



Drupal 8 CMS Guide

SUBMITTED TO [WSSC Water](#)

BY [Taoti Creative](#)



Welcome to Drupal 8

A Brief History: Drupal is a *content management system*. Its goal is to help users compose and present website content such as pages, images, and other content types. Rather than forcing users to modify code, Drupal takes care of the details of how information is arranged and presented and lets users focus on the actual content to be displayed.

Most of the content on a Drupal-based site is stored in a database. Text and images are submitted by filling in forms via a web browser. When visitors view a page, Drupal gets the relevant bits of content from the database and composes all the components of the page in a template. This makes it easy to quickly add or change content, without requiring knowledge of HTML or other web technologies on the part of the person providing the content.

In this guide, we provide an overview of the Drupal CMS admin interface (the “back-end”) and how changes there affect the public-facing view of the site (the “front-end”). You will see references to Fields and Actions to accomplish tasks, as well as screenshots of the result or process. As your website grows or evolves over time, this document should be similarly maintained with new features or processes.

Happy content editing!
The Taoti Team



Drupal Terms

These are just a few of the most important terms. Be sure to check out the Drupal Glossary on the Taoti blog, at <https://taoti.com/blog/tech/a-drupal-glossary-to-get-you-up-to-speed/>

- **Block** – grouped content placed across through the site, so that updating one instance of the Block updates that content throughout the site. The header and footer are examples of Blocks found on any website.
- **Content Type** – content defined by a unique model. Different Content Types may use the same template but are used for different purposes. For example, a Blog post and a News post may look the same on the front-end but use different Content Types to make the management of the Blog or News easier to manage in the back-end (admin). The fields within each Content Type provide flexibility to display different pieces of content in various places in different ways without duplicating content entry.
- **Entity** – any defined group of content. Blocks, Paragraphs, Taxonomies, Users, and Content Types are all examples of Entities.
- **Paragraph Type** – grouped content that is placed specifically within pages. These form repeatable templates for easy management of structured, pre-formatted content wherever it appears. An accordion paragraph type is an example.
- **Node** – any singular piece of content of any type, including individual Content Type fields. The CMS acts as a database for all content, and each item within the database can be thought of as a node.
- **Taxonomy** – a vocabulary used to group or segment content and create relationships by topic or subjects. These are most obviously used in dropdowns for listing pages. We can also form relationships between taxonomies or content types, such as being able to pull in related content from around the site on a News Article post.
- **Theme** – a collection of web development files that define the look and feel of the Drupal site.
- **View** – an automatic, or *dynamic*, display of content, such as on a listing page or an area that displays related content by taxonomy or content type. The view is where the rules that govern how content appears in that area is defined.

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Logging into Drupal

The URLs below are the login pages for CMS admin access:

- **Live/Production Site URL (post -launch):** www.wsscwater.com/user/login
- **Before launch and for adding content:** <http://test-wssc-d8.pantheonsite.io/user/login>

The easiest way to tell if you're logged-in or not is if a black *Admin Toolbar* appears at the top of the page. If you do not see the admin bar, you are likely not logged-in or have not been assigned the correct user role. Note that you may expand the menu by clicking the three parallel bars at the top left-hand corner of the page (as pictured below).

Website Administration

The “back-end” of a CMS website allows for all the content editing, as well as the setup, enhancement, and regular maintenance of the website. Let’s walk-through the Admin toolbar and the editing functionality available under each area.

Content

This tab shows the full database of content that has been added to and modified on the website. Use the filter options to narrow results down to the specific Content Types, or pages, for editing.

1. **Title:** a keyword search for the title of the content.
2. **Content Type:** narrows the database by the defined Content Types of the site.
3. **Published Status:** narrows by whether the content is Published or Unpublished.

Be sure to select **Filter** to narrow the content database to your search terms.

4. **Bulk Actions:** After selecting checkboxes next to content within the database listing, select a bulk-edit option from the dropdown. The two most used options here are:
 - a. **Delete:** removes the content from the database. *Note: This cannot be undone.*
 - b. **Publish / Unpublish:** quickly publishes or unpublishes content from appearing on the front-end (live site)

Figure 1. Content Dashboard

The screenshot shows the WSSC Content Dashboard. At the top, there is a navigation bar with icons for Content, Structure, Appearance, Extend, Configuration, People, Reports, and Help. Below this, the breadcrumb path is 'Home > Administration'. The main heading is 'Content' with a star icon and a '+ Add content' button. There are four tabs: 'Content', 'Scheduled', 'Files', and 'Media'. Below the tabs is a filter section with 'Title', 'Content type', and 'Published status' dropdowns, and a 'Language' dropdown. There are 'Filter' and 'Reset' buttons. Below the filters is a table of content items.

<input type="checkbox"/>	Title	Content type	Author	Status	Updated	Operations	Real-time SEO
<input type="checkbox"/>	WSSC Energy Manager Recognized for Clean Energy Contributions	Article	taotiadmin	Published	10/16/2014 - 14:07	Edit	
<input type="checkbox"/>	Protect Our Water Supply, Join WSSC on National Drug Take-Back Day	Article	taotiadmin	Published	10/20/2014 - 12:47	Edit	
<input type="checkbox"/>	WSSC Names Todd Allen Director of Human Resources	Article	taotiadmin	Published	10/20/2014 - 12:58	Edit	
<input type="checkbox"/>	WSSC Reminds Customers to Ask Workers For ID	Article	taotiadmin	Published	11/26/2014 - 06:29	Edit	

This screenshot shows a context menu open over the content table. The menu options are: 'Delete content', 'Make content sticky', 'Make content unsticky', 'Promote content to front page', 'Publish content', 'Save content', 'Remove content from front page', 'Unpublish content', and 'Update URL alias'. The 'Delete content' option is selected. Below the menu, there is an 'Action' dropdown set to 'Delete content' and an 'Apply to selected items' button.

<input checked="" type="checkbox"/>	Wednesday, July 16, 2014	Commission Public Meeting	taotiadmin	Published	12/11/2020 - 15:50	Edit	
<input checked="" type="checkbox"/>			taotiadmin	Published	12/11/2020 - 15:50	Edit	
<input checked="" type="checkbox"/>			taotiadmin	Published	12/11/2020 - 15:50	Edit	

Media Tab

The Media tab on the Content dashboard is the library of all uploaded assets available on the site. This includes PDFs, remote video (YouTube/Vimeo links), and images. You can upload new media files through this tab, or directly within content as you begin to edit pages; both methods will import the assets to the Media library/database.

Structure

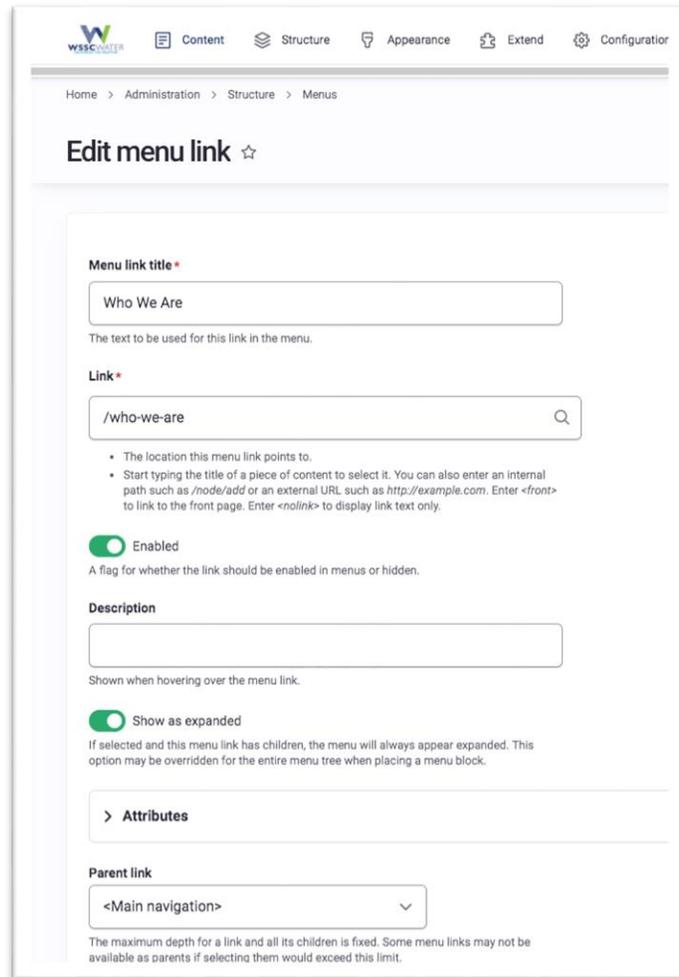
This area provides more foundational editing options available to Admins. Because the options here define key functionality on the website, we recommend very limited editing within this panel. However, some options you may need to update are:

Menus

Add/Edit the navigation options that appear in global menus.

1. Select the menu you wish to adjust by clicking the *Edit Menu* button in the far-right column. Please only edit the below menus; edits needed to other menus should go through a development team.
 - a. **Footer:** Appears on the bottom of all Pages of the site.
 - b. **Main Navigation:** The global primary navigation that appears on the Header menu of all Pages. Includes Who We Are, What We Do, Get Involved, Work With Us, Customer Service, and all secondary pages within those sections.
 - c. **Utility Menu:** Appears on the Header menu *above* the Main Navigation links, and includes News, Public Notices, Careers, Employee Portal, Language, Sign up/Log in, and Search.
2. Reorder navigation items by dragging-and-dropping the items to your preferred order. Once set, select *Save* to push the ordering to the live site.
3. Modify pre-existing navigation items by selecting *Edit* in the far-right column. Here, you can:
 - a. Update the navigation label using the *Menu Link Title* field
 - b. Update the navigation link using the *Link* field. This is a type-ahead field that will pull from existing content to provide the correct link. For external links, be sure to include the full domain, including “*https:*” when adding the URL.
 - c. Quickly show/hide navigation options using the *Enabled* checkbox.
 - d. Move the navigation item to another area of the menu by updating the Parent Link option.

Figure 2. Edit a Menu Item



The screenshot shows the 'Edit menu link' form in a Drupal administration interface. The breadcrumb trail is 'Home > Administration > Structure > Menu'. The form title is 'Edit menu link ☆'. The form contains the following fields and options:

- Menu link title ***: A text input field containing 'Who We Are'. Below it is the text: 'The text to be used for this link in the menu.'
- Link ***: A text input field containing '/who-we-are' with a search icon on the right. Below it is a list of instructions:
 - The location this menu link points to.
 - Start typing the title of a piece of content to select it. You can also enter an internal path such as `/node/add` or an external URL such as `http://example.com`. Enter `<front>` to link to the front page. Enter `<nolink>` to display link text only.
- Enabled**: A toggle switch that is turned on. Below it is the text: 'A flag for whether the link should be enabled in menus or hidden.'
- Description**: A text input field. Below it is the text: 'Shown when hovering over the menu link.'
- Show as expanded**: A toggle switch that is turned on. Below it is the text: 'If selected and this menu link has children, the menu will always appear expanded. This option may be overridden for the entire menu tree when placing a menu block.'
- > Attributes**: A section header with a right-pointing arrow.
- Parent link**: A dropdown menu showing '<Main navigation>'. Below it is the text: 'The maximum depth for a link and all its children is fixed. Some menu links may not be available as parents if selecting them would exceed this limit.'

Taxonomy

A taxonomy is a collection of terms that form a category that can help define relationships across and between content. You will most often see taxonomies in dropdown filter options on an Aggregate (listing) page or as tags on a News Article post. Terms, or tags, can form relationships within the taxonomy category or we can relate tags from across taxonomies.

On your website, there are taxonomy vocabularies for:

1. Anticipated Action (of a Commission Public Meeting Agenda item)
2. Article Type
3. Customer Service Topics
4. Department (for a Person's role)
5. Event Status
6. Event Type
7. FAQs Topic
8. Leadership Type
9. Location
10. Media Tags
11. Meeting Location
12. Meeting Room
13. Project Status
14. Project Type
15. Tags
16. Video Category

Appearance

This defines the core theme and functionality for the live site and the admin. We have installed a modern, clean theme called "Gin" that you're seeing in the screenshots in this Training Guide.

No edits to this area should be made by CMS users.

Extend

This displays the core and third-party plug-in modules and tools available on the Drupal 8 platform, as well as promotes updates or upgrades to each that are available.

No edits to this area should be made by CMS users.

Configuration

This is a robust dashboard that will be managed primarily by your development team. However, there may be cases where the CMS users may find editing values here helpful.

System > Basic Site Settings

1. Set the **Email Address**: This is for the “From” address on emails sent from the website.

Search and Metadata

1. **URL Aliases**: By default, all content created on the Drupal site uses a node identification number as its URL (e.g. /node/42). During Development, we set patterns based on the usage of the Content Types. The URL slug (or path) can be also updated page-by-page as the content is managed within the CMS. Secondary aliases, vanity URLs, or custom URL slugs can also be bulk managed on this tab.
2. **Redirects**: Add or upload a variety of redirect status types (for search purposes), such as 301 or 302 redirects.

Figure 3. Manage a redirect

The screenshot shows the 'Redirect' configuration page in a Drupal CMS. The page has a navigation bar at the top with links for Content, Structure, Appearance, Extend, Configuration, People, Reports, and Help. The breadcrumb trail is 'Home > Administration > Configuration > Search and metadata'. The main heading is 'Redirect' with a star icon and a '+ Add redirect' button. There are two tabs: 'URL Redirects' (selected) and 'Settings'. Below the tabs is a form with the following fields:

- From**: A text input field.
- To**: A text input field.
- Status code**: A dropdown menu with '- Any -' selected.
- Original language**: A dropdown menu with '- Any -' selected.
- Filter**: A button to filter the results.

Below the form is a table with the following columns: From, To, Status code, Original language, Created, and Operations links. The table contains one row of data:

<input type="checkbox"/>	From	To	Status code	Original language	Created	Operations links
<input type="checkbox"/>	/contents/events/slmbe-events/baltimore-county-baltimore-metr.html	/events/slmbe-events/2016/baltimore-county-baltimore-metro-council-meet-primers	301	English	Sat, 12/05/2020 - 09:25	Edit

System

1. **Basic Site Settings**: Update the site name that appears after the title tag in a browser tab. The value here is important for SEO.
2. **Google Analytics**: We've connected your Google Analytics account to this Drupal implementation through this module. You'll still access GA metrics through Google.

People

Here, you can manage CMS access and role definitions for all CMS users.

Note: This is different than the “Person” *Content Type* which is used for displaying Pages of your leadership and staff. For more information on editing “Person” content, see the Person Content Type in this guide.

Filter users by name/email address using the keyword search or use the dropdowns to filter users by Status (Active/Blocked), Role, or specific Permission.

Adding a CMS User

1. Select **Add User** from the People dashboard or toolbar dropdown pane.
2. **Email Address:** should be unique from any other CMS user on site.
3. **Username:** Typically, this is the part of the email address before the ‘@’ symbol.
4. **Password:** Create a secure password for the new user.

Note: When the user first logs into the CMS, they will be prompted to update their password.

5. **Role:** Select which role the user should have. See an overview of each Role just below.
6. **URL alias:** safe to skip this field.
7. **Notify User of New Account:** This checkbox confirms that you prefer an email to be sent from Drupal to the new user. However, often the email gets stuck in the user’s spam folder, so it may be just as easy to directly email the user with their username and password.
8. Select **Create New Account**.

Figure 4. Adding a CMS User

Add user ☆

This web page allows administrators to register new users. Users' email addresses and usernames must be unique.

Email address

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Username *

Several special characters are allowed, including space, period (.), hyphen (-), apostrophe ('), underscore (_), and the @ sign.

Password *

Password strength: **Strong**

Confirm password *

Passwords match: **yes**

Provide a password for the new account in both fields.

CMS Roles

By using Roles, we can control the editing abilities available to specific CMS users. On this site, a few key CMS roles are defined:

1. Users with the **Administrator** role will have access to nearly all Drupal management tools, including critical site configuration parameters. This role should be granted with care to very few people.
2. Users with the **Content Editor** role will have access to all content areas, including updating Taxonomy, and Menus, and can publish said content.
3. Users with the **Commissioner Meeting Editor** role will *only* have access to add, edit, and publish “Commission Public Meeting Agenda” Content Type pages.
4. **Authenticated users** are a default role automatically applied to any of the above custom roles, and for any members of the public who sign up and create an account.
5. **Anonymous users** are a default role for any viewers not signed in. This is basically regular members of the public viewing the site, or any employees who haven’t signed in.

Reports

While some reports in Drupal are more developer-focused (for example, checking for updates to modules), there are several reports that are helpful to the long-term content management of the site.

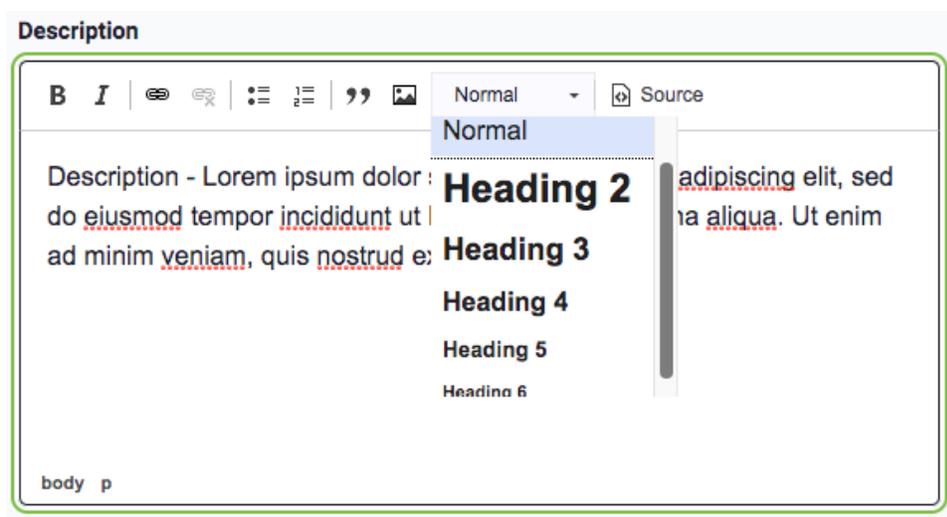
1. **Top `Page Not Found` Errors:** Generates a list of URLs that are triggering a 404 response. This is an especially good report to follow immediately following launch to ensure that response plans are in place for old-site URLs, such as creating new content or initiating a redirect (See ‘Redirects’ section above to learn more, as part of the ‘Configuration’ > ‘Search and metadata’ dashboard). The direct URL path is *.../admin/reports/page-not-found*
2. **Available Updates:** Lists any updates to modules on the Drupal site. Not all updates are recommended! *Only developers should make updates to this page.*

Managing Website Content

SEO and Accessibility Best Practices

1. **Use Heading types:** Maintain structured content by using descriptive text and SEO keywords in appropriate heading tags (H1, H2, H3, etc.)
 - a. Heading 1 (H1) is used as the page title, which is very important for SEO. There should only be one H1 on any page.
 - b. Subheadings (H2, H3, etc.) should be used to outline the page. Think of H2s as section headers and H3s as components of that section. Don't assign headings based on how they look as this is bad for accessibility and SEO. Instead, use H2s and H3 in order, without skipping styles.
 - c. Heading styles can be accessed in the Format dropdown of the WYSIWYG tool bar.

Figure 5. Accessing Content Styles



2. **Always use alt text and title text for images.** You will have the opportunity to add both when uploading files and images to Drupal. When uploading an image through the 'Add Media' tool using the instructions above, adding alt text and title text will be a part of that process.
 - a. **Alternative text** is used by screen readers, search engines, or when the image cannot be loaded.
 - b. The **title text** is used in the tool tip when a user hovers their mouse over the image. Adding a title text makes it easier to understand the context of an image and improves usability.
3. **Do not use a generic Call to Action (CTA),** such as "Read More." Instead, make them descriptive, such as "Read more on our Blog," or "Learn about our water quality." A common way of navigating through the content of a website with assistive technology is by skimming the list of links by tabbing through them. However, if the text of all the links in the main content of the page is "Click here" or "more", this method of scanning content is not helpful to the user.

4. **Provide alternatives for multimedia presentations**, such as closed captioning or transcripts for videos. Closed captioning can be done directly through YouTube. Transcripts can be uploaded to a WYSIWYG using the instructions in this guide.
5. **Provide a link to tools needed to view files** uploaded into WYSIWYGs (e.g. link to Adobe Acrobat Reader for PDFs).
6. **Include row and column headers on tables.**

Note: Remember that compliance guidelines do change. Evaluate the site frequently to assess newly added content and to compare the site against the newest guidelines.

Real-time SEO Module

At the bottom of every Content Type is the Yoast Real-time SEO for Drupal. When you put in your single Focus keyword, and all the content from the fields above, it will populate an example of the web search snippet that would show. It also gives an estimate as to how optimized your page and its meta content is for search. You can click “Edit snippet” to modify the meta information and it will provide suggestions for how to improve the SEO for this particular page.

▼ Real-time SEO for drupal

Focus keyword

WSSC Water history, WSSC Water commissioners, WSSC Water f

Pick the main keyword or keyphrase that this post/page is about.

● **SEO: bad**

Snippet editor

👁 Snippet preview

Who We Are - About Us - Our Leadership | WSSC Water
test-wssc-d8.pantheon.site.io/who-we-are/
 With more than 100 years of success, there's a lot to learn about WSSC Water: Our history, our leadership, our finances and our code of ethics.

✎ Edit snippet

SEO title

Who We Are - About Us - Our Leadership | WSSC Water

Slug

/who-we-are

Meta description

With more than 100 years of success, there's a lot to learn about WSSC Water: Our history, our leadership, our finances and our code of ethics.

Close snippet editor

Content analysis

- Your keyphrase is over 10 words, a keyphrase should be shorter.
- Your focus keyword contains a stop word. This may or may not be wise depending on the circumstances. Read this article for more info.
- The text contains 45 words. This is far too low and should be increased.
- The focus keyword 'WSSC Water history, WSSC Water commissioners, WSSC Water finances, WSSC Water Board of Ethics' does not appear in the page title.
- The focus keyword doesn't appear in the first paragraph of the copy. Make sure the topic is clear immediately.
- A meta description has been specified, but it does not contain the focus keyword.
- No images appear in this page, consider adding some as appropriate.
- The slug for this page contains stop words, consider removing them.
- No links appear in this page, consider adding some as appropriate.
- The focus keyword does not appear in the URL for this page. If you decide to rename the URL be sure to check the old URL 301 redirects to the new one!
- No subheading tags (like an H2) appear in the copy.
- The copy scores 62.1 in the Flesch Reading Ease test, which is considered ok to read.
- In the specified meta description, consider: How does it compare to the competition? Could it be made more appealing?
- The page title is between the 35 character minimum and the recommended 65 character maximum.

Images

Depending on the Content or Paragraph Type, you may be limited to certain kinds of image sizes to use. Please note that uploaded images are center-aligned, to any part of the image outside of the frame will be cut out and unseen. This means try to select and/or pre-crop photos so the subject is directly in the center.

Overview

The kinds of images, where they are used, and their ideal ratio and resolutions are as follows:

Header “Hero” Images

- Content Types: All
- Ratio: ~4:1
- Resolution: ideal 1920x1080 px

Image Containers

- Content Types: Basic, Event, and within most Paragraph Types for Content Types
- Ratios: 1:1, ~2:1
- Resolution: minimum 1024x600 px, ideal 1280x800 px

Headshot Profile Image

- Content Type: Person
- Ratio: 1:1
- Resolution: minimum 800x800 px, ideal 1000x1000 px

Images should be uploaded pre-cropped to the above recommended specifications to fit perfectly. Always double check that it looks good and matches the site to ensure that the look and feel of the website is maintained.

The Media Content Type

The media content type is used to store any media assets that are used on the website. This includes the following:

- **Audio** – Audio files can be stored online. We would recommend linking to external audio sources, except for shorter snippets.
- **Document** – pdf's, docx, ppt, and so on is included in this category
- **Images** – all images, such as .png and .jpg
- **Remote Video** – these are video link assets, such as a YouTube Video
- **Video** – short videos can be stored on the website, but the website is not optimized for video delivery and should be used sparingly.

It is recommended that any and all assets are uploaded here so they can easily be referenced when the pages are being built. When uploading an asset, follow these simple steps:

1. Content -> Media -> Add Media -> **[select Media Asset Type]**
2. Depending on the asset uploaded, there are several fields that need to be filled in:
 - a. **Name***: This is a friendly name for the image so it can easily be found in the library
 - b. **Assets***:
 - i. **Audio File***: Upload the new Audio file
 - ii. **Document***: Upload the new document
 - iii. **Image***: Upload the new Image
 1. **Add a Caption***: Add a caption for images
 2. **Alt-Text***: Enter a name or a description for the asset.
 - iv. **Remote Video URL***: The URL for the remote video, normally YouTube
 - v. **Video File***: Upload the new Video file
 - c. **Revision log message***: Describe the asset being uploaded when referencing later

Different Paragraph Types (e.g. “2-Column Image + Text” or “Large Image + Caption”) are used to display uploaded images and videos. Images are uploaded and stored locally on the website, while videos are referenced from via the Remote Video or Video Media Types.

Images should be .gif, .png, .svg, .jpg or .jpeg files, which are the standard for the display of images on the web. Other file formats such as .eps and .tif are not optimized for online viewing and may slow down webpage load times.

The Paragraph Types

These are essentially the core of Drupal content, allowing for rapidly creating repeatable, pre-formatted content (paragraph) areas within a page. There are a variety of Paragraph Types available on the website that

make up each Content Type, although not all paragraph options are available on every Content Type, since not all are relevant to each.

Below we'll walk through the Paragraph Types available on the most common page you'll be creating -- the Basic Page Content Type.

- 2-column CTA Blocks
- 2-column Image +Text
- 3-column Event Grid
- 4-column Featured Content Grid
- 4-column 'Upcoming Events' Grid
- 4-column Impact Data Grid
- FAQs Container
 - FAQ Item
- Featured Event Block
- Full-width Stat Block
 - Stat Item
- Full-width Testimonial
- Large Image + Caption
- Links
- Person Text and Image Grid
- Photo Gallery Block
- Text Block
- Text + 3 Image Grid
- Text & 2-column Image CTA Grid
- Related Content Block

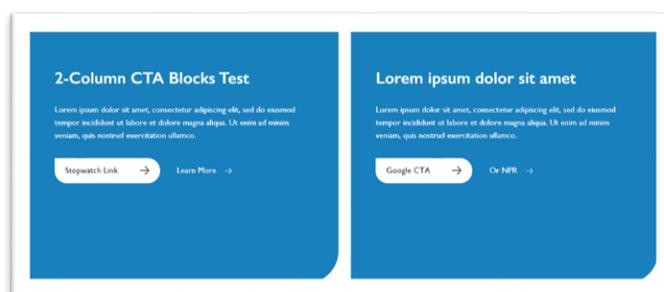
The 2-Column CTA Block Paragraph Type

Used for calling out important actions or links for the viewer. This Type provides two "Image Text Feature" sections with the same fields, one to create the left block of content, one to create the right block of content.

The screenshot shows the configuration form for the 2-Column CTA Block Paragraph Type. It includes the following sections:

- Title:** A text input field containing "2-Column CTA Blocks Test".
- Description:** A rich text editor with a toolbar (Bold, Italic, Link, Unlink, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo) and a "Source" button. The content area contains the text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco."
- Text format:** A dropdown menu set to "Basic HTML".
- Link:** A section with a "URL" input field containing "http://www.online-stopwatch.com", a "Link text" input field containing "Stopwatch Link", and a small explanatory text block.
- Image:** A section with the text "No media items are selected." and an "Add media" button.
- Caption:** An empty text input field.
- Image Orientation:** A dropdown menu set to "- None -".
- Link Extra:** A section with a "URL" input field containing "<front>", a "Link text" input field containing "Learn More", and a small explanatory text block.

At the bottom of the form, there is a preview area showing the rendered content: "Image Text Featur... Lorem ipsum dolor sit amet, Lorem ipsum do" followed by an "Edit" button.



1. **Title & Description*:** Provide the text for the column.
2. **Link & Link Text:** Provide the URL and the text for the linked button (white background).
3. **Image, Caption, & Orientation:** Optional and we recommend a simple icon image relevant to the title of the column. Orientation will place the image either on the left or the right.
4. **Link Extra:** If you have a secondary, less important link you can put it here and will show as a simple link on the blue block, instead of as a white button.

The 2-Column Image + Text Paragraph Type

Used as a way to callout two important items with images.

Image + Text Feature

Image Text Feature ... Remove

Title

Description

B I [bulleted list] [numbered list] [link] [source] Format

This is a 2 Col Image + Text

Text format Basic HTML About text format

Link
 URL

Start typing the title of a piece of content to select it. You can also enter an internal path such as /node/add or an external URL, such as http://example.com. Enter <front> to link to the front page. Enter <no-link> to display link text only.

 Link text

Image Show media item weights

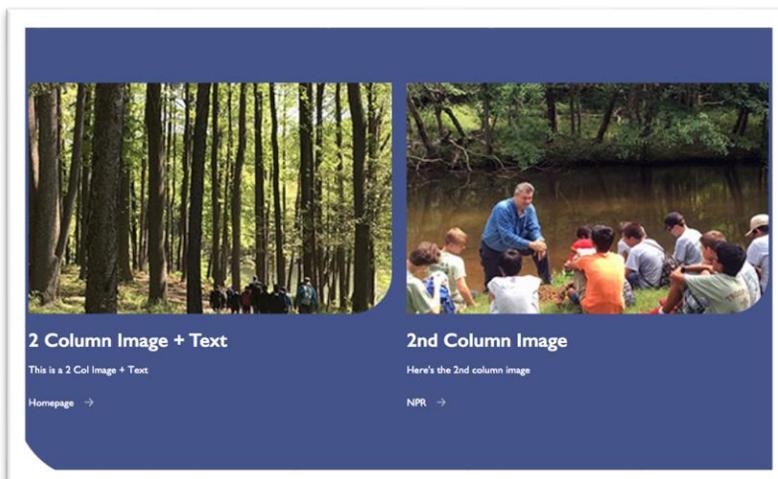


Outdoor Recreation
Image.jpeg

The maximum number of media items have been selected.

Caption

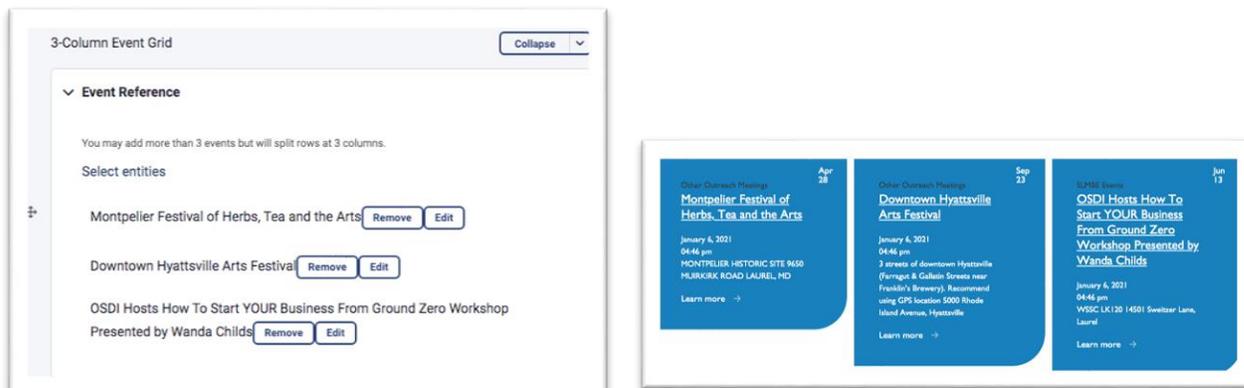
Image Orientation



1. **Title & Description***: Provide the text for the column.
2. **Link URL & Link Text**: Provide the URL and the text for the linked text.
3. **Image, Caption, & Orientation**: We recommend an image relevant to the title of the column. Orientation will place the image either on the left or the right for large enough screens. The caption will not display, and screenreaders will use the alt-text tied to the image.

The 3-Column Event Grid Paragraph Type

Used for highlighting up 3 events in a row. You can add more and they'll move to a new row with always 3 as the max in that row.

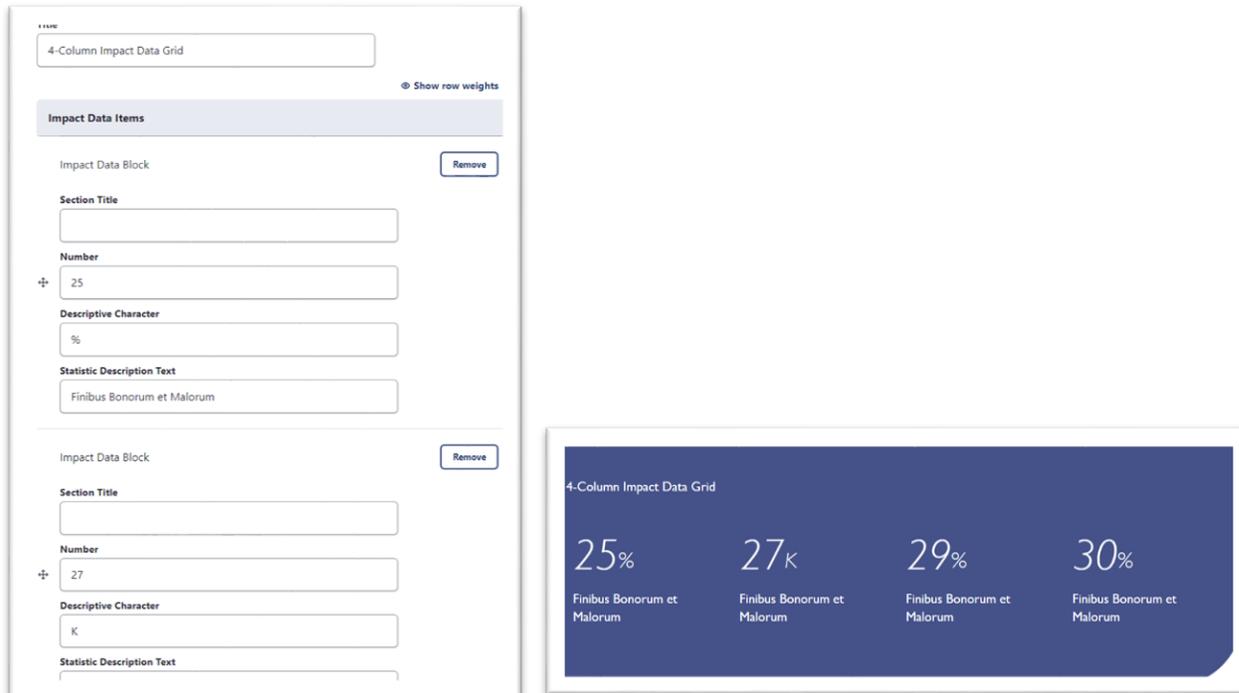


Simply select the “Select Entities” link to open the panel to select from existing created Event pages. You can also ‘Remove’ or ‘Edit’ to swap out an Event for a different one.

All the information displayed in this Paragraph Type is pulled in from the Event selected, so you’ll have to go to the Event Page to make any edits.

The 4-Column Impact Data Grid Paragraph Type

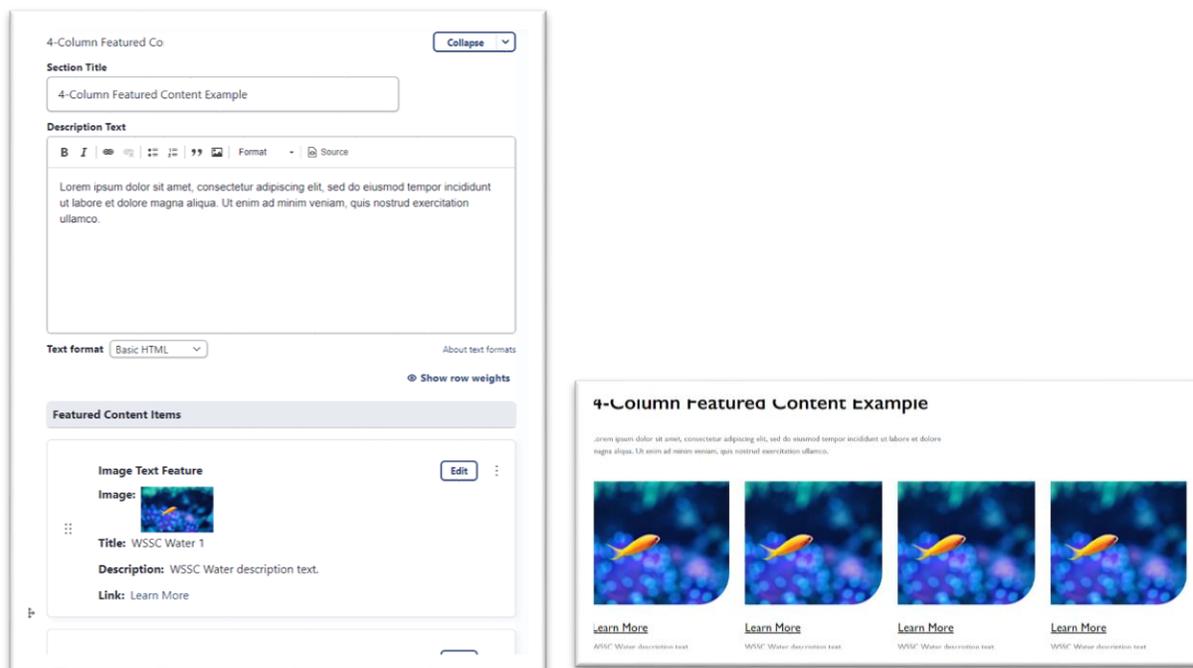
Used to showcase up to four important statistics in one area.



1. **Title:** Title to describe the statistics shown
2. **Section Title:** Optional and generally skipped since the title will associate the four items
3. **Number & Descriptive Character:** Used to provide the quantity and unit of measurement
4. **Statistic Description Text:** Used to elaborate briefly and label the statistic

The 4-Column Featured Content Paragraph Type

Used to showcase up to four other pages of any Content Type across your site.



1. **Section Title & Description Text:** Provide a title and description that associates the Featured Content below.
2. **Featured Content Items > Image Text Feature:**
 - a. Click to **“Add Image Text Feature”**
 - b. **Image:** Upload a photo or choose one from your Media Library database
 - c. **Title & Description:** The Title won't be shown, but the Description will. We recommend making the Title the same as the Link Text so as to keep organized.
 - d. **Link:** This will link to the corresponding page and can be a Page on the site, or an external link, and the Link Text will be the main linked text shown per Feature.

The 4-Column Upcoming Events Paragraph Type

Used to show any relevant Upcoming Events to your post. You can have more than four events, and it will add them to another row underneath the previous one.

4-Column Upcoming Events Collapse ▾

Section Title

4-Column Upcoming Events

Section Link

URL

Events (37) 🔍

Start typing the title of a piece of content to select it. You can also enter an internal path such as `/node/add` or an external URL such as `https://example.com`. Enter `<front>` to link to the front page. Enter `<noink>` to display link text only.

Link text

View All Events

Event Reference

You may add more than 4 events but will split rows at 4 columns.

Select entities

Montgomery County Executive Ball for Arts and Humanities Remove Edit

Laytonsville Fire Department Open House Remove Edit

2nd Annual Palmer Park Block Party and Resource Fair Remove Edit

Commission Meeting, April 21 Remove Edit

4-Column Upcoming Events View All Events ▾

Dec 04	Other Outreach Meetings Montgomery County Executive Ball for Arts and Humanities	Sep 24	Other Outreach Meetings Laytonsville Fire Department Open House	Aug 20	Other Outreach Meetings 2nd Annual Palmer Park Block Party and Resource Fair	Apr 21	Commission Meetings Commission Meeting, April 21
							<small>Wednesday, April 21, 2021 10:00 AM Webcast</small>

- Section Title:** The title for the Paragraph Type that will show above the Events
- Section Link & Link Text:** The text and link for the upper-right of the Paragraph Type. This is usually "View All Events" and links to the Events page.
- Event Reference > Select Entities:** Clicking this link will open up a library of existing Events Pages for you to select from. You can also create a New Event page from here, but we recommend creating it first and then adding it through the library list. You can then 'Remove' or 'Edit' to change the Event from your list as necessary. This Paragraph Type automatically displays content pulling from the Events selected.

The FAQs Container Paragraph Type

Used to provide a list of Frequently Asked Questions and Answers.

FAQ Block

FAQs Container 5 Collapse

Title

CTA Description

CTA Link

URL

Start typing the title of a piece of content to select it. You can also enter an internal path such as `/node/add` or an external URL such as `https://example.com`. Enter `<front>` to link to the front page. Enter `<noLink>` to display link text only.

Link text

Show row weights

Questions

FAQs Topic Remove

Topic

Questions

FAQs Collapse ⋮

Question

Answer

B I | | **Format** | **Source**

Text format Basic HTML About text formats

Add FAQs to Questions

frequently Askea Questions

What are you looking for?

Rates and Billing

Account and Settings

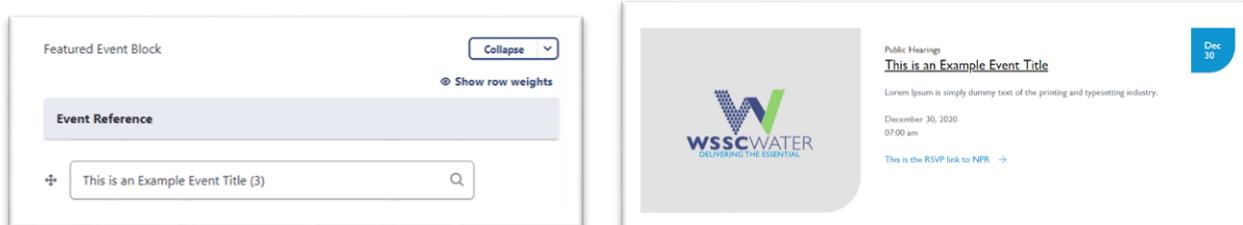
Report a Problem

Start and Stop Service

1. Title: Recommend keeping as "Frequently Asked Questions"
2. CTA Description, URL, & Link Text: Used as the link for if they can't find an answer they want. We recommend making this URL: 'mailto:custservice@wsscwater.com` or wherever you'd like to direct them for more help.
3. "Add FAQs Topic": Adds a new Topic Category to the FAQ Paragraph Type list.
 - a. Topic: This is a search box that will pull from Topics created in Taxonomy > FAQs Topic
4. "Add FAQs": Adds a new Question and its Answer to the FAQ Topic section.
 - a. Question: The Question you want to preemptively answer.
 - b. Answer: The Answer. This is a WYSIWYG so it can include an image an other helpful information for the customer.

The Featured Event Block Paragraph Type

Used to highlight a specific Event. You can add additional Event "Items" which will show up on a following row on the same Page. But consider using the 3-Column Event Grid or 4-Column Upcoming Events Paragraph Types if you want to show more than one.



1. **Event Reference:** This is a search bar that will auto-fill as you type with existing Event Content Types for you to select to feature. This Paragraph will auto-style and pull content from that Event Content Type, so if you're missing a photo or link or other information, go to that Event's edit page to add in the necessary information.

The Full-width Stat Block Paragraph Type

A great way to highlight just one impactful statistic (instead of the up-to-four via the 4-Column Impact Data Grid).



1. **Stat Number & Measurement:** For the quantity and its unit of measurement
2. **Description Text:** For elaborating on the stat. To provide the source styling, use the "H6" Header format in the WYSIWYG.

The Full-width Testimonial Paragraph Type

Used to highlight any important quote from a customer, vendor, partner, employee, or otherwise.

Full-width Testimonial Collapse ▾

Block Label

Block Quote

Quote Attribution

Quote Attribution Supporting Text



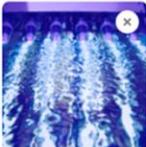
1. **Block Label:** Can be any text to describe the quote
2. **Block Quote:** The actual quoted words
3. **Quote Attribution:** Generally the name of the person or entity who is being quoted
4. **Quote Attribution Supporting Text:** Can be any text (or none) that provides extra context or description

The Large Image + Caption Paragraph Type

Used to showcase any important image.

Large Image + Caption Collapse ▾

Image Show media item weights



water_flow_uv_disinfection_bi

The maximum number of media items have been selected.

Image Caption

Text format About text formats

Basic HTML ▾

- Allowed HTML tags: <a href hreflang> <cite> <blockquote cite> <code> <ul type> <ol start type> <i> <di> <dt> <dd> <h2 id> <h3 id> <h4 id> <h5 id> <h6 id> <p>

- You can align images (data-align="center"), but also videos, blockquotes, and so on.
- You can caption images (data-caption="Text"), but also videos, blockquotes, and so on.
- Only images hosted on this site may be used in tags.



1. **Image:** Will open up the Media Library for your already uploaded images, or will allow you to upload a new one from there.
2. **Image Caption:** Will show up on the page and can be used by screenreaders.

The Links Paragraph Type

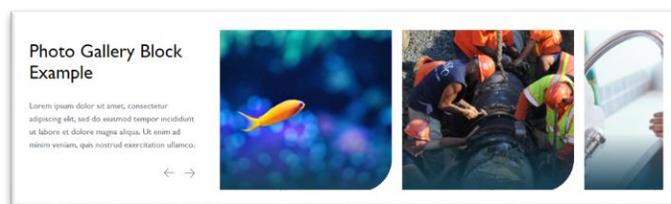
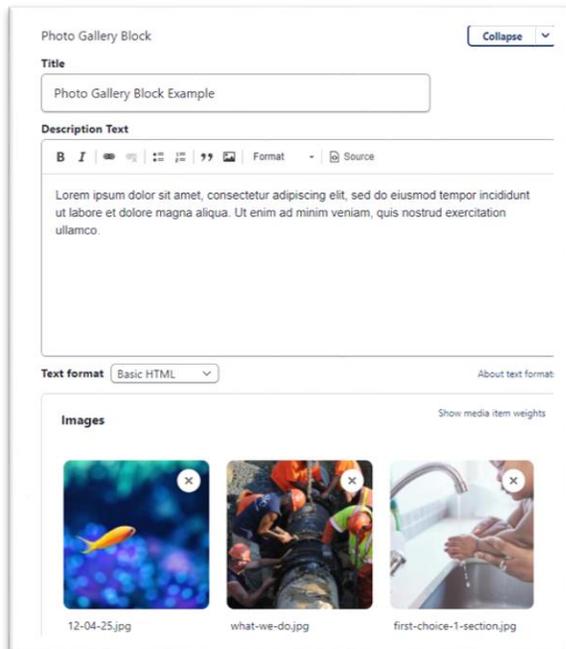
Used for some basic list of links, and was mainly created to support legacy content from the old website.

The screenshot shows the configuration interface for the 'Links Paragraph Type'. It features a 'Title' field with the value 'Links Paragraph Type' and a 'Collapse' button. Below the title is a 'Show row weights' toggle. The main area is titled 'Links' and contains three rows of link configuration. Each row has a 'URL' field, a 'Link text' field, and a search icon. The first row has a URL starting with 'Washington Suburban Sanitary Commission Launches New Wet' and link text 'WSSC'. The second row has a URL '<front>' and link text 'Homepage'. The third row has a URL 'http://www.npr.org' and link text 'NPR'. A small help text below each URL field reads: 'Start typing the title of a piece of content to select it. You can also enter an internal path such as /node/odd or an external URL such as http://example.com. Enter <front> to link to the front page. Enter <noink> to display link text only.' To the right of the configuration is a preview box showing the rendered output: 'Links Paragraph Type' followed by three blue links: 'WSSC', 'Homepage', and 'NPR'.

1. **Title:** Will label the list of links
2. **Link URL and Link text:** Can be an existing page, shortcode for specific pages (e.g. <front> = the Homepage), or an external URL (just remember external URLs need to start with `http://`)

The Person Text + Image Grid Paragraph Type

Used to provide a quick overview of any Person Content Type in your system. Will showcase them in a styled Grid. Could be used to highlight management or employees on a specific case or issue.



1. **Title & Description Text:** Used to describe the relationship between the images chosen for the gallery.
2. **Images:** Select as many as you'd like from your Media Library and this Paragraph Type will display them in a gallery and allow viewers to click through to see them all.

The Text Block Paragraph Type

This is a generic Paragraph Type that you can put almost any other kind of content within. The What You See Is What You Get (WYSIWYG, or “wizz-zee-wig”) is the only provided field and is an open-ended content area for adding generic page content and images.

Note: Not all users will have access to all the functions below. **Full HTML** access may be required.

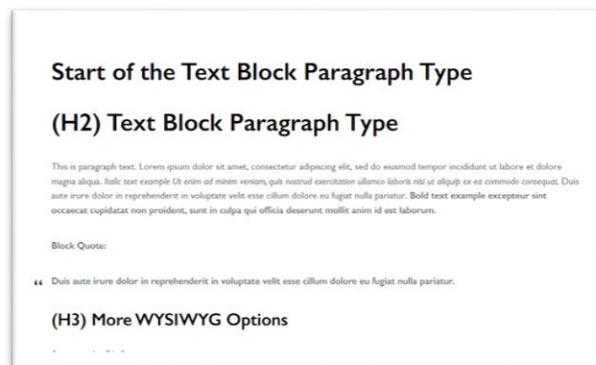
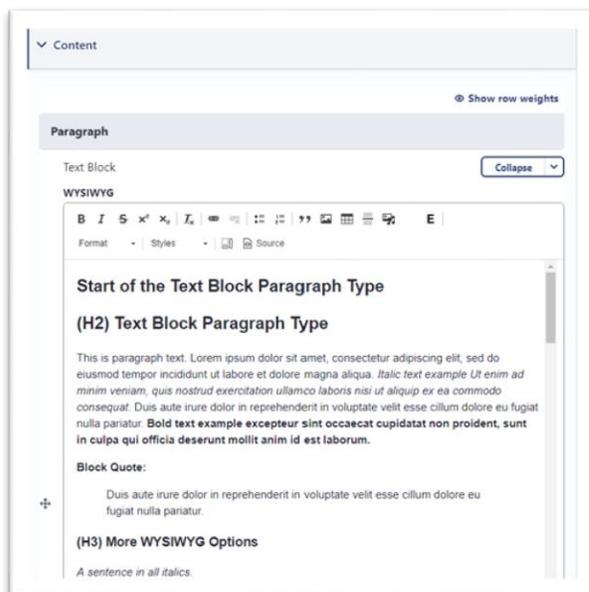


Figure 6: Text Block Paragraph Type, Backend View (left) and Frontend View (right)

WYSIWYG*: The formatting options available include familiar editing tools that you’ve seen on Word docs, including:

1. **Format**: Heading and paragraph styles, according to the design. Remember to order Headings by number, without skipping.
2. **Styles**: Provides option for Blue or White button styles that can be applied to any linked content.
3. **Bold / Italic / Underline / Strikethrough**: Standard formatting for updating the Normal paragraph text.
4. **Superscript/Subscript**: For creating the “rd” in “3rd,” for example
5. **Clear Text Formats**: Clears out any extra-applied styles and returns the font to the standard Normal or Heading style.
6. **Add Link / Remove Link**: Use the relative URL for an internal link, or paste a full URL path to link to an external website.
7. **Ordered / Numbered Lists**: Standard formatting for bulleted or numbered lists.
8. **Block Quote**: Styles the Normal paragraph into a formatting block quote, with indented text.
9. **Add Image**: Embeds an image within the WYSIWYG. While this can be done, we would generally recommend using the Image paragraph type for this so that we can preserve correct responsivity on device screen sizes.
10. **Add Table**: Create a table on the site with Column and/or Row headings. Please limit to 3 or 4 columns to preserve the formatting and readability on smaller devices.
11. **Insert Horizontal Line**: Inserts a hairline between content. This is a style decision that you may want to make on longer pages to break up content visually.
12. **Show Blocks**: Adds an indicator to your content that shows what styling you have applied to each area. This does not appear on the front-end.
13. **View Source**: Toggle this on to see the HTML view of the content.

There are many ways to add content to a Text area, however, some best practices below should help you with maintaining cleanly formatted content.

1. Always use the WYSIWYG in **Full HTML** to allow for maximum editing updates.
2. When Pasting from Word, the Body field will ask you to remove extra formatting. You should always select yes. *However, this is not a safeguard for clean code.* Instead, paste the content into a Notepad or plain-text document prior to pasting into the Body area. *Pay special attention to this when migrating any content over manually.*
3. Do not apply extra formatting to Heading styles, such as boldness or italics, and do not skip levels.

Adding Links to Pages or PDFs

Internal links – links to pages within the site – should use **relative links** which only references the part of the URL after the domain (e.g. /events or /newsroom or /what-we-do/projects).

External links, by contrast, should always use **absolute links**, which reference the full URL of the link starting with *http://*. We also recommend that external links open in new tabs/windows.

1. **Highlight the text** that should be made into a link.
2. **Select the link icon** to the right of the Italics icon to open the dialog box for adding a link.
3. **Link (URL) ***: Type in aUse the type-ahead field to reference existing, published content, or paste the full URL (absolute) path to add a link to an external webpage.

Add a PDF URL

1. First, upload the PDF to the site using the Media tab. *Tip: Set a URL alias to make it easier to link to.*
2. Then, open the PDF in a new window to access its URL path.
3. Add as a relative link.

Using the Source Button

The Source button is used to see the HTML markup of the content added in the viewing pane. Toggle to this view to see whether the content you've added has been added with clean formatting, without span tags, to preserve the design on the front-end.

1. Clean code:

```
<p>Normal paragraph text</p>
```

2. Unclean code:

```
<h2><span><span><span><span><span><em> Example Heading 2
</em></span></span></span></span></span></h2>
<p><span><span><span> Normal paragraph text</p></span></span></span>
```

This button can also be used if you're looking to embed a YouTube video in the WYSWIYG Editor. Simply click on the 'Source' button, paste in the embed code, and then switch the text editor back to Full HTML.

The Text + 3 Image Grid Paragraph Type

A different way to showcase images, though this one restricts you to three images maximum (unlike the Photo Gallery which allows for more).

Text + 3 Image Grid Remove

CTA Title
Text + 3 Image Grid Paragraph Type

Description Text
B I | [Link] [Image] [List] [Table] [Quote] [Code] | Normal | Source
Lorem ipsum text for the description here.
body p

Text format Basic HTML | About text formats

Images Show media item weights





The maximum number of media items have been selected.

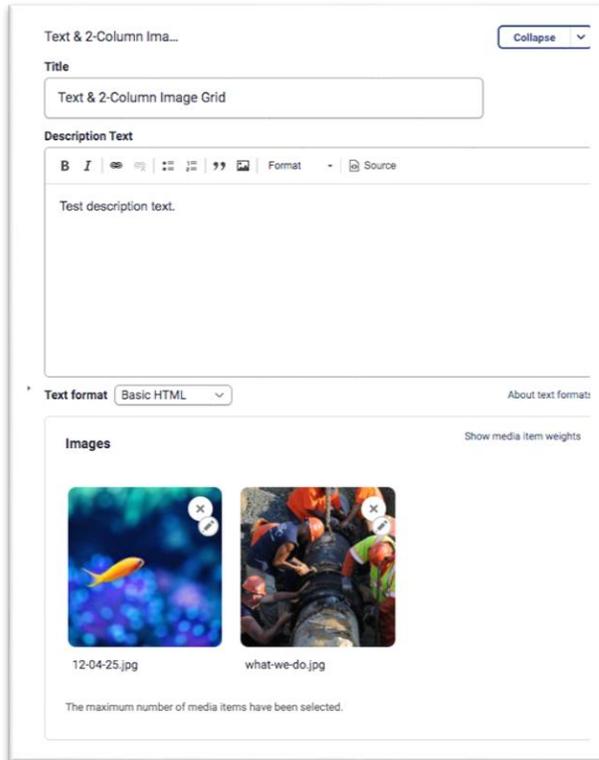
Image Grid Caption
3 images in a grid



- 1. CTA Title & Description Text:** Used to describe the relationship between the images chosen for the gallery.
- 2. Images:** Select as many as you'd like from your Media Library and this Paragraph Type will display them in a gallery and allow viewers to click through to see them all.

The Text & 2-Column Image CTA Grid Paragraph Type

A different way to call out two images and have them link to another page if desired.



1. **Title & Description:** Text that will display to the side of the images.
2. **Images:** Select images from your Media Library. The CTA link tied to the Image will show up in this Paragraph Block so if you need to change the URL or Link Text, you'll need to change it at the Image level. By removing the CTA URL and Link Text nothing will show over the image.

The Related Content Block Paragraph Type

Used to help surface additional content the viewer may want to read about. Similar to the Upcoming Events Paragraph Type, but can be used with Content Types other than Events (e.g. "Article", "Basic Page", "Projects", etc.)

Related Content Block Collapse ▾

CTA Title

Related Content Block

Description Text

B I | | | | | | | | Format ▾ | Source

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.

Text format Basic HTML ▾ About text formats

⊕ Show row weights

Content Reference

⊕ Our Governance (22)

⊕ TEST - Resource Example (9)

⊕ Potomac Main Inspection (86)

Related Content Block

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.

<p><small>December 15, 2020</small></p> <p><u>Our Governance</u></p> <p><small>Our leaders oversee WSSC Water's obligation to provide safe, clean drinking water to the community while returning clean water to the environment.</small></p>	<p><u>TEST - Resource Example</u></p> <p><small>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, q...</small></p>	<p><small>August 16, 2020</small></p> <p><u>Potomac Main Inspection</u></p> <p><small>Bioenergy Project</small></p>
--	--	--

- 1. CTA Title & Description Text:** Used to describe the relationship of the selected Related Content pieces shown.
- 2. Content Reference:** This provides a search bar (and the ability to add more) which will auto-fill as you type to reveal other Content Types/Pages that you can add into this Paragraph Type. All the information that's displayed and styled in this Block comes from the other entities, so if you feel something is missing or incorrect, you'll have to go to the original Content Type to make any necessary edits.

The Content Types

The main method of adding pages to the website is the Content Type. These repeatable content solutions differ from the Taxonomy pages in that they are *repeatable* page types that are *not linked* to a taxonomy.

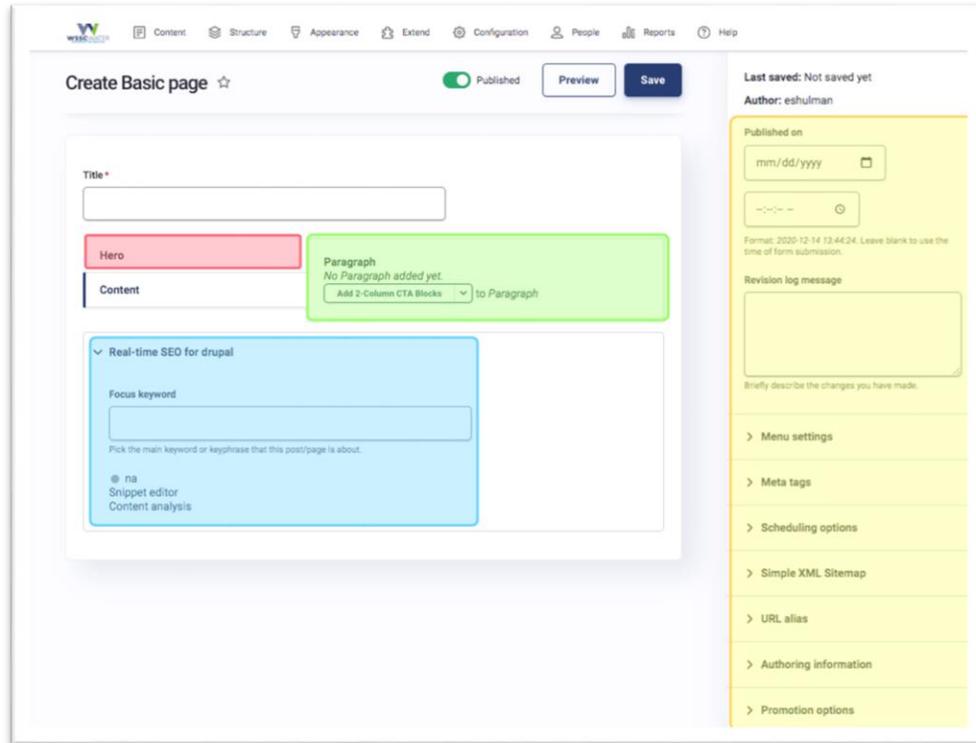
To add content through the Content Type, reference the admin toolbar, navigate to **Content > Add Content**. This page will list all content types available on your website. Select the content type for the page you wish to create.

At the time of writing, the WSSC Water website has 13 Content Types:

- **Aggregate Listing Pages:** Used to list multiple listings of various Content Types (e.g. [News] Articles, Commission Public Meetings, Board of Ethics Meetings, Events, and Projects)
- **Article:** Use Articles for time-sensitive content like news, press releases or blog posts.
- **Basic Page:** the Basic Page Content Type for static content. Contains many paragraph types.
- **Commission Public Meeting:** Used for your public meeting Agendas.
- **Customer Service Landing Page:** Used to manage your customer service key landing page, including ways to get in touch.
- **Event:** Used for all events, including Commission Public Meetings and Board of Ethics Meetings.
- **Homepage:** Used to manage your home page. There is only the one Homepage Content Type to use, so this will be edited vs used to create a new one.
- **Landing Page:** ideal for the primary navigation landing pages (e.g. “Who We Are”)
- **Secondary Landing Page:** used for the subsections under a top navigation page (e.g. “Events”)
- **Person:** Bio pages for Staff, Speakers, and other persons that can be referenced throughout the site.
- **Project:** for showcasing various WSSC projects. This is a version of the Basic Page but with additional project tags and taxonomy to help viewers find relevant projects.
- **Resource:** for different kinds of resources. This is a version of the Basic Page.
- **Alert:** used for customer alert messages that display in an orange banner across the top of the website.

Anatomy of a Content Type

Each Content Type has a combination of Paragraph Type options *and* required hard-coded content areas. In each Content Type area below, we’ll go through the different options available on each. In general, the fields below are standard.



Pink: Hero section with hard-coded content that makes up the top of every page. Typically all minimum requirements of content needed to publish the page/Content Type live here.

Green: available Paragraph Types to add page-specific custom formatting are accessed here, in the “Content” section. Some Content Types have more sections than “Hero” and “Content” and you’ll see other fields or Paragraph Types to add from within each of them.

Blue: the Search Engine Optimization (SEO) section with analytics and an optional field to add a focus keyword

Yellow: administration of this particular page, which is using a Content Type. Includes custom URLs, promotion options, etc.

Page Titles

Required (any section with a red ‘*’ is required). A plain-text field for adding the title (H1) of the page. This will format as the predefined Heading 1 style automatically on the front-end, so no custom formatting is needed.

Hero, Background Image & Description

A description of the page’s content that can be fed into search results of the page or content cards where this page displays in Views.

Content (sometimes has different Submenu names)

The area where Paragraph Types are added. The Paragraph Types will be listed in a single column here, even if custom formatting allows for content to appear differently on the front-end.

Admin area: Revision log Message

An optional area to add notes of the revisions made to the content.

Admin area: Menu Settings

Your Menu Navigation is already set up via Structure --> Menu, but you can select this box to assign this Page within the existing Menu Hierarchy where it will then display as Navigational Breadcrumbs at the top of the page accordingly. This will *not* make the Page show up in the Menu Nav dropdowns.

Admin area: Meta Tags

By default, the primary meta data will populate based on settings defined in Configuration. Page-specific meta tags can be populated in this area.

Admin area: Simple XML Sitemap

Typically, this never needs to be updated following the initial configuration.

Admin area: URL Alias

By default, the URL slug will be dynamically generated based on the Page Title. Uncheck this box to manually override that URL with your own (note: this can affect SEO).

Admin area: Authoring Information

Displays the CMS user and publishing date of the piece of content. Note: if a content type has a scheduled published date – for example, a Press Release or Blog – that date is managed separately from this date, in the "Scheduling options" section.

The Aggregate Listing Content Type

This is a way to view and filter across multiple pages of a given other Content Type. Specifically, there is a "Project" Listing page, an "Event" Listing page, "Commission Public Meeting Agendas" Listing page, "Board of Ethics Meetings" Listing page, and "News" Listing page. You likely won't need to create other Aggregate Listing Pages, but there are a few things to note about filtering on each one:

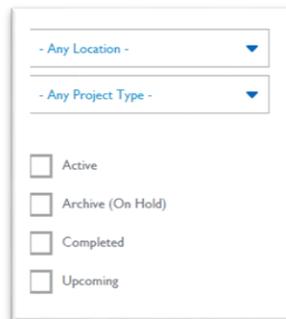
COMMISSION PUBLIC MEETING AGENDAS and BOARD OF ETHICS MEETINGS

You can filter by 'Year', to show a list of all of these meetings in that given year.

PROJECT

You can filter by 'Location,' 'Project Type,' and 'Project Status'

When there are no filter options selected, the default view will be to show any and all Projects.



The image shows a filter form for Projects. It contains two dropdown menus at the top, both set to "- Any Location -" and "- Any Project Type -". Below these are four checkboxes for project status: "Active", "Archive (On Hold)", "Completed", and "Upcoming". All checkboxes are currently unchecked.

EVENT

You can filter by 'Month' and 'Year' and all Event Types, including Commission Public Meetings and Board of Ethics Meetings.

NEWS

You can filter by 'Month' and 'Year' and all News Types

The Article Content Type

The Article is used mainly for News items, Public Notices, Alerts, etc. Each Article has an “Article Type” that’s pulled in from the Taxonomy menu (so you can add/edit/remove from there).

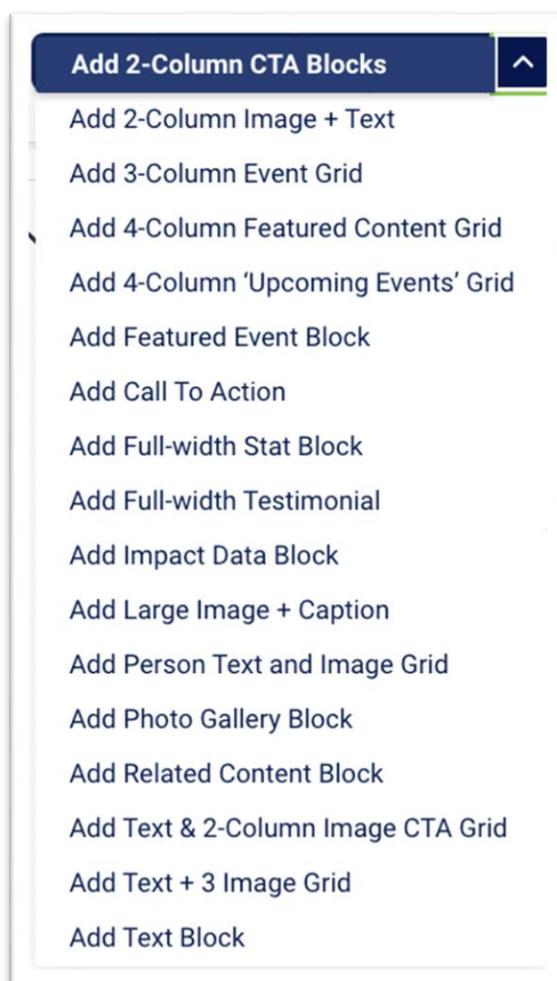
How to Edit

1. **General Section:** *
 - a. **Title*:** Name of the content node / Article

- b. **Article Type:** Type to lookup the Types from the Taxonomy menu for Articles
- c. **Description:** A snippet of what the Article's about that will show up in the Header.
- d. **Author(s):** This is the image that is shown background to provide some extra texture.

2. Content:

- a. **Content:** Build out the actual Article by selecting various Paragraph Types to the page. The following paragraph types are available to this Content Type:



The Basic Page Content Type

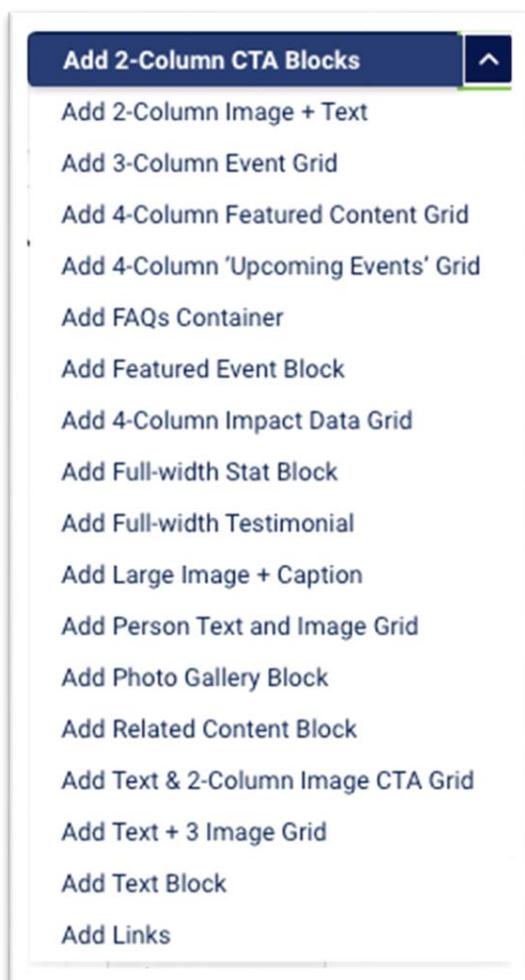
The Basic Page is used as a catch-all for any type of content, especially when existing templates are not available or do not fit the needs. The Basic Page can generally be used as it contains many different Paragraph Types.

How to Edit

1. Hero Section *

- a. **Title*:** Name of the content node / page
- b. **Hero Image:** The background Image displayed in the Hero area
- c. **Description:** This text would show below the page title in the Hero area
- d. **CTA:** Link and Text that will show up as a button in the Hero area if filled in

Content: Build out the actual Article by selecting various Paragraph Types to the page. The following paragraph types are available to this Content Type:



The Commission Public Meeting Content Type

This Type is specifically created to showcase your Commission Public Meeting Agendas in an HTML website format. You will also be creating "Event" Content Types for your Commission Public Meetings, and those will link to these Pages.

How to Edit

1. Hero Section *

- a. **Title*:** Name of the content node / page
- b. **Hero Image:** The background Image displayed in the Hero area

- c. **Description:** This text would show below the page title in the Hero area

2. General Info

- a. **Date**
- b. **Start Time / End Time**
- c. **Meeting Location**
- d. **Meeting Room**
- e. **Minutes:** *(Generally added after a meeting has happened)* Upload or select an already uploaded PDF of the Minutes to be clickable to view next to this meeting.
- f. **Watch Link:** *(Generally added after a meeting has happened)* Enter the URL and text for where viewers can go to see the recorded meeting

3. Agenda : Where you'll build out the Agenda Items for this Page

- a. **Agenda PDF :** Upload the PDF version of the agenda for this meeting here. This will be added to your Media Library.
- b. **Agenda Section :** Title
- c. **Agenda Item section**
 - i. **Anticipated Action:** Type to select from a list created in Taxonomy
 - ii. **Indentation:** Select how much to indent the Item
 - iii. **Agenda Item:** Open WYSIWYG field to add what the Item is about
 - iv. **[Possible new field labels will be applied for clarity. This language may need to be updated.]** List Style Type: Select between 'None' 'Decimal' 'UPPER ALPHA' or 'lower alpha'
 - v. **Start:** What label Position Label the Item will have based on the List Style Type
 - vi. **Style:** Select between 'Bold' or 'None'
 - vii. **Time:** Time of when this Item is up in the Agenda. Text field that will show exactly what's typed

The Customer Service Landing Page Content Type

A specialized version of the Landing Page Content Type, that's essentially only used for your Customer Service page, which is accessible via the Top Nav.

How to Edit

1. Hero Section *

- a. **Title*:** Name of the content node / page
- b. **Hero Image:** The background Image displayed in the Hero area
- c. **Description:** This text would show below the page title in the Hero area

2. **Customer Service Quick Links** – Icon based quick links to important help areas of the website
3. **FAQ Block:** *(Currently not used on this page, but here if needed later)*
 - a. See *FAQ Block Paragraph Type* for information on using this
4. **2-Column CTA Blocks – used for the big blue callouts with emergency information**
 - a. For this Customer Service Landing Page specifically, the link in the left (first) callout **MUST** be a telephone, using the format as it follows: xxx-xxx-xxx (numbers and dashes). This will ensure it displays correctly and is tappable on mobile devices for a better user experience to call in for emergencies.
5. **Alert** – Used to highlight the sign-up for your Alerts Customer Notification System
6. **Connect with Us CTA** – Used to show your Contact Information including address, hours, and phone numbers
7. **Customer Connect** – Used to highlight the sign-up for your Customer Connect email newsletter
8. **Mobile App** – Used to highlight the ability to download the mobile app.

The Event Content Type

Used to provide most all details related to an Event. Note that Board of Ethics Meetings and Commission Public Meetings are Types of Events and can have an Event Content Type Page.

How to Edit

1. **Hero Section ***
 - a. **Title*:** Name of the content node / page
 - b. **Hero Image:** The background Image displayed in the Hero area
2. **Event Description**
 - a. **Event Status:** Type to select from your Event Status Taxonomy list. Used to show if an Event is Postponed, Canceled, etc. Can leave blank
 - b. **Event Type:** Select one or more (by clicking 'Add another item') Event Types to tag this Event. Options are pulled from your Event Type Taxonomy list.
 - c. **Description:** A snippet describing the event. This will show up in search results.
3. **General Info**
 - a. **Start & End Date and Time:** Must pick from the field options
 - b. **Timezone:** Default is New York/East coast time, but you can change this if necessary.
 - c. **Registration Detail:** Any additional information you wish to provide about how to register. This will show below the main Event Detail section.
 - d. **Hosted By:** Can leave blank. Used to highlight a person, department, or sponsor
 - e. **Location:** Open text field to put in an address or virtual information.
 - f. **Directions Link:** Used to provide a link to Map location for people to find directions

- g. **RSVP:** Used to provide a link to any RSVP platform to register and track attendees.
- h. **Download Links:** Used to provide any materials (images, PDFs) tied to the Event
- i. **Minutes:** Upload new or select already uploaded Minutes PDF for this Event (mainly for Board of Ethics and Commission Public Meetings)
- j. **Agenda PDF:** Upload new or select already uploaded Agenda PDF for this Event (mainly for Board of Ethics and Commission Public Meetings)
- k. **Agenda:** Type to search and link this Event page to the Commission Public Meeting Agenda Page.

The Homepage Content Type

How to Edit

For your main home page which may need new content from time to time.

1. **Hero Section ***
 - a. **Title*:** Name of the content node / page
 - b. **Hero Text:** Biggest text that user's first see when they land
 - c. **Hero Description:** Secondary text below the Hero Text with more information
 - d. **Hero CTA:** Link and Text that will show up as a button in the Hero area if filled in
 - e. **Background Image:** The background Image displayed in the Hero area
 - f. **Customer Service Quick Links:** – Icon based quick links to important help areas
 - i. **Item** – click “Add another item” to add more, or delete a URL to remove it
 1. **URL:** Type in the field to find the page the Quick Link box will link to
 2. **Link Text:** The text that displays in the box
 3. **Link Classes:** Advanced – this is the class code for the specific Icon to display in the Quick Link box
 - g. **Customer Service Contact Phone and Link** – Last part found on top of the Background Image
2. **Latest Updates:** Select up to 4 other already published Pages/Content Types to display
3. **What We Do**
 - a. **Stats:** Showcase 4 statistics
 - b. **Quick Links** – Icon based quick links to important areas (similar to Customer Service Quick Links)
4. **Featured Content** – Describe and select up to 4 other Pages. These can be internal or externally linked pages, each with their own image and text.
5. **Upcoming Events** – Add 1-4 or more Events to showcase on the Homepage
 - a. **Section Link** – Recommend keeping as is. The text and URL take users to the full Event Listing page so they can see all the Events.

- b. **Event Reference** – click “Select entities” to browse and add an Event Page to this list to display
6. **Featured Content Secondary** - Describe and select up to 4 other Pages. These can be internal or externally linked pages, each with their own image and text. It’s “Secondary” since it’s lower on the page, but is setup the same as the earlier Featured Content section.
7. **Full-width CTA with Image** – Used to highlight a final Call To Action on the Homepage.

The Landing Page Content Type

The landing page is to be used to identify major sections and to call out content that can be discovered. All your top-level navigation pages are setup as Landing Page Content Types.

How to Edit

1. **Hero Section ***
 - a. **Title***: Name of the content node / page
 - b. **Description**: This is the text that will shows in the Hero area.
 - c. **Background Image**: Hero background
2. **2-column Image and Text**: Optional Paragraph Type to use (see Paragraph Type section for more)
3. **Featured Content**: This is the core content that will be displayed on the page. Content here is controlled with a series of Call To Action Paragraph Types.
 - a. Title
 - b. Description
 - c. Image
 - d. CTA URL and Text

The Secondary Landing Page Content Type

How to Edit

1. **Hero Section ***
 - a. **Title***: Name of the content node / page
 - b. **Description**: This is the text that will shows in the Hero area.
 - c. **Background Image**: Hero background
2. **Sub Menu Content**: Type to search for existing Pages to showcase in this section. Delete a field to remove it from the Sub menu.

The Person Content Type

How to Edit

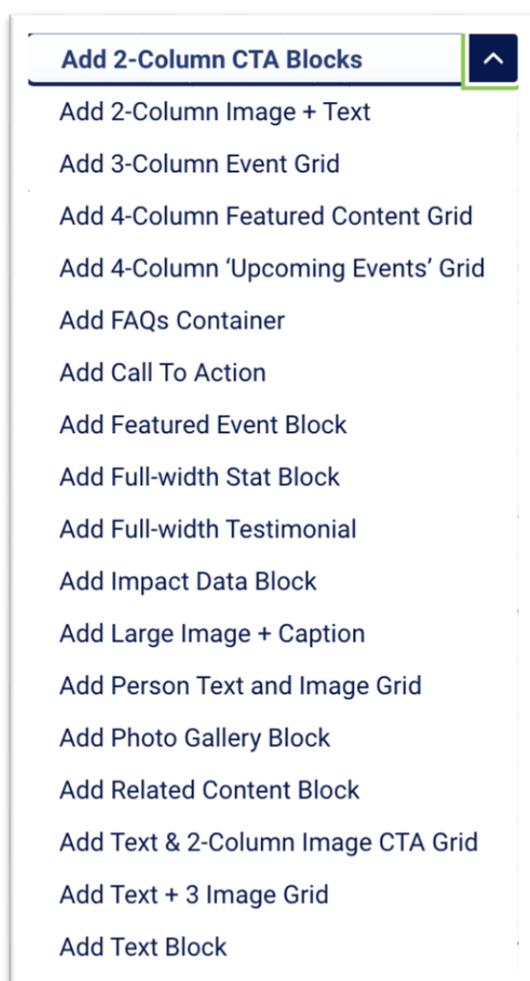
1. **Name***
2. **Picture**
3. **General Content**
 - a. Authored by – Type to search for a username (defaults to you)
 - b. Position – Type in the open text field
 - c. Department – Type to search for based on the Taxonomy list
 - d. Biography – WYSIWYG editor to enter in person’s biography information
4. **Quick Links** – Used to add any URL/Link text to the page
5. **Thought Leadership** – Type to search for any published Articles marked “Thought Leadership” presumably for blog posts by the person. Delete a field to remove it.

The Project Content Type

How to Edit

1. **Hero Section ***
 - a. **Title***: Name of the content node / page
 - b. **Hero Image**: The background Image displayed in the Hero area
 - c. **Description**
2. **Content**

- a. Here are the Paragraph Types you can add to a Project



3. General Info

- Project Status:** Must pick from the field options pulled in from Taxonomy list
- Project Type:** Must pick from the field options pulled in from Taxonomy list
- Location:** Type to select between Prince George's and Montgomery County
- Start Date & Completed Date:** Use the date tool

The Resource Content Type

Note: At the time of writing, this content type is not currently used on the website.

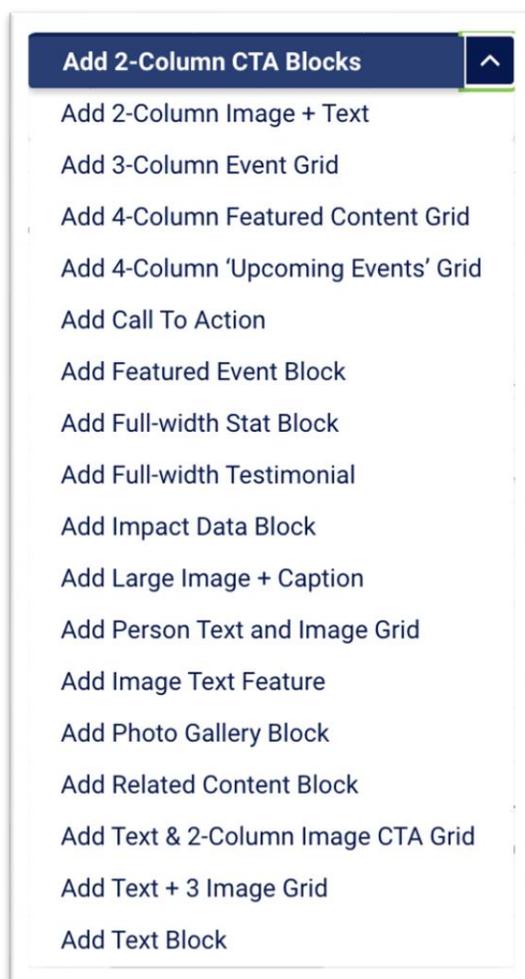
How to Edit

1. Hero Section *

- Title*:** Name of the content node / page
- Hero Image:** The background Image displayed in the Hero area
- Description**

2. Content

- a. Here are the Paragraph Types you can add to a Resource



Additional Website Features

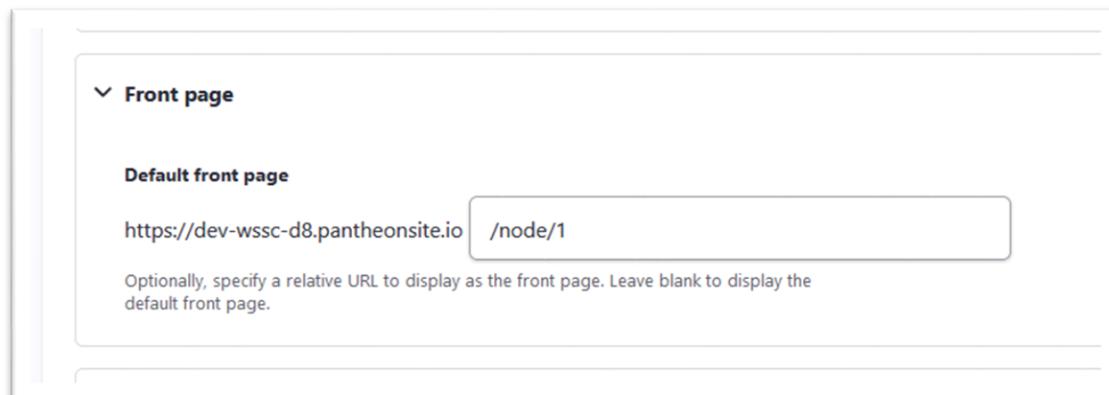
Basic HTML Page: Posting an "Emergency" Page

This is a unique Page and Configuration that will allow a specific Page to be shown instead of your usual Homepage. You can consider following these steps if your page is failing due to too many people attempting to access it during an emergency.

Steps:

1. Create a New Page using either a Homepage or Basic Page Content Type (or edit an existing one if you've already created one).
2. Go to this page: `.../admin/config/system/site-information`
3. Navigate to *Front Page > Default front page* and change that field to the Page Alias you just created (e.g. 'emergency-homepage')

- Even if the page is called 'emergency-homepage' it won't say that in the URL. This Page will now be shown whenever users go to your main Homepage.



▼ **Front page**

Default front page

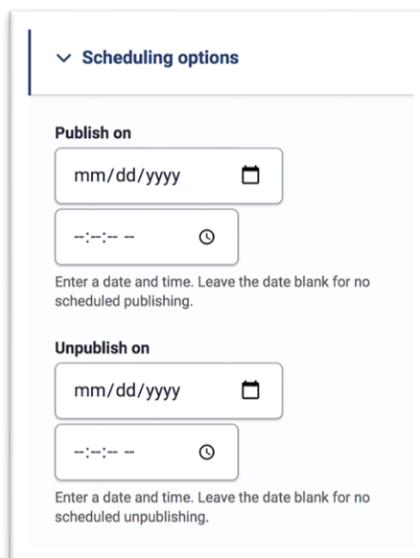
https://dev-wssc-d8.pantheonsite.io /node/1

Optionally, specify a relative URL to display as the front page. Leave blank to display the default front page.

- To revert back, change that field back to: `/node/1`

Publishing Workflow: Scheduling when new Pages get Published

On the right-hand panel when creating or editing a page, there is a “Scheduling options” section where you can set the date and time the Page should be Published and potentially Unpublished. Use this to pre-create important News items, Events, etc. and have the system automatically Publish (i.e. make it visible and accessible to viewers) and Unpublish (i.e. make it un-viewable and inaccessible to viewers).



▼ **Scheduling options**

Publish on

mm/dd/yyyy

--:--:--

Enter a date and time. Leave the date blank for no scheduled publishing.

Unpublish on

mm/dd/yyyy

--:--:--

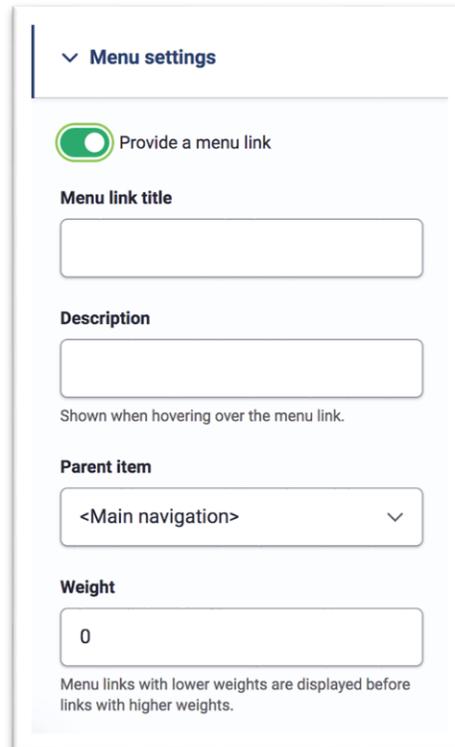
Enter a date and time. Leave the date blank for no scheduled unpublishing.

Notes:

- This is available on all Content Types except Homepage and Aggregate Listing Pages
- Admins and Content Editor roles have access to this and will still be able to view the Page to see how it looks and won't get a 403 “Unauthorized” error (more on Error pages below). If an Admin Schedules a Post, a Content Editor won't be able to see it, but Admins can see scheduled and yet-to-be Published Content Editor Pages.
- The tool that checks for if Posts are Scheduled to Publish occurs every hour. If you wish to manually trigger it to run, you can navigate to `... /admin/reports/status`.

Breadcrumbs

Most Breadcrumbs are auto-generated based on the Content Type (e.g. Events, Projects, News) and possible attributes a page has (e.g. Project Type). For Basic Page Content Types, you must link it to a parent menu item in order to display the proper breadcrumb trail. You can do this using the right-hand panel when creating or editing a Basic Page.



✓ Menu settings

Provide a menu link

Menu link title

Description

Shown when hovering over the menu link.

Parent item

Weight

Menu links with lower weights are displayed before links with higher weights.

You need to only set the 'Parent item' to where you'd like the Basic Page breadcrumb to be underneath. It will not show up in the actual Menu Navigation.

Custom 404, 403, 500 page

You can set the link to the 404 and 403 page through: **Configuration > System > Basic Site Settings**

- **404 Page ('Page Not Found')**: This is a Basic Page that can be edited.
 - To view a list of the top 404 pages, navigate to **Reports > Top "page not found" errors**.
- **403 Page (Unauthorized access error)**: This is a Basic Page that can be edited
 - To view a list of the top 404 pages, navigate to **Reports > Top "page access denied" errors**.
- **500 Page**: This server error page is dynamically created by Pantheon. It cannot be edited on the Drupal backend. It is shown when there is an internal server error and not a missing page or unauthorized page access.

XML Sitemap

This link shows you a list of all pages and their URLs. You can access see it at `.../sitemap.xml`

You can sort them by URL location, 'Last modification date', 'Change frequency', 'Priority':

- **Change frequency:** parameter for web crawlers to expect a change
- **Priority:** Which pages show up first in the Sitemap list.

We recommend leaving the default settings in place, but if necessary, you can change different admin settings at `... /admin/config/search/simplesitemap`. *We recommend filing a development request.*

Global Redirects Module

This is used to help redirect any old links to new one so that viewers aren't facing a 404 error page if they try to navigate to an old URL.

1. To start, navigate to: **Configuration > Search and Metadata > URL Redirects**.
2. Click on the blue "Add Redirects" button in the upper right.
3. The first field is the "FROM" path – the old URL.
4. The second field is the "TO" path – the new URL.
5. Once these fields are updated, click the blue 'Save' button at the bottom of the form.

The screenshot shows a configuration form for a URL redirect. It contains the following elements:

- Path***: A text input field containing the URL `http://test-wssc-d8.pantheonsite.io/`.
- To***: A search input field with a magnifying glass icon on the right.
- Redirect status**: A dropdown menu currently set to `301 Moved Permanently`.
- Save**: A blue button at the bottom left.

Below the 'To*' field, there is a small text block: "Start typing the title of a piece of content to select it. You can also enter an internal path such as `/node/add` or an external URL such as `http://example.com`. Enter `<front>` to link to the front page. Enter `<nolink>` to display link text only."

Below the 'Redirect status' dropdown, there is another small text block: "You can find more information about HTTP redirect status codes at http://en.wikipedia.org/wiki/List_of_HTTP_status_codes#3xx_Redirection."

Customer Service Sidebar Widget

The 'Customer Service' sidebar widget is a **custom block**. This block can be edited here: `.../block/4`

The screenshot shows the 'Edit custom block Customer Service Sidebar' configuration page. The form includes the following fields and content:

- Sidebar Block Section:** A header for the configuration area.
- Title:** A text input field containing the word 'Contact'.
- Icon Class:** A text input field containing the word 'phone'.
- Description Text:** A rich text editor containing the text: 'We are here to serve and provide a quality customer experience for each customer, every time.' Below this, there is a section titled 'Emergencies' with the text 'Phone: 301-206-4002' and a blue link labeled 'Email Us'.
- Text format:** A dropdown menu currently set to 'Basic HTML'.

The block can be configured here: [.../admin/structure/block/manage/customerservicesidebar](#)

On this configuration screen, you can add in URL's where you don't want the block to display. For example, we have removed this widget from the 'Customer Service' landing page.

Alert Banner

[[Awaiting final testing of this feature before inserting instructions]]

External URL Pop-up

When viewers click on any links that take them to a page outside the wsscwater.com domain (considered an "external" URL), the site will show a pop-up overlay to alert them they're leaving the WSSC website.

You can tell Drupal which domains to ignore by adding them to the "Trusted domains (whitelist)", and change the text by editing the "Default" Pop-up at [.../admin/config/content/external_link_popup](#)