

# CIVICENGAGE

COURSE OVERVIEWS

## ADVANCED TRAINING

Recommended for V4-V5 Redesign

Why should I attend?	<ul style="list-style-type: none"> <li>▪ Gain a Basic Understanding of the CivicEngage Web Content Management System</li> <li>▪ Gain a Basic Understanding of Live Edit for Pages</li> <li>▪ Gain a Basic Understanding of the CivicEngage Modules</li> <li>▪ Learn Best Practices of Editing and Maintaining Your CivicEngage Website</li> </ul>
Who Should attend?	Experienced website users wishing to learn how to create and edit web content within their organization's CivicEngage website.
What will I learn?	<p>By the end of this session, you will know the following:</p> <ul style="list-style-type: none"> <li>▪ How to sign In to the Platform</li> <li>▪ Site Overview (Help Center, Site Tool Bar, Dashboard)</li> <li>▪ Basic Page Management               <ul style="list-style-type: none"> <li>○ Creating pages including search optimization</li> <li>○ Creating and maintaining versions of pages</li> <li>○ Creating and editing new content</li> </ul> </li> <li>▪ Using Module Widgets</li> <li>▪ Staff Directory</li> <li>▪ Document Management</li> </ul>
Course Duration	Half-day (up to 4 hours) of training for up to 8 attendees.

## ADVANCED TRAINING

Recommended for V5-V5 Redesigns

Why should I attend?	<p>Gain a Basic Understanding of the CivicEngage Web Content Management System</p> <p>Gain a Basic Understanding of Live Edit for Pages</p> <p>Gain a Basic Understanding of the CivicEngage Modules</p> <p>Learn Best Practices of Editing and Maintaining Your CivicEngage Website</p>
Who Should attend?	Experienced website users wishing to learn how to create and edit web content within their organization's CivicEngage website.
What will I learn?	<p>By the end of this session, you will know:</p> <p>Best Practices</p> <p>Choose up to 4 Electives from list below</p>
Course Duration	Half-day (up to 4 hours) of training for up to 8 attendees.

# NEW USER TRAININGS

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## NEW USER TRAINING PART I

Why should I attend?	This course provides the basic skills and information needed to be competent and comfortable in the CivicEngage system.
Who Should attend?	Any new users charged with the responsibility of creating, editing, or managing the CivicEngage website.
What will I learn?	By the end of this session, you will know the following: <ul style="list-style-type: none"> <li>▪ How to sign In to the Platform</li> <li>▪ Site Overview (Help Center, Site Tool Bar, Dashboard)</li> <li>▪ Basic Page Management <ul style="list-style-type: none"> <li>○ Creating pages and search optimization</li> <li>○ Creating and maintaining versions of pages</li> <li>○ Creating and editing new content</li> </ul> </li> </ul>
Course Duration	Half-day (up to 4 hours) of training for up to 8 new attendees

## NEW USER TRAINING PART II

Why should I attend?	This course provides the basic skills and information needed to be competent and comfortable in the CivicEngage system.
Who Should attend?	Any new user charged with the responsibility of creating, editing, or managing the CivicEngage website. Prerequisite for New User Part II is to have attended the New User Part I Training.
What will I learn?	By the end of this session, you will know the following: <ul style="list-style-type: none"> <li>▪ Basic Management of Supporting Tools Including: <ul style="list-style-type: none"> <li>○ Frequently Asked Questions &amp; Quick Links</li> </ul> </li> <li>▪ Fundamentals of Citizen Engagement tools (Notify Me Push Notifications) including: <ul style="list-style-type: none"> <li>○ Calendar</li> <li>○ Newsflash</li> <li>○ Alert Center</li> </ul> </li> <li>▪ Fundamentals of Document Management tools including: <ul style="list-style-type: none"> <li>○ Agenda Center</li> <li>○ Document Center</li> <li>○ Archive Center</li> </ul> </li> </ul>
Course Duration	Half-day (up to 4 hours) of training for up to 8 new attendees
What will I learn?	By the end of this session, you will be able to: Apply the skills learned and acquired during training Prepare for the website launch Receive troubleshooting assistance
Course Duration	Half-day (up to 4 hours) of training for up to 8 attendees.

