

Training Tuesday

Supporting Your Editors with Documentation

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Tuesday, October 28th, 2025

A BIT OF “HOUSEKEEPING”



This webinar is being **recorded** and will be available on our support site



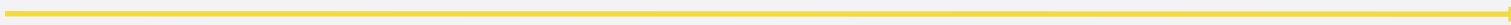
Use the **Q&A** for questions. Feel free to ask during the presentation.



I am working in a sandbox, but you can **follow along** in your own instance

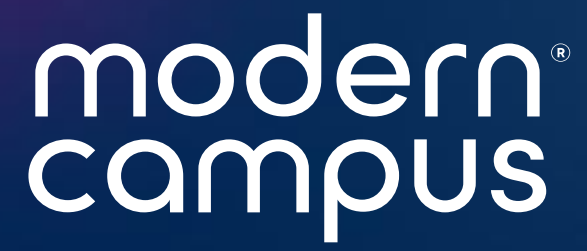


Please complete our **survey** after the webinar



Agenda

- **Planning**
 - Why documentation matters for editors
 - Identifying key tasks and needs
- **Developing**
 - Best practices for step-by-step guides
 - Using visuals, screenshots, and videos
- **Implementing**
 - Making documentation easy to find in the CMS
 - Quick steps to get started and keep resources current
- **Demo**



Planning

Why Editors Need Documentation



Editors forget steps post-training



Repetitive questions burden admins



Inconsistencies and accessibility issues



Documentation enables autonomy and reinforces training

Plan with Your Audience in Mind

Identify your roles

Tailor Documentation By Role

Content Editors*

Approvers

Accessibility Checkers

Admins

I am a(n)...



Content Editor

Logging in, making changes to pages, and other content types



Administrator

Managing your site settings and users



Developer

Coding page templates in Modern Campus CMS



Design Agency

Designing beautiful, accessible websites using Modern Campus CMS

Identifying Key Tasks and Needs

Collect	Collect feedback from editors after training sessions
Track	Track the most frequent support tickets or email questions
Observe	Observe editors working in the CMS
Start	Start a running FAQ list based on real requests

Frequently Asked Questions

Logging In and User Settings

[How do I log in?](#)

+

[How do I change my password?](#)

+

[How do I know what user level I am?](#)

+

[Why am I getting a connection error saying Modern Campus CMS pages can't be displayed?](#)

+

Making and Editing Pages

[How do I make a new page?](#)

–

1. Navigate to **Content > Pages**.
2. Click **+New**.
3. Click a template or layout to select the type of page to create.
4. In the "New Page" box, enter the required information.
5. Click **Create**.

See [Create a New Page](#).

[Why aren't my images showing up on the page?](#)

+

[Can I edit images for gallery assets?](#)

+

Common Editor Tasks



Logging in & accessing content



Creating and editing pages



Formatting text, applying headings



Creating links (internal, external, documents)



Uploading images, videos, and documents



Submitting or publishing content

Common Pain Points



Forgetting steps for infrequent tasks



Unclear formatting expectations



Accessibility uncertainty (alt text, headings)



Difficulty navigating folders

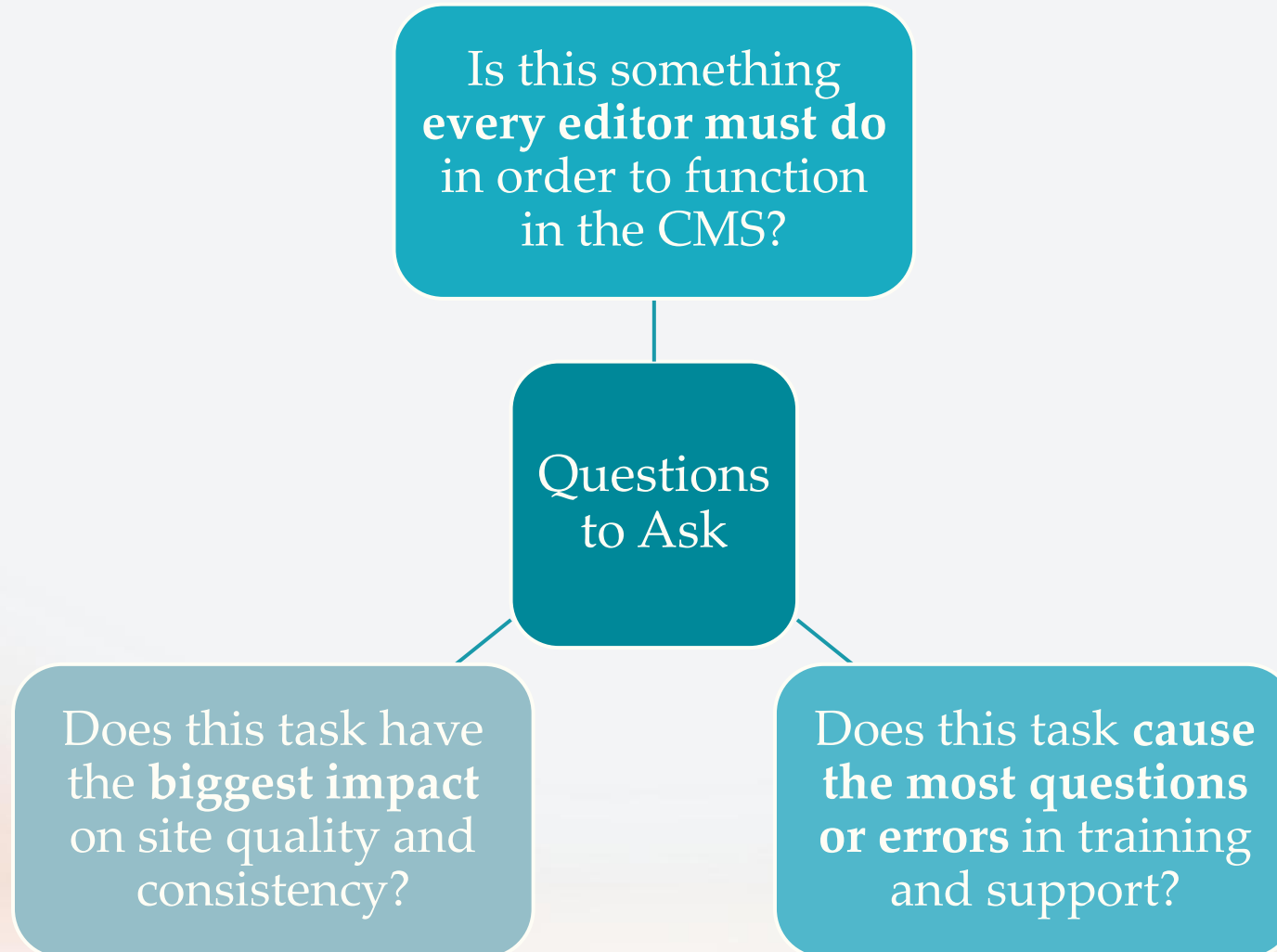


Fear of 'breaking' the site



Over-reliance on admins for help

Decide What Should Be Documented First



Possible Topics to Document

Start with these (High Priority)

- Logging in
- Formatting content
- Adding Links
- Uploading images and documents
- Submitting for approval or publishing

Save for Later (“Nice to Have” Topics)

- Reusable content
- Editing Section Navigation
- Accessibility checks (beyond basics)
- Troubleshooting common issues

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Developing

What Makes Good Editor Documentation?

Clarity

- step-by-step, simple language

Accessibility

- easy to find, ideally in the CMS

Relevance

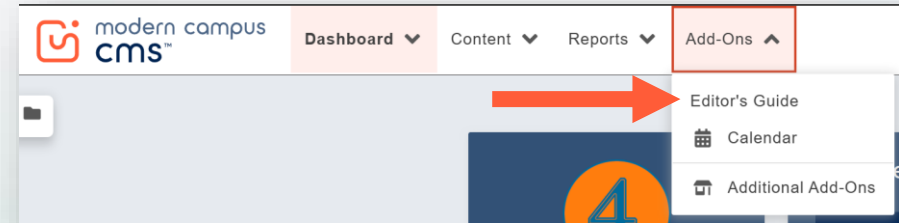
- focused on common tasks, organized by role

Consistency

- reinforces standards and style

Supportive

- helps editors work independently



Links

1. Open an editable or content region.
2. Type the text of your link.
3. Highlight the text.
4. From the WYSIWYG toolbar, select the **Insert/Edit Link** button .
5. Select the Basic tab in the Insert/Edit Link box.

A screenshot of the 'Insert/Edit Link' dialog box. The 'Basic' tab is selected. The dialog contains fields for 'URL', 'Text to display', 'Title', 'Open link in...' (with a dropdown menu set to 'Current window'), 'Class' (with a dropdown menu set to '(not set)'), and 'Custom Class'. There are 'CANCEL' and 'SAVE' buttons at the bottom right.

6. To link to external web pages, add the fully-qualified URL in the URL field.
7. To link to other content managed within Modern Campus CMS, click the **URL** button next to the URL field.
8. Navigate through the Modern Campus CMS folders and select the appropriate page/file.
9. Click **Insert**.
10. Adjust the text to display as the link, add a title, set where to open the link, and select a style class, as appropriate.
11. Click **Save**.
12. To reopen and edit the link, click inside the link text and click on the **Insert/Edit Link** button in the toolbar.

Consider Format Options for Documentation

Quick Guides

- One-page visuals with screenshots or numbered steps
- Best for frequent, simple tasks

Checklists

- Sequential task lists to ensure consistency
- Best for multi-step processes

FAQs

- Q&A list of common questions
- Best for recurring 'How do I...?' issues

Videos

- Short screen recordings with narration/captions
- Best for visually complex tasks

Beginning of the Term Checklist

If you are not consistently updating your site, it's a good idea to check your website for accuracy, broken links and stale photos at least twice a year (before each new term). The Digital Strategy team has created the following checklist to help guide this process.

1

Review all pages on your site for accuracy and updates.

- check spelling, grammar and punctuation
- check links and email addresses
- remove out-of-date content, events, news/announcements and [documents](#)
- remove redundant information
- ensure all content is optimized for accessibility and [mobile devices](#)

2

Review and refresh your department homepage content.

- update news and events weekly or monthly
- regularly update top hero images and website content
- keep website photos current; nothing makes a site more dated than out-of-date photography

Modern Campus CMS Page Checker FAQs

Accessibility

Below are solutions to frequently asked questions from Modern Campus CMS users about the Page Checker, an accessibility feature that runs automatically each time a page is published in Modern Campus CMS.

Common Issues

Issue: img element is missing alt attribute. ▼

Issue: Image used as anchor is missing valid Alt text. ▼

Issue: Header nesting - header following h1/h2/h3/h4 is incorrect. ▲

Repair: Nest headings by their rank (or level). Headings communicate the organization of the content on the page. The most important heading has the rank 1 (<h1> which is reserved for website name), the least important heading rank 6 (<h6>). Headings with an equal or higher rank start a new section, headings with a lower rank start new subsections that are part of the higher ranked section. [Learn more>](#)

Note: Occasionally, there will be empty header tags on the page. Review extra spaces to make sure that headings are not being used for spacing.

Issue: Links not found in ▼

Issue: Unusual words, such as last names, acronyms, etc are flagged. ▼

Best Practices for Step-by-Step Guides

Use plain, **simple language**

Break tasks into single, **clear steps**

Include **visuals** (screenshots, highlights)

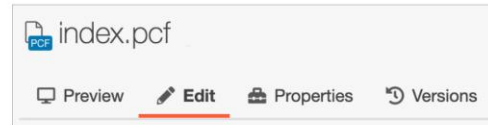
Emphasize **key actions** or buttons

Provide **examples** of correct vs. incorrect

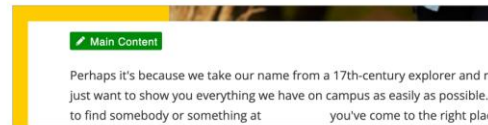
Keep guides short and **focused**

Linking and Uploading a New File While Editing a Page

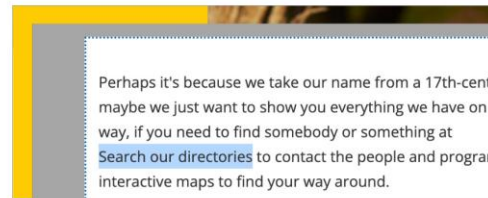
1. From a CMS page, enter Edit mode, if needed, by selecting the **Edit tab**.



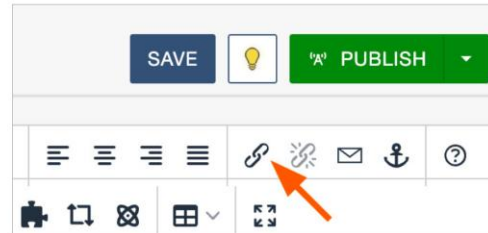
2. Click or tap the **green edit button** in an editing region of the page (e.g., "Main Content").



3. Select text or an image for the link.

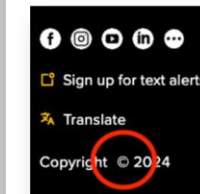


4. From the editing toolbar, click or tap **Insert/Edit Link icon**.



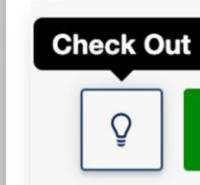
Adding and Editing Snippets

Here's how you can add and edit a **snippet** on a page.



1. Log in to the CMS

Find the page you need and log in by clicking the © in the footer of the page.



2. Check the page out

Click the light bulb in the top right corner to check the page out. Note: The page will automatically check out to you when you go to edit, so don't worry if you forget to do this step.



3. Open the region to edit

Open the region you wish to edit and find and click on the area you wish to insert the snippet (you may need to hard return).

Build Sustainability into Development



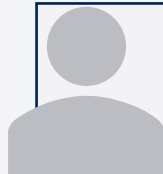
Templates

- reuse structures for guides, checklists, FAQs, and leverage snippets and components



Style Consistency

- maintain tone, terminology, visuals



Ownership

- assign responsibility for updates and accuracy

Working with Content

This section documents and demonstrates the various layout tools and elements you can use to arrange and enhance your page content.



Using Snippets

Use Snippets to enhance your page layouts and content. Learn what each of our snippets do and how to use them within your website.



Adding an Image

Learn how to upload and preview images with Omni CMS.



Using Assets

Assets are used for Carousel sliders and repeating content such as office hours that appear in navigation menus.



Using Components

Components allow you to add unique page elements to your pages like buttons, image tiles, and social media feeds.



Adding a Video

Easily add videos from YouTube onto your web page.



PDF Accessibility

Checking PDFs for accessibility.

Accordion Snippet

An accordion menu is a vertically stacked list of headers that can be expanded or contracted to reveal or hide content.

The accordion snippet allows the creation of an accordion through a table-based interface.

Accordions headers are added and removed by increasing or decreasing the number of table rows.



When to use the accordion snippet

Accordions are often used with content such as frequently asked questions (FAQs), procedures, or tasks that would otherwise take up a large amount of visual space on a page.

When clicked, each accordion header will reveal its content. Only one accordion header will be open at a time to optimize page space.

Usability guidance

Accordions are best used with large amounts of text that would be easier to digest in smaller chunks.

Accordion headers should accurately describe the content they contain.

Implementation

1. Open a page in Modern Campus CMS and enter editing mode.
2. Place your cursor where you would like the accordion menu to appear.
3. From the toolbar, select the snippet icon , which resembles a puzzle piece.
4. From the list of snippets, select the **Accordion** snippet.
5. Add your content by replacing the sample header and text content.
6. To add or delete an accordion item, insert or delete a new table row.
7. Save and preview.

Border Box Snippet

The border box, gray text box, and blue text box snippets wrap content in a visual box with a slim border on all sides.

The blue text box and gray text box snippets add a light background color in addition to the border.

When to use the border box snippet

Use the border box, gray text box, or blue text box snippet to bring attention to essential page content.

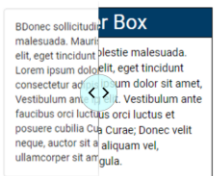
Usability guidance

The border box snippet looks the best when used within a [column snippet](#) or [float box snippet](#).

It's best not to overuse or nest border boxes as their visual weight on the page will lose value.

Implementation

1. Open a page in Modern Campus CMS and enter editing mode.
2. Place your cursor where you would like to place a border box, gray text box, or blue text box.
3. From the toolbar, select the snippet icon , which resembles a puzzle piece.
4. From the list of snippets, select the **Border Box**, **Gray Text Box**, or **Blue Text Box** snippet.
5. Add your content by replacing the sample text content.
6. Save and preview.



Border Box

Donec sollicitudin molestie malesuada. Mauris blandit aliquet elit, eget tincidunt nibh pulvinar.

Blue Text Box

Donec sollicitudin molestie malesuada. Mauris blandit aliquet elit, eget tincidunt nibh pulvinar.

Gray Text Box

Donec sollicitudin molestie malesuada. Mauris blandit aliquet elit, eget tincidunt nibh pulvinar.

Key Points





Implementing

Make Documentation Easy to Find and Use

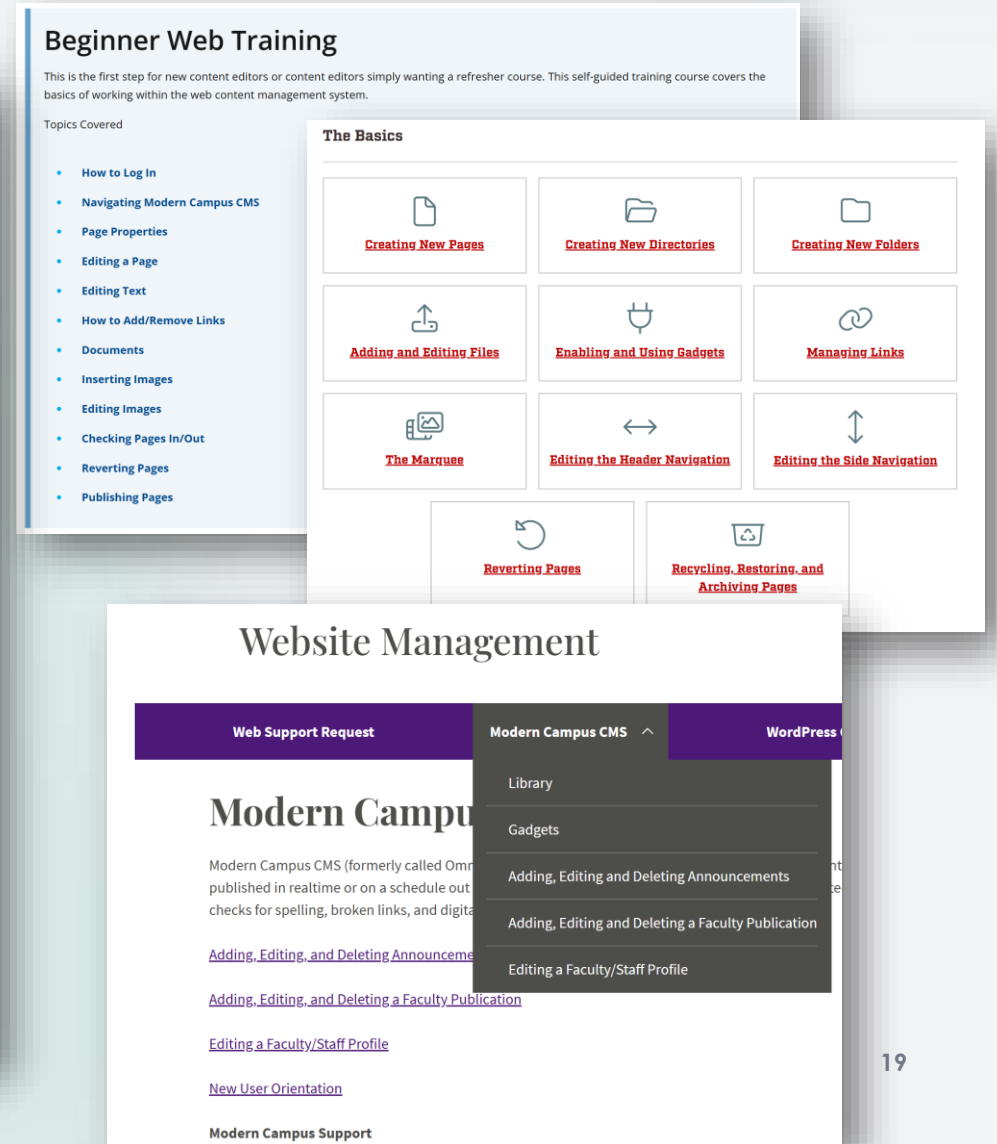
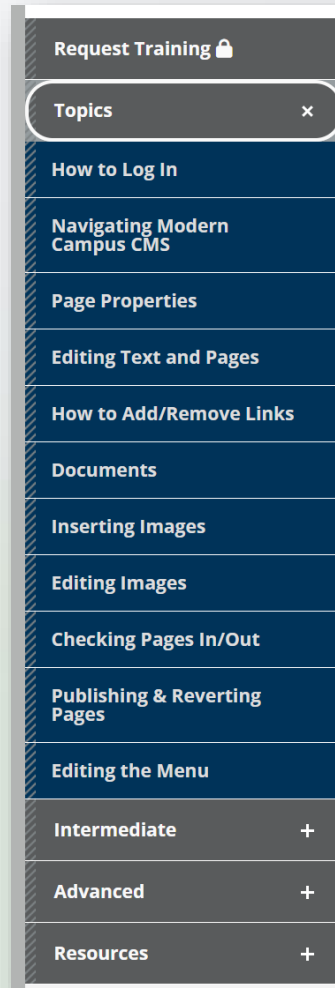
Add documentation links directly into the CMS

Keep documentation organized and easy to navigate

Use your snippets and components

Utilize FAQs for common tasks

Use CMS announcements/login messages for reminders



Building Sustainable Documentation

- 

Track which documents get used most (and which don't)
- 

Create a simple feedback loop (form or email)
- 

Assign someone as documentation 'owner'
- 

Align updates with CMS releases

Contact Us

Have any questions? Ready to get started with Modern Campus CMS? Let us know!

FILL OUT OUR CONTACT FORM

University Web Guidelines & Resources

- > Website Editing Process
- > Using Modern Campus CMS
- > Content Standards & Best Practices
- > Page Design Elements
- > Analytics & Reports
- > Short URLs & QR Codes
- > **Contact Us**

editor-faq.pcf

Preview Edit <> Source **Properties**

Scheduled Reminder

Set Scheduled Reminder ☒

Date 11/24/2025 
Please enter a valid date.

Time 8:00 AM 

Repeat Every Months

Notification

To Training

Subject Check for Modern Campus Updates

Message Hello Team,
Please check the for any recent Modern Campus update that would impact this editor FAQ page.
Thank you!

☒ Send Copy To Email
Send external email in addition to an internal Modern Campus CMS message.

Quick steps to get started

- 1 Pick 2–3 high-impact tasks to document first
- 2 Build one clear, visual guide for each - start small
- 3 Share drafts with a few editors for feedback
- 4 Keep resources living inside the CMS so they're easy to update
- 5 Review and refresh quarterly to ensure accuracy

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LET'S SEE IT!

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Q&A

Other Questions?

- Email us at training@moderncampus.com
- Visit our [support site](https://support.moderncampus.com/cms/) (https://support.moderncampus.com/cms/)
- View all past [Training Tuesdays](https://support.moderncampus.com/cms/webcasts/training-tuesday.html) (https://support.moderncampus.com/cms/webcasts/training-tuesday.html)

The next Training Tuesday will be on

November 25th

XSLing in the MC Code

Registration is now open!

Survey Time!

Just 2 minutes!

Modern Campus Training Webinar Feedback Survey

We would appreciate 2 - 5 minutes of your time to answer questions about the training webinar you participated in. The information gathered is shared with the Training Team and helps us to improve our training webinars. Thank you in advance for your feedback!

* 1. College/University Name

* 2. What product(s) was covered during the webinar?

- ☐ CMS (formerly Omni CMS)
 ☐ Catalog (formerly Acalog)
 ☐ Curriculum (formerly Curriculog)
 ☐ Section
 ☐ Navigate (formerly Register)
- ☐ Message (formerly Signal Vine)
 ☐ Involve (formerly Presence)
 ☐ Lifelong Learning Workforce & Community (formerly Lumens)
 ☐ Lifelong Learning Extended Education (formerly Destiny One)

* 3. Overall, were you satisfied with your training?

- ☐ Yes
☐ No

* 4. On the following scale, how **helpful** and **informative** was the training webinar?

1 - Not Helpful	2	3 - Neutral	4	5 - Helpful
☐	☐	☐	☐	☐

Additional comments to reflect your score.

5. Additional feedback? We value your feedback and use it to improve the quality of our training webinars over time.

6. Don't see a session that sparks your interest? Leave us a comment with a topic that we can build a session around in the future!

[Click here to share your feedback](#)

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Thank you!