout of a page• Use the advanced widgets including the tabbed widget, carousel, and pages widgets.
How long is this session?	Approximately 1 hour of training

AGENDA CENTER

Why Should I attend?	This course allows key stakeholders to collaborate on meeting agendas and then publish the final documentation online for public record.
Who should attend?	Anyone who posts agendas and/or minutes for any council, commission, board, committee, etc.
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Upload your existing agendas, packets, and minutes as a PDF• Create your new agendas and minutes using the module tools• Hyperlink to Agenda Center categories
How long is this session?	Approximately 1 hour of training

CIVICSEND

Module must be purchased and activated prior to training.

Why Should I attend?	Quickly and easily create email, SMS/text, and/or social media communication from one point-of-access. Select from multiple templates to create customized, professional messages from a variety of senders within your organization.
Who should attend?	Communications
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Build branded messages such as press releases or newsletters• Quickly and easily communicate with citizens• Use the subscriber lists from your other modules and categories.
How long is this session?	Approximately 1 hour of training

DESIGN CENTER PRO

Module must be purchased and activated prior to training.

Why Should I attend?	Gain a complete understanding of color management, font management, and specific theme elements on your website.
Who should attend?	Communications, IT, System Administrators
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Create and modify unique design elements for Department Headers (if purchased) or the entire site• Assign changes (colors, fonts, container behaviors)• Create main and secondary navigation• Customize widget options• Copy or create new themes• Manage site design elements
How long is this session?	Half-day (up to 4 hours) of training

DOCUMENT & IMAGE MANAGEMENT

Why Should I attend?	Learn how to apply Best Practices and accessibility guidelines to your documents and images.
Who should attend?	Any website editors who need a refresher on Document Center & Image Repository
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Upload and organize documents and images• Replace existing versions of documents with new ones without breaking links• Place documents and images on pages• Modify image sizes
How long is this session?	Approximately 1 hour of training

HR: JOB POSTINGS & WORKFLOW

Why Should I attend?	The Job Postings feature allows human resources employees to post available jobs and track citizen's applications and resumes.
Who should attend?	Human Resources employees responsible for posting job openings.
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Post available jobs and their details• Set up the accounts to receive applications and/or resumes for candidates• Link a form or opt to use our Online Job Application and create the appropriate link
How long is this session?	Approximately 1 hour of training

NOTIFY ME PREP SESSION

Why Should I attend?	The Notify Me feature creates a way for you to send push emails or text notifications independent of other modules.
Who should attend?	Communications
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Build and/or import email lists• Create notifications for specific departments or groups that are not already covered by another module (i.e. Calendar or News Flash)
How long is this session?	Approximately 1 hour of training

PROCUREMENT: BIDS, RFPS & PLAN HOLDER'S LIST

Why Should I attend?	The Bids module allows you to create vendor specific categories to receive notifications, post bids and RFPs, and manage plan holders.
Who should attend?	Purchasing
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Post bids, RFPs, and RFQs along with their associated documentation• Create a plan holder's list
How long is this session?	Approximately 1 hour of training

REQUEST TRACKER: ISSUE REPORTING & WORKFLOW

Why Should I attend?	The Citizen Request Tracker (CRT) allows citizens to submit and track requests through to completion. This is a powerful tool for building civic engagement and trust.
Who should attend?	Public Works, Code Enforcement- Note this module starts with 5 licenses, additional may be purchase upon request
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Allow residents to report problems such as a pothole, graffiti, or overgrown weeds• Set follow up reminders• View statistical information on the requests made
How long is this session?	Approximately 1 hour of training for up to 5 attendees

WORK SESSION

Why Should I attend?	Users can work on department pages and content while having the trainer present to answer questions or assist. Users can complete tasks necessary for launch.
Who should attend?	Any website editors.
What will I learn?	By the end of this session, you will be able to: <ul style="list-style-type: none">• Demonstrate the skills needed to edit and maintain their areas of responsibility• Review the Final Content Report and follow the revisions suggested by our content-editing team discovered during content migration (New and Redesign Clients only)
How long is this session?	1-4 hours of training

ADA TRAINING

DOCUMENTS WORKSHOP

Why Should I attend?	Accessibility training helps your organization adopt accessibility requirements and apply them on your website. You will learn what it means to create and maintain accessible documents and web content that adheres to compliance standards.
Who should attend?	Anyone in your organization who uploads documents into the CivicPlus Document Management System.

What will I learn?

Participants will know how to make the documents you post on your website accessible. Participants will need access to Microsoft Word and Adobe Acrobat Pro.

By the end of this workshop you will be able to :

- Understand CivicPlus Document Management as it relates to Accessibility
- Use Microsoft Word Accessibility tools to create accessible files
- Use Adobe Acrobat Pro to create and/or convert files to an accessible format (PDF)

How long is this session?

This workshop is divided into two parts—Writing for the Web-4 hours and Practical-4 hours. Clients may opt to substitute the Writing portion for small group or one-on-one consultations. The time commitment is UP to 8 hours.