

T4 Tips #3

From: Digital Services Team

To: Public Website Quality Owners and Content Editors

Date: 12-17-2019

Thank you to everyone who has attended your training sessions, department meetings, and open labs. Here are some tips and tricks that we've learned together while working in the new content management system.

Tips included:

- The prelaunch link & publish cycle
- Safely removing mirrored contacts
- When to use the accordion
- Explore this section
- How to use the List of Link in Tiles
- How to add alt text to images
- Font Awesome and Windows 10

Have more questions?

Looking for answers about icons, images, content types, or contacts? **Visit our website guidelines page in T4!** New updates are added frequently. Bookmark this preview link in your browser for easy access:

www.tinyurl.com/t4-website-guidelines

Tip: Use the "Was this page helpful?" form at the bottom of each page to send us feedback and let us know if there's something else you'd like to see.

Prelaunch link & publish cycle

Remember to use the prelaunch URL to review your content.

<https://tinyurl.com/t4-prelaunch> -- or --
<https://minneapolismgov-lb01-production.terminalfour.net/>

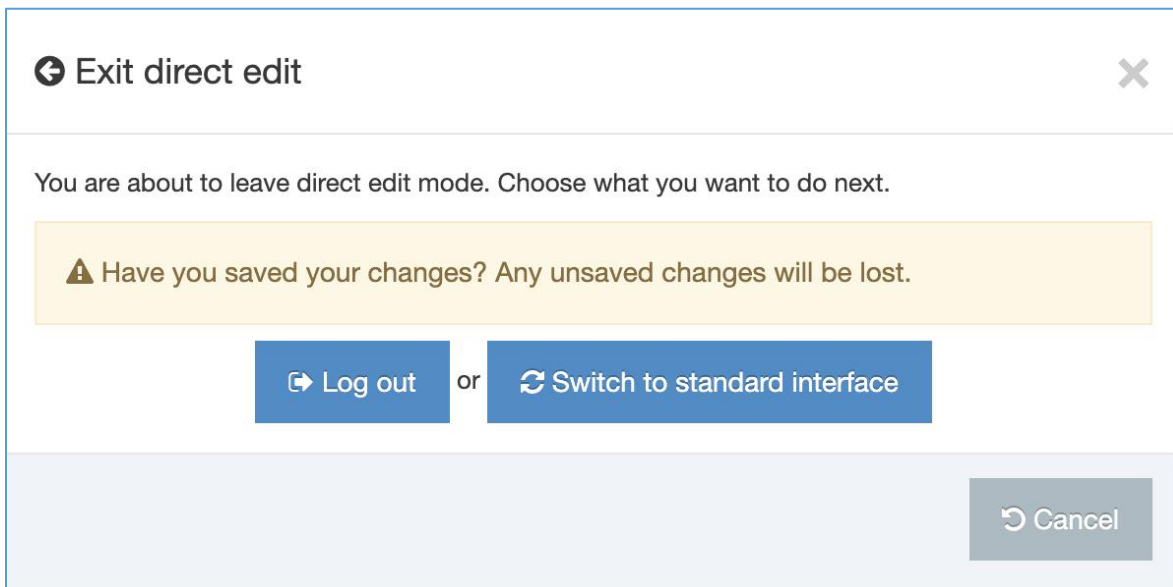
T4 has a 15-minute publish cycle. Approved content will publish every fifteen minutes, starting on the hour. That means if you approved something at 3:18 p.m., you can expect it to appear on the live website shortly after 3:30 p.m.

Safely remove mirrored content from a page

If you delete a mirrored Contact in Direct Edit, it deletes it everywhere. T4 knows about this bug and is working on a fix. In the meantime, use this workaround.

Step 1. Exit Direct Edit

Click on the exit button on the left sidebar. Choose “Switch to standard interface” as the option.

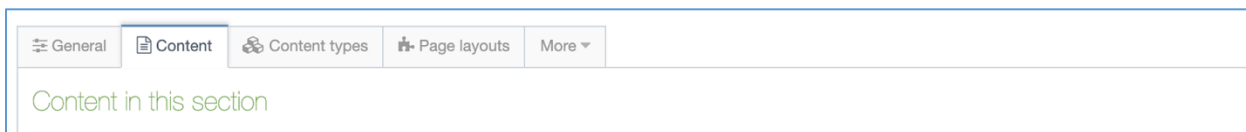


Step 2. Find your page

Use the site structure to find your page again. Click on its title.

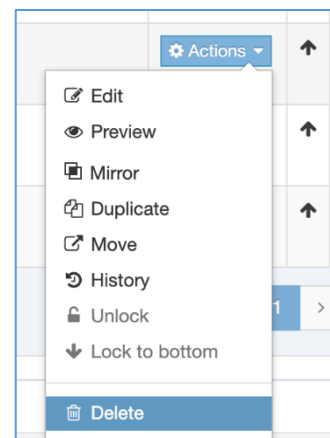
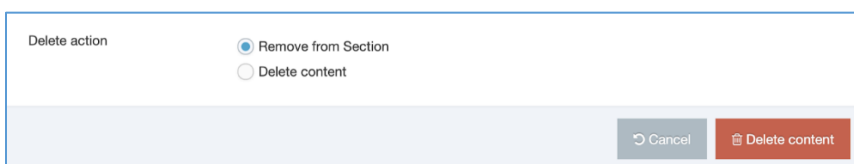
Step 3. Remove the content type

Go to the “Content” tab.



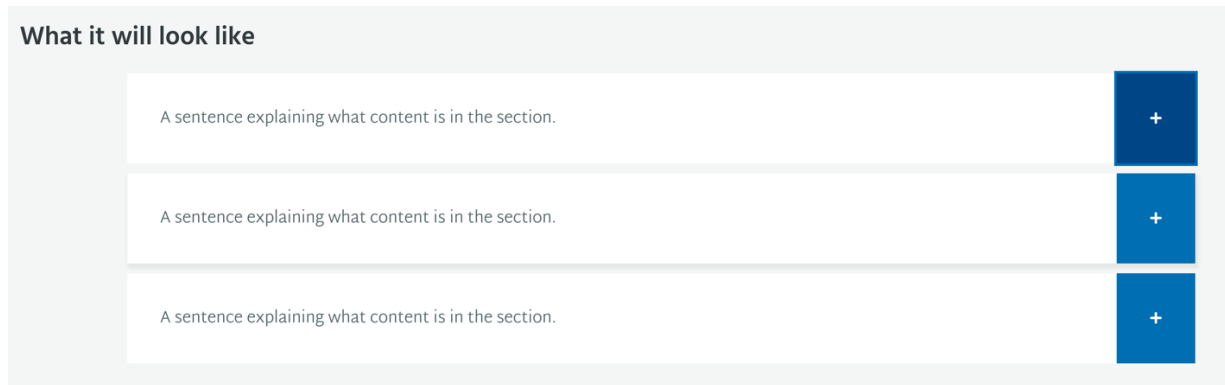
Find the content type you want to remove. From the “Actions” dropdown, choose “Delete”.

You’ll see a confirmation prompt. Make sure that “Remove from Section” is selected. Otherwise, you’ll delete the content type completely. Click the “Delete Content” button.



When to use the accordion

We're seeing a lot of you embrace the Accordion content type for your pages. The Accordion is great for some types of content but use it sparingly. **If the only thing you have on a page is an accordion, consider adding some Scannable Paragraphs and Multicolumn Content sections** to increase the visibility and scannability of the page.



Best uses

Accordions work best for supplemental information. They hide all of the important information that you add. They require more interaction from visitors. That means you shouldn't be using them for primary or important content.

The best uses for an accordion are:

- When site visitors already know what they're looking for when they come to your page.
- When site visitors are scanning for only a few specific pieces of information.
- When you have many different topics that are standalone pieces (e.g., an FAQ page or a list of definitions).

FAQ pages

FAQ pages should restate information that is available on other pages. Don't use a long FAQ page as a "band-aid" for non-intuitive page organization & naming.

Use the questions on this page are actually frequent, not all questions that anyone could ever ask.

Explore this section

We have 2 types of “Explore this Section” content types: dynamic and manual. Most of the time, you’ll want to use the dynamic one. The results to the website visitor will look the same.

Dynamic

The dynamic version will automatically show any direct child pages of the current page that have “Show in navigation” checked.

You should (almost always) add an “Explore this section (dynamic)” content type on every one of your Topic Navigation pages, below any resident actions. During the migration from Gather Content, T4 did not add this content type for you. If you don’t see any child pages on a topic navigation page, you may need to add this content type.

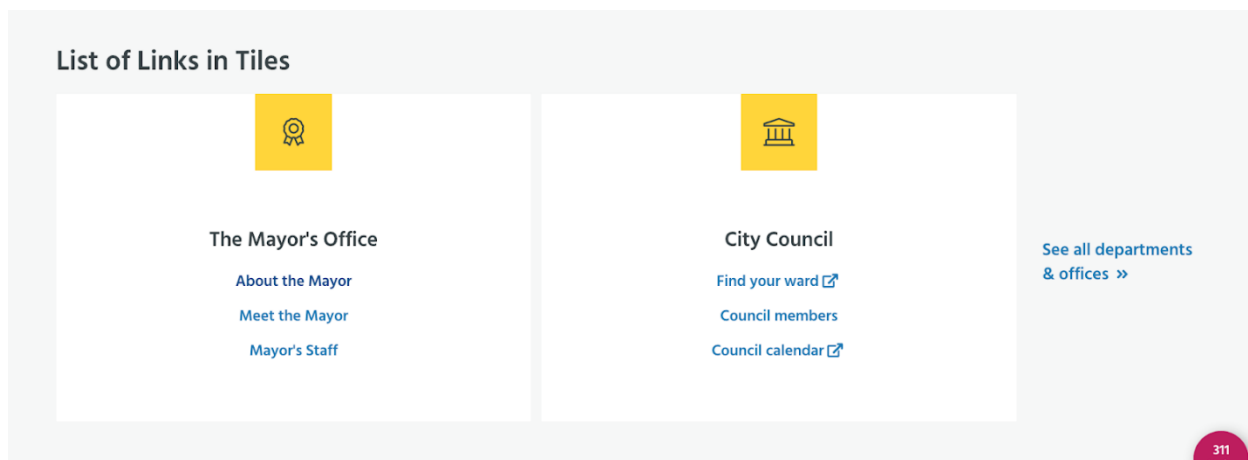
When you add it, you can use the phrase “Explore this section” as the heading. We’ve consistently been using this across the site.

Manual

If you need more control over what appears in the “Explore this section” area, use the manual version. With this variant, you must choose every link that appears. Because it’s manual, you’ll need to be vigilant about keeping the list up-to-date. If anyone deletes a page that you referenced, you’ll need to update the content type. If anyone adds a new page that you want to include, you’ll also need to update.

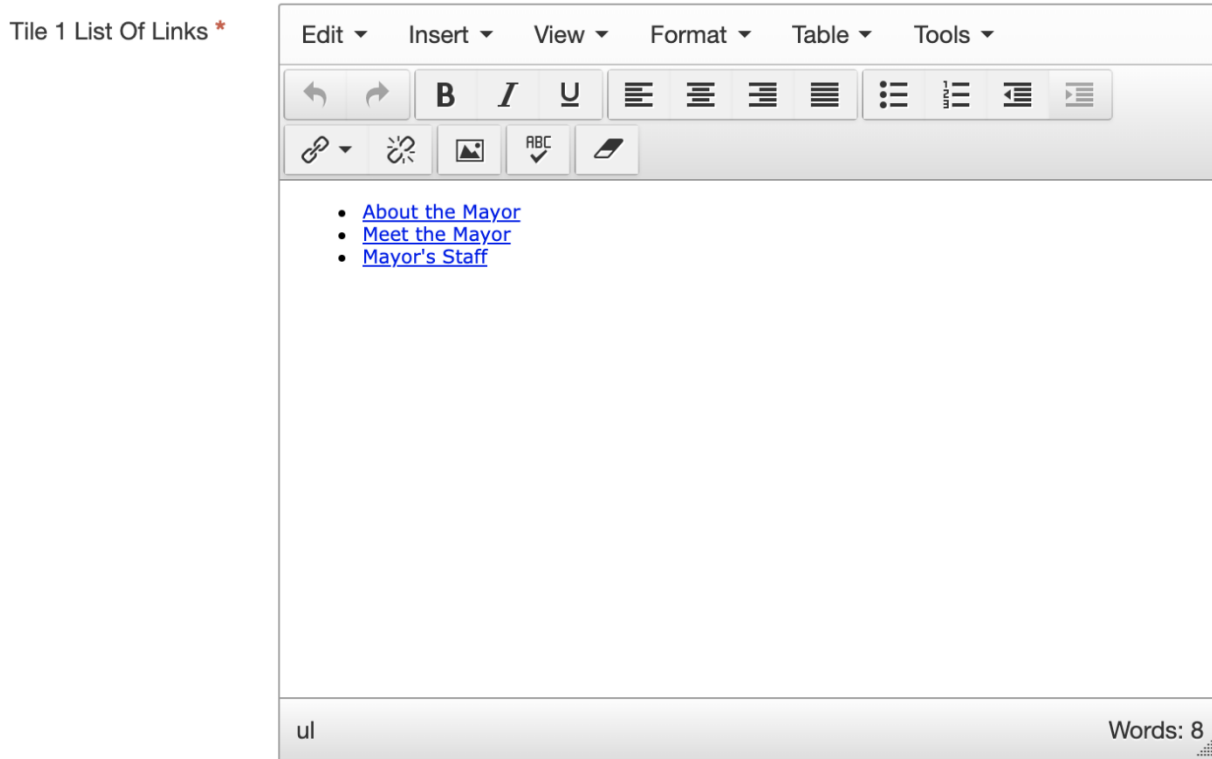
How to use the List of Links in Tiles

The content type will look like this:

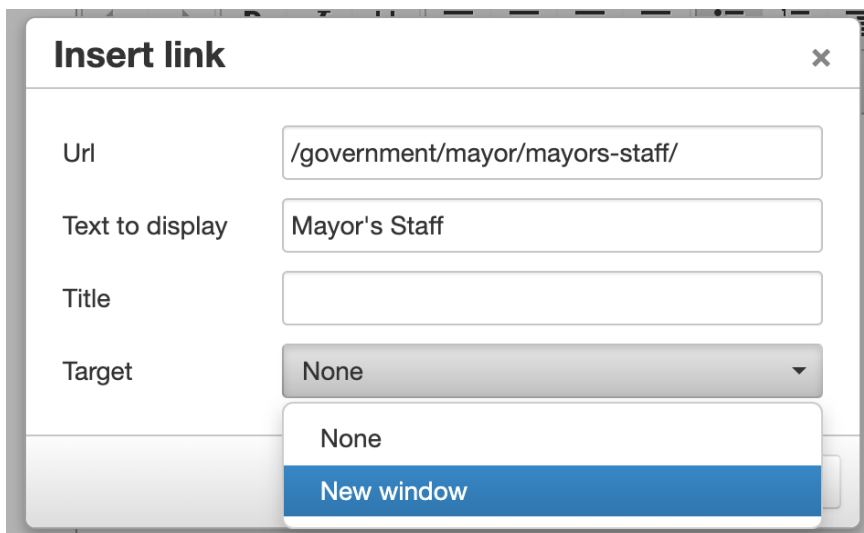


If you're using the List of Link in Tiles content type to include external links, **format the links as a bulleted list**. Use this content type only adding 2 - 3 groups of links.

Each list should look like this in your editor:



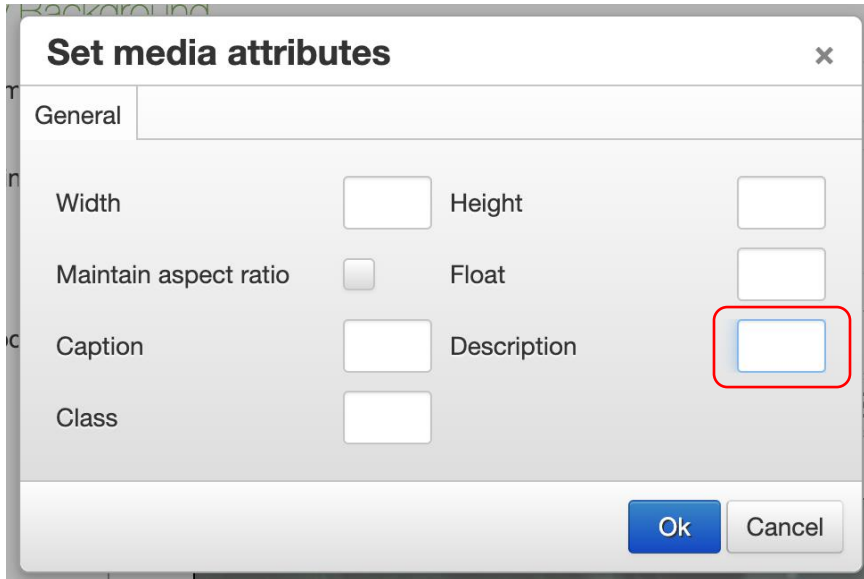
Select "New window" as the target to make the external link icon appear and to open a new window for the link.



How to add alt text to images

Whenever you add an image to a page, you must include alt text to describe the image. ALT text is required to meet our accessibility standards. It also helps increase search engine rankings.

When using the text editor with ribbon to add an image, double-click the image. You should see options for formatting the image.



Use the “Description” field to populate the ALT text. The description looks like a small field, but you can add more information than what is visible.

Media attribute tips

- Write the image description somewhere else (like a text editor) and copy-paste it into the description field.
- Use descriptive language --e.g., “Minneapolis Firefighters putting on their emergency gear”.
- Avoid using “Image of,” “photo of” or any other variant at the beginning of your ALT text. Screen readers already announce when an image appears, so people may hear “Image of an image of...”.
- You can set the “Float” to “right” or “left” to align your image with the text.
- The “Caption” field appears centered and below the image on your page.

Font Awesome and Windows 10

Some content editors have reported an issue that icons are not displaying properly when adding content to the website. After a little troubleshooting, we found something interesting.

If you are in the City's enterprise network, and you are using Windows 10 and Internet Explorer - Font Awesome will be labeled as untrusted, and will not display properly. It's a super strange edge-case! Ultimately, we believe this won't affect the visitor experience; although it's still pretty annoying for content editors. We apologize for the inconvenience and we're working on the issue.

Documentation about this bug can be found in this thread:

<https://github.com/FortAwesome/Font-Awesome/issues/8472>

Additionally, there is an article referenced in the thread that talks about "untrusted" fonts in a Microsoft enterprise.

Here is that article: <https://docs.microsoft.com/en-us/windows/security/threat-protection/block-untrusted-fonts-in-enterprise#Turn on and use the Blocking untrusted fonts feature>