RedDot User Guide

Open Page

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Introduction – Overview

What is RedDot?

RedDot is a CMS, a Content Management System, used by the University of Manitoba for its website: http://umanitoba.ca

RedDot acts as an interface between users and the web server, enabling users to add content, modify existing pages, delete/move elements and publish their changes out to the web server.

RedDot is not the web server, nor is it the website. Think of it like a bank teller interfacing between a bank customer and the bank vault, with web content changes analogous to transfers, deposits and withdrawals. While it is theoretically possible for a bank customer bypass the bank tellers and access the money directly in the vault, this tends to not be done unless someone is breaking quite a few rules and doing so would cause quite a lot of problems for everyone involved.

Internet Explorer in Compatibility Mode is the only truly supported browser for accessing RedDot. RedDot can also be accessed via Firefox (only with the FCK editor) and Safari (very limited and not recommended). RedDot should never be used in Google Chrome as it not only doesn't function, it also causes errors for other users.

RedDot has several projects within it. Each project has its own set of unique Page IDs. Most people only ever work within one project, however some people need access to multiple projects (for example someone working within the St. Paul project may also need access to the Catholic Studies unit within Arts, etc.).

Within each project are several units. A unit is a special set of folders within RedDot which have their own unique header, an Includes folder, a media folder, and, if desired, a Landing page as its index page. It is common for each department within a faculty to be a separate unit in RedDot and then it is not uncommon for those units to sometimes have units of their own housed within them for reoccurring conferences, special projects, research clusters, etc.

What is an Author?

Authors are users of RedDot who create and modify content that gets published out to the umanitoba.ca website.

All RedDot users are either Administrators or Authors. Most RedDot Administrators are on the Web&Mobile Solutions team and provide technical assistance to RedDot authors.

Roles and Support

Only RedDot authors are allowed to add/change/remove content and RedDot authors are responsible for the accuracy and appropriateness of the content within their sections of the site.

One of the core responsibilities for the Web & Mobile Solutions team is to provide technical support for the RedDot content management system. The Web & Mobile Solutions team is not responsible for content and requests for content modification made to the Web & Mobile Solutions team are forwarded to the appropriate content author for that unit and/or the head web author for that project.

MCO is the Marketing and Communications Office for the University of Manitoba. MCO determines things like the website layout, makes design decisions, approves images, etc. They handle the cosmetic and "PR" aspects of http://umanitoba.ca and set the university's visual identity policy. Their guidelines are here: http://umanitoba.ca/admin/mco/policies_practices.html and they are available for consultation regarding images, copyright, content and design.

This user guide and the accompanying training session, exercises and supplementary documentation are designed to assist content authors with using RedDot. This is not a course on web design, HTML, or other content-production-related areas. RedDot is designed so that users do not need to know how to code a web page from scratch and uses WYSIWYG (What You See Is What You Get) editors similar to the ones used by popular websites which allow users to post content (Facebook, Livejournal, Twitter, etc.) Each WYSIWYG editor within RedDOT has the ability to let the user access a "source code" area where HTML can be viewed and edited, however any modifications users need to make there beyond the most basic adjustments are not covered by this course.

Introduction – Technical – How to Access RedDot

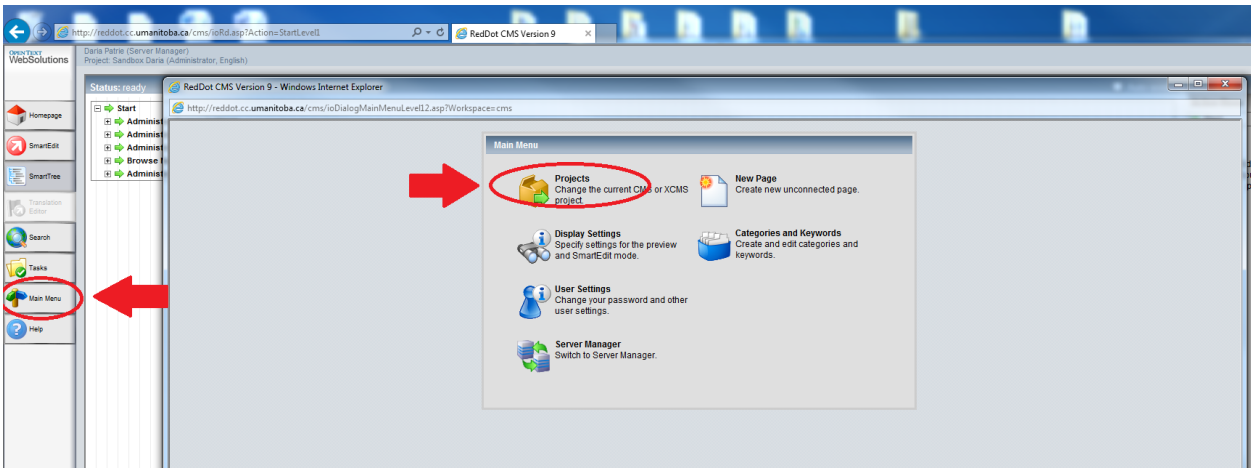
RedDot is accessed via a web browser. Some people who have been using RedDot for a long time have a RedDot icon on their desktop which they click on to open RedDot and it is easy to confuse this for an icon set to launch a piece of software, but it just opens up a browser with the correct URL.

The best URL for accessing RedDot is:

http://umanitoba.ca/reddot

This is a redirect which is set to redirect to the correct RedDot server. If we end up changing the server RedDot is on, the redirect will be pointed to the new location so you will always have access to RedDot via this link. Some people have other legacy URLs for RedDot which point to the same location and that is fine if they are working for them, however this is the official URL for RedDot for the University of Manitoba.

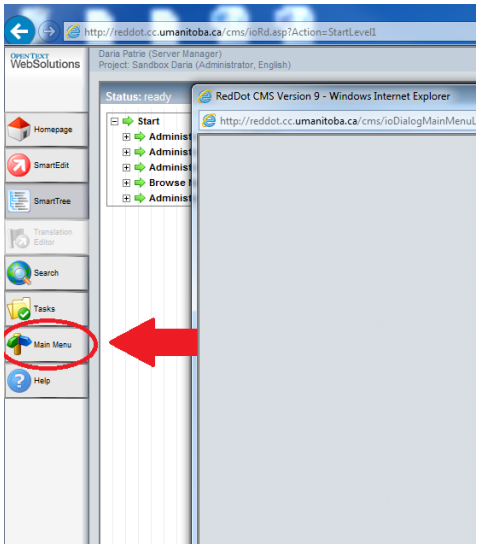
Remember that there are different projects within RedDot. If you ever need to change your project you can do so via Main Menu > Projects.



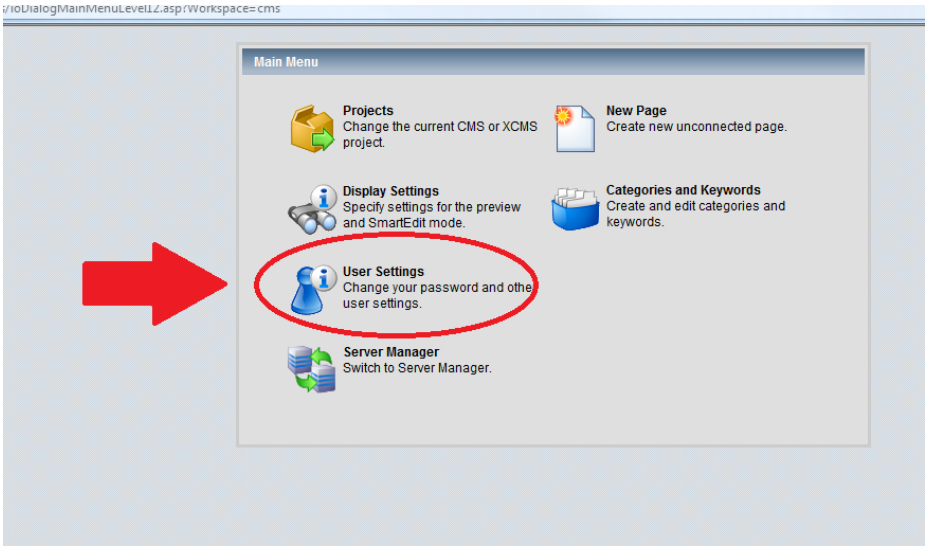
Introduction – Technical – How to change your RedDot Password

1. Go to http://umanitoba.ca/reddot
2. Login with your current username and password

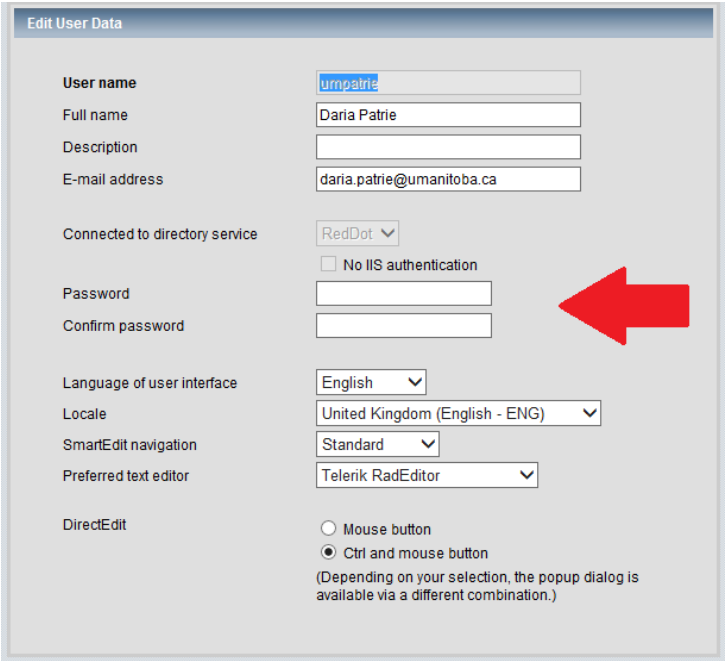
3. In the left-side menu, click on “Main Menu”



4. Click on “User Settings”



5. Mid-way down the page will be an option to enter your password and then confirm your password. Enter what you would like your password to be, and then re-type it in the confirm password box.



6. Click “ok”
7. Log out and log back in with your new password

Note: Your username is usually your UMNet ID

Introduction – Technical – Browsers

RedDot works via a web browser. This means that you can access RedDot from any computer connected to the Internet from any location that does not restrict such traffic.

The only truly supported browser that works with all aspects of RedDot is Internet Explorer in Compatibility Mode. This works well with both the Telerik RadEditor and the RedDot Text Editor.

RedDot will work in Firefox, but **only with the FCK editor**. The FCK editor does not work properly in Internet Explorer. It is ironically because Firefox is so adaptable to shield the user from new changes in malware on the Internet that it is not ideally suited for RedDot. Firefox will sometimes block essential components of RedDot from running and/or incorporate patches that are incompatible with RedDot use. On a Mac, these changes are more minimal than on a Windows machine, but they still do happen and so you may sometimes need to look up how to reset your Firefox browser and uninstall plugins and add-ons in order to regain RedDot functionality. In particular, the Firefox pop-up blockers cause a lot of problems with RedDot.

RedDot partially works in Safari but this is entirely unsupported and not recommended.

Please do not use RedDot in Google Chrome. The level of incompatibility between RedDot and Chrome goes beyond simple functionality issues. Using RedDot in Chrome will cause errors and "break" pages.

Because RedDot works via a web browser, it is affected by web browser-affecting issues such as cookies, plugins, computer security, pop up blockers, and malware. The majority of "RedDot issues" which are dealt with by the Web&Mobile Solutions team actually have nothing to do with RedDot and everything to do with the browser it is being used in. If you find RedDot is behaving strangely, especially if there are options missing, code appearing where it shouldn't, or other visual indicators, the first thing to do is to check to ensure the browser is set up correctly.

Internet Explorer needs to be in Compatibility Mode for RedDot to function. Depending upon your version of Internet Explorer, this may require you to adjust your settings in different ways. While we have provided instructions in this document for how to put IE back into Compatibility Mode, we cannot deal with all versions of IE and do not have the ability to determine the layout of IE in future. You may need to google "Internet Explorer Compatibility Mode" and your version of IE to get instructions if your version is later than the ones we list here.

Internet Explorer, like any browser, is susceptible to a great deal of malware, spyware, automatic toolbar installations and various add-ons that piggyback in on other software installs. Internet Explorer is also affected by Windows Updates. Many things can cause IE to malfunction and/or go out of Compatibility Mode. It is likely you will need to reset IE and put it back into Compatibility Mode at some point while

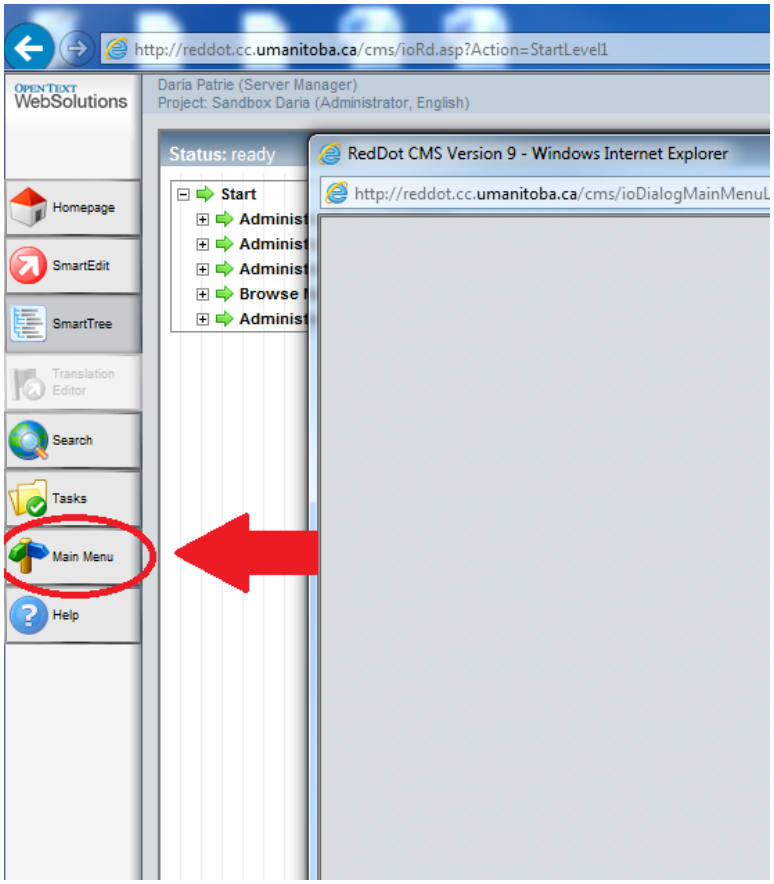
you are using RedDot. Resetting IE removes all settings and will clear out anything that is actively embedded within the software. It is the fastest and easiest way to fix a lot of problems with IE. It also turns off Compatibility Mode. Be aware of this if you are troubleshooting a browser issue with RedDot.

This documentation has been written for users who are using Internet Explorer and the Telerik RadEditor. There is nothing wrong with the other IE editor (RedDot Editor), it just has things in a slightly different configuration and in the interests of consistency, we have chosen Telerik as it is the more popular IE editor among existing RedDot users.

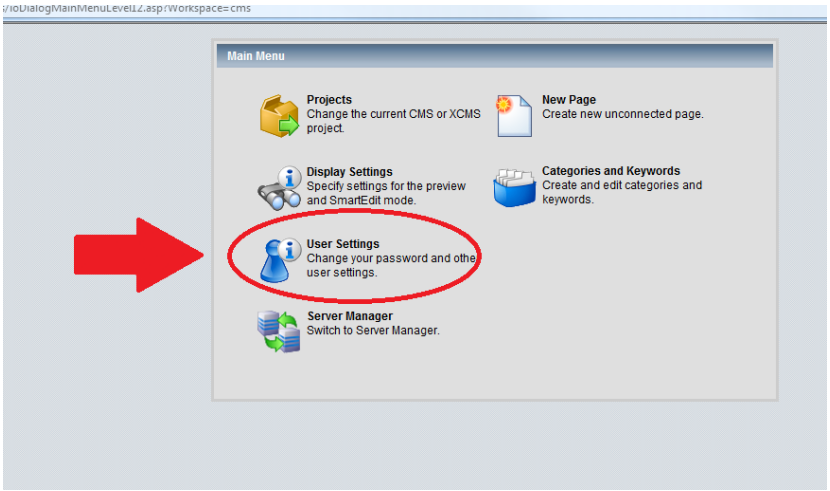
The FCK editor has roughly the same functionality as the Telerik and RedDot IE editors, except it can only be used in Firefox. There is a much greater difference between the FCK editor and the other editors, especially regarding the visualization of where different options are located on the page. In situations where users are accessing RedDot via a Mac and are forced to use the FCK editor, this documentation will still be functional but clickpaths will be different and the exact steps to accomplish a task may need to be modified. The Web&Mobile Solutions team will be generating supplemental FCK-specific documentation for certain commonly done tasks, however FCK-specific instructions are not within the scope of this user guide.

Introduction – Technical – How to Change your RedDot Editor

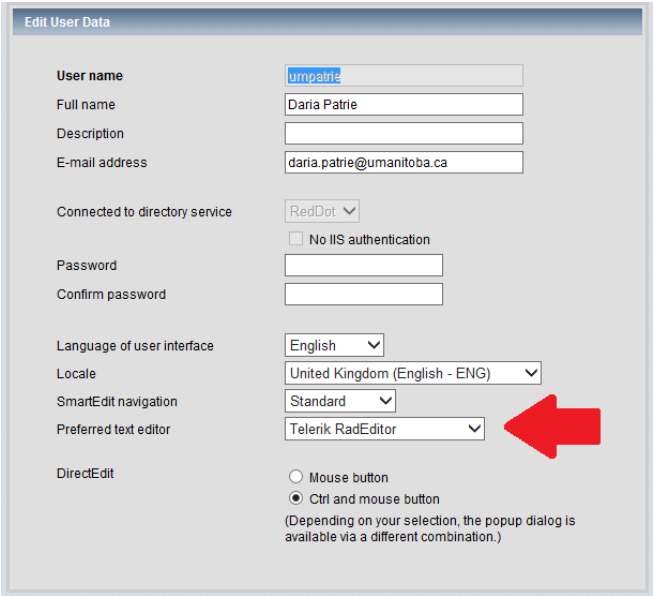
1. When you are logged in to RedDot, click on Main Menu from the left menu bar.

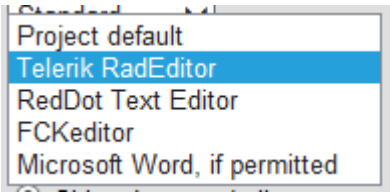


2. Click on User Settings.



3. Select an editor from the dropdown marked “Preferred text editor.”





Introduction – Technical – The Different RedDot Editors

RedDot uses WYSIWYG (What You See Is What You Get) editors. These are different methods of inputting content into RedDot. Extending the teller metaphor earlier, they are like different methods of making deposits: whether you fill out a paper deposit slip or put money into an envelope at an ATM, the money still shows up in your account. Likewise you can use a different WYSIWYG editor to input or change content on a RedDot object or page.

There are three main editor options for RedDot users. By default the "Preferred text editor" option is often set to "project default" which may be any of these three.

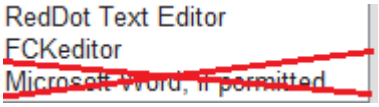
It is important that your editor match the browser you are using.

Telerik RadEditor– Useable in Internet Explorer in Compatibility Mode – This is the editor for which the documentation in this use guide is written. If you are new to RedDot and not on a Mac, we recommend using this editor although the RedDot editor works fine as well.

RedDot Text Editor – Useable in Internet Explorer in Compatibility Mode – This is an equally acceptable and functional editor to the Telerik editor and has a very similar layout. You may notice slight differences between the way this editor functions vs Telerik however it functions in a very similar manner.

FCKeditor – Useable in Firefox – This editor has most of the functionality of the other two, however because of the nuances of Firefox, it is much more susceptible to browser issues than its cousins using Internet Explorer.

There is another option in the drop down menu for "Preferred text editor": "Microsoft Word, if permitted." This does not function and should never be chosen. In addition, please not that you should not ever copy and paste from Microsoft Word into RedDot as it will often mangle your HTML formatting in the source code and cause your page to behave strangely.



Introduction – Technical – How to Set IE to Compatibility Mode

One of the common symptoms of attempting to use RedDot in Internet Explorer without being in compatibility mode is the appearance of HTML code where it is not expected. This is often very confusing and some people become concerned that the issue is with their author permissions or with the website they are attempting to modify. This is not the case. To fix this, we need to make a small settings change in Internet Explorer.

To put Internet Explorer 11 back into compatibility mode:

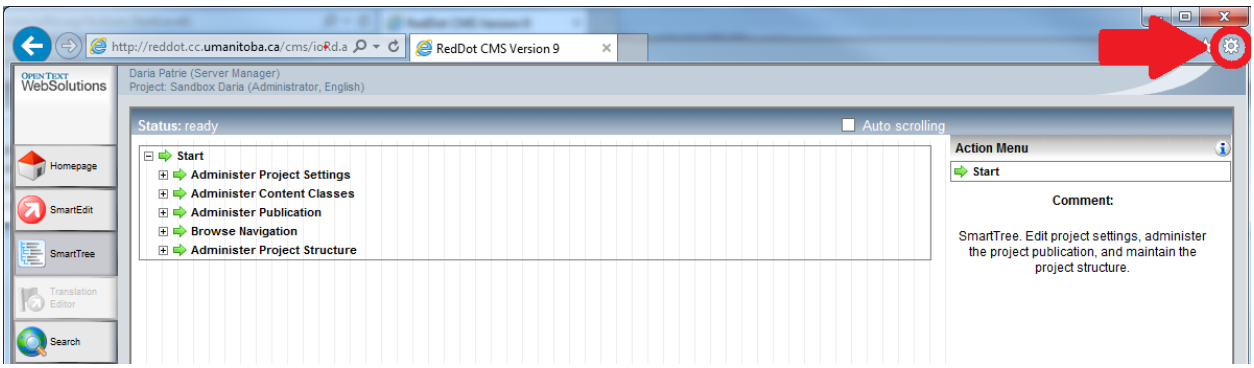
1. Log out of RedDot.
2. Click on the gear in the top right corner to access the "Tools" menu.
3. Click on "Compatibility view settings." This will open a new window.
4. In the Compatibility View Settings, you should see the option to add umanitoba.ca in the "add this website" box. If for some reason it is not there, you will need to type "umanitoba.ca" into that box.
5. Click "Add."
6. Click "Close."
7. Close out of Internet Explorer.
8. Re-open Internet Explorer and go to http://umanitoba.ca/reddot
9. Log in to RedDot.

To put Internet Explorer 10 back into compatibility mode:

1. Log out of RedDot.
2. Press the ALT key on your keyboard to show the tools menu.
3. Click on "Tools."
4. Click on "Compatibility View settings"
5. Put a checkmark in "Display all websites in Compatibility View"
6. Click on "Close"
7. Close out of Internet Explorer.
8. Re-open Internet Explorer and go to http://umanitoba.ca/reddot
9. Log in to RedDot.

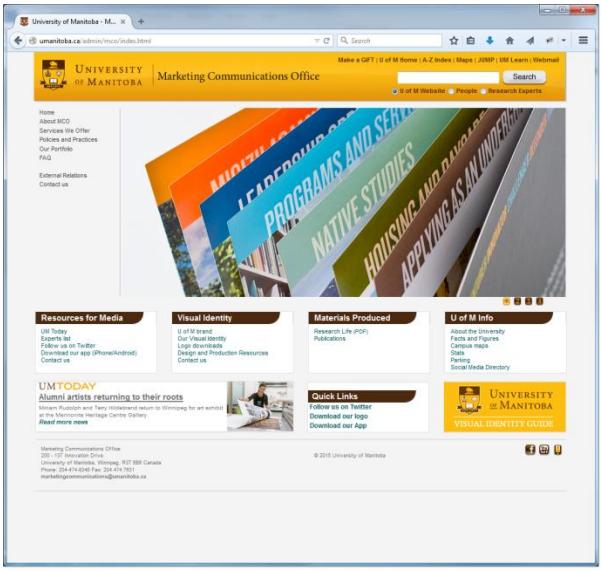
If you are using a version of Internet Explorer that is not IE11 or IE10, the method for putting the browser into compatibility mode may be different.

To determine what version of Internet Explorer you are using, go to the "Tools" menu (this may look like a cog/gear or be labeled "tools") and click on "About Internet Explorer."



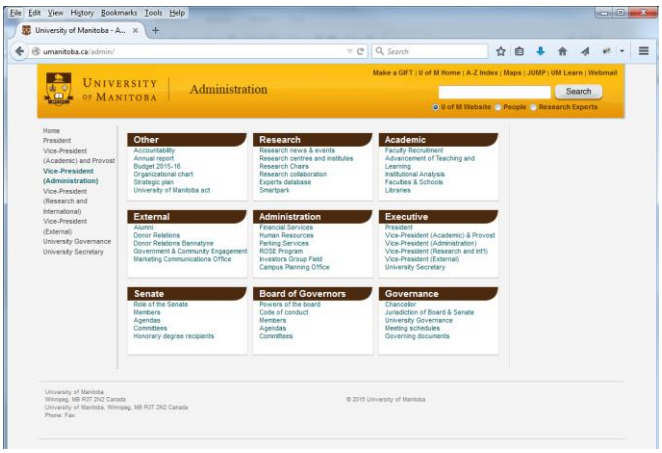
Introduction – Conceptual – The Anatomy of a Page – Types of Pages

There are three types of pages that can be made on the University of Manitoba website: Landing Pages, Hub Pages and Informational Pages.



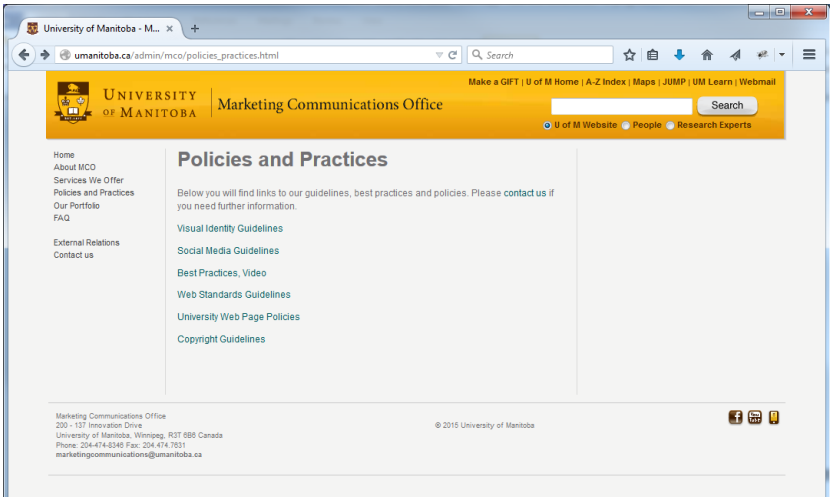
Landing pages are restricted and only one landing page can exist for each unit. A blank landing page is usually created by the Web & Mobile Solutions team member when they create a new unit (unless a different type of page is requested). All landing pages are called index.html (but not all index.html pages are landing pages). Users can modify, but not create, landing pages. If you need a landing page and do not have one, a new unit will need to be created and you will likely need authorization for that to be done.

The layout of a landing page is set in the visual identity guidelines for the University of Manitoba and is determined by MCO. There must always be a primary hub on the left, a left menu, either one static image or rotating images (with or without links), three hubs (which can, if needed, be replaced by icons made for you by MCO), a "longer" news section on the left, an events section to the right of it and an advert (which can be a static image or a set of rotating images, with or without links) in the bottom right corner of the page. While in the past there were some exceptions made to the layout of a landing page and you can still occasionally find legacy landing pages that are not as fixed in their formatting, these are exceptions which were negotiated with MCO and are unlikely to be granted in future. You cannot have more hubs on a landing page than the leftmost primary hub plus the other three (4 in total). You cannot have informational page-style text on your landing page. The only way to get both hubs and rotating images on a page is via a landing page.



Hub pages are pages entirely filled with hubs. They can have up to 9 hubs and, within RedDot, each hub will be connected to the hub page from its hub container in the Includes folder. Users can create hub pages, but usually there's only one or two hub pages in any given unit. It is more common for a user to modify a hub page than to create one, and the most common modifications to a hub page are made by adding or removing hubs. Hubs can be deleted and created within the Includes folder and then connected or disconnected from a hub page by users with access to edit those pages.

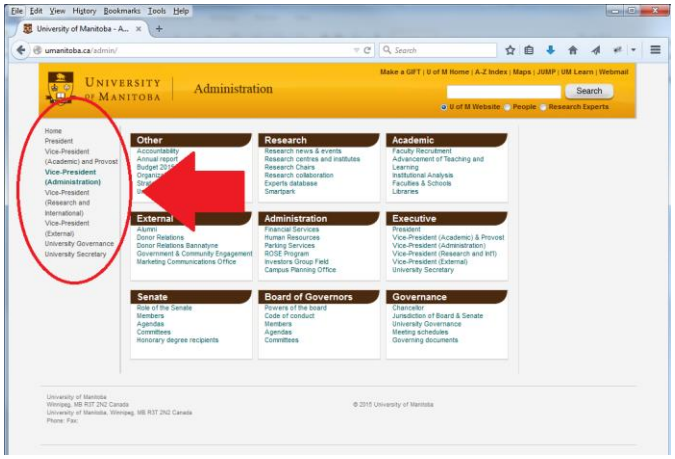
Informational pages have three columns with a menu on the left, a wide middle column for content, and a smaller bar on the right (the right content bar) which can also be modified. For most users, when they need to create a new page, they are creating an informational page. The Center Content has a width of 465 pixels and the Right Column has a width of 240 pixels.



Introduction – Conceptual – The Anatomy of a Page – Page Objects

There are several aspects of University of Manitoba website pages which are not actually part of the pages themselves, but are objects located in the Includes folder and referenced from the page.

The Menu (also called contLeftNav, Left Content or the Left Navigation Menu) is located on the left side of the page. To modify it, you will go to it in your Includes folder.

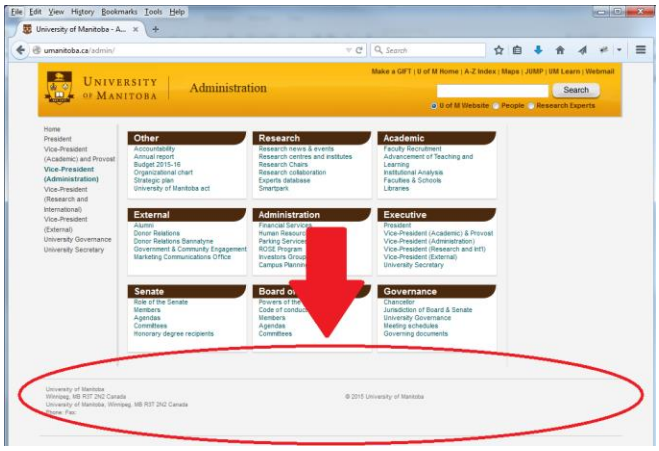


Your unit may have more than one menu. If so, pay close attention to which menu you need to edit so you don't end up editing the wrong one. Many units have a universal left menu policy, which is an aspect of good web design. Valid reasons for creating alternate menus exist (for example if some of your department's pages are in French you might have a French menu for those pages) but in general, unless you have a very good reason, your unit should only be using one menu. Sometimes legacy menus from years ago are still in the Includes folder for your department. If no pages are using those menus, you can delete them.

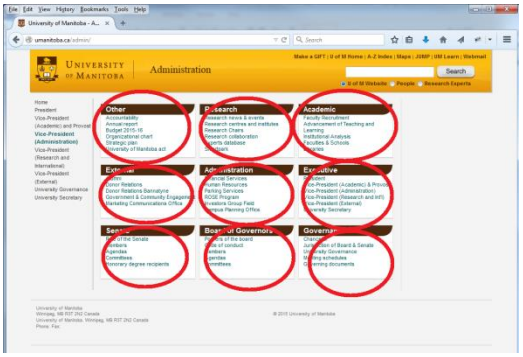
There are two main components to every menu: home and links. These two menu components are edited separately within RedDot. Unless you are creating a new menu, your home will already be set up and you will not likely need to edit it unless you are changing your unit's index.html page. If you do create a new menu, RedDot will not allow you to proceed with anything, nor will it permit you to clear your tasks, until you edit the home section. The menu's home should always point to the index page for the project the menu is for. In some areas, the left menu needs to be referenced from the Includes folder of a parent unit and you may not be able to find the menu until you search for it by Page ID.

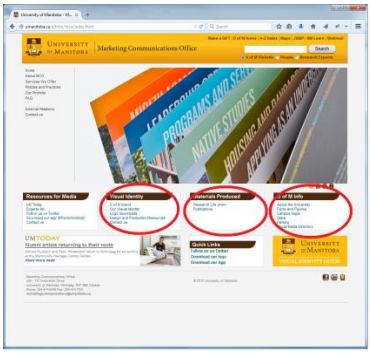
All menu items must be in bullet point format within the WYSIWYG editor in order to display properly on the site.

The Footer (also called ancAddress, the Address, the Address Footer) is found at the bottom of the page. To modify it, you will go to it in your Includes folder. The footer contains contact information for your unit, a copyright symbol, and can also have tiny icons for connecting to social media, youtube, etc. Usually your unit will only have one footer and it will be built for you when the unit is created, however sometimes, like with the menu, there are good reasons for having more than one footer



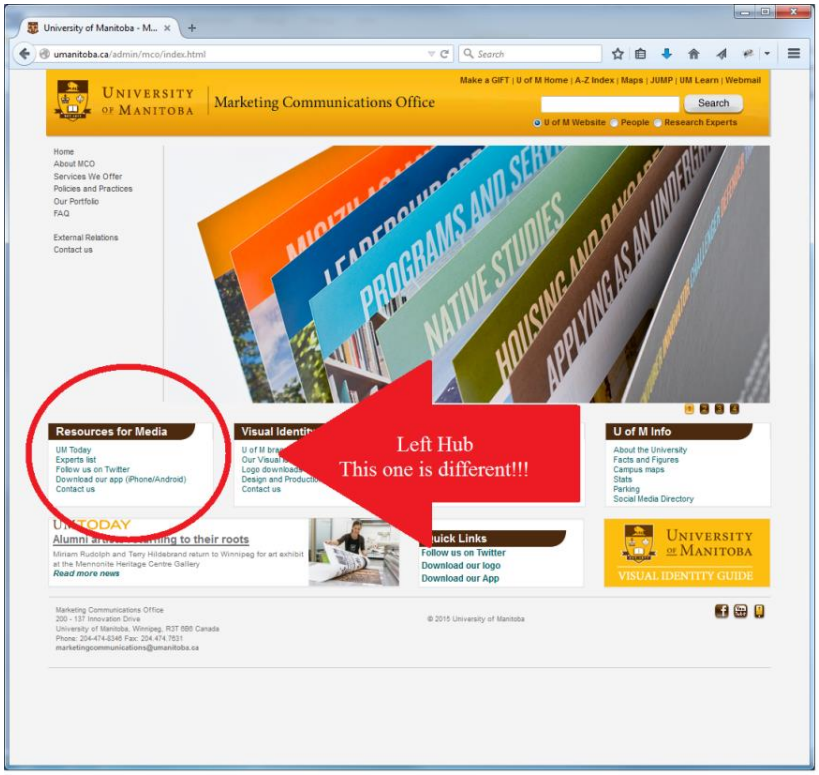
Hubs are small mini-menus which appear on both Landing pages and Hub pages.





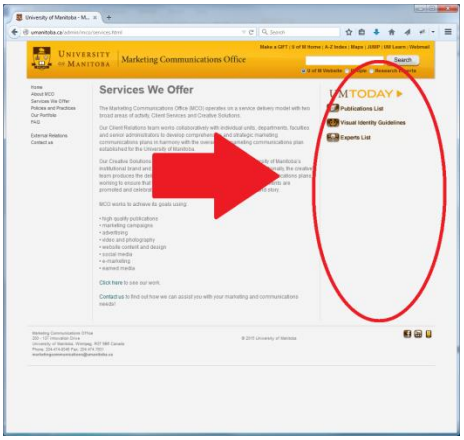
All hubs are fairly similar and modified in very similar ways with one big exception: the left-most hub on the Landing page is the Primary Left Hub for your unit.

The Left Hub is not actually a hub, although it looks identical to all the others. It is not in the Includes folder. It is a component of the Landing page itself and must be modified by opening the Landing page.

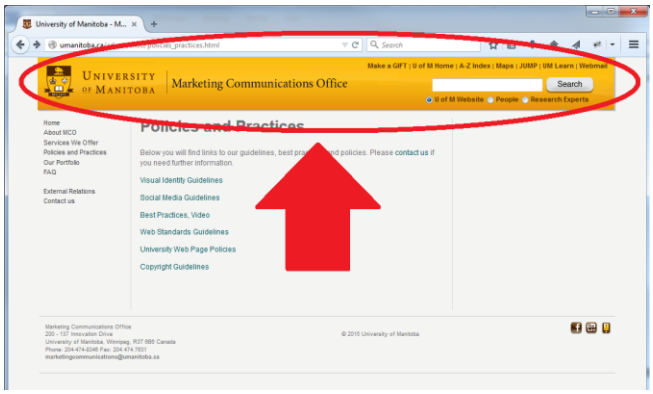


All other hubs are found in one or more Hub Containers within your Includes folder. They can be added and removed from pages and you can open them in the Includes folder and modify their contents from there.

Right Content is the right-most column of an Informational page. It is a component of the informational page and not located within the Includes folder. You access Right Content by opening the page on which it is located.

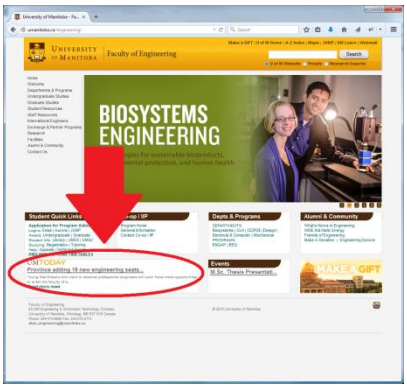


The Header (sometimes called a Banner) is what appears at the top of all University of Manitoba web pages. It is created at the same time as the file structure and initial pages are made for your unit. In adherence with the visual identity guidelines set out by MCO, each unit has a separate header and if someone needs a different header for their pages from the one for their unit, they need to request a new unit. Every unit should have its header set up to populate for all new pages made within that unit. The header is stored in a Global Includes folder for your project to which only administrators have access. It is not in your Includes folder.

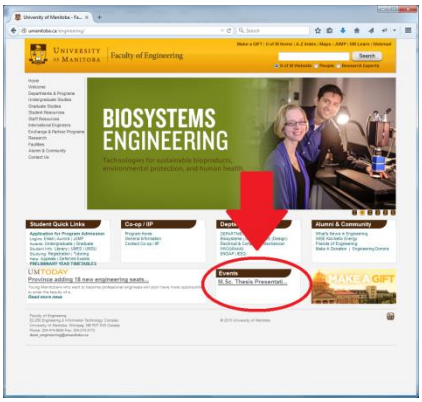


The Header includes a search bar, which uses the Google search engine to search the UofM website.

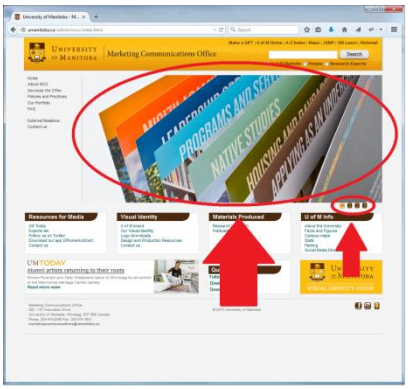
The News Feed is the area in the lower left of a Landing page. It looks like an elongated hub and is marked "News." This is an aspect of your landing page which is set by users within RedDot to pull an RSS feed from either one of the legacy news feed options or from the current official news feed: UMToday (managed by MCO). Some units have a specific news feed set up in UMToday which then display events for their area, whereas other units use more default settings. Individual listings in the News Feed are not managed from within RedDot.



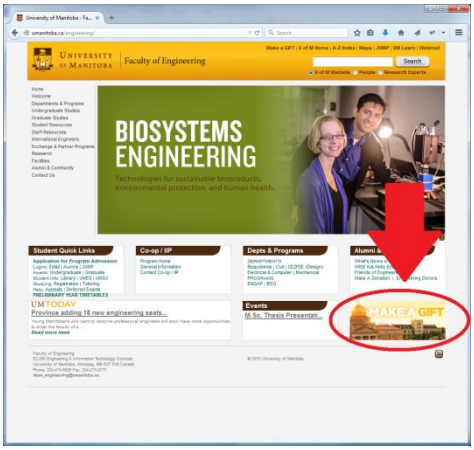
The Events Feed is near the bottom middle of a Landing page. It looks a lot like a hub and is marked "Events." Like the News Feed, it displays an RSS feed. This feed comes from either nTreePoint (legacy and being phased out) or Active Data, the official University of Manitoba events calendar. Both of these sources are separate from RedDot and RedDot merely displays what it receives from them based upon the RSS feed entered by a RedDot author.



The **Splash Image** or **Rotating Image** is the main, large image on a Landing page. It is 800 pixels wide by 342 pixels high. It can either be a static, single image or a set of up to six rotating images. Depending upon the choices made by your unit these images may or may not have links which take you to different websites when you click on them. If your page has a single static image it is a component of the Landing page itself and modified by opening that page in RedDot. If it is a Rotating Image, it is in an object in the Includes folder (called the Image Rotator) and modified from there. Please note: you can have a Rotating Image with only one image in it, which will mimic the effect of a static Splash Image. You can tell the difference by noting whether or not there are little numbers in the lower right corner of the Splash Image.



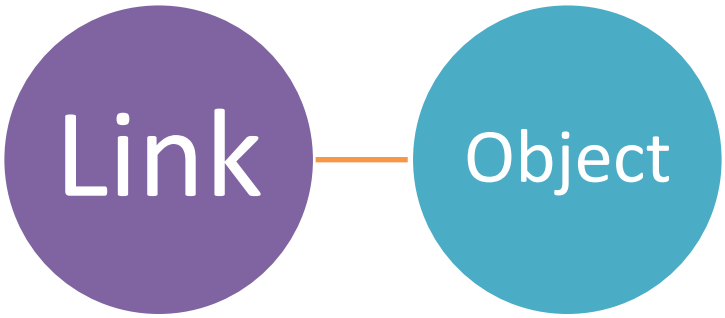
The Advert (also called a Web Button or ancAdvert) is found in the bottom right of a Landing page. It is 220 pixels wide by 90 pixels high. It is a component of the Landing page and modified from the landing page itself. It can either be a plain image or it can have a link.



Google Analytics is an invisible component of a page which may or may not be set up for you by the Web&Mobile Solutions Team. The University of Manitoba does not provide technical support for, or instructions on the use of, Google Analytics. However, we can give you access to it if your unit requires it.

Introduction – Conceptual – Dynamic Linking

Everything you will be manipulating within RedDot consists of two main parts: an object and a dynamic link to that object.



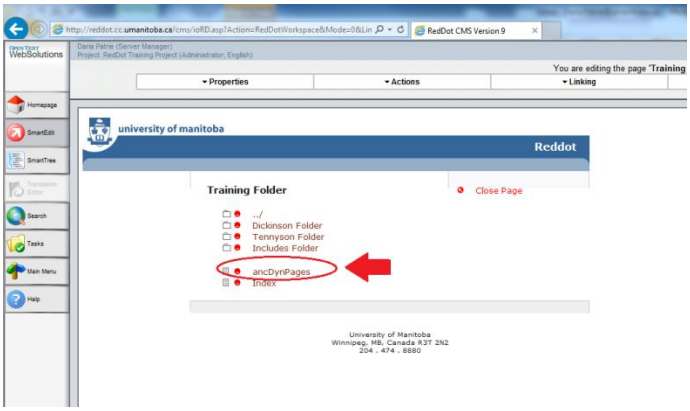
Every web page you find online has a dynamic link (with a short-name), a page-object (with a specific kind of name called a Headline) as well as a file name (usually automatically assigned and ending in .html) and a PageID.

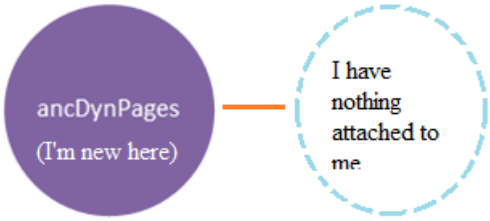
Every folder also has a dynamic link (with a short name), and then a folder-object (with a Headline).

This is also true for elements of pages that are found in the Includes folder (Menu, Footer, etc.). Everything within RedDot has this link / object dual nature.

Page-objects cannot be created without first having a dynamic link to connect to, so when you go to make a new page, the first thing you need to do is either select or create a dynamic link.

Empty dynamic links are usually labeled with the short name “ancDynPages.”





The “ancDyn” part of that short name stands for “anchor dynamic” and ancDynPages is what RedDot will call a new link that has no name.

Please note: Do not make new folders!

It is technically possible for a user to expand the dynamic link for a folder and create an ancDynFolder link as well as create and connect a folder object to it. This may seem as though users can make new folders, but that is, unfortunately, not accurate.

A folder object created in this manner will look, superficially, like a regular RedDot folder, however because none of the back-end administrator-level work has been done and linked to it, the folder will not function properly and will actually cause considerable problems for both users and administrators alike.

It is imperative that users do not attempt to alter the directory structure within RedDot and do not make new folders themselves.

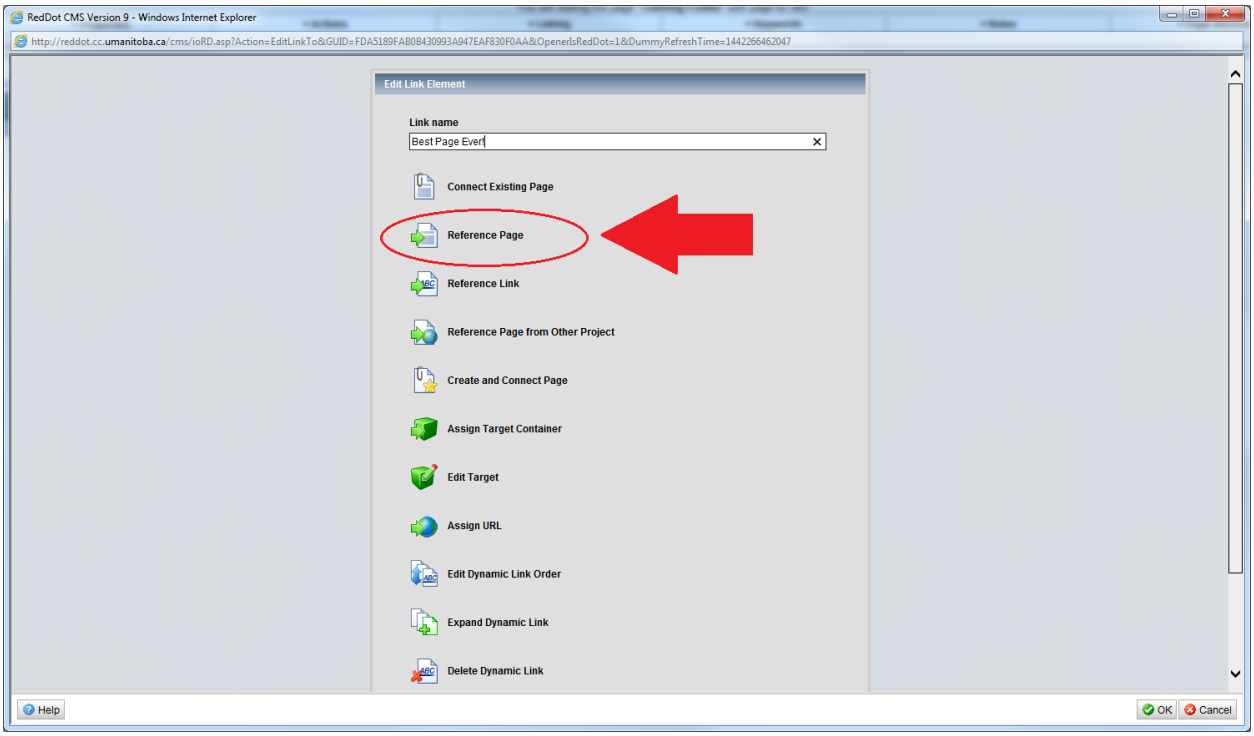
If you need a new folder or a new unit, or if you wish to move a folder, you must put in a service request so that it can be properly done.

Introduction – Conceptual – Reference and Connect

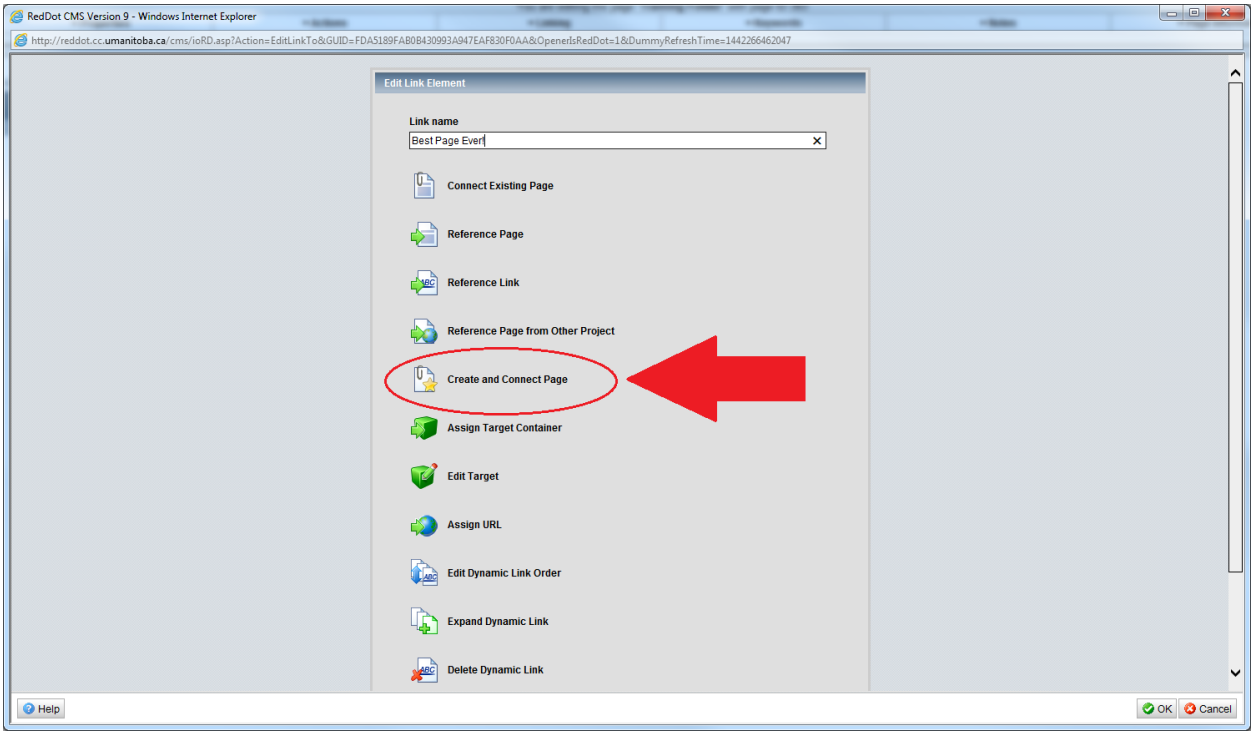
RedDot enables users to generate the UofM website via an elaborate linked network of objects. Each separate web page is an instantiation of objects based upon a collection of links.

There are two main ways to attach things together in RedDot: **Reference** and **Connect**. It is extremely important to avoid using these methods incorrectly, as picking the wrong one can cause all manner of very confusing problems.

Most things within RedDot are linked to each other via a **Reference**. This enables one object to be attached to another without changing anything else in the rest of the file structure. You use a reference when you attach a new Menu to an Informational page, attach an image, or make a link to another RedDot page.



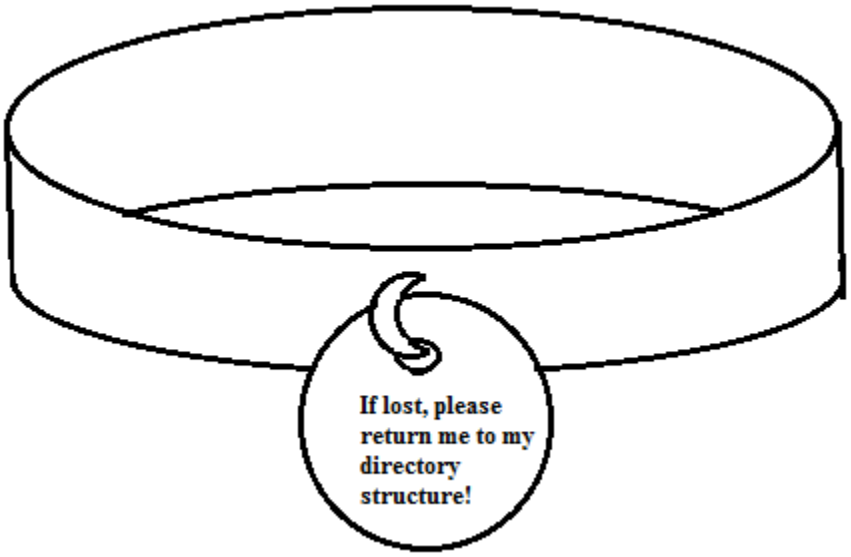
There are two, and only two, situations where you would **Connect** something instead of Referencing it: **When you are attaching a hub and when you are creating a new instance of an object**. Unlike making a Reference, when you Connect something to your page you are creating an instance of it actually within the code of your page. You definitely want to do this when, for example, you are making a new Informational page. You don't want to do this when you are attaching a menu to your page (the result becomes a very disconcerting page-within-a-page).



Worse than what it looks like, because Connect will actually alter the linking structure within RedDot, Connecting something when you should be referencing it will break other areas of RedDot and mangle other people's pages within your project. Unless you are making something new or connecting hubs to a hub page, you should only ever be using "Reference Page."

Introduction – Conceptual – Headlines

Every object within RedDot has a headline which is typed in by the user when it is created and which can be edited at any time. The headline is like an address entry for your object. It not only tells us the object's name, it tells us where the object is supposed to be in case it gets lost. Think of it like a little "if lost please return to" tag on the collar of a beloved family pet.



Proper formulation of headlines is critical for repairing things in the back-end when something goes wrong. For example, it is very easy to accidentally delete the dynamic link to a page object, or for someone to inaccurately connect your page to somewhere it shouldn't be connected (often because they confused it with another page that had a similar headline). If the page has a proper headline, it's very easy to find and distinguish from other pages. This minimizes downtime, enables rapid support fixes, and helps other users understand what you are doing with your page. Over the years some people have either misunderstood or not been informed of the correct way to formulate a headline and this has caused quite a few issues. If you see an incorrectly made headline in an area where you have authorial control, please consider correcting it.

To give your object a good headline, write out the directory structure where it is supposed to be, separated with dashes, with the name of the object at the end.

If you are making a headline for a menu, ensure the last word in the headline is "Menu." If you are making a headline for a Folder, ensure the last word in the headline is "Folder" etc. It is not necessary to end web pages with "Page" but it's also not problematic if you do so.

It is possible to move a page from one folder to another and when this is done, just like when you change your home address, the headline should be updated. It is possible to rename a page, or a folder, or the dynamic links to pages or folders and when this is done, the headline should be updated.

Example (September 2015):
This is the URL for the Media Lab for the Department of English, Film and Theatre:
http://umanitoba.ca/faculties/arts/departments/english_film_and_theatre/media_lab/

Within the Arts project in RedDot, that is PageID 884 and its headline is:
Depts – English – Media Lab Folder – Index

If that page should become unlinked within the Arts project, it will be very easy for someone to go into the Department's folder, open the English folder, open the Media Lab Folder, and return the page to its rightful spot.

In addition, if someone is searching for pages via keyword and typed in something like "Index" to get all pages with "Index" in the headline, this headline clearly distinguishes this page from all the others named "Index," helping someone avoid linking to it in error or doing anything else to it accidentally because they thought it was a different page.

Introduction – Page IDs

RedDot calls almost any object that is not a dynamic link a "page." This can become intensely confusing to people using regular English where "page" implies either the web page that is on the live umanitoba.ca website or can become conflated with the view a user sees when they open a "page" in the SmartEdit view in RedDot (where a user can view the menu, footer, and other separate object components that are actually located elsewhere, as though they were all part of the same page object).

Just as each object within RedDot has its own dynamic link, its own headline and its own file name, it also has its own Page ID. This is a unique identifier for that object within a project which is essential for a lot of the various forms of linking that make RedDot able to function. A good analogy for a Page ID is a license plate of a car. It is possible that two different cars from two different locations could have the same alpha-numeric license plate, just as it is possible for two pages to have the same Page ID if they are in different projects. But within a project, each PageID is unique.

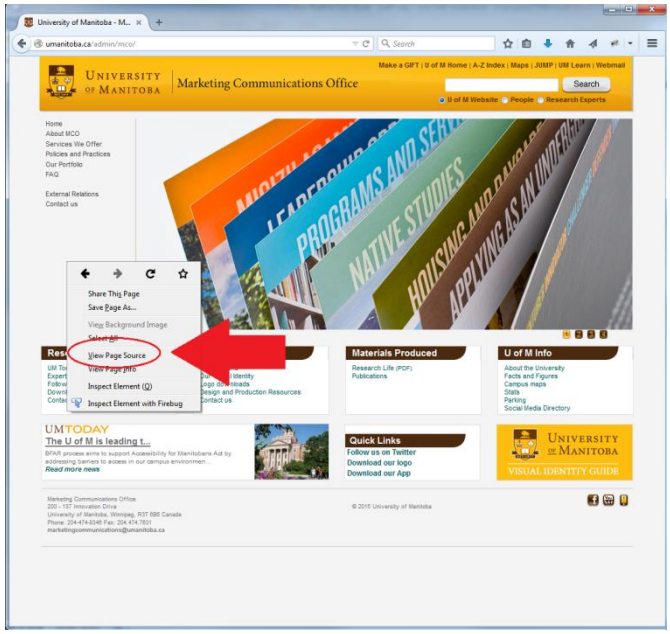
Unlike a headline which is set by a user when a page is created and can be changed. There is no way to change a Page ID. Within a project, it will always refer to only that page and when that page is deleted, its Page ID is not recycled. Two pages can be completely identical, with the exact same content and references to other objects, but if they are within the same project, their Page IDs will not be the same.

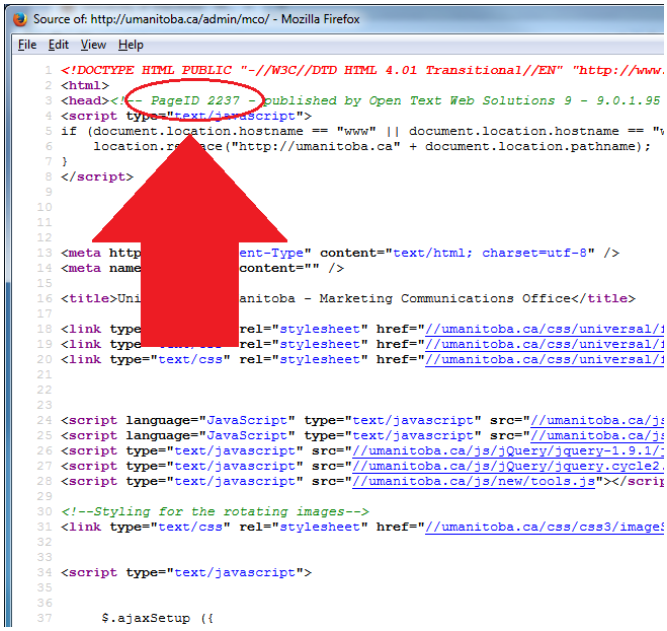
RedDot automatically assigns file names to pages equivalent to "PageID".html. Users can change file names (and it is helpful to do so as long as the new file name is unique and makes logical sense) but if that has not been done, this is what the default file name for any .html object will be.

The Page ID is especially useful when a user is trying to find a page within RedDot and does not know where that page might be. It is not uncommon for a RedDot author to be asked to make a change and to only be given the URL of a page on the live site to go off of. Sometimes it is not difficult to figure out where that page might be within the directory structure of a unit, however this is not always the case and it would be a very arduous task to have to open and page-preview every single page within a project looking for a specific one.

To find the Page ID of a page on the live site in any browser:

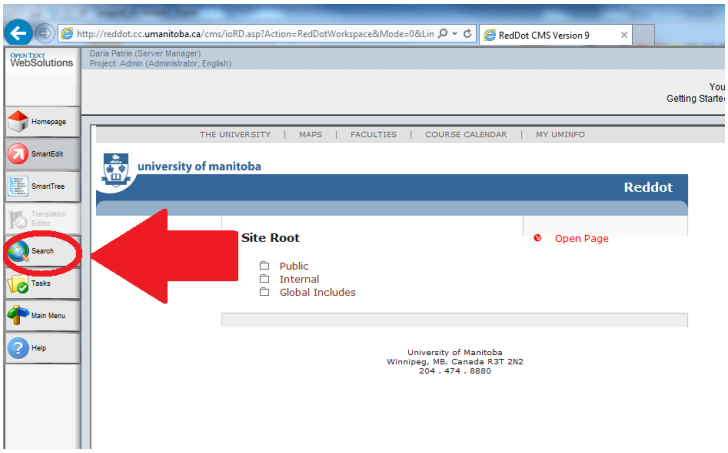
Right click somewhere on the page and select "View Source."
The RedDot Page ID number will be in the first few lines.



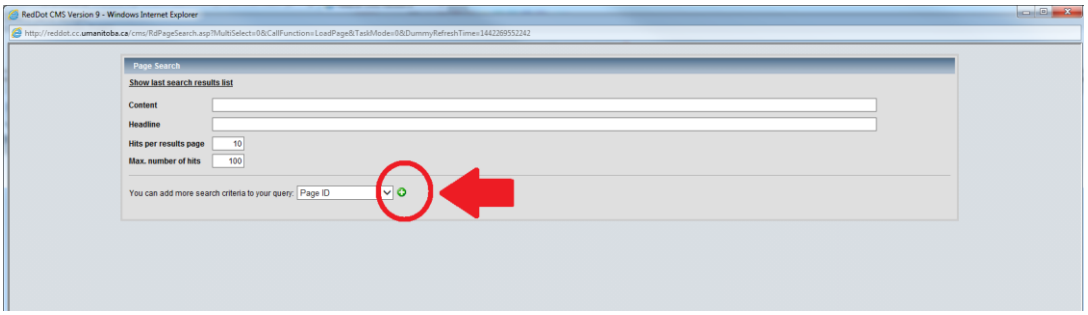


To find a specific page by Page ID within RedDot:

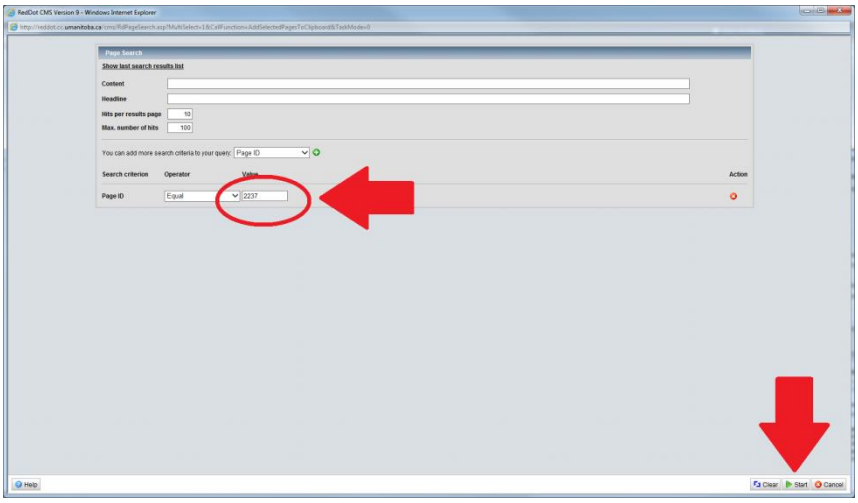
1. In the left main RedDot menu, click on "Search." A new window will appear.



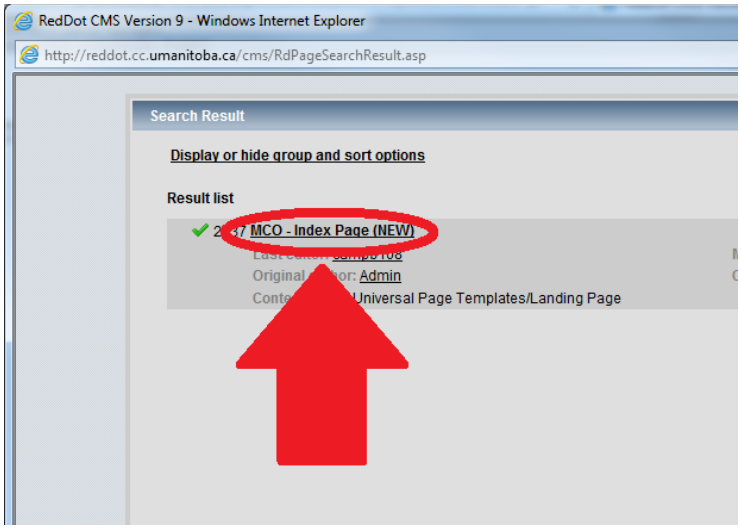
2. The drop down menu should already have "Page ID" selected. Click the green plus sign beside it.



3. Enter the Page ID of the page you wish to go to in the box provided and click on "Start." You will be taken to a list of headlines with only one entry.



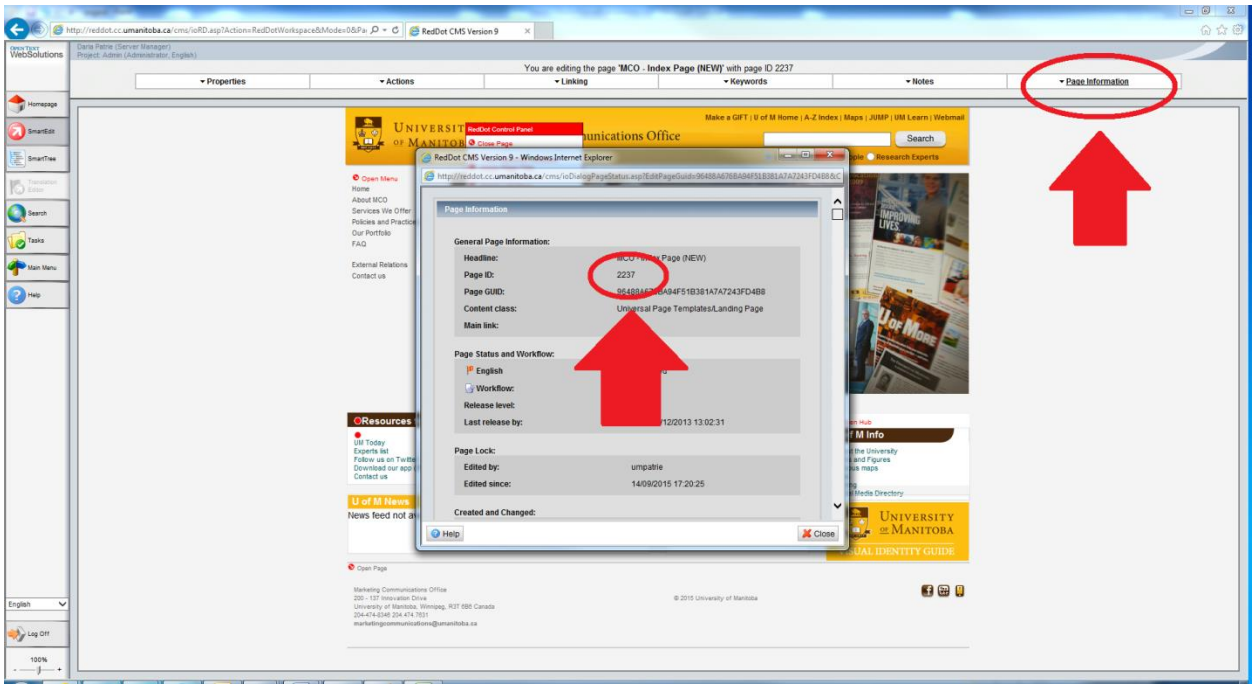
4. Click on the headline for your page and you will be taken to that page within RedDot.



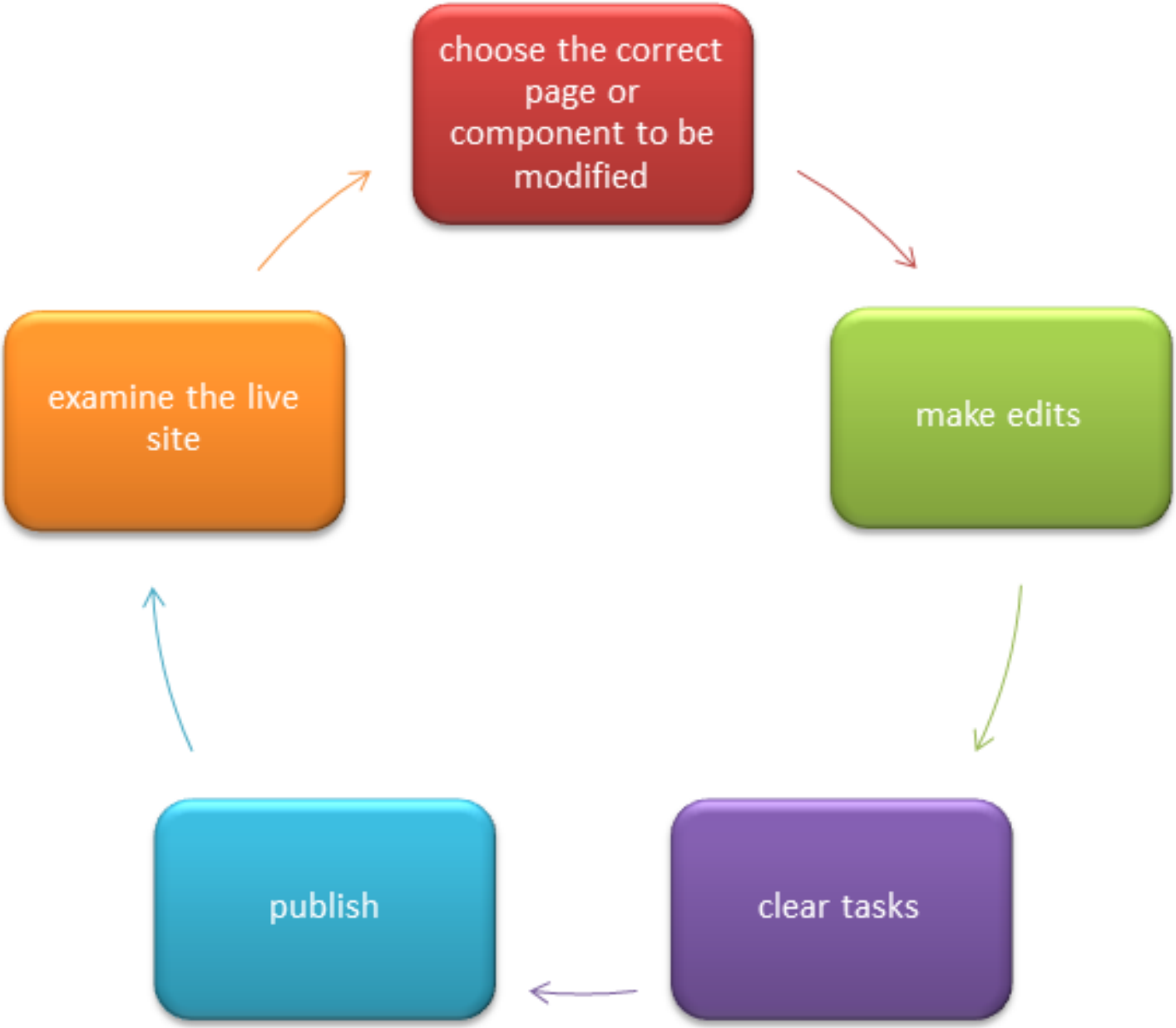
Page IDs are also very useful when making internal RedDot links because if you link to a page via Page ID, but the page is then moved within the project or renamed, the link via Page ID will remain unchanged.

To find the Page ID of a page you have open for editing within RedDot:

1. Ensure the page is open for editing within RedDot and then open the "Page Information" menu from the toolbar at the top.
2. The Page ID is the second entry from the top, below the Headline.



Editing – Workflow Overview



Editing – Good editing practices

Make small changes and publish them out to the live site frequently to check your progress as you go. Because a new version of the page is made available in the page versions every time you publish out that page, frequent small changes means frequent restore points are available to you if something goes wrong. Think of editing as a cycle of small changes that you go through several times until the page is how you like it, rather than a linear progression you only do once.

Edit via RedDot in one browser and check your changes in a different one (for example if you are editing in RedDot in Internet Explorer, check your changes by viewing the live site in Firefox or Chrome).

Do not copy and paste from MSWord. Microsoft Word does not copy and paste plain text. When you copy out of Word you are also copying a myriad of additional HTML formatting that is invisible to you and will not show up in the regular text editor in RedDot, but will show up in the source code (and you can see it by going to the view-source section in your editor). If you are copying text from an MSWord document, paste it into Notepad or some other plain text editor first, then re-copy it from the plain text editor and paste that into RedDot. This will strip out all the additional formatting normally piggybacking invisibly within your clipboard and will save you a lot of headaches.

Make good headlines. Headlines are descriptive of your page as well as descriptive of the location of that page within the directory structure. Other users use your headlines to locate things they need and the Web & Mobile Solutions team uses your headlines locate and fix things when they are broken.

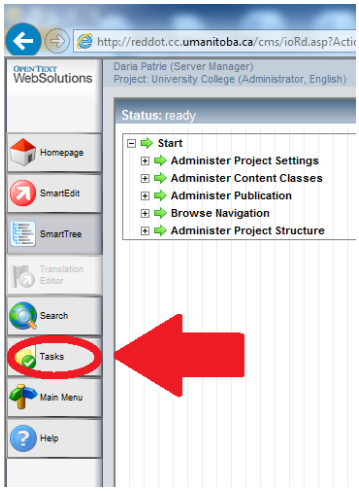
Save often and clear your tasks as often as you save. RedDot will not make any changes to your pages until you have cleared out your tasks (by clicking on "Tasks" in the left menu, selecting them all and submitting them to workflow). Users frequently experience frustration at changes not being applied because of un-submitted tasks. In addition, if you have open tasks on a page, even if you've logged out of RedDot, no one else can make or view changes to that page within RedDot.

Be patient and try to avoid making website edits in a hurry – especially near end of day before a weekend. The Web & Mobile Solutions team will sometimes get more tickets coming in during the last two hours of a Friday than they do during the rest of the week combined. Sometimes these tickets are people asking about RedDot being slow or sluggish to respond. This is because everyone is attempting to use it at the same time and they are all in a rush to leave. Keep in mind that RedDot, while very robust and functional, is an older piece of software and it will go slower depending upon the traffic and the scope of demands being made upon it at any given time. Prepare for this and set your expectations accordingly.

Remember you are accessing RedDot through a web browser. This works into the earlier statement of saving and publishing frequently, making small changes as you go. Browsers crash. Plugins crash. Random other software that you didn't know had anything to do with your browser can freeze and lock up your browser too. Browsers can reset, reload and randomly close on you, taking all of your work with them. Expect this to happen. If you're typing something that is large and verbose, write it in Notepad first, saving as you go, and then copy it on to the page. If you're doing careful formatting with multiple images, add them one at a time, then save between each successful addition. Structure your workflow so that if the browser suddenly does something unexpected, you don't lose any large amounts of work and time.

Editing – Tasks: what are they and why you must always clear them

RedDot is designed to be a robust CMS capable of handling many users making changes at once, sometimes unintentionally to the same thing.



One of the ways in which it avoids conflicts between multiple similar requests is its Task-Workflow configuration. Within RedDot, you can make changes, save them, see them in your page preview and still not have your changes actually pushed out anywhere to the web server until you submit your tasks to workflow and publish out the changes.

If you tell RedDot to make changes to something but do not clear out your tasks, it is quite possible that nothing will happen.

RedDot will hold on to your pending changes until such time as you submit them to workflow.

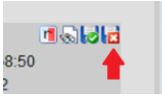
RedDot is also designed to prevent two people from editing the same page at the same time. This includes preventing two people from having pending changes for the same page at the same time.

If you have changes pending for a page, that page is locked and cannot be modified until those pending changes have been submitted to workflow. This means that users can easily lock each other out of editing the same pages and that one user, making changes to several pages but not clearing out their tasks, can effectively lock everyone in their entire unit out of being able to make changes in RedDot.

The Web & Mobile Solutions team is able to override the pending changes on a page. We use administrator access to take over the pending changes which we can then clear out so that other people can make adjustments to the page. If you are locked out of a page by another user you can make a support ticket to have this done.

Sometimes people log in to RedDot and find tasks from a while ago that they are no longer certain should be submitted. There is an option for removing pending tasks without submitting it to workflow, however keep in mind that you can always revert the page back to a previous version if you decide you do not want to make those changes.

There are 4 icons available to you when you view your list of pending tasks. The right-most icon looks like a floppy disk with a red x on it. That will remove your pending task and undo your changes (provided there are not mandatory changes required first).



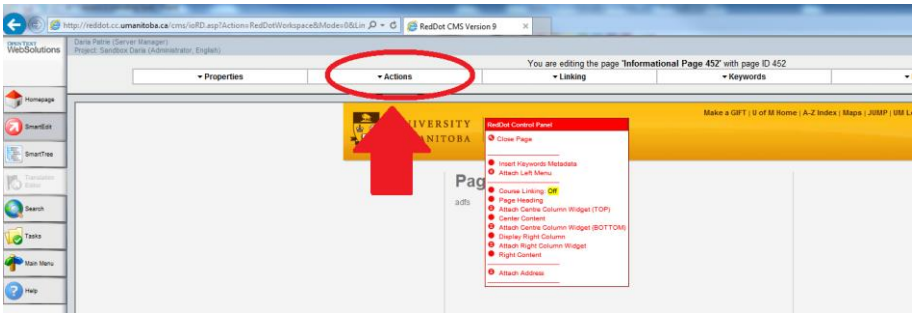
Remember: logging out of RedDot does **not** clear your tasks!

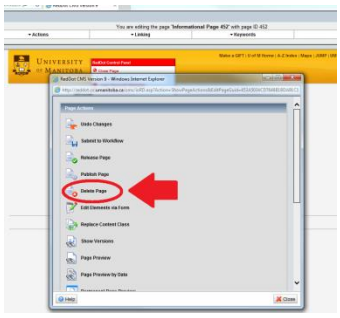
Editing – How to Delete Pages

There are three main steps to deleting a page: deleting the actual page, deleting the dynamic link, and pushing the updates to the website.

To delete the actual page:

1. In the SmartEdit view go to the page you wish to delete.
2. Click on the red "Open Page" arrow. You will now see "You are editing the page [your page title] with page ID [your page number]" along the top as well as a menu bar.
3. In the menu bar, select "Actions" and then select "Delete Page"

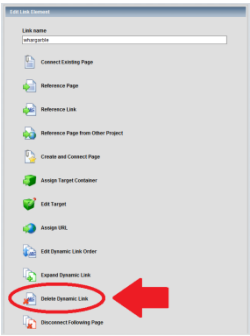




4. You may get a dialog box stating "Page [your page title] is connected to X links. Are you sure you wish to delete the page?" If so, you will have the options of "yes," "show details," and "no." The "show details" option will give you a list of all pages that are linking to the page you wish to delete. If you are able to edit these pages, you may wish to remove those links before you delete the pages and/or note them down for removal in future. This is also where you will have the option to send an automated email to the last editors of the pages linking to the one you are deleting so that they may update their pages accordingly.
5. Once the page is deleted, you should see a "You are not authorized for this page" message. This is good! This means your page has successfully been relocated to the recycle bin. (Only Admins have access to the recycle bin.)

To delete the dynamic link (only do this after you have deleted the page!):

1. In the SmartEdit view, go to the folder which linked to the page you have deleted. You should see the dynamic link there for your deleted page.
2. Click the red dot beside the dynamic link for your deleted page. This will take you to the Edit Link Element screen.
3. Click "Delete Dynamic Link" (You may have to scroll down.)
4. It will ask you to confirm you wish to delete the link. Once you have done so, you will be taken back to the folder you were previously in and the dynamic link will be gone.



The actions you have taken in these two previous steps will not take effect until you clear out your tasks and publish out the folder (with "all following") that the page was previously in.

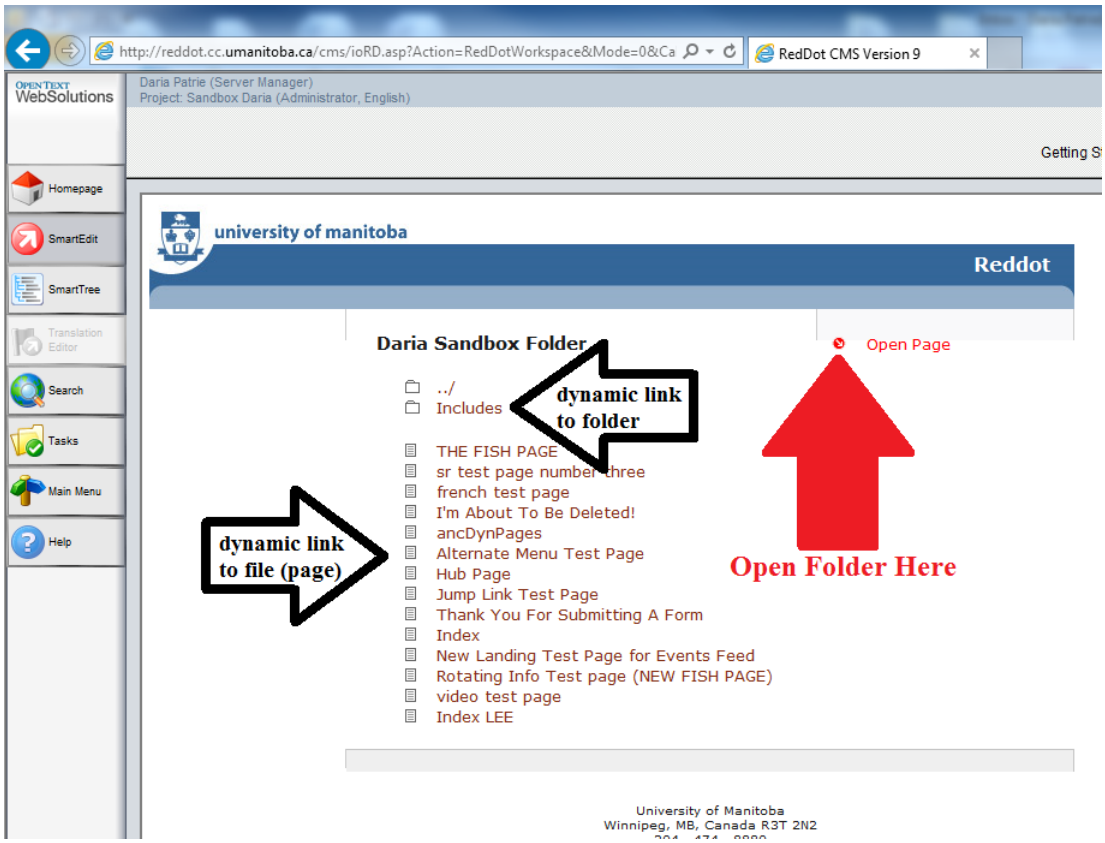
Please note: **If you delete the dynamic link before you have deleted the page, the page becomes unlinked.** It is still on the live site, but no longer accessible for regular users within RedDot and can cause quite a few problems for yourself and others. If you think you may have found an unlinked page, or may have accidentally unlinked a page, please make a ticket to the Web & Mobile Solutions team. We can access the unlinked pages and either restore them or delete them properly.

Editing – Create New Pages – New Informational Page

This is the most common page created by RedDot users. When most people talk about "making a new page" they are talking about creating an Informational page.

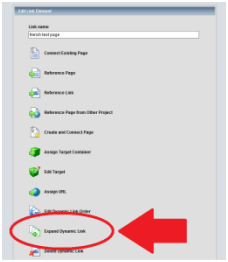
Making a new page in RedDot is a two part process. You need to have a link (ancDynPages) before you can create the page.

1. Click on the folder name to open the folder you want to add a new page to
2. Click the red dot next to "Open Page"

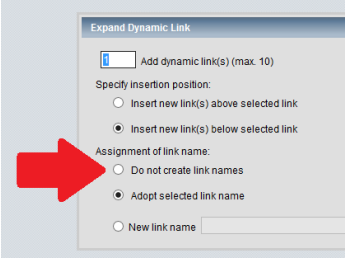


3. If there is an ancDynPages link, click on the red dot beside it and go to step 8, otherwise go to the next step.

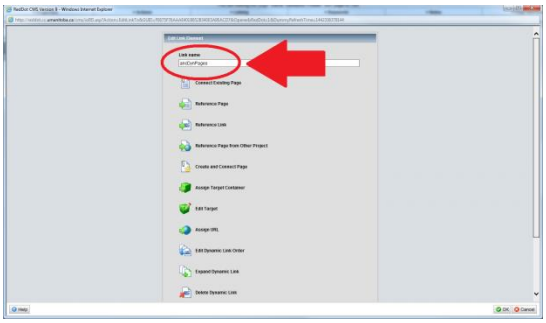
4. If there is no ancDynPages link, click on the red dot next to an existing file name. This will open a new window.
5. Click Expand Dynamic Link.



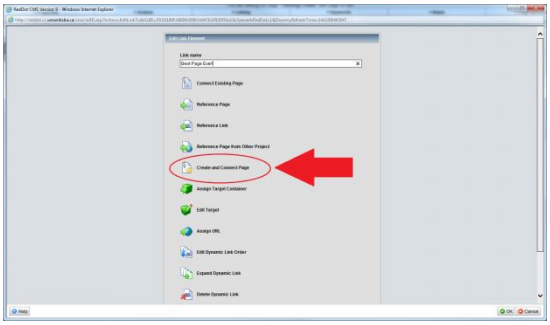
6. Use the radio button to select “Do not create link names.” Click “OK.”



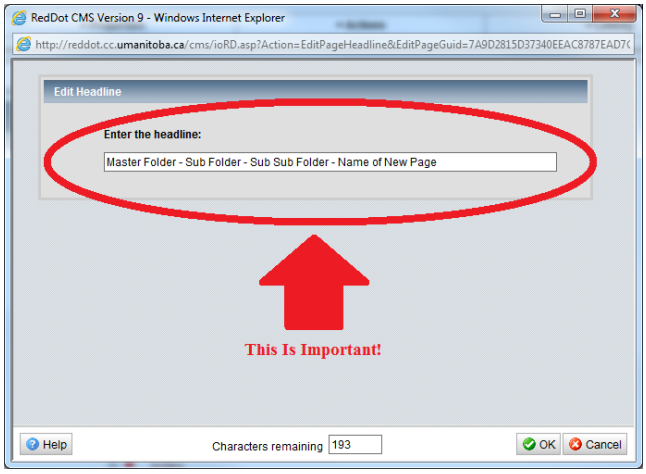
7. Click the red dot next to the new ancDynPage link you just created
8. Rename your link to something that makes sense.



9. Click Create and Connect Page. If given a choice, select Informational Page.



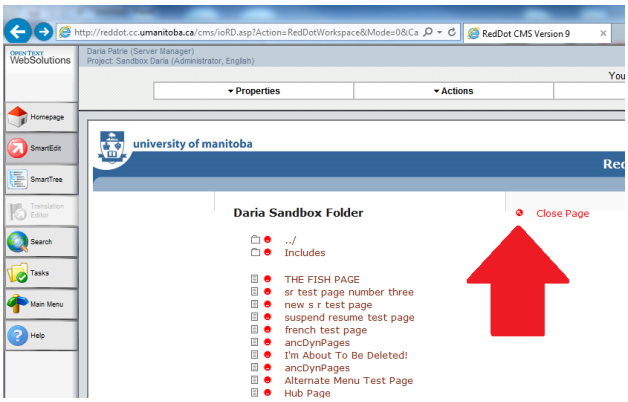
10. Type in a headline.



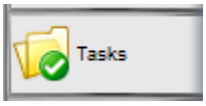
NOTE: What you enter for the headline is important. See Introduction – Conceptual – Headlines for help with making a proper headline.

11. Click Ok.

12. Click the red dot to close out of your folder.



You can now click on the link to open and edit your new page just like you would any other page in RedDot. (You will probably still want to attach a left menu and a footer once you have the page open. For help with that you can go to Editing – Page Elements – Includes Folder – Menus and Editing – Page Elements – Includes Folder – Footer)



Remember to clear out your tasks before publishing.

A note about new pages and linking:

If your page is not linked to any other pages (either inside of RedDot or outside of it) it will not be indexed by the Google web crawlers, will not show up in Google searches (including the UofM search bar in the header) and no one will know your page exists unless you give them the URL.

If you wish to create a page and have other people review it before it is accessible by the general population, you can create the page and not link it to or from any other pages. While the page will be "live" no one will be able to access it unless you give them the specific URL for your page. This is very helpful for editing and development. An entire site overhaul can be done this way very effectively and then when you are ready for your pages to be accessible, you can link them to the rest of the site and remove the old pages that you no longer wish to have accessible.

However, there is another side to this situation. A person can work very hard on a page and make it fantastic but if they do not link to it from other pages and back to other pages from it, no one will know it exists and their page will remain unvisited.

The primary method of linking between pages within a subsection of RedDot is via the left navigation menu. You will need to modify your departmental leftNav menu links (see the Editing – Page Elements – Includes Folder – Menus section in this document for more information on how to do this) to include your new page so that people can get to it.

Editing – Create New Pages – New Hub Page

Most projects and units which use hub pages already have one. It is rare for a RedDot user to need to make a new hub page, however should the need arise, there are a few details that are specific to hub pages that you need to be aware of.

Making a new Hub Page is very similar to making a new Informational Page

To create a new Hub Page:

1. Click on the folder name to open the folder you want to add a new page to
2. Click the red dot next to "Open Page"
3. Click the red dot next to an ancDynPages link if one appears. Go to step 8.
4. If there is no ancDynPages link, click on the red dot next to an existing file name
5. Click Expand Dynamic Link.
6. Use the radio button to select "Do not create link names." Click "OK."
7. Click the red dot next to the new ancDynPage link you just created
8. Type in a link name for your link that makes sense
9. Click Create and Connect Page. **Unlike Informational Pages, Hub Page templates are located in the Universal Page Templates folder.**
10. Type in a headline which reflects the directory structure of where this page is located within RedDot separated by dashes with the file name at the end.
11. Click on the link name of the new page that was created
12. Click Open Page

You will likely notice at this point that unlike when you make a new Informational page, your new Hub page does not automatically populate the University of Manitoba header. To add your header to the Hub page you will need to do the following additional steps:

1. Once you have made your new hub page, go to it and click on the red dot marked "Open Page" to open your RedDot Control Panel
2. Click on "Reference Page Header"
3. Click on "Reference Page" (do not adjust the Link name field)
4. Search for your Global Header (this will usually be the name of your unit with the word "Global" in front of it and the word "Header" on the end). You may need to do a headline search if you do not have the Page ID of your project's header. The Global Header will be located within the Global Includes folder.
5. Click on the link in the search results for your Header. (You can preview what you are choosing by clicking on the white page preview icon on the right.)
6. Your Header should now be attached.

Every unit has both a Header and a Global Header. The one you attach to your pages will be the Global Header.

(You will probably also want to attach a left menu and a footer. For help with that you can go to Editing – Page Elements – Includes Folder – Menus and Editing – Page Elements – Includes Folder – Footer)

Remember to clear out your tasks before publishing.

Editing – Create New Pages – New Landing Page

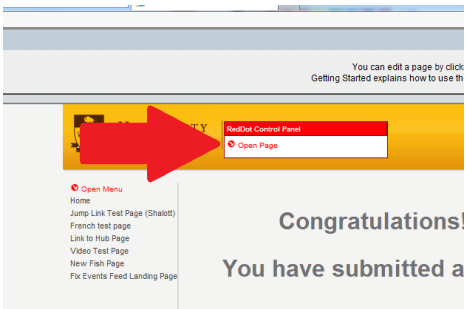
Landing pages are restricted to one per unit and are not created by RedDot users.

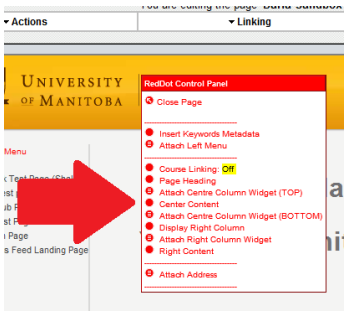
If you would like a Landing Page and do not have one, please contact the Web & Mobile Solutions team to have one created for you. Keep in mind that getting a landing page may require the creation of an entirely new unit within your RedDot project and there will likely be some approvals to be secured before this can be accomplished.

Editing – Basic Content Editing

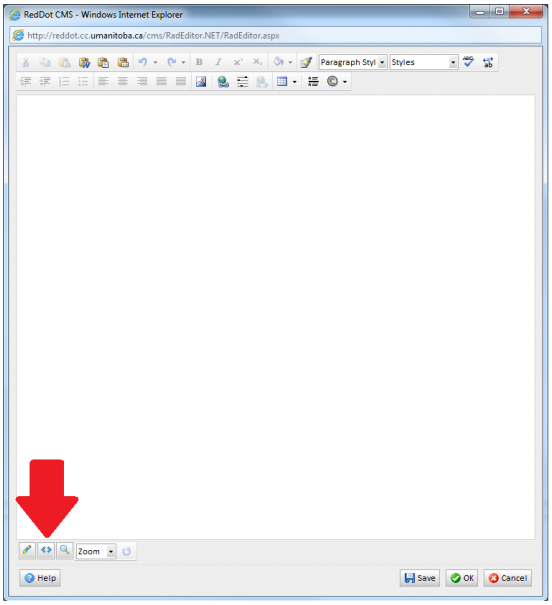
The most common types of edits made by users to pages within RedDot are content edits to Informational pages. These edits are done via one of the WYSIWYG text editors, which will automatically open when you attempt to open a field they can be used in. In this user guide we will be referring to the Telerik editor. Other editors will have things in slightly different locations and/or with slightly different images and or phrasing for their click paths.

To edit the center content of an Informational page, open the page in RedDot and click on the red dot marked Center Content.





This will launch the editor in a new window.



Within this editor you can add and remove text, insert and remove pictures, create and delete links, format the page, and view the source code.

Remember: **Do not copy and paste from Microsoft Word into the WYSIWYG editor!** When you do this, invisible formatting will be carried over and will be viewable in the source code.

To get to the source code via the editor, click on the "< >" symbol near the bottom left of the window.

To get out of the source code via the editor, click on the pencil symbol near the bottom left of the window.

While we do not teach you how to read or modify HTML, here are some basic tags and what they mean:

****	"anchor hypertext reference"	this indicates a link
****	"bold"	renders the text bold
** **	"line break"	leaves an empty line.
** **	"division"	divides the document into chunks (sometimes in accompaniment with "align" to determine the location of the text on the page)
****	image source	this indicates a picture
** **	"paragraph"	identifies the text between the tags as a paragraph, which can then have specific formatting
** **	a paragraph with one space in it	(similar to a line break, but slightly different)
<table></table>	"table"	defines a table
<th></th>	"table head"	defines the head of a table
<tr></tr>	"table row"	defines a row in a table

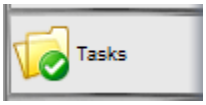
For everything else, we recommend a quick Google search or consulting with someone who knows more about HTML. HTML tags are not case sensitive.

Please remember: The Web & Mobile Solutions team does not deal with content modifications. Modifying HTML source code is content modification. It is not within the support boundaries of the W&MS team to write or fix your HTML for you. We will certainly try to help you, but in general, if you do not know much about HTML, we recommend just sticking within the regular WYSIWYG editor for your modifications.

Please note: Tables sometimes behave strangely within RedDot. If you are doing anything that is beyond the basic WYSIWYG editor table capabilities, you may wish to deal with the source code and/or talk with someone familiar with HTML to help you.

There are times when adding a few lines with "   " in them below your table will help RedDot figure out where the table ends properly.

Please note: While it is possible to use JavaScript or PHP code on your pages, this needs to be done in consultation with the Web & Mobile Solutions team. Whether or not you will be allowed to do so will be dealt with on a case by case basis as determined by the needs of the project.



Remember to clear out your tasks before publishing.

Editing – Links

There are two parts to a link: the text you click on and the location it takes you to.

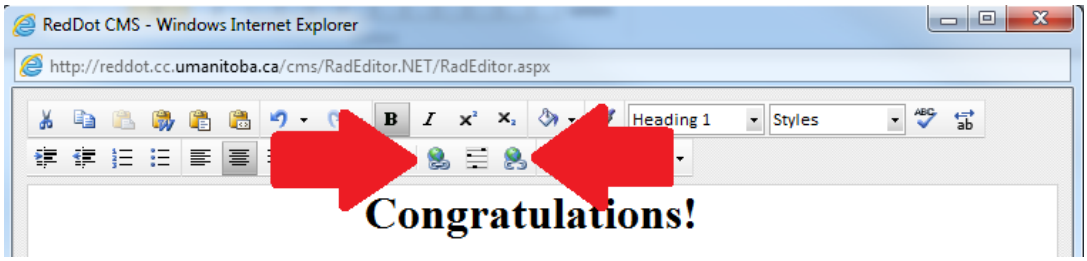
Within RedDot you can make links to:

- Launch an email program
- Go to another umanitoba.ca page within the same project
- Go to an external website (i.e. google.com)
- Link to a file in the media folder (picture, .pdf, Word document, etc.)
- Go elsewhere on the same page (jump mark)

Remember:

If your page is not linked to any other pages (either inside of RedDot or outside of it) it will not be indexed by the Google web crawlers, will not show up in Google searches (including the UofM search bar in the header) and no one will know your page exists unless you give them the URL.

The WYSIWYG editors have both an "Insert Link" button and a "Break Link" button (the "Break Link" button only shows up if you have highlighted a link).

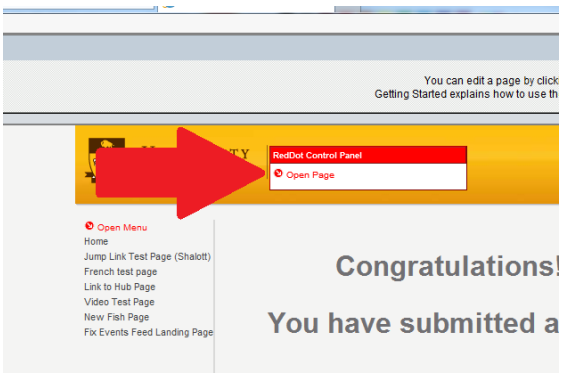


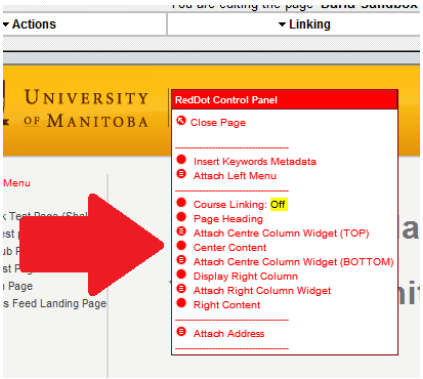
If you are modifying the link from some text which used to link elsewhere, it is recommended you highlight it and break the link first before making the new one. This will avoid having accidental left-over invisible formatting (visible in the source code area of the editors if you are looking for it) from sending your user to the wrong place.

Editing – Links – Email

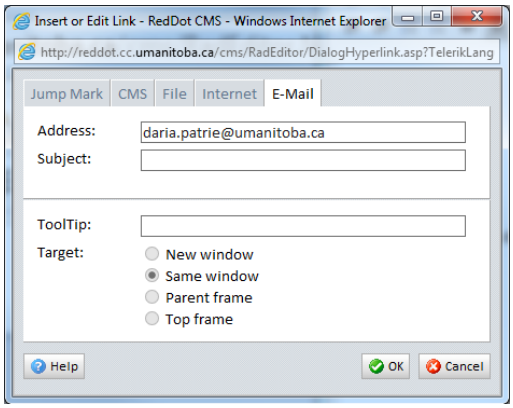
To add a link to an e-mail address:

1. Click Open Page and open the content area to add the link to (ie Centre Content).



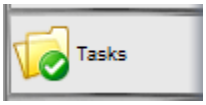


2. In the text editor, highlight text that will serve as the e-mail link.
3. Click the Insert/Edit Link icon. 
4. Select the Email tab and put the correct email address in the "Address" field.



5. Click OK
6. Click Save to save and continue working in the editor or OK to save and exit the editor.

Note: If you are using a text editor that is not Telerik, you may need to include "mailto:" in front of the email address in order for the link to function properly.

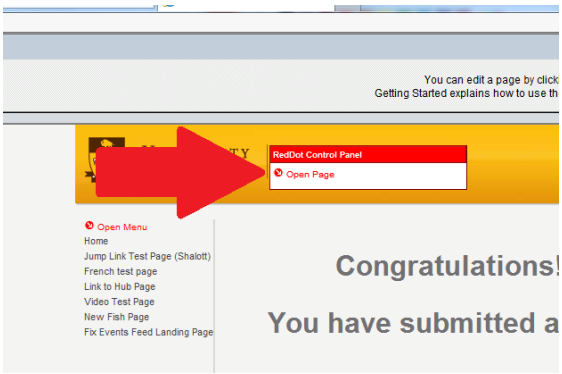


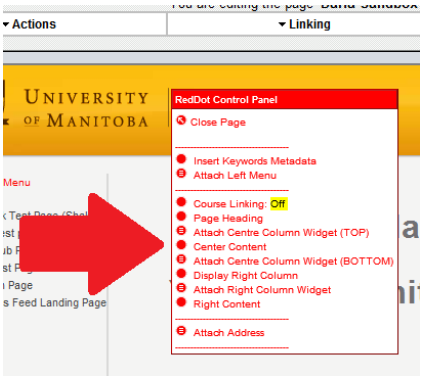
Remember to clear out your tasks before publishing.

Editing – Links – RedDot Pages

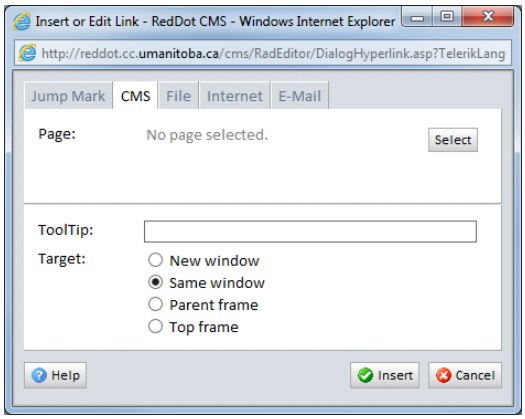
To link from one RedDot page to another (within the same project):

1. Find the PageID for the page you wish to link to (See Introduction – Conceptual – Page IDs if you need help with this.)
2. Click Open Page and open the content area to add the link to (ie Centre Content).

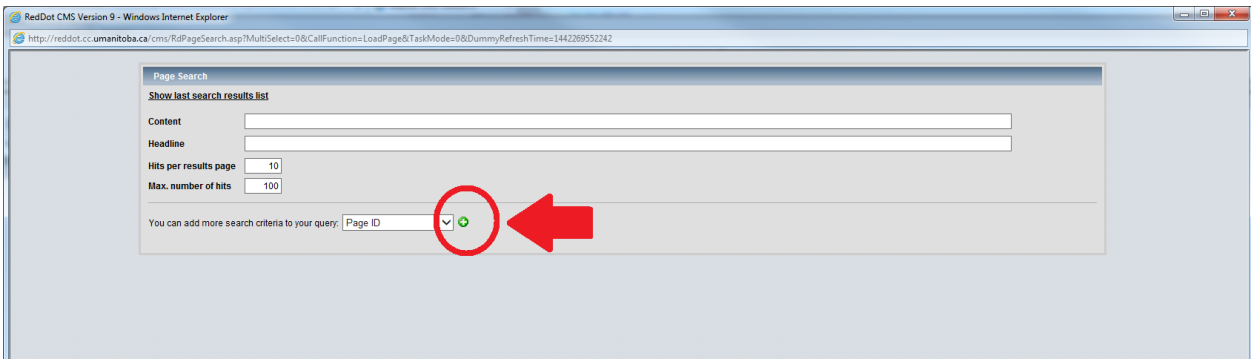




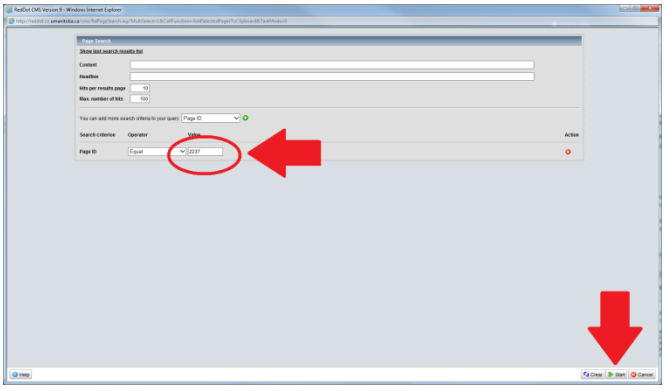
3. Highlight the text that requires a link
4. Click the Insert/Edit Link icon. 



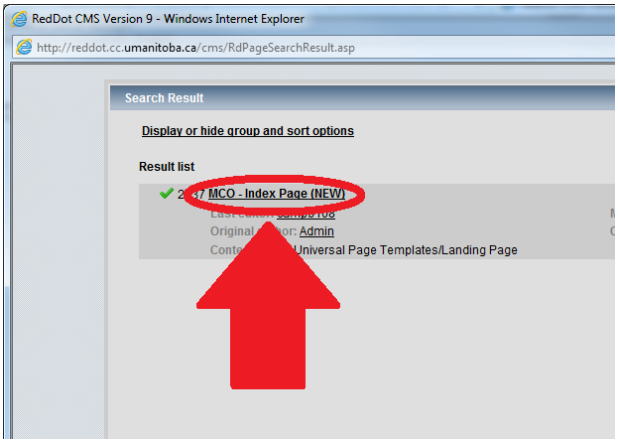
5. Click the CMS tab, then click "Select."
6. Click on the green plus sign beside the dropdown box that says "Page ID"



7. Enter the Page ID of the page you wish to link to



8. Click Start
9. Click on link to the page from the pop-up box that appears



10. Click Save to save and continue working in the editor or OK to save and exit the editor.

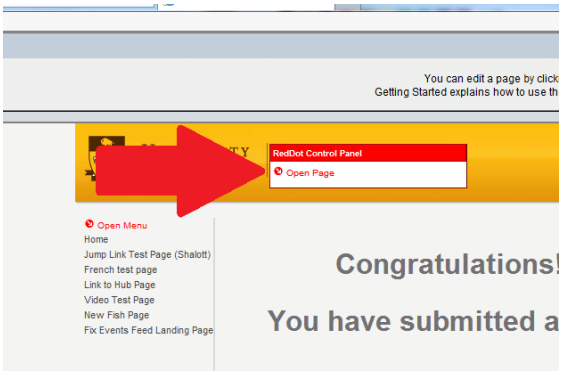
Please note: If you do not click on the text of the link and simply close out of the page at step 9, your link will not be made.

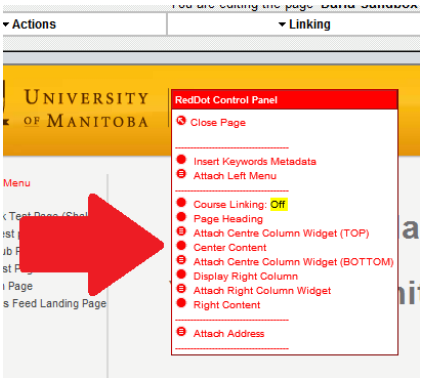
Remember to clear out your tasks before publishing.

Editing – Links – External Web Sites

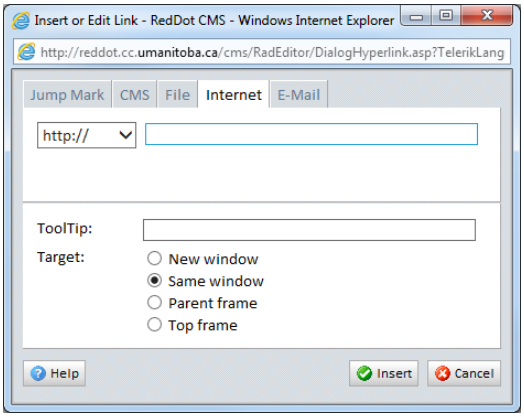
To link to an external Web site:

1. Click Open Page and open the content area to add the link to (ie Centre Content).





2. Highlight the text that requires a link
3. Click the Insert/Edit Link icon. 
4. Click on the "Internet" tab.



5. Type (or paste) in the URL.
6. Click Save to save and continue working in the editor or OK to save and exit the editor.

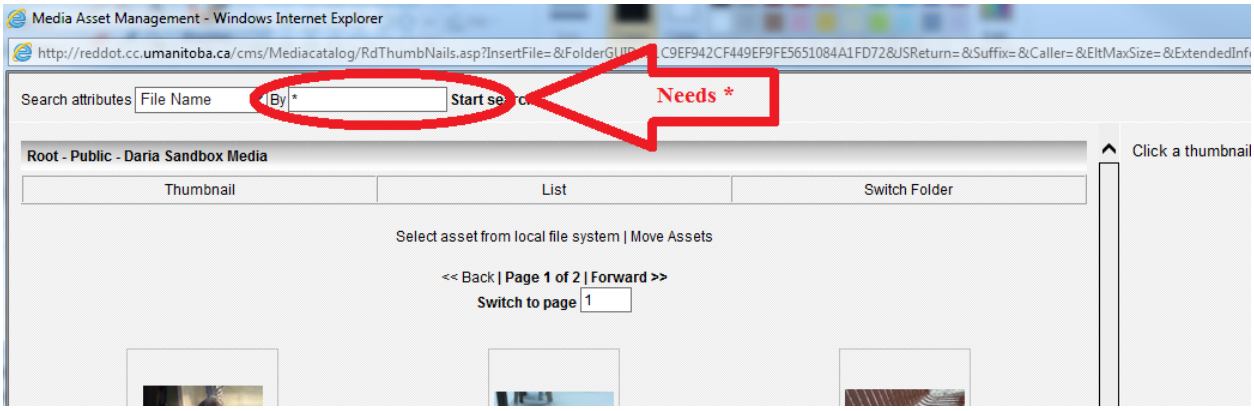
Remember to clear out your tasks before publishing.

Editing – Links – Media

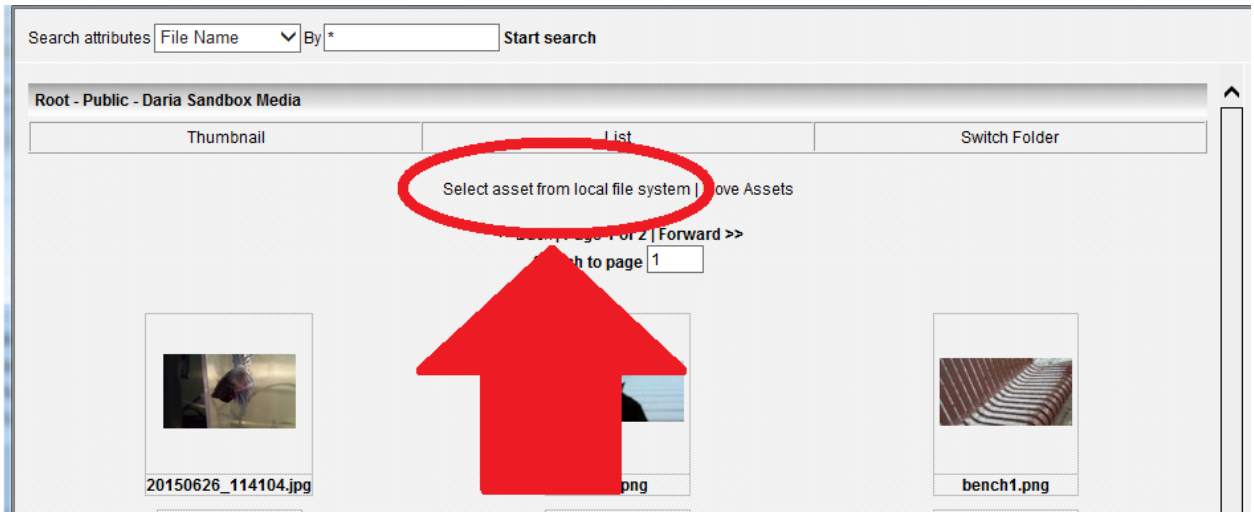
Media which appears on a umanitoba.ca page will be stored in a media folder within RedDot. If you are adding media to a page from your computer, you will still be uploading the media first to the media folder and then selecting it from the Media Asset Management screen.

Some units have more than one media folder and you may have to select the correct one.

When in the Media Asset Management screen there is a "Search attributes" box at the top which allows someone to search via several attributes. The search box beside it auto-populates one asterisk at the front of the search field. If you do not put a second asterisk after the term you are searching for, it is unlikely you will receive useful results.



When you are adding media to a media folder from your computer, you may need to click on "Select asset from local file system." It is located in the middle near the top below the "List" option in the top menu and above the area that allows you to cycle through the pages of media displayed.



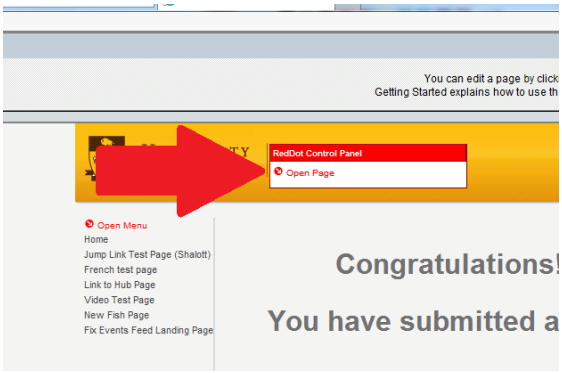
Sometimes, after you have uploaded a file, you will still need to select it from the Media Asset Management screen before you can add it to your page. This is normal.

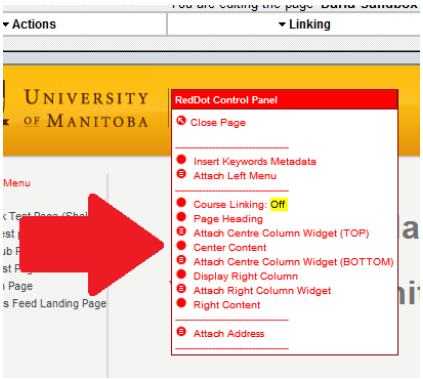
Remember that clicking on the thumbnail of an image will only display the image in a view box. To actually select the image for insertion into a page, you need to click on the file name.

Editing – Links – Media – Documents

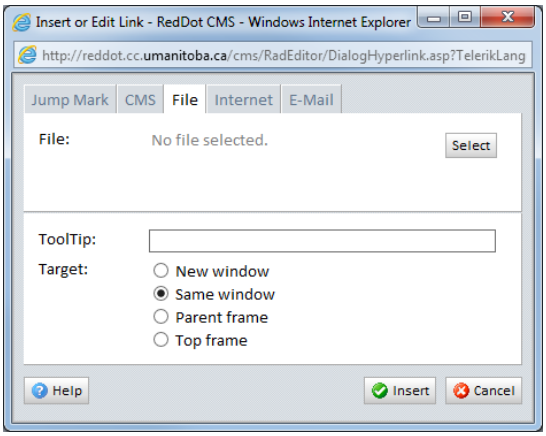
To link to a document (eg. PDF/Word):

1. Click Open Page and open the content area to add the link to (ie Centre Content).

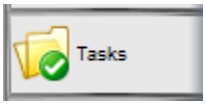




2. In the text editor, highlight text that will serve as the e-mail link.
3. Click the Insert/Edit Link icon. 
4. Click the "File" tab.



5. If the file is already in the asset manager, choose "Select file from server" and use the information in the previous section to find your file. Otherwise, choose "Select File from Local File System."
6. Select the PDF/Word document from your computer using Browse and then click Ok.
7. Select the media folder it will go into and click Ok.
8. Click Insert.
9. Click Save to save and continue working in the editor or OK to save and exit the editor.

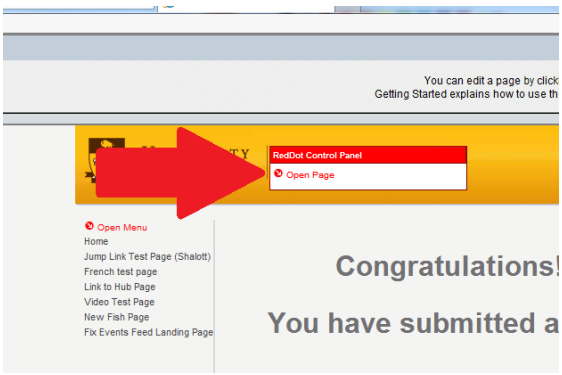


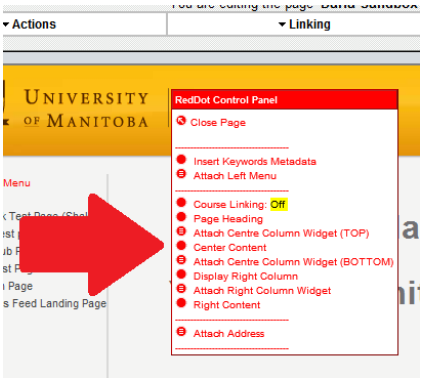
Remember to clear out your tasks before publishing.

Editing – Links – Media – Images

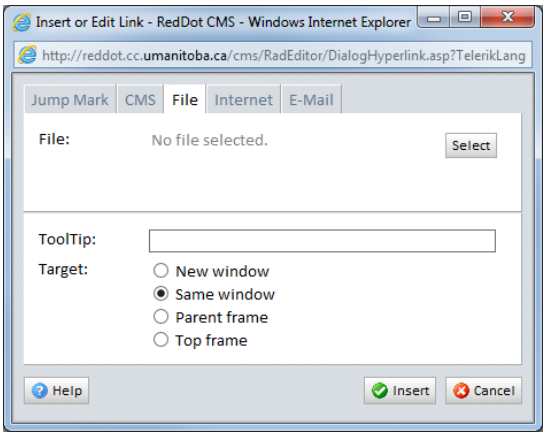
Adding Images

1. Click Open Page and open the content area to add the link to (ie Centre Content).



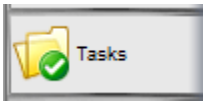


2. In the text editor, highlight text that will serve as the e-mail link.
3. Click the Insert/Edit Link icon. 
4. Click the "File" tab.



5. If the image is already in the asset manager, choose "Select file from server" and use the information in the previous section to find your file. Otherwise, choose "Select File from Local File System."
6. Select the image from your computer using Browse and then click Ok.
7. Select the media folder it will go into and click Ok.
8. Click Insert.
9. Click Save to save and continue working in the editor or OK to save and exit the editor.

Please Note: When you are selecting images from the media folder you do have the option to edit the image. This is not recommended. RedDot is not image editing software and using it to edit the size of your image and/or crop it can greatly degrade the quality of your image. If you need assistance with image manipulation, we recommend contacting MCO. If you do choose to edit an image via Reddot it is strongly advised you save it as a different file name and do not save on top of the existing file because this will alter the image file for anyone who links to that media folder, not just your specific page.



Remember to clear out your tasks before publishing.

Editing – Links – Links on the Same Page (Jump Marks)

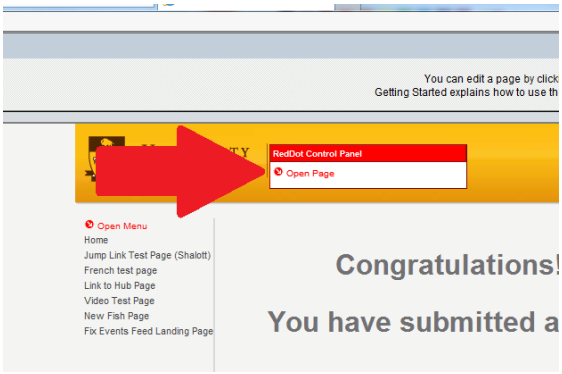
How to Create and Use Jump Marks Within a Page.

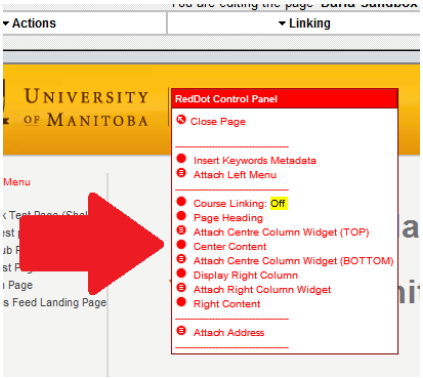
Sometimes it is useful to be able to link to different parts of a page from within the page itself. If you are viewing this document as a PDF, then this is a similar process to how the clickable Table of Contents was made.

We do this in two stages: First we create a jump mark and then we create a link to it.

Creating the Jump Mark (set destination):

1. Click Open Page and open the content area to add the link to (ie Centre Content).



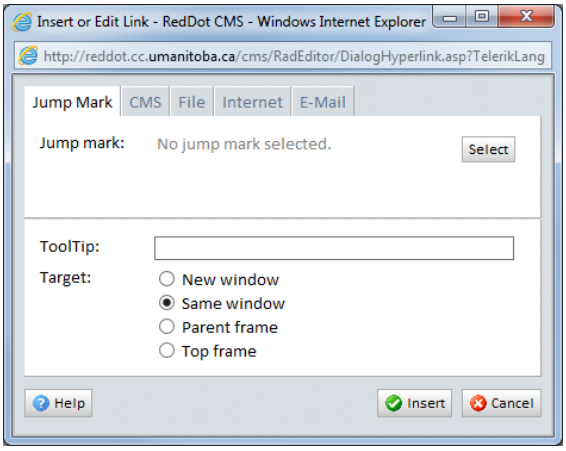


2. Highlight the text you wish to use as your Jump Mark. (This is your destination.)
3. Click on the jump mark icon in the toolbar. (It looks like a series of horizontal lines with small boxes on them and is found to the right of the link icon)

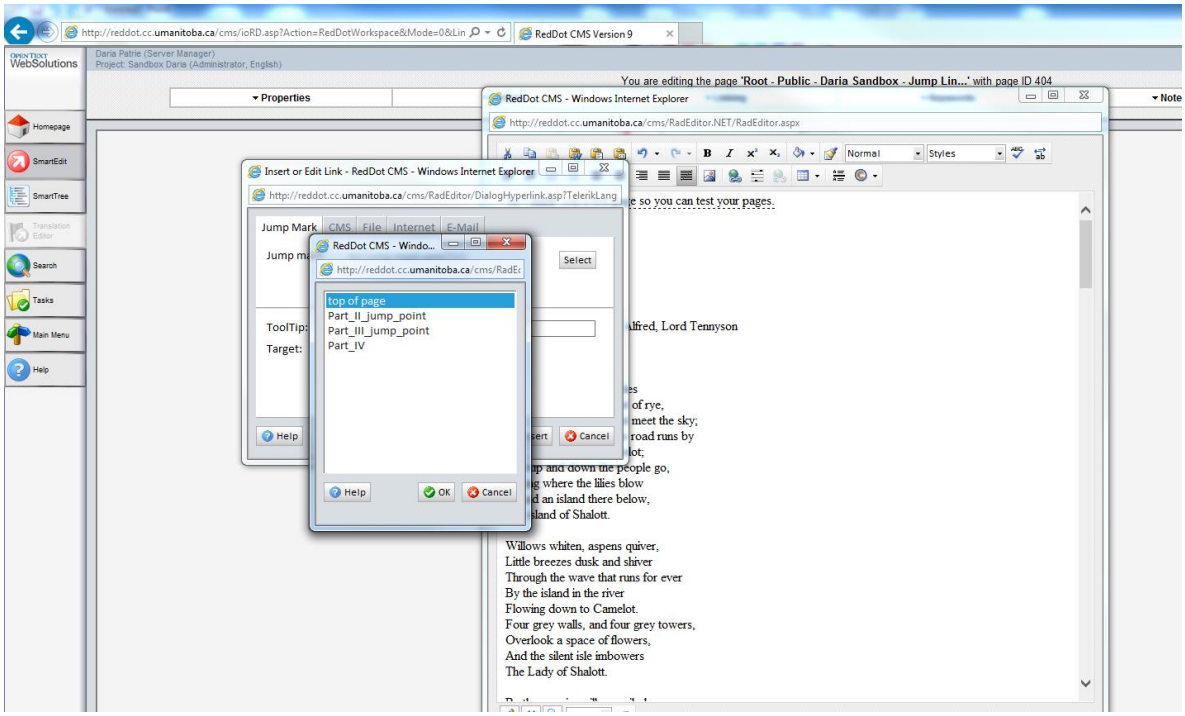
4. A small window will pop up which will ask for the name of your jump point. It will auto-populate with the text you just highlighted, however because we often need to link to different pieces of similar text, it is recommended you give it a unique name to avoid confusion.
5. Click ok.
6. You will now see a dotted underline below the text which is your jump mark. We are now ready to proceed to the second step.

Linking to the Jump Mark:

1. Go to where you where you want to link from (This is your origin, the thing you wish people to click on to get to the jump mark you set in the steps above.) and highlight the text which will form your link.
2. Click on the Insert/Edit Link icon,  (just as though you were going to create a link to an external website).
3. Select the Jump Mark tab.



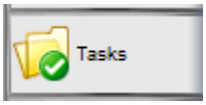
4. Click on the "Select" button.
5. You will be given a list of available jump marks. Pick out the one you just made and click ok.



6. You should now see your jump mark name selected. Click "Insert."

7. The text you are linking from will now be formatted as a link. After the page is published and live, that link, when clicked on, will take the user to the area of your page that you set as your jump mark.

Please note: The most common source of confusion among users making jump marks is the need to set the jump mark (destination) first and then make the link to it as the second step. If you do these steps in the wrong order, you will end up with the opposite of what you had intended. If that happens, it's very helpful to remember the "Break Link" button: 



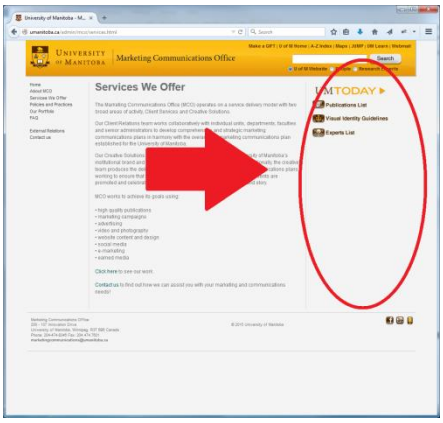
Remember to clear out your tasks before publishing.

Editing – Page Elements – Informational Page – Right Column/ Right Content

Informational pages on the University of Manitoba website have three main columns with the middle column being wider than the left or right sides.

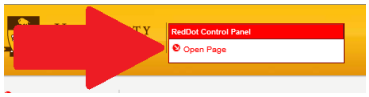
The left column of all Informational pages is reserved for the navigation menu, but the right side can be modified to suit your department's needs.

The right column can be made visible or it can be hidden. It is an attribute of an Informational page and must be modified from the Informational page itself.



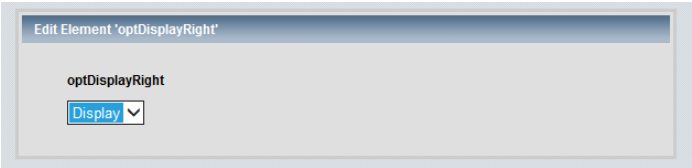
To show or hide the right column of an Informational Page:

1. Open your page in RedDot by clicking on the "Open Page" red dot



2. Click on the red dot beside "Display Right Column"

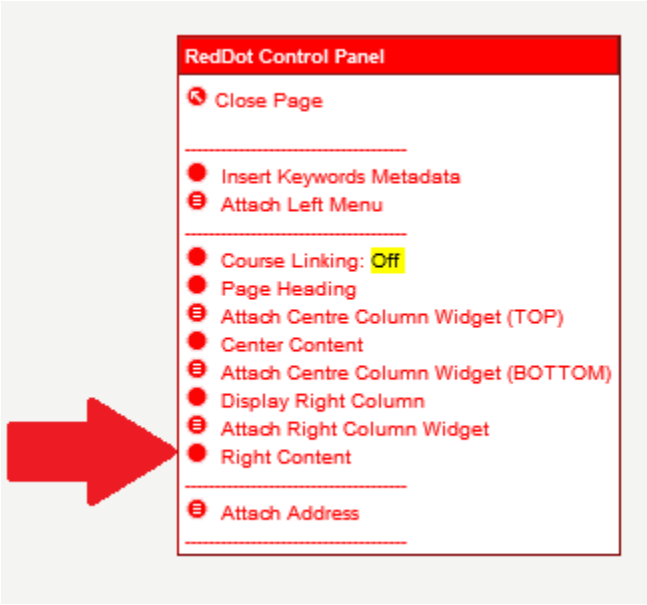
3. Ensure the dropdown menu is set to "display"



4. Click "OK"

To modify your right column:

1. If it is not already open, open the page in RedDot
2. In the RedDot control panel, click on the red dot beside “Right Content”
3. This opens an editor which enables you to edit the right column



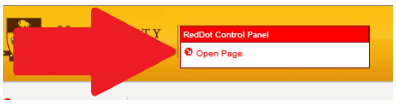
Remember to clear out your tasks before publishing.

Editing – Page Elements – Hub Page – Attach a Hub to a Hub Page

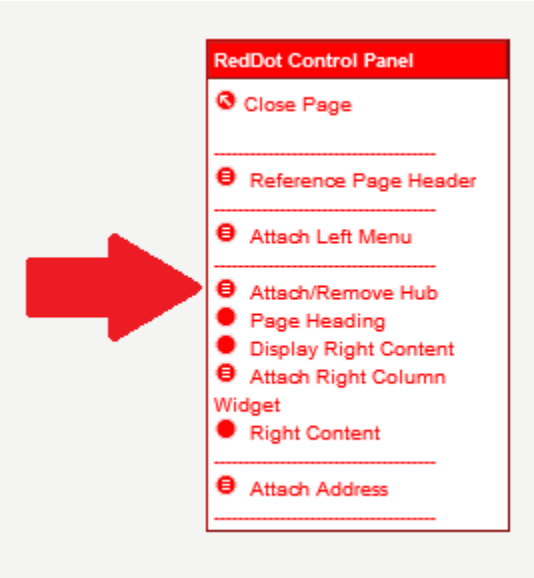
Before you can attach a hub to your hub page, you must first make or find the hub object you wish to attach. To make a hub, see Editing – Page Elements – Includes Folder – Hubs. If the hub you want already exists but is not connected to your hub page yet, go to it in the Includes folder and find its Page ID (for help finding the PageID, see Introduction – Conceptual – Page IDs).

To attach a hub to a hub page:

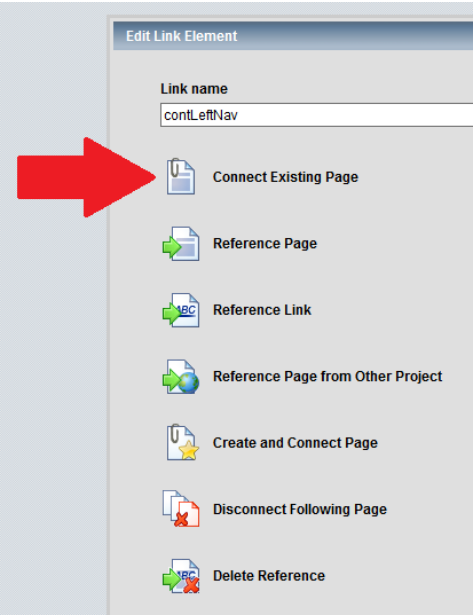
1. Go to your hub page and open it.



2. Select "Attach/Remove Hub"

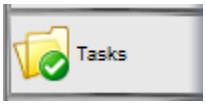


3. Select "Connect Existing Page"



4. Search for the hub you want (it will be in the Hub Page Hub Container in the Includes folder and is easiest to find if you already know the PageID) and select it.
5. Your hub will now be attached to your page.

PLEASE NOTE: The first (left-most) hub on the Index/Landing page, while it looks identical, is a different type of object and is embedded within the Index page itself. You can only edit it via the Index page. It is not actually a hub and not found in any hub container in the Includes folder. You cannot attach a hub to the leftmost hub section on a Landing page.



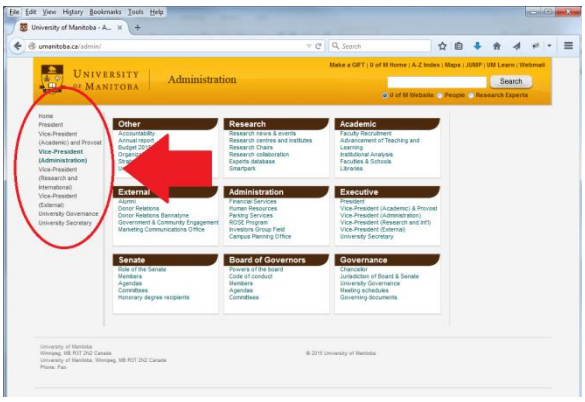
Remember to clear out your tasks before publishing.

Editing – Page Elements – Includes Folder – Menu

Within the University of Manitoba website templates there is always a spot for a left navigation menu. Depending upon the template for pages in your department, this may be labeled either contLeftNav or Menu.

A menu is a type of object which can be created in your Includes folder. It is then linked to from other pages in your unit.

Your unit may have more than one menu. If so, pay close attention to which menu you need to edit so you don't end up editing the wrong one.

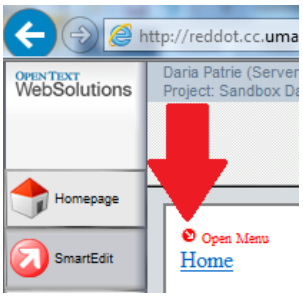


It is tempting to edit a menu by just opening it up as it appears on the page in RedDot. This causes quite a few issues and should be avoided. If you wish to edit a menu, go to it in your Includes folder and open it up there.

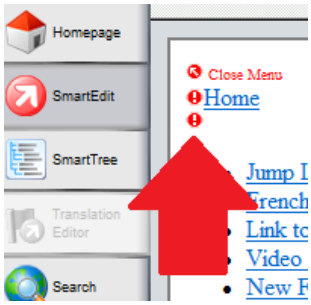
There are two main components to every menu: the home button and the links. Remember that unless you are creating a new menu, your home button will already be set up and you should not be editing it. **Remember that all menu items must be in bullet point format.**

To edit a menu:

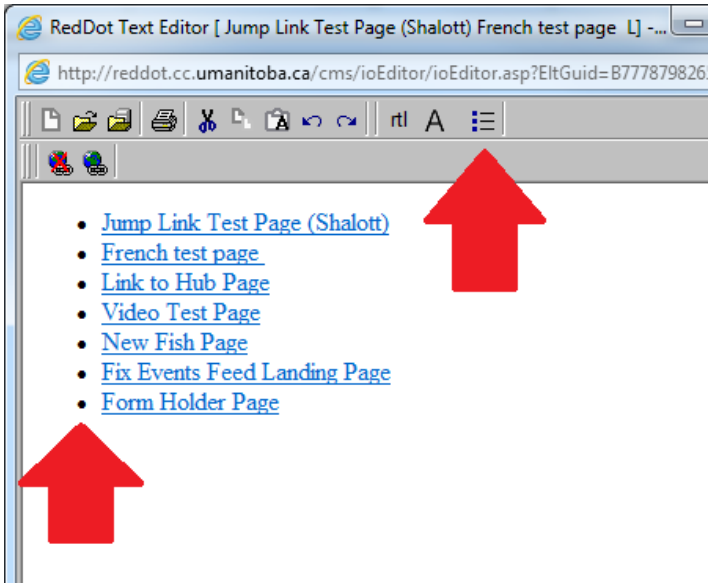
1. Find the menu you wish to edit in your Includes folder and open it.



2. There will be two red dots to choose from. One is beside the Home link and one is below it, closer to the rest of the menu links. You want to click on the second red dot, the one that is NOT for the home link.



3. This will open up an editor window and you will then be able to modify the list of entries in your menu.



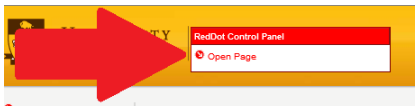
This should already be in bullet point format but in case it is not**, please remember that menus must be in bullet point format** or they start interacting strangely with other elements of the page.

4. From here you can enter new text, change existing text or remove text. Please see Editing – Links – RedDot Pages for help with how to make links to other pages within RedDot.
5. When you have modified everything you wish to modify in your menu, save it, close the editor, close the links section, and close the menu.

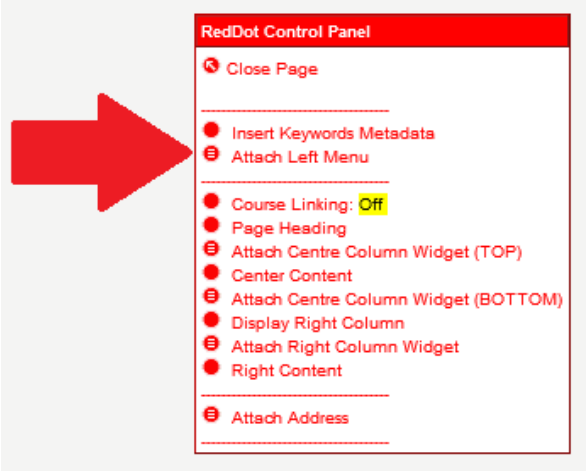
To attach a menu:

1. Find the menu in your Includes folder, open it, and find the PageID for it. (For help with finding the Page ID, please see Introduction – Conceptual – Page IDs).

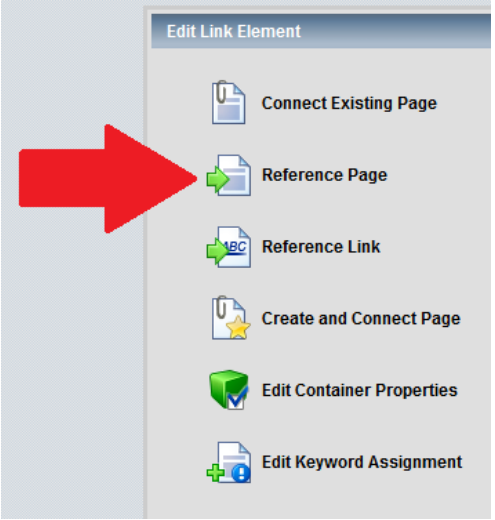
2. Go to the page you want your Menu to appear on. Open that page.



3. Click on the red dot beside "Attach Left Menu"



4. Click on “Reference Page” (Note: do not “Connect” menus!)

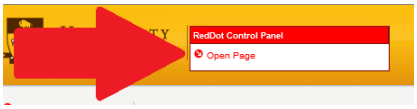


5. Search for the Menu by Page ID, (see [Introduction – Conceptual – Page IDs]() for help with this) and then select it by clicking on the text of the headline.

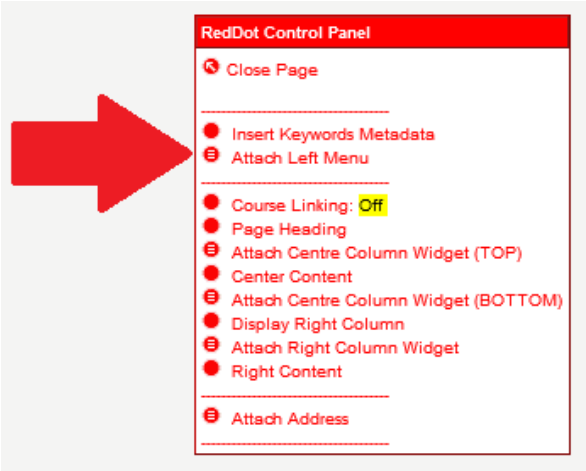
Your menu will now be visible in the preview of your page.

To remove a menu:

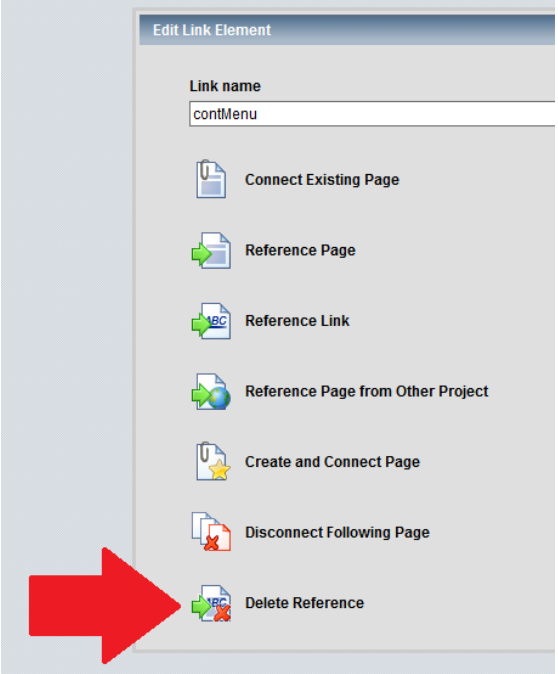
1. Open your page in RedDot by clicking on the “Open Page” red dot



2. Click on the red dot beside “Attach Left Menu”



3. Click on “Delete Reference”



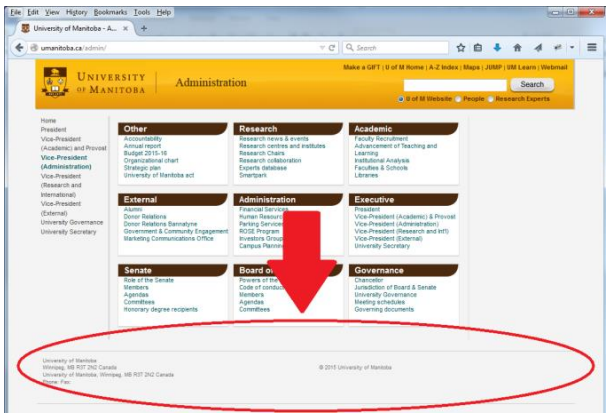
If there is more than one menu attached to your page you will need to figure out which one you need gone. You can always remove all menus and then reattach the one(s) you want.

Remember:

If you are publishing the menu, rather than one of the pages the menu is on, you will need to select “publish all related.” (See Publishing – Publish all Related for more information.)

Remember to clear out your tasks before publishing.

Editing – Page Elements – Includes Folder – Footer

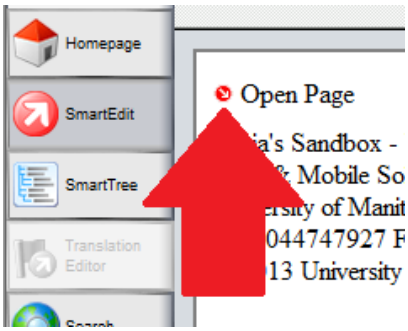


The address footer is found at the bottom of all University of Manitoba web pages. It is also known as "Address," "contAddressFooter," or often just called the "footer."

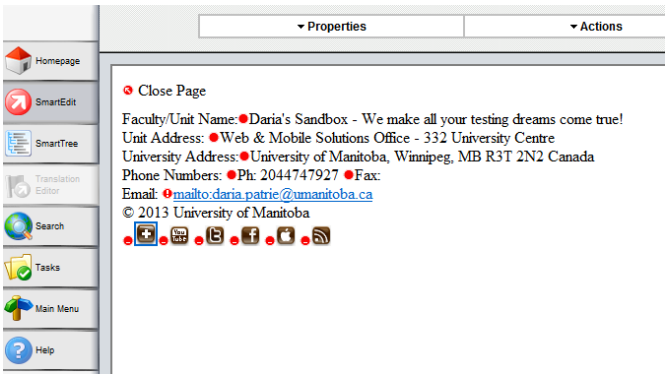
The footer is not actually written into the pages themselves. It is a component, located in the Includes folder, which you then attach to your pages. While a unit can have multiple footers, it is not recommended unless there are reasons to do so (for example if a unit has pages in both English and French, they may want an English footer for the English pages and a French footer for the French pages).

To modify the footer for your pages:

1. Navigate to your Includes folder.
2. Find your footer object (it may be called "address" or "address footer").
3. Click on the "Open Page" red dot.



4. Click on the red dot for the element you wish to modify in order to open that field for editing.



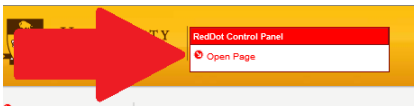
5. Once you have made your modification, click "Ok."
6. Click on the red dot for "Close Page."

Note: If you are modifying the footer email address, ensure that you enter "mailto:youremailaddress@umanitoba.ca" in both the link area and the "assign URL" area or RedDot will not display the email address on the live site.

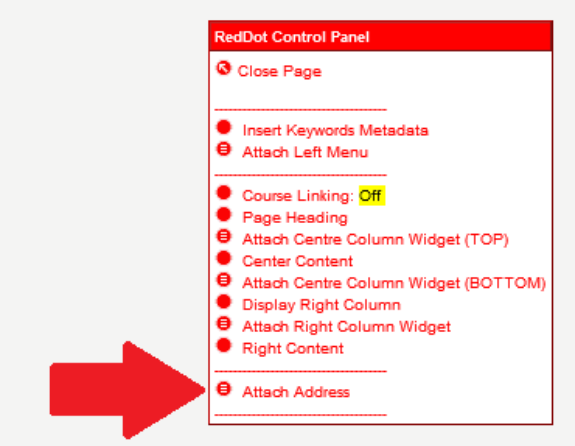
To attach a footer:

1. Find the footer in your Includes folder, open it and find the Page ID (for help with this, see Introduction – Conceptual – Page IDs). Note down the Page ID.

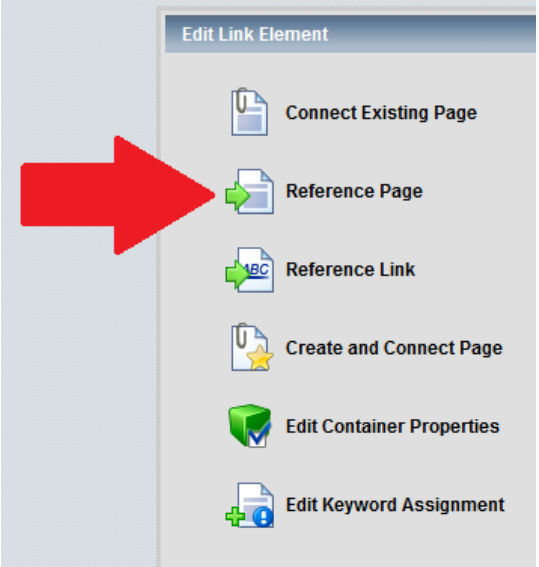
2. Go to the page you want your footer to be attached to. Open that page in RedDot by clicking on the "Open Page" red dot



3. Click on the red dot beside "Attach Address"



4. Click on "Reference Page" (Note: do not "Connect" menus!)

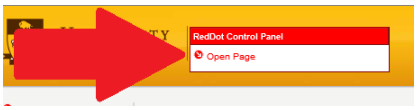


5. Search for the Footer by Page ID (for help with this, see Introduction – Conceptual – Page IDs).

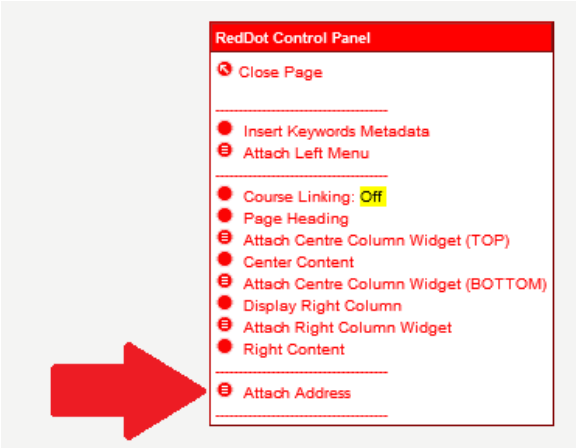
Your menu will now be visible in the preview of your page.

To remove a footer:

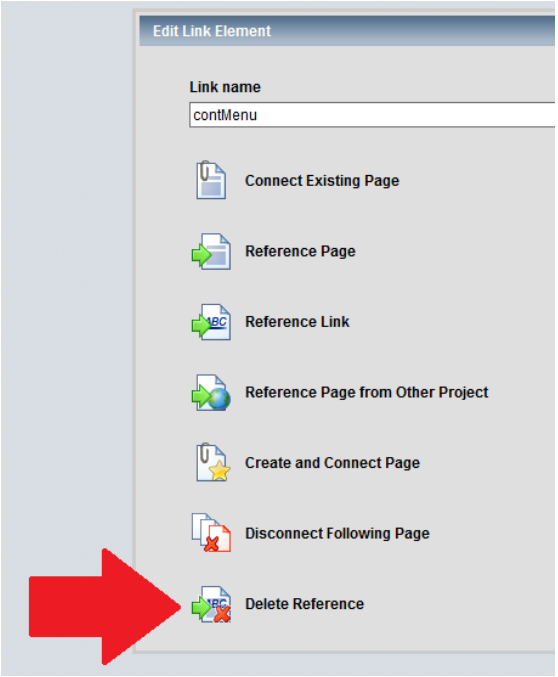
1. Go to the page you want to remove the footer from and open it.



2. Click on the red dot beside "Attach Address"



3. Click on "Delete Reference"



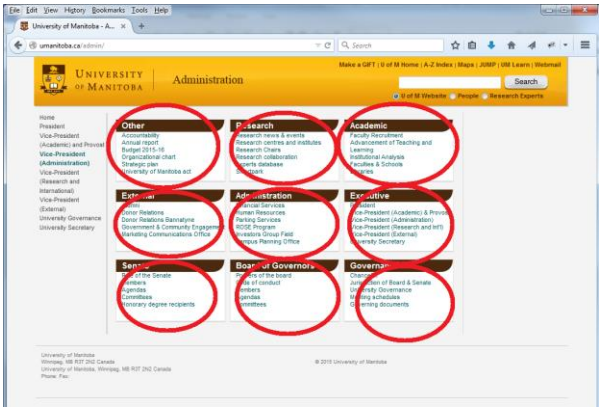
Remember:

If you are publishing the footer, rather than one of the pages the footer is on, you will need to select "publish all related." For more information about this, see Publishing – Publish all Related .

Remember to clear out your tasks before publishing.

Editing – Page Elements – Includes Folder – Hubs – Create a New Hub

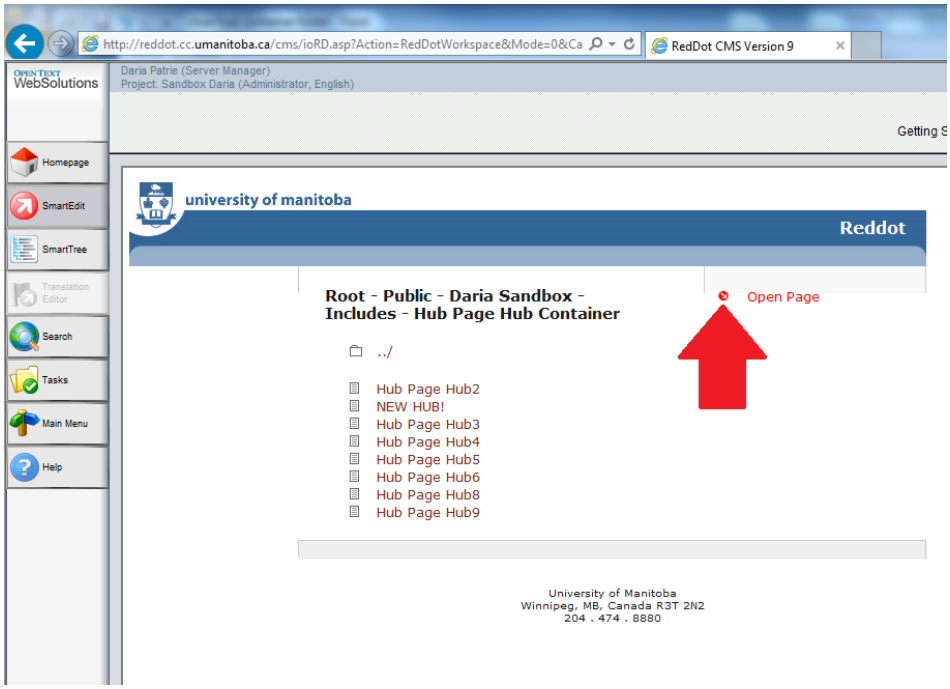
Hubs are tiny menus which contain links. Hubs can be attached to either your Landing Page or to a Hub Page. Hubs are found in the appropriate Hub Container in your Includes folder.



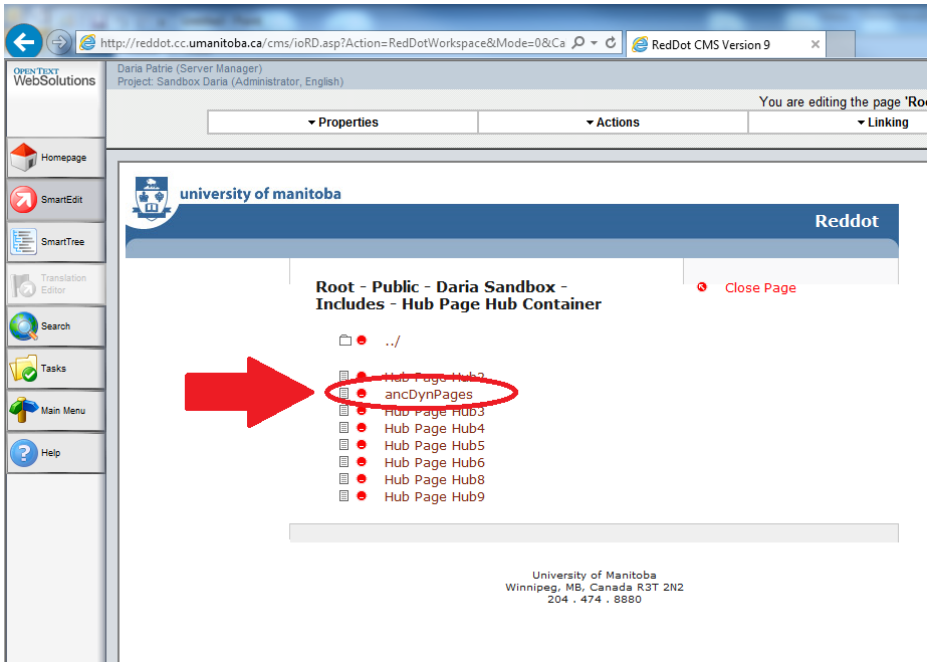
To create a new hub:

1. Navigate to your Includes folder and find the correct hub container (landing page hubs are different from hub page hubs and have their own separate container).

2. Open the hub container folder.

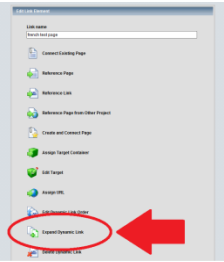


3. If there is an ancDynPages link, click on the red dot beside it and go to step 8 otherwise go to the next step.

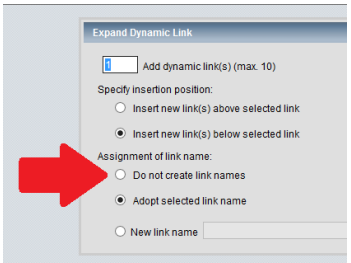


4. If there is no ancDynPages link, click on the red dot next to an existing file name. This will open a new window.

5. Click Expand Dynamic Link.

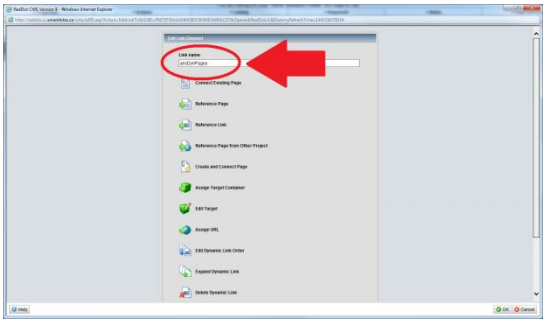


6. Use the radio button to select “Do not create link names.” Click “OK.”

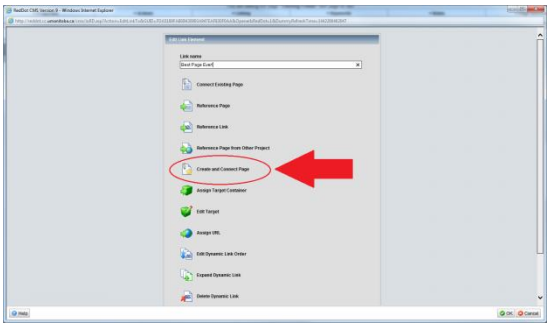


7. Click the red dot next to the new ancDynPage link you just created

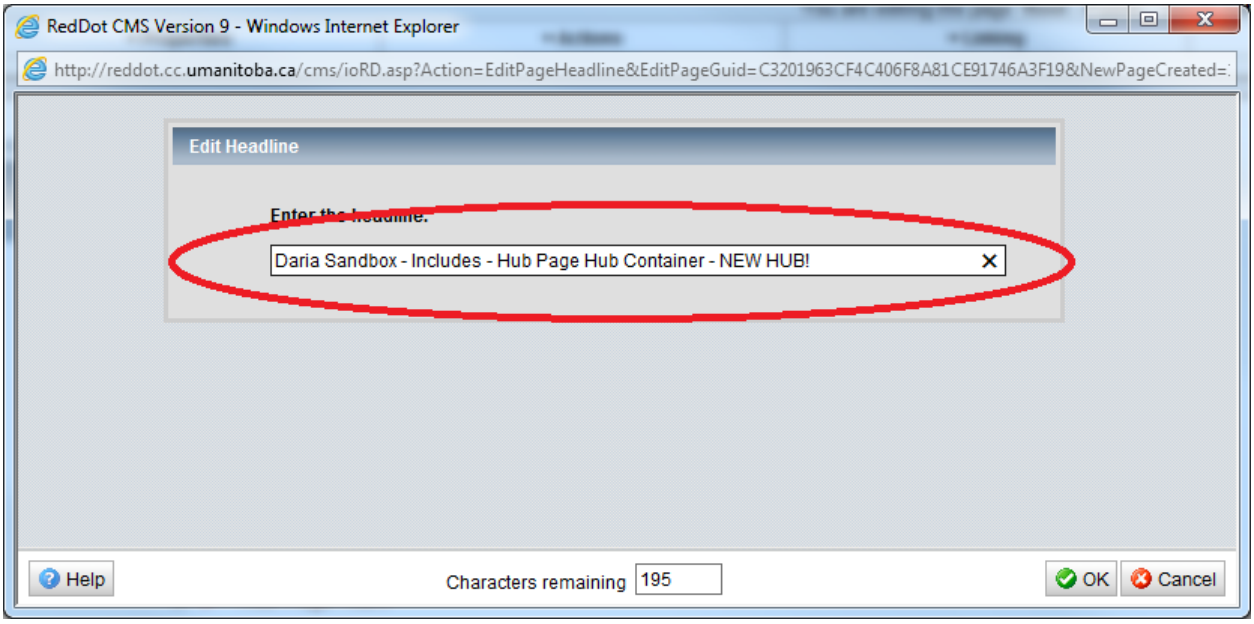
8. Rename your link to something that makes sense.



9. Click Create and Connect Page.



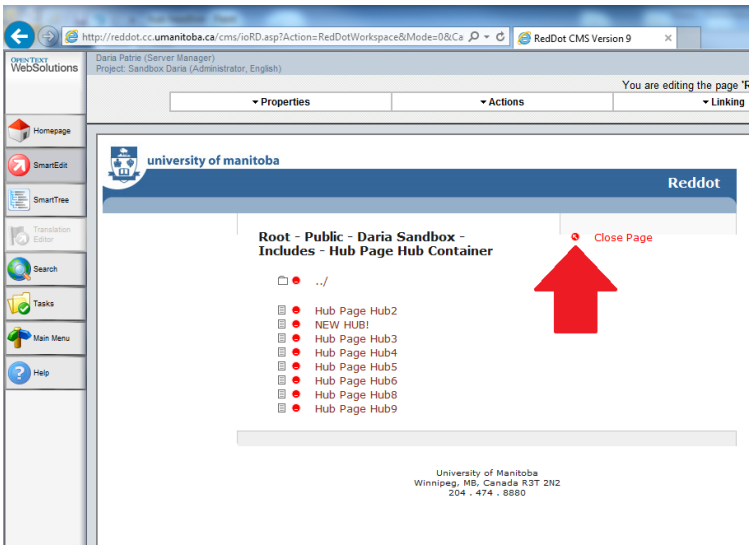
10. Type in a headline.



NOTE: What you enter for the headline is important. See [Introduction – Conceptual – Headlines]() for help with making a proper headline.

11. Click Ok.

12. Click the red dot to close out of your folder.



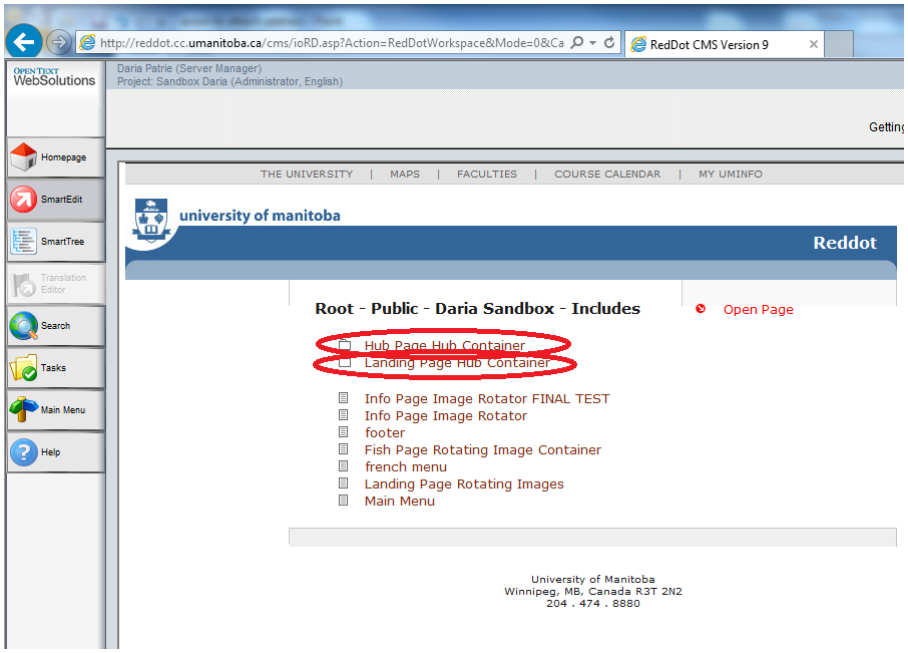
13. You can now click on the link to open and edit your new hub.

Remember to clear out your tasks before publishing.

Editing – Page Elements – Includes Folder – Hubs – Edit a Hub

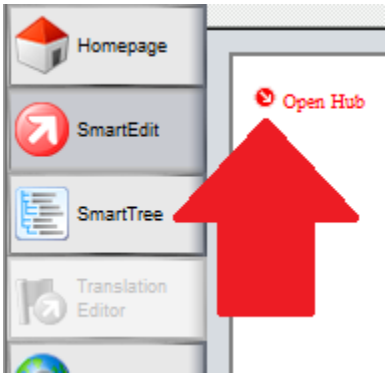
To edit a hub:

1. Go to the correct hub container for the hub you wish to edit (located in your Includes folder).



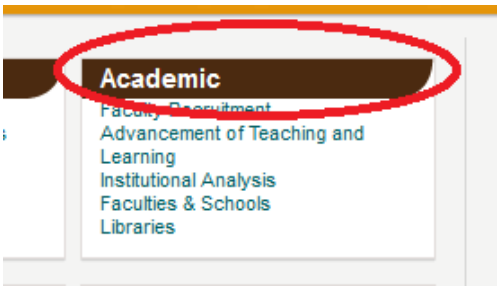
2. Click on the link for the specific hub you wish to edit.

3. Click on the red dot beside "Open Hub."

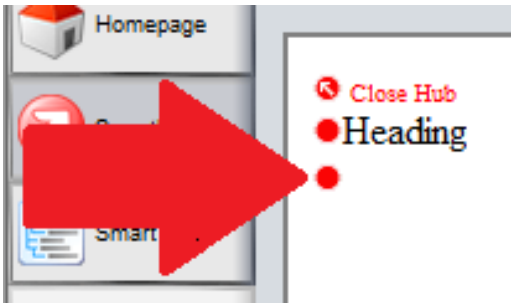


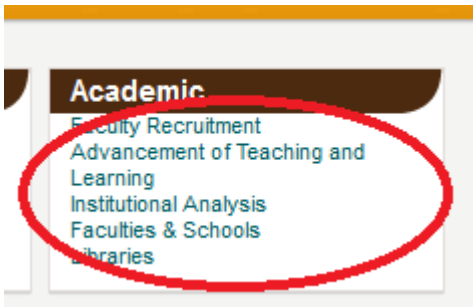
4. When you open the hub, you will see that it has two components: a headline and a set of hub links.

   To edit the hub heading, click on the first red dot.

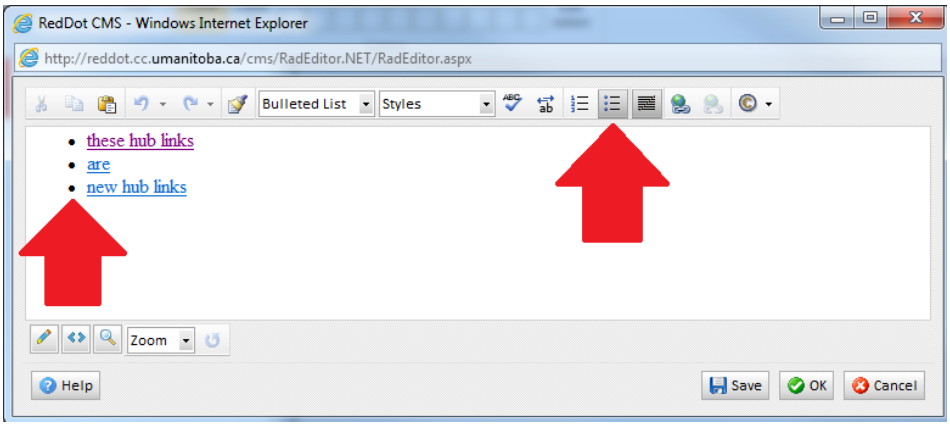


To edit a link within the hub, click on the second red dot.





5. An editor will open allowing you to edit the element you have selected. If you are editing hub links, they must be in bullet form.



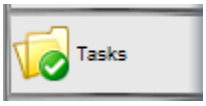
Remember:

The left hub on a landing page looks like a hub but is not actually a hub. You cannot modify it from the Includes folder like the other hubs. You must modify it by opening the landing page itself.

Hub links are required to be in bullet form.

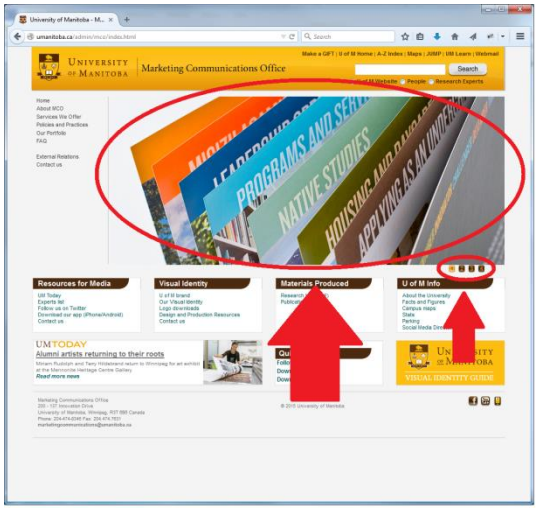
If RedDot finds the link you have entered to not be valid, it will choose not to display that element in the hub rather than publish out something with broken links. This can sometimes make it seem as though RedDot is ignoring your changes.

When you publish out the hub, you will need to select "publish all related." For help with this, see Publishing – Publish all Related.



Remember to clear out your tasks before publishing.

Editing – Page Elements – Includes Folder – Image Rotators



Every landing page has a main splash image section. That image can be static or it can rotate through up to 6 different images which may or may not have links. Landing page rotating images are stored in an Image Rotator, sometimes called a Slideshow, located in the Includes folder.

Not all landing pages have rotating images. Some landing pages have static splash images. Those are from the landing page itself. You can tell the difference between a single rotating image (which does not change because it's the only one in the rotator) and a static splash image, by seeing if there's a number in the lower right corner.

All landing page main splash images, including rotating images, are required to be size of 800px x 342px. If your image is not set up to that size it may be distorted.

If you do not have an image rotator in your Includes folder but you think you should, either rotating images may not currently be enabled on your landing page, or your page could be set up using a legacy structure which no longer has optimal functionality. Please make a ticket Web & Mobile Solutions to get this fixed.

There are two types of rotating images: Linked and Non-Linked

Linked rotating images are clickable and function as links to different locations. Non-linked rotating images are images which rotate in the same way as linked images, they just don't do anything when you click on them.

You can have a maximum of 6 rotating images in any image rotator. **They must either all be linked images, or all be non-linked images.** If you wish to have a mixture of the two, use linked images and set the links for the "not linked" ones to the index page they are on.

It is always best to know the file name of the image you are inserting or deleting.

Remember:

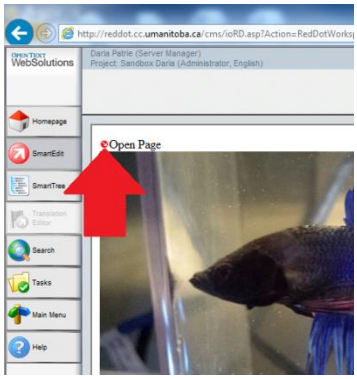
When you are adjusting an Image Rotator you are adding media to the media folder. For more details you may wish to review the Editing – Links – Media section of this document.

If the URL for a linked image is either missing or does not correctly load, RedDot will detect this and will not publish it, resulting in the image not displaying on the live site.

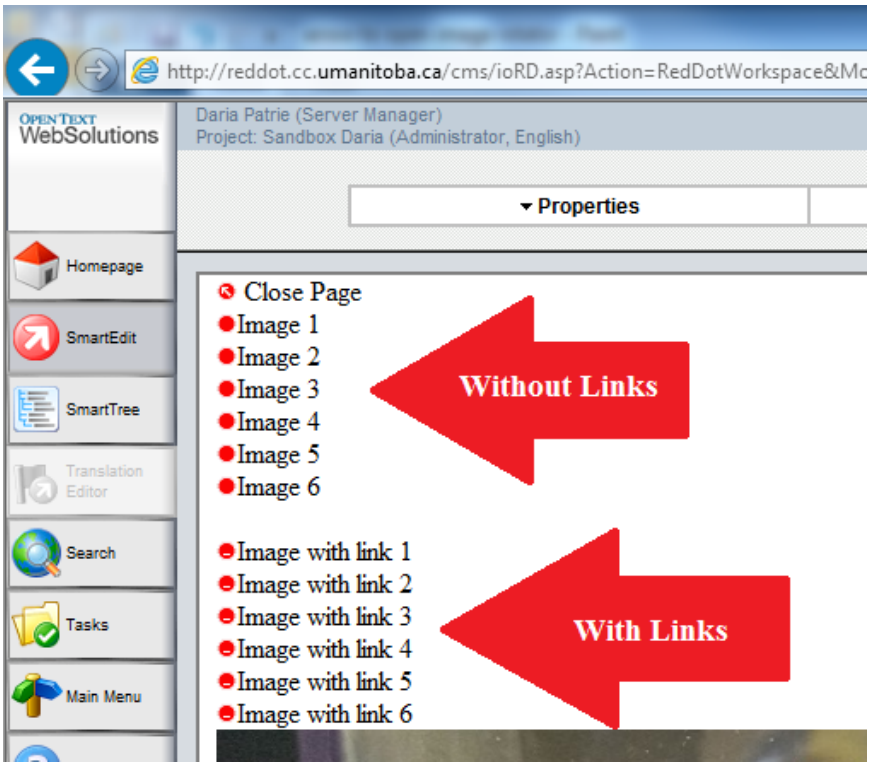
To add a rotating image:

1. Go to your Includes folder and open the Rotating Images object you wish to modify.

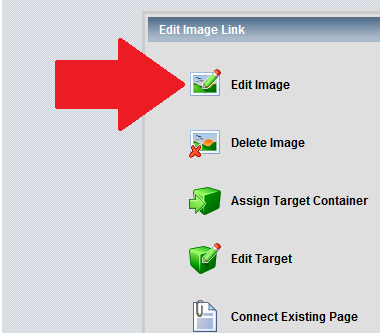
2. Click on “Open Page”



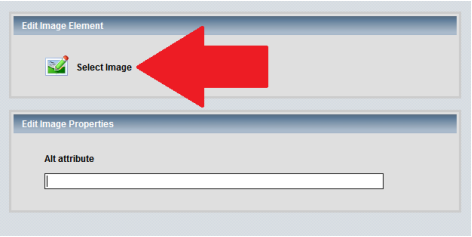
3. There are two sets of image containers: with and without links. **You can only have images in one container or the other, not both.** Click on the red dot beside the image container you wish to modify.



4. Click on Edit Image.



5. Click on Select Image.

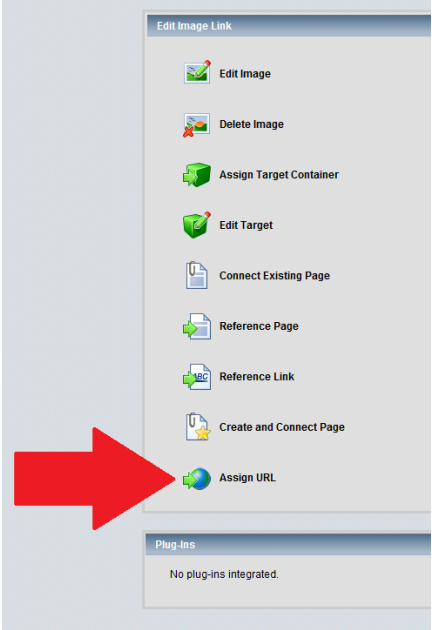


6. You will now be able to pick an image out of your media folder or upload one from your computer. See Editing – Links – Media – Images for more help with this.

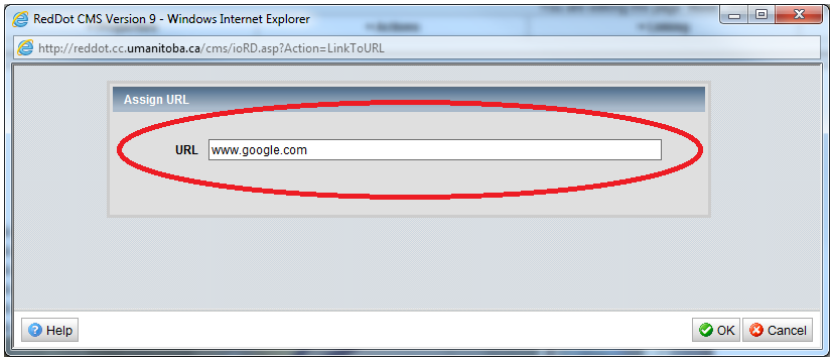
7. The image will now show up in the container slot you are modifying. If you are using the non-linked image container, skip to step 9.

8. If you are modifying the linked images container, you will need to assign a URL to the image or it will not display on the page. To do this, click once more on the red dot beside the slot you wish to modify.

9. Select "Assign URL" (sometimes the box needs to be elongated and/or you will need to scroll down to find this option).



10. Enter the URL you want your image to link to. (Remember that if RedDot feels the URL is not functional, it will not display your changes.)

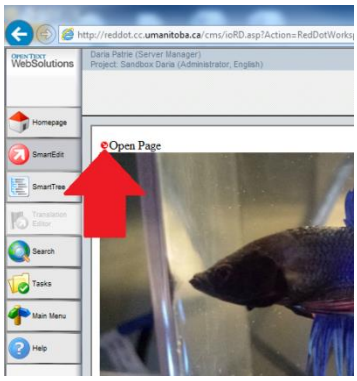


11. Click Ok.

12. To make your changes visible on the live site, you will need to publish out the image rotator with "All related." For more information on doing this, see Publishing – Publish all Related.

To delete an image from the rotating images page:

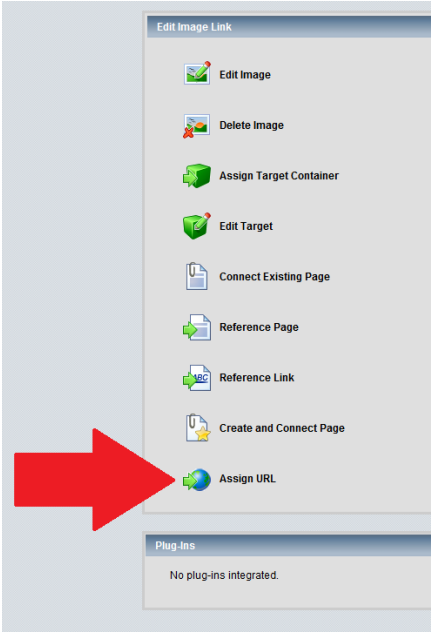
1. Go to your Includes folder and open the Image Rotator



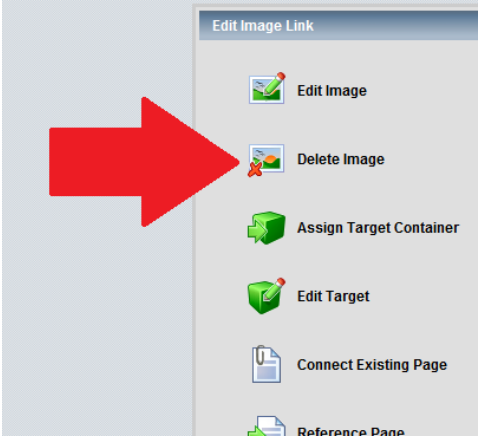
2. Click on the red dot beside the image you wish to delete.

3. If you are deleting a non-linked image, go to step X. If you are deleting a linked image, click on Assign URL and **remove the URL before you try to remove the image**.

4. Once you have removed the URL, click on the red dot beside the image you wish to remove.

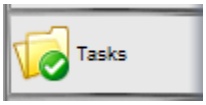


5. Select “Delete Image”



6. Click OK.

7. To make your changes visible on the live site, you will need to publish out the image rotator with “All related.” For more information on doing this, see Publishing – Publish all Related.



Remember to clear out your tasks before publishing.

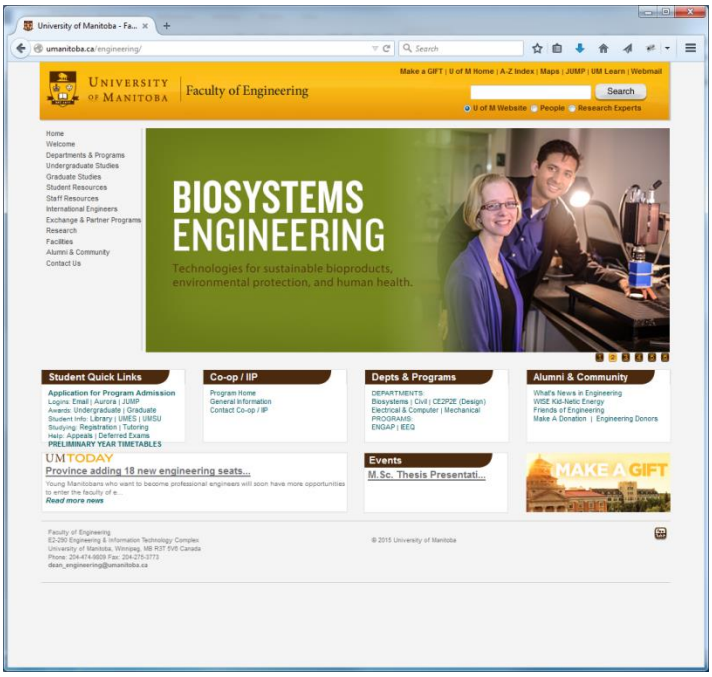
Editing – Page Elements – Landing Page Elements

A Landing Page is a page with one or more main splash images and several hubs.

Landing pages do not have large sections of text like Informational pages, nor do they have a variable number of hubs like Hub pages.

The Menu, Footer, Image Rotator, and three of the four landing page hubs are all elements located within the Includes folder.

The left primary hub, Advert/Web Button, News Feed and Events feed are components of the landing page and need to be modified from within the landing page itself.

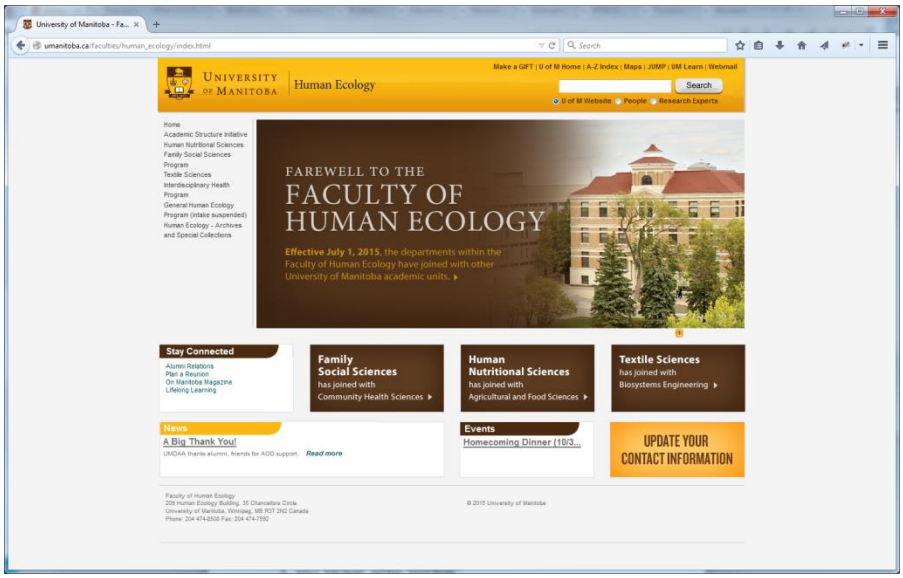


Editing – Page Elements – Landing Page – How to Replace Landing Page Hubs with Images

Landing pages on the University of Manitoba website have one fixed (leftmost) hub embedded in the page which cannot be replaced by an image.

The other three hubs on a landing page can be replaced with small hub-shaped images with links.

This is not enabled for all landing pages and you may need to make a ticket to the Web&Mobile Solutions team to get this functionality.



Remember: Hub images are restricted in size (219px x 110px) and must be compliant with the guidelines set out by MCO.

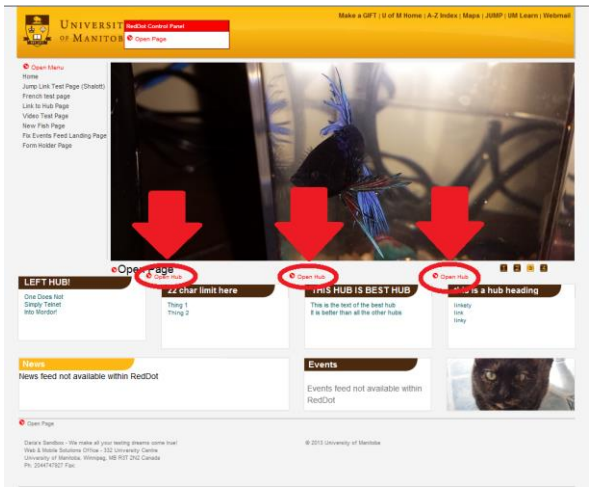
These hub-images must have URLs associated with them. If you do not wish your hub images to link to anything, assign the URL to the page they are on.

With the exception of the leftmost hub, each of the landing page hubs has a "Display Ad" option, which can be toggled on or off from within the Landing Page RedDot control panel. If the "Display Ad" option is turned on, you can then click on the "Add Advert" red dot which will allow you to insert an image.

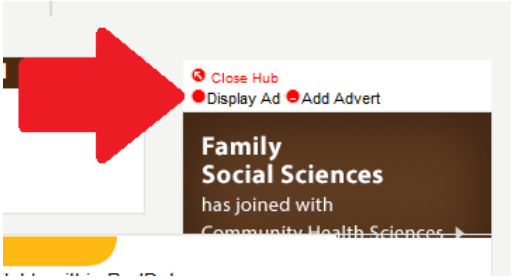
To replace a hub with an image or change a hub image to a different one:

1. Navigate to your landing page in RedDot but **do not** select the "Open Page" red dot from the control panel.

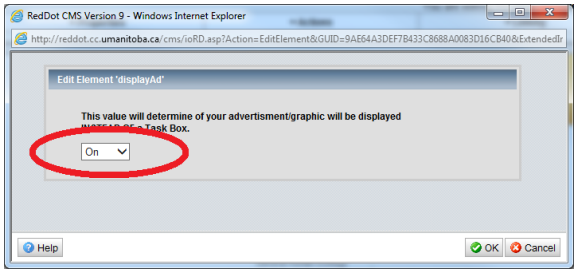
2. Click on the "Open Hub" red dot for the hub you wish to edit.



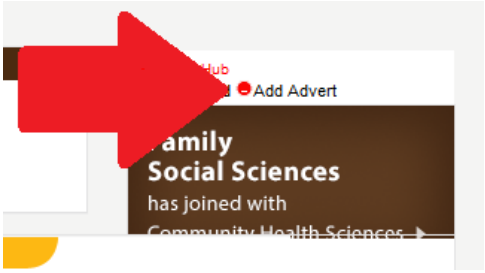
3. Click on the “Display Ad” red dot. This will open a new screen.



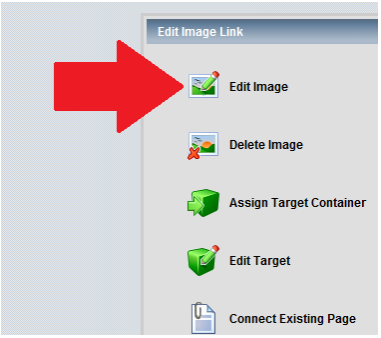
4. Select “On” from the drop down menu and click “Ok.”

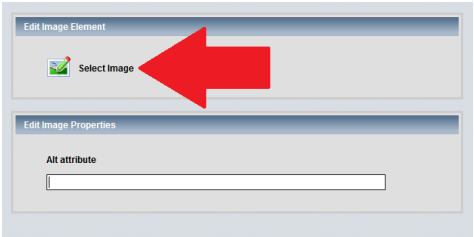


5. Click on the “Add Advert” red dot. This will open a new screen.



6. Click on “Edit Image” and then “Select Image.”

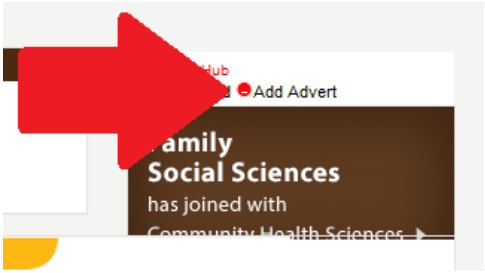




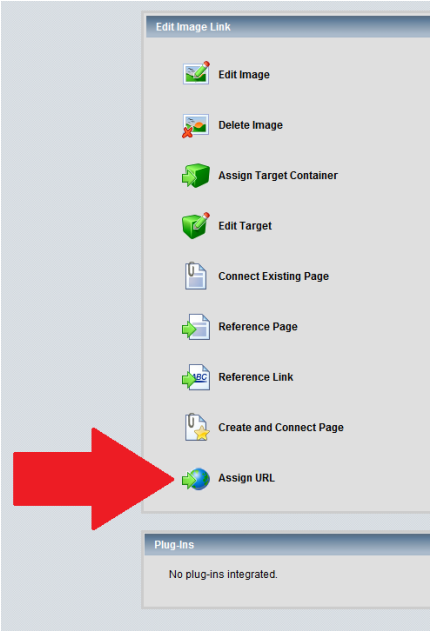
7. You can then either select an image from your media folder or upload an image from your desktop. (For more information about this, see Editing – Links – Media – Images)

8. Once you have selected your image, click “Ok.”

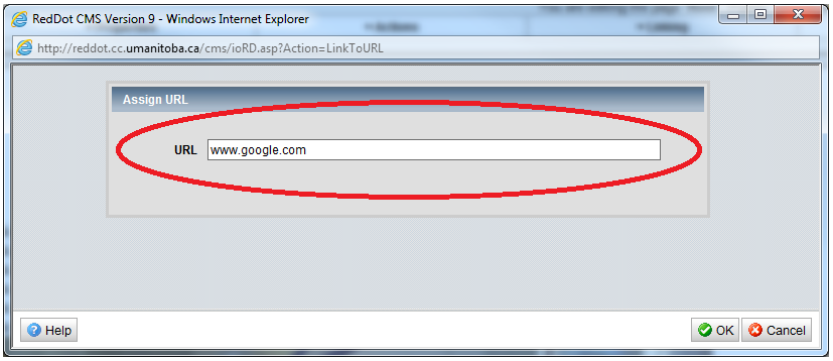
9. Click on the “Add Advert” red dot again.



10. Click on “Assign URL.”



11. Enter the URL your hub image will link to. If you don’t want it to actually go anywhere, you can give it the URL of the page it is on.

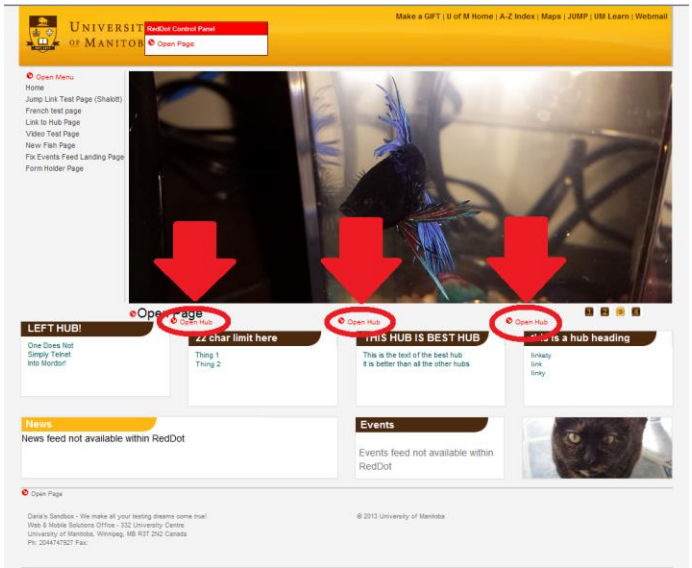


12. Click “Ok.”
13. Click on “Close Hub.”

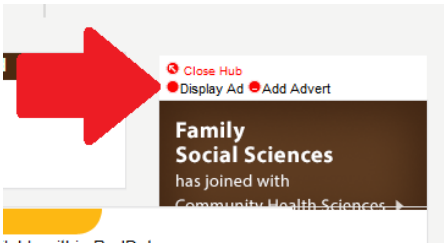
To remove a hub image to return a landing page hub to regular hub functionality:

1. Navigate to your landing page in RedDot but do not select the “Open Page” red dot from the control panel.

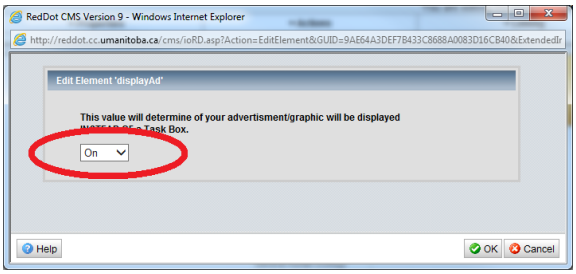
2. Click on the “Open Hub” red dot for the hub you wish to edit.



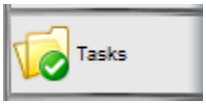
3. Click on the “Display Ad” red dot.



4. Select “Off” from the drop down menu and click “Ok.”



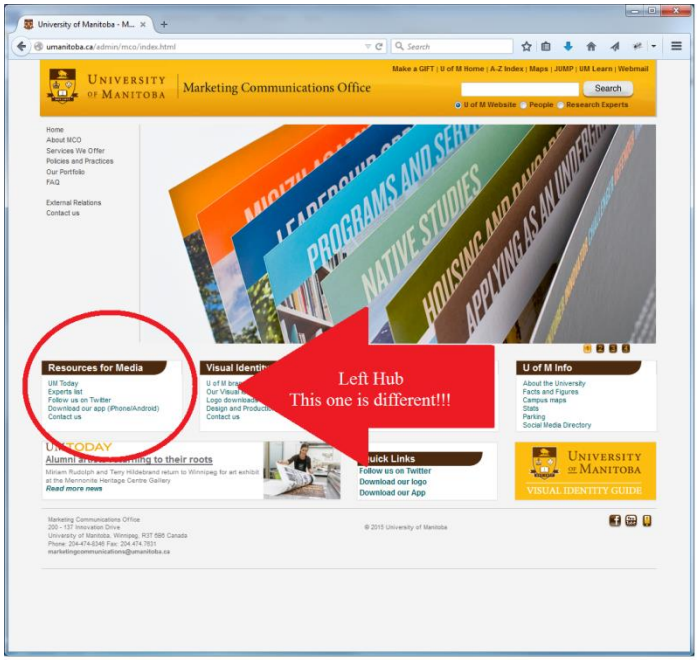
5. Click on “Close Hub.”



Remember to clear out your tasks before publishing.

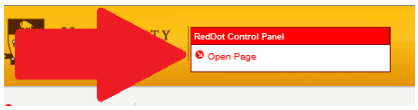
Editing – Page Elements – Landing Page – Left Hub

The left-most hub on a Landing Page, while it looks identical from the end-user perspective on the live site, does not actually have the same functionality as a regular hub in that it cannot be inserted or removed from the page like other page elements, and cannot be swapped out for a different hub. It is embedded in the page and must be changed via the Landing Page Control Panel.



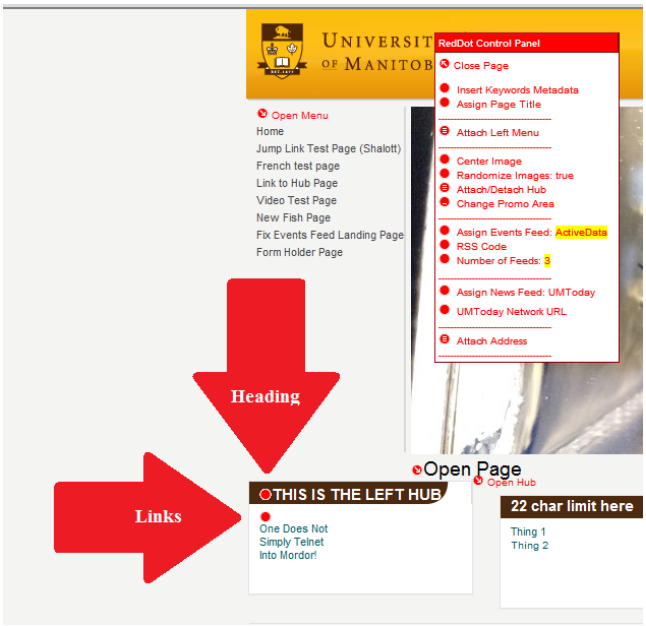
To Edit the Primary Left Hub on a Landing Page:

1. Click on the "Open Page" RedDot in the RedDot Control Panel



2. Go to the Left Hub and select either the heading red dot (if you wish to modify the heading) or the links red dot (if you wish to modify the links inside the hub)

Remember that, like other hubs, the links in the primary left hub must be in bullet format
To publish out your changes, you will publish the landing page.

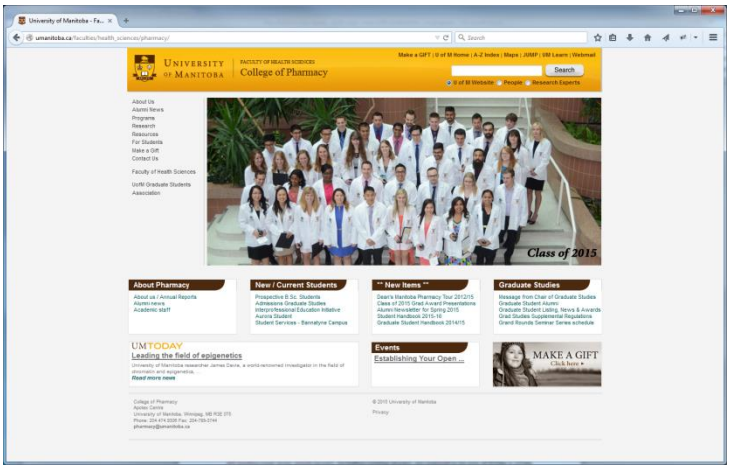


Remember to clear out your tasks before publishing.

Editing – Page Elements – Landing Page – Static Splash Image

Landing pages within the University of Manitoba website have the option for either a static splash image or for rotating images.

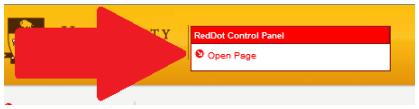
All landing page main splash images, including rotating images, are required to be size of 800px x 342px. If your image is not set up to that size it may be distorted.



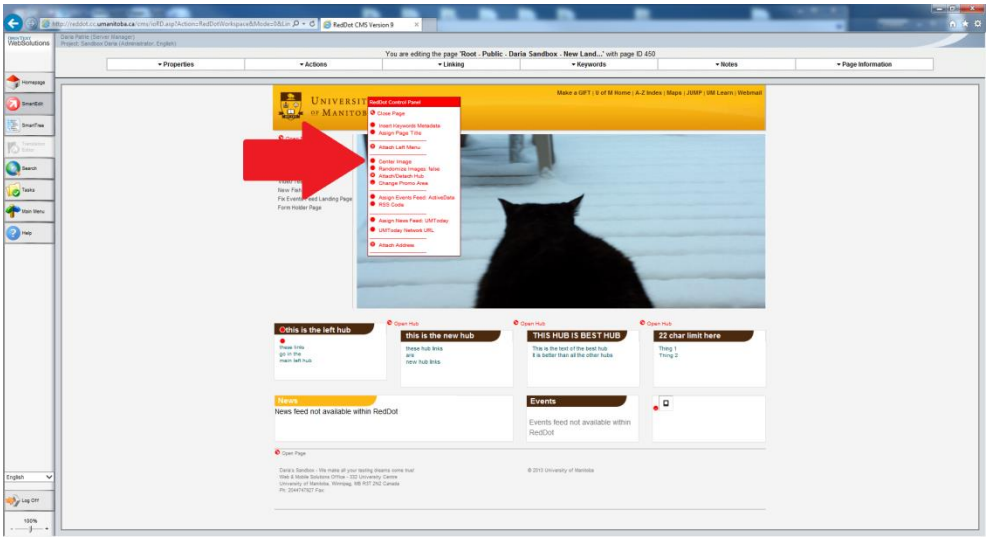
If you see a small yellow box with a number 1 in it just below the bottom right of your landing page image, you do not have a static landing page image. A number in a box indicates that this is a rotating image which will appear static if there is only one image for the rotator to use. If you do not have a static landing page image, please see the instructions for rotating images for assistance.

To modify the static image on a landing page:

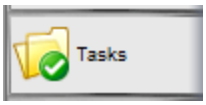
1. Navigate to your landing page within RedDot.
2. Click on the "Open Page" red dot in the RedDot control panel.



3. Click on the red dot for "Center Image."



4. Either pick out the image you desire from your media folder or upload the image from your computer. For more help with this, see Editing – Links – Media – Images.

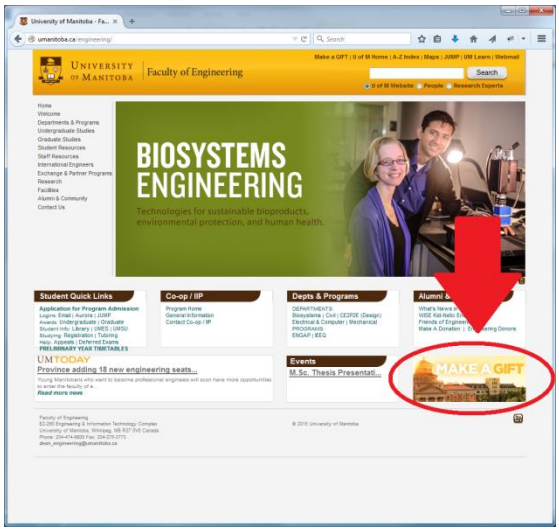


Remember to clear out your tasks before publishing.

Editing – Page Elements – Landing Page – Advert / Web Button

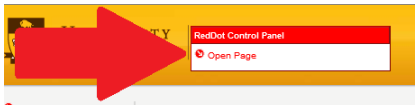
The Advert, also called the Promo Image, Web Button or ancAdvert is a small rectangular image in the lower right corner of a Landing Page.

Advert images are restricted to a size of 220px x 90px. If your image is not set up to that size it may be distorted.

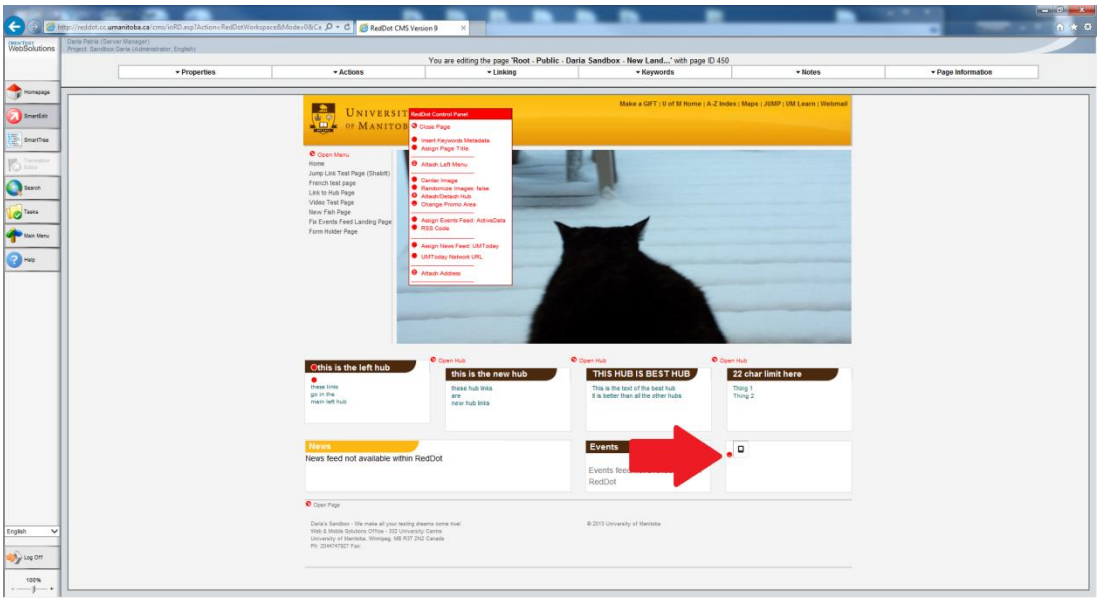


To modify the Advert on a landing page:

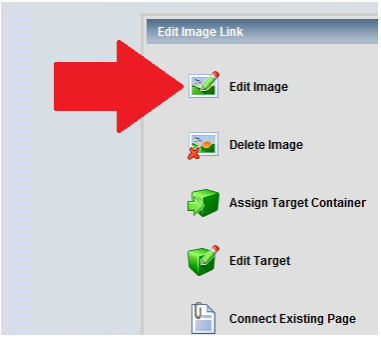
1. Navigate to your landing page within RedDot.
2. Click on the "Open Page" red dot in the RedDot control panel.

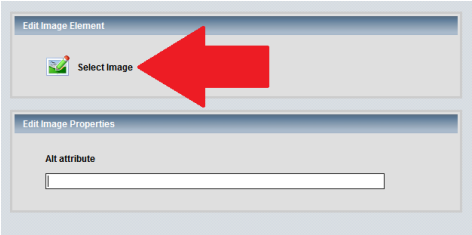


3. There will now be a red dot in the top left of the web button area you can click on and this will open a new screen.



4. Click on “Edit Image” and then “Select Image.”

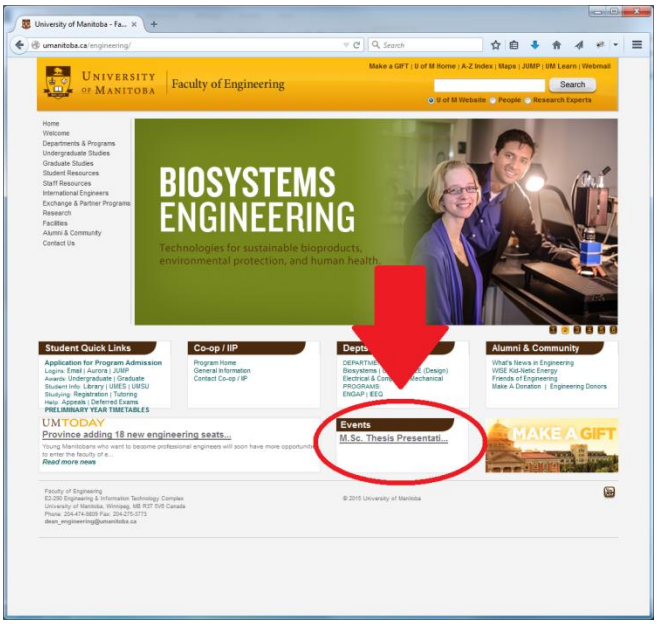




5. You can either select a file from the media folder or upload one from your computer. For more help with this, see Editing – Links – Media – Images.

Remember to clear out your tasks before publishing.

Editing – Page Elements – Landing Page – Events Feed



On all landing pages there is the option of setting up an events feed in the lower left corner of the page above the footer.

If there is no events feed set up, the events box will read "Fetching Data."

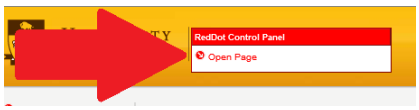
The events feed on the landing page pulls information from Active Data and to modify it you will need an RSS code from Active Data. The Active Data events calendar is an entirely separate tool from RedDot. If you do not have access to Active Data, you will need to talk with someone who does this for your department.

To get the RSS code from Active Data:

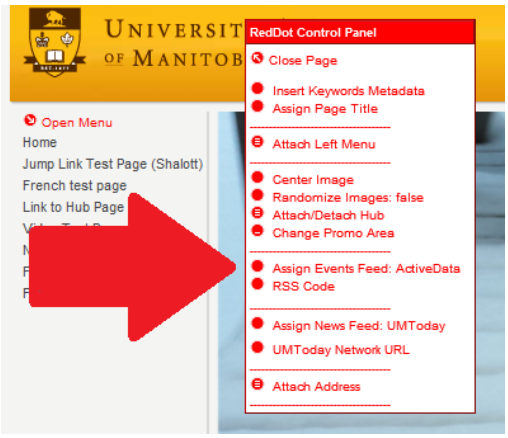
1. Log in to Active Data
2. Click on the Marketing tab
3. Click on RSS
4. Pick your category at the top. Leave everything else blank.
5. Click "Submit"
6. In the top right there will now be text in the box marked "Retrieve RSS Script." Copy that into a notepad file. This is the RSS code that you will paste into RedDot.

To set up your Events feed:

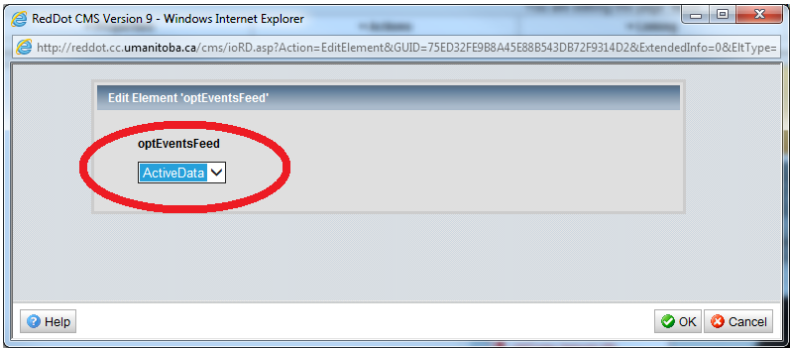
1. Go to your landing page and click on the red dot beside "Open Page."



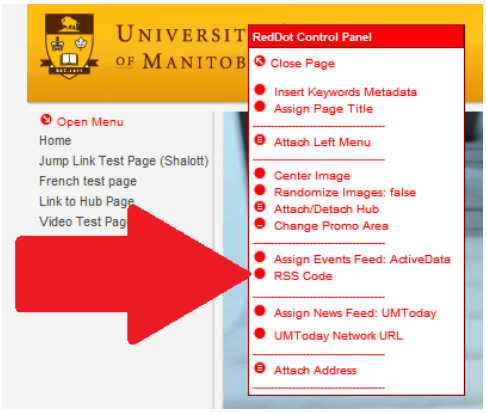
2. Click on Assign Events Feed Feed.



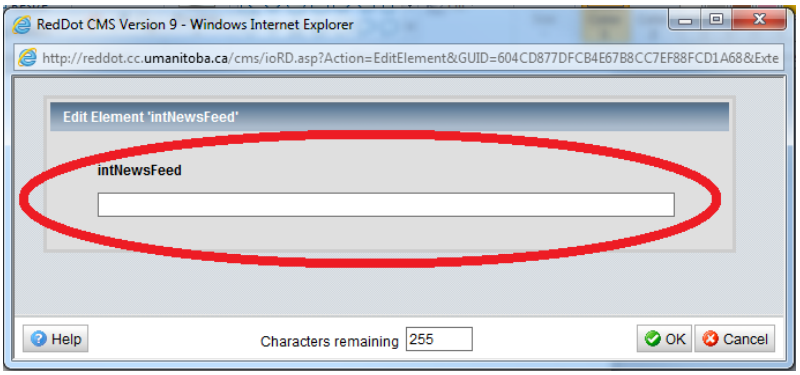
3. Ensure “Active Data” is selected and click “Ok.”



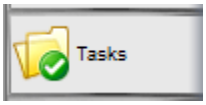
4. Click on the red dot beside RSS Code.



5. Enter the RSS code for the Active Data feed you wish to have displayed on your landing page.

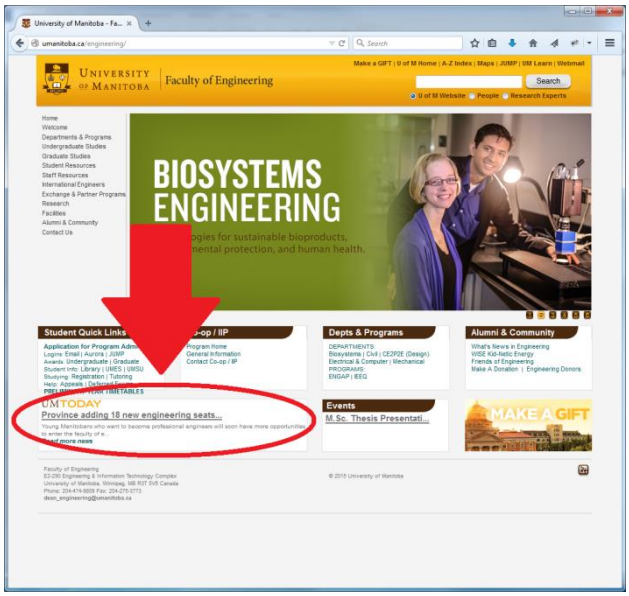


6. Click “Ok.”



Remember to clear out your tasks before publishing.

Editing – Page Elements – Landing Page – News Feed

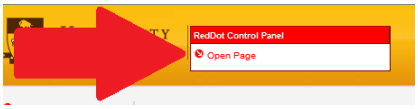


On all landing pages there is the option of setting up a news feed in the lower left corner of the page above the footer.

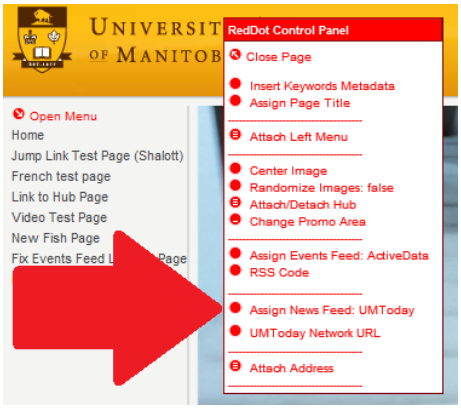
While some units still use the legacy system nTreePoint, most units are set up to pull their news feed from UMToday. Both nTreePoint and UMToday are separate from RedDot and in order to modify their contents you will need to log in to that tool. If you do not have access to either nTreePoint or UMToday, you will need to find out who in your department is in charge of it and get their assistance.

To set up your News Feed for UMToday:

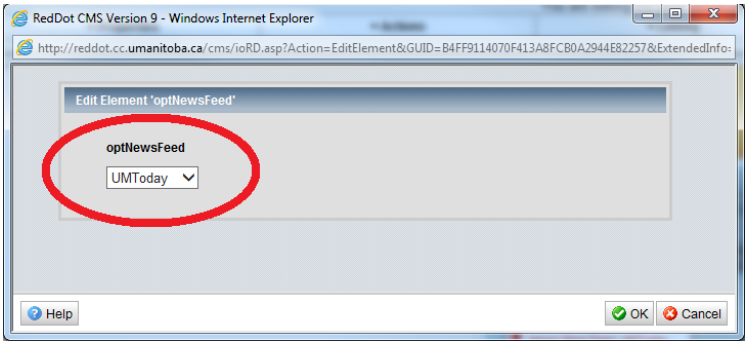
1. Go to your landing page and click on the red dot beside "Open Page."



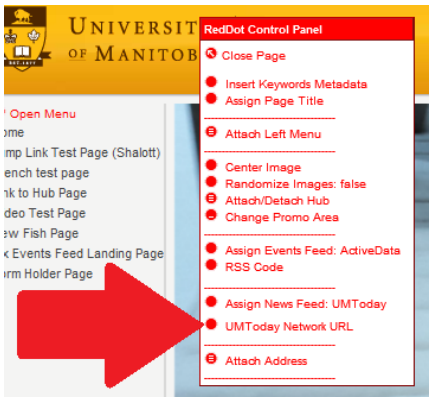
2. Click on "Assign News Feed."



3. Ensure "UMToday" is selected.

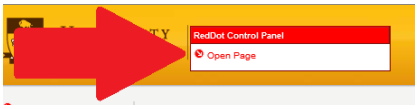


4. If you have a specific UMToday feed you wish to access, you can enter the URL from the feed in the UMToday Network URL (you would do this by logging in to UMToday and building/accessing your feed). If you leave that field blank, your news feed will pull the generic university-wide UMToday news items.

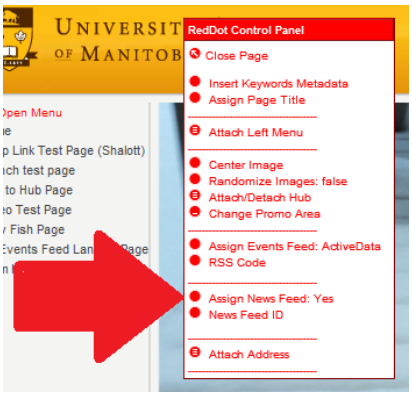


To set up your News Feed for nTreePoint:

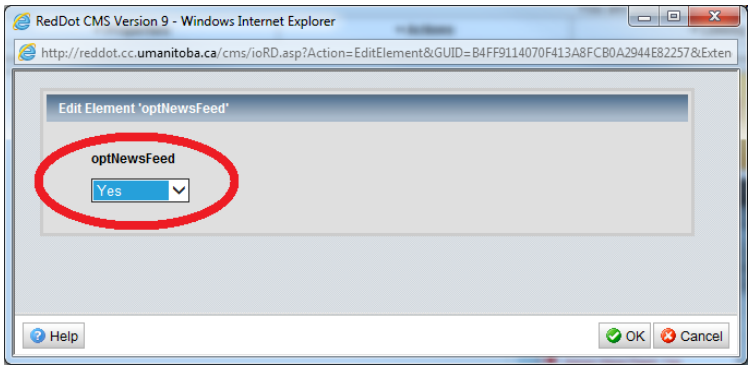
1. Go to your landing page and click on the red dot beside "Open Page."



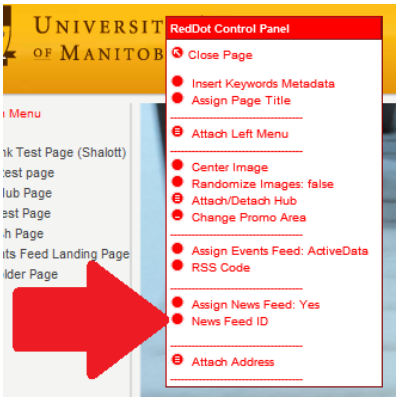
2. Click on Assign News Feed.



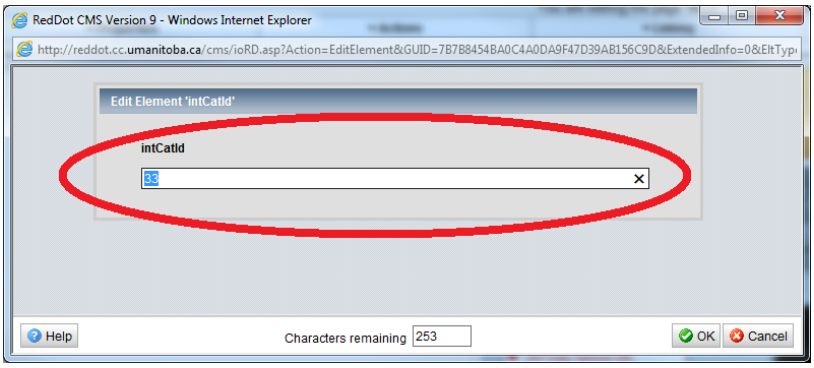
3. Ensure "Yes" is selected. Click "Ok."

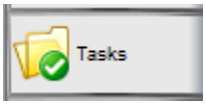


4. Click on News Feed ID.



5. Enter the number associated with your nTreePoint news feed (This found in nTreePoint in the URL at the top of the page when you are on the correct section for your department).





Remember to clear out your tasks before publishing.

Publishing – How to Publish in RedDot

It is strongly recommended you make small changes and publish them out frequently in RedDot rather than making a large number of changes before publishing. While the RedDot page preview works well to give you a good idea of what your page will look like when it has been published, it is not able to demonstrate every possible conflict and there will be times where things look fine inside of RedDot whereas outside of RedDot on the live site they do not.

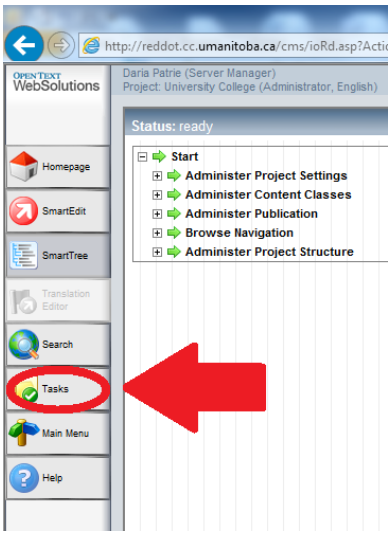
RedDot has built in versioning which is triggered by publication. When you publish out a change, a version is saved. If, after publication, you wish to undo that change, you can revert back to the version made when the page was previously published out.

When you receive your publishing report email, your changes have been applied.

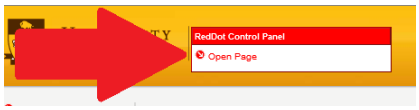
To publish out your changes:

1. First clear your tasks by clicking on the Tasks button in the main left menu and submitting any changes listed in there to the workflow.

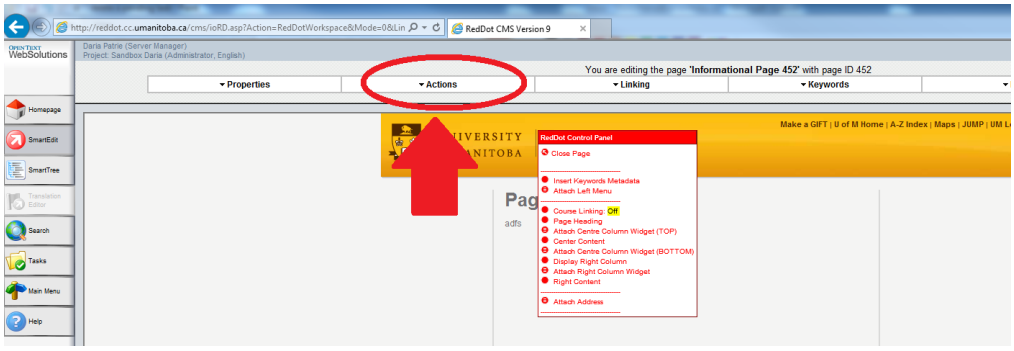
   Even if a pending task does not appear to have anything to do with what you're working on now, it can prevent your changes from being published and cause a lot of frustration.



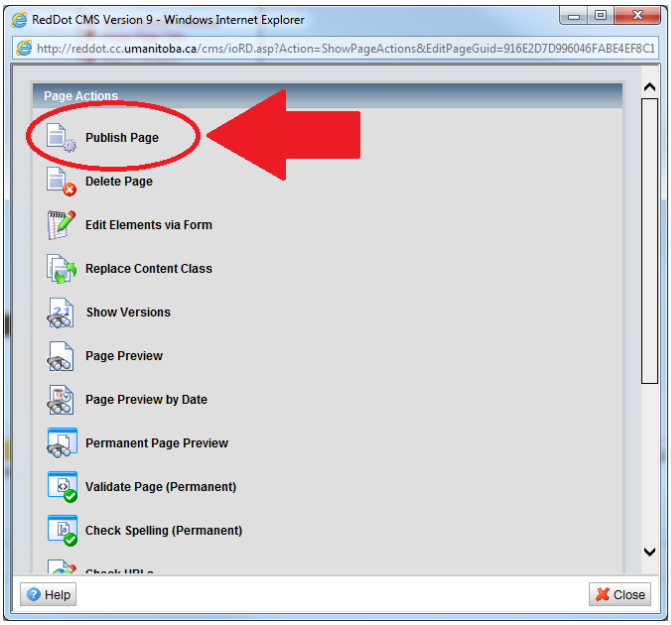
2. If you are not already there, go to the page or element you wish to publish and click on the red dot beside "Open Page."



3. Select "Actions" from the menu bar at the top of the page.

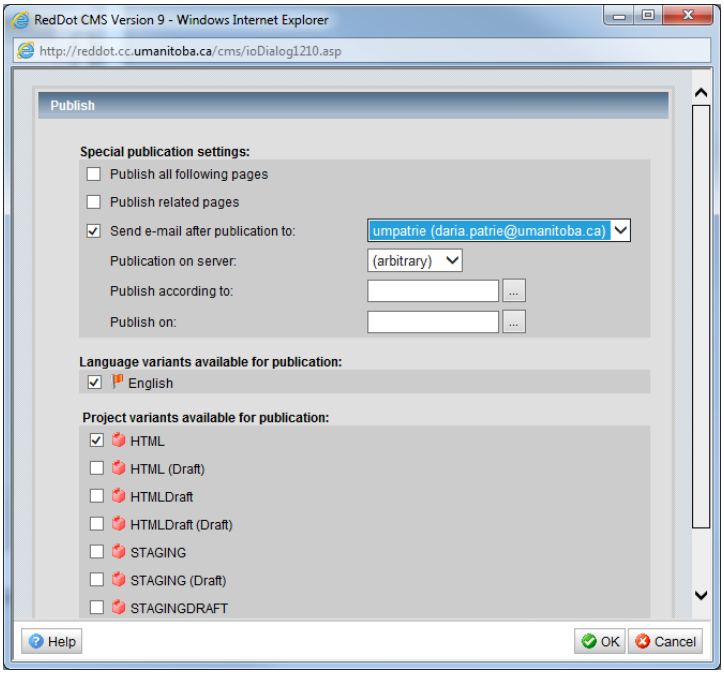


4. Select “Publish Page.” A new window will open and you will need to make decisions based upon what kind of publishing action you wish to take (detailed in the next three sections).



Remember: RedDot calls everything that is not a dynamic link a “page.” When you are publishing a folder or an element from the Includes folder, RedDot will still be referencing the object you are publishing as a “page” both in the publication steps and in the publishing report email.

Publishing – Standard (Publish one page and send Email)



The most common publishing method you will use is to publish out the changes you have made on the page you have open in RedDot

There are three checkboxes in "Special Publication Settings." The top two should be automatically left blank, with one checkmark in "Send email after publication to" and then your email address already selected in the dropdown menu. Leave all other checkmarks where they are and click "Ok."

Wait for the publication email to show up in your mailbox.

Please note: The speed with which the publication email shows up in your mailbox is affected by many factors, including the UofM email system, your Internet connection, and how many users are making changes in RedDot at any given point in time.

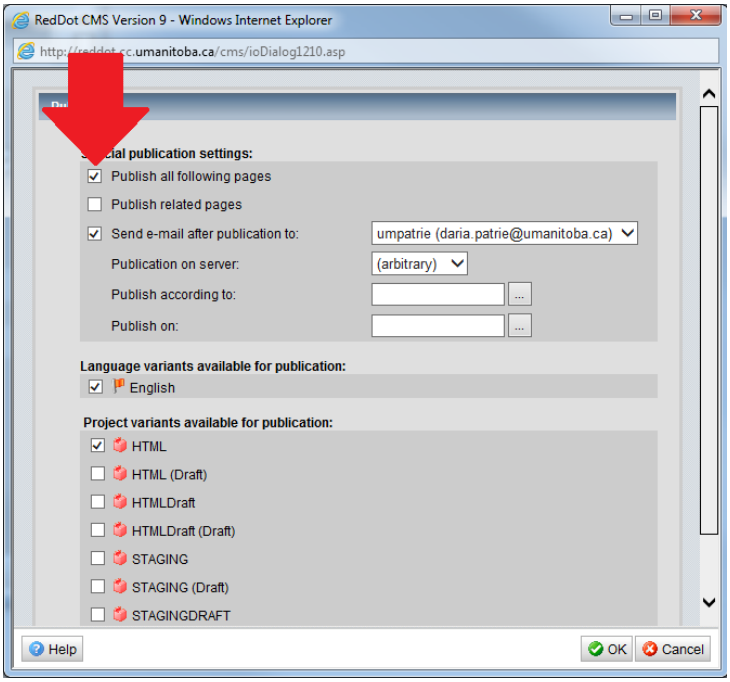
This method is for publishing out a single page (Informational page, Hub page or Landing page) in RedDot. If you are publishing out a page element (such as a menu, a hub, a footer, etc.) or an entire folder, you will need to use a slightly different publication method (either "Publish all Related" or "Publish all Following").

There are other options in the publishing settings which appear to allow you to schedule publications for specific dates and times. **These do not function with our web server.** Please do not use these options. Leave them blank.

Publishing – Publish all Following

It is possible to publish out an entire folder, which will publish all the pages and folders (and any pages within those folders) within it.

This is useful when you are creating several similar new pages, when you are deleting pages, and when you are doing more large-scale work within RedDot.

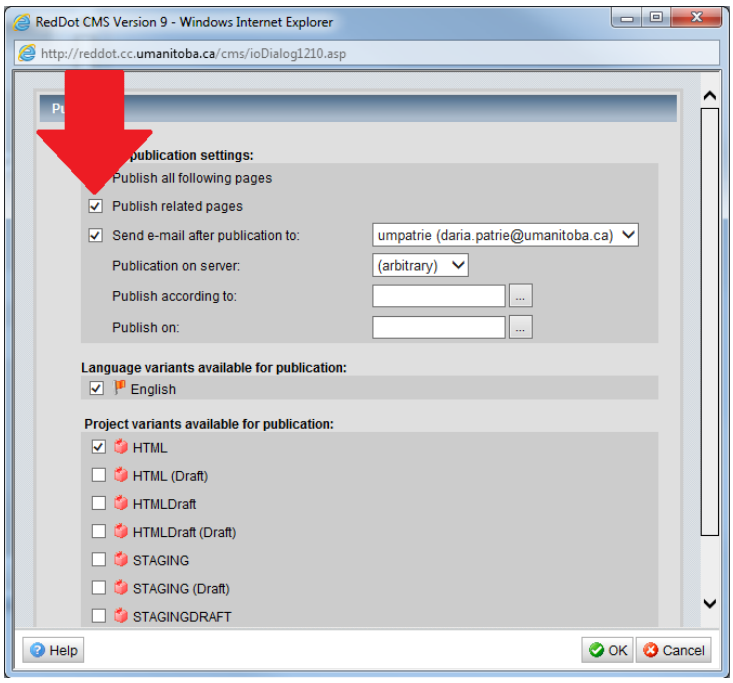


Warning!
Publishing things in this manner can slow down RedDot for all users on all campuses. While publishing out one small sub-folder within a unit will not be an issue, larger sections with many folders and sub-folders will take up a lot of resources. **Please do not publish out large chunks of your project without consulting with the Web & Mobile Solutions Team** as we try to schedule such large-scale publication actions outside of peak RedDot usage times.

To publish a folder, in addition to leaving the checkmark in "Send e0mail after publication to" put a second checkmark in "Publish all following pages." Leave all other checkmarks where they are and click "Ok."

Wait for the publication email to show up in your mailbox. This will take longer than it does for the standard publication method where you are only publishing out one page.

Publishing – Publish all Related



One of the things RedDot enables users to do is publish all pages that an element is referencing. This is very useful when you are modifying an element that is referenced by several other pages (for example, if you are making changes to the left menu for your unit).

Instead of having to publish out each of those other pages individually, you can tell RedDot to publish everything linked to that element. You will use this method most often for anything you have made changes to in the Includes folder.

In "Special Publication Settings" put an additional checkmark in "Publish related pages." Leave all other checkmarks where they are and click "Ok."

Wait for the publication email to show up in your mailbox. This will take longer than publishing out a single page but is not something which will slow down RedDot for all other users.

When your publication report arrives it will say that the PageID of the element you were publishing is not published, but then list all the pages that it was linked to which have been published out. This is because elements within the Includes folder are set to not publish out by default. While RedDot confusingly refers to them as a "page" they are not web pages and have no publication destination on the site outside of the pages within which they are embedded.

Publishing – How to read your publishing report

When your changes to the website have been published out, you will receive a Publishing Report email from webmaster@cc.umanitoba.ca . The subject line of the email will be "Publishing Report: Your Project Name finished" and may or may not include the phrase "with errors" at the end.

The publishing report will begin with some common formatting. It gives the version of RedDot and the Status of OK. It then gives some publishing information:

Name:	This is the headline of your page
Created by:	This is the user ID of the person who created the page that was published out. It is ok if this says "unknown." That just means that the page was imported in a batch operation.
Started by:	This is usually your user ID because you started the publication operation.
Start:	The time the publication action was started, according to the RedDot server.
Finished:	The time the publication action was completed, according to the RedDot server.
Language variant:	This is almost always "English."
Project variant:	This is almost always "HTML."

The publishing report then has three major sections: "Errors", "Warnings" and "Published."

The following list is not exhaustive, but will give you a basic understanding of most of what you will see in your publishing.

Publishing – How to read your publishing report – Errors

The Errors section appears first and will include anything RedDot was asked to do but could not actually accomplish:

RequestPageFromPageBuilder: Error(s) in page XXXX:
somefile.extension: somefile%possiblywith%percent signs in it.extension' not found in Database
Giving up.

This is the most common error showing up in this section. It means that a document, image or other media file which is being requested by a page attempting to publish out to the live site is no longer in the media folder from which it is being requested. The file name of the file being requested as well as the PageID requesting the file are both listed in the error. To fix it, find the page with the error on it and go hunting about for what link is requesting that file. Once you find it you can point it to the correct file, upload a new one, delete the link entirely, etc.

DeleteFile:
/www/data/faculties/arts/departments/anthropology/media/Phillips_Robert_LR_2012_jpg.xml:
error deleting file. Server returned an error: (30031)

RedDot has been unable to delete this file. The path given is the path to the file on the server, rather than within RedDot. While RedDot being unable to delete a file is not an emergency, it can cause eventual issues. Put in a ticket to the Web & Mobile Solutions team for help with this.

PutFile: Failed to transfer /../../../../www/data/, Server returned an error:

RedDot is being asked to publish a file link to a media folder which has no publication destination (or the wrong publication destination) and/or RedDot does not have authorization to obtain that file from that folder. Make a ticket to the Web & Mobile Solutions team via email by forwarding your publishing report to support@umanitoba.ca Please also include in the email the URL you are publishing to and, if you know what they are, the file names with the problems and the media folders they are in.

Publishing – How to read your publishing report – Warnings

The Warnings section is where RedDot was able to do something, but is concerned that is not what you wanted it to do. This is actually the most critical section for troubleshooting because this is where RedDot will advise you if it thinks it might have done something to break a page.

PageID XXXX not published, templatevariant is set to publish=no.

This is normal and is not concerning. Everything here will also show up in the list of "PAGE not published" in the Published section. These are page elements which are embedded within pages, but are not actual web pages in and of themselves, and therefore have no publication destination beyond the pages they are found on.

Overwriting existing file C:\Program Files\RedDot\CMS\ASP\RedDotTemp\74EBEB6424AF4B6C903F2EFCBA1495C8\E0C799BFBFF84977AF2313BCB0B4FDB6\7BD151AD03F64DA3A2A25965FF834D33\filename.html, maybe same publishing structure (PageID:XXXX;LinkGuid:DA9F171FF9AE4C5891A3A8486EB5A7C0)

This is concerning and should be reported to the Web & Mobile Solutions team. This warning indicates that one RedDot page is overwriting another because they are both set to publish to the same location. It is most frequently received during the publication of the page that is doing the overwriting, and will often not show up for the person whose page is being overwritten. It is especially concerning if the file name that is in conflict is "index.html." If you see this in your publication report, please notify support so we can fix it as soon as possible.

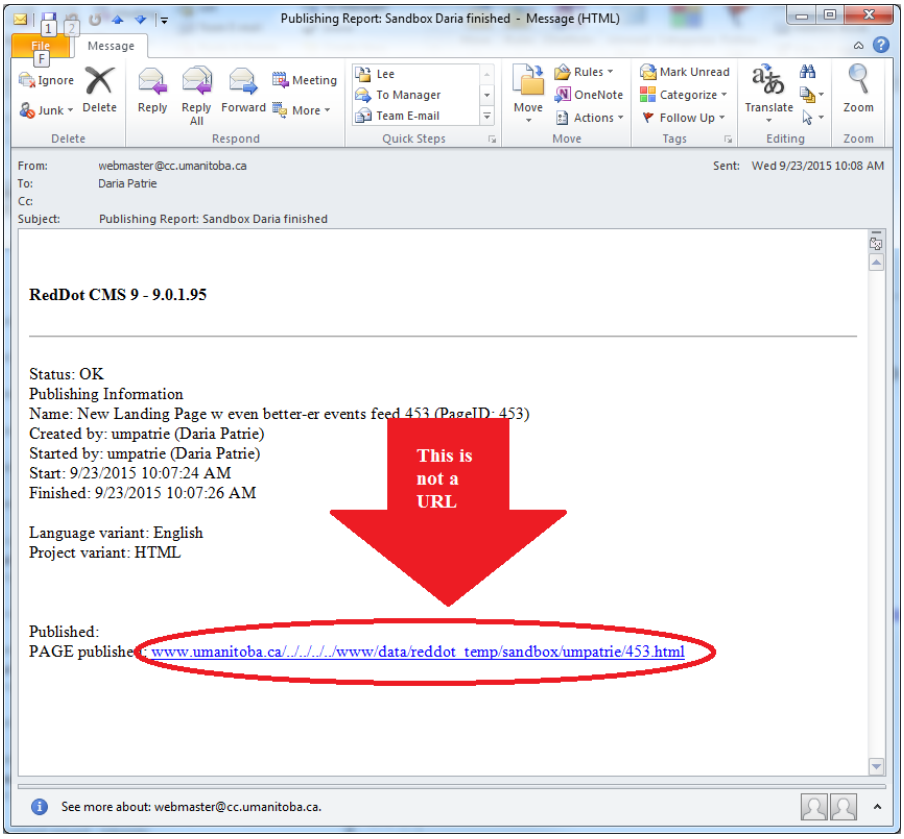
RequestPageFromPageBuilder: Error in page 2083. Trying again.

This will either end up showing up as an error in the Errors section or it will resolve itself.

Publishing – How to read your publishing report – Published

The Published section will list pages that are and are not published. Keep in mind "page" in this situation means anything in RedDot that is not a dynamic link, so this will list all the elements embedded on the page from the Includes folder, all of which will say "PAGE not published," which is normal.

There are rarely any concerning or confusing details in this section and it is largely a report of what was and was not accomplished, which can assist the support team when we are tracking down complicated problems, but is not that useful to individual users.



The list of published (or not published) pages in the "Published" section of your publication report provides the path on the server itself (not in RedDot) to where each file that was or was not published is found.

This is not a URL.

The Outlook email program, which most UofM employees use for their email, often recognizes these file paths as similar in format to a URL and will format them visually as links and set your browser to attempt to open a web page when you click on them.

This can mislead a user into thinking that their page has not published or has a publication error because, as these are not links, when you click on them they only give "Page cannot be displayed" in whatever browser Outlook is set up to launch.

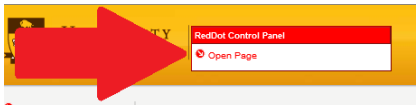
This situation is not actually a problem with your page or anything to do with RedDot so much as it is Outlook trying to be a bit too helpful and mis-identifying something as a link that isn't one.

Publishing – Publication Destinations

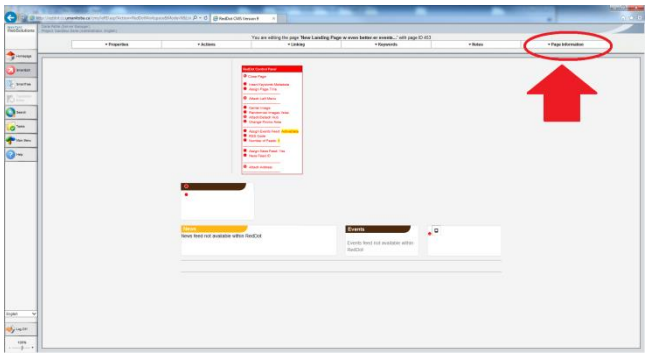
New pages in RedDot follow the publication destination set in the publication package of the folder they are in, and will appear on the live site with either their file name or their Page ID.html at the end.

To determine your publication destination:

1. Click on the red dot beside "open page" to open your page

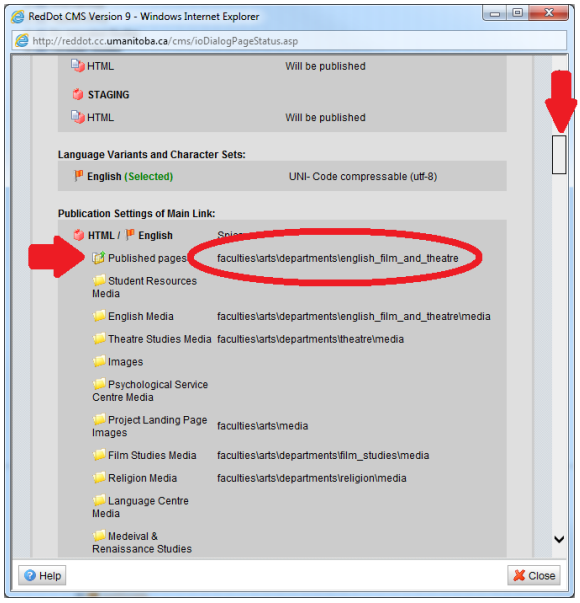


2. Click on the "Page Information" menu from the top menu bar



3. Scroll down to "Publication Settings of Main Link" and the first section, "HTML"

4. To the right of "Published pages" you will see some text separated by backslashes. This is your publication destination.



To get the URL to put into a browser, replace all backslashes with forward slashes, put "http://umanitoba.ca/" at the front and your file name (or the PageID.html) at the end.

Publishing – Index.html and publication issues

Index pages are special. Each folder needs to have one (and only one) and it is what a browser looks for when it searches for a page at a URL that does not have a file specified.

This is, incidentally, one of the reasons why users cannot create folders in RedDot but can create pages. Failure to create a folder with a proper publication package, publication destination and index.html file can cause several problems with your site While users can rename files and create new ones, they do not have access to create publication packages or set publication destinations. Improperly created folders cause page overwrite conflicts and will negatively impact, not just your area, but other sections of your project as well.

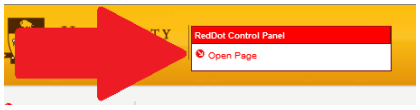
As a user, you have the ability to change file names of pages to something unique which makes logical sense. There is nothing wrong with doing this. However, unless you are changing your index page from one PageID to another (for example if you are doing a site redesign and have created a new index page for your unit), it is imperative that you not rename the index.html file to anything other than index.html.

Publishing – Versioning

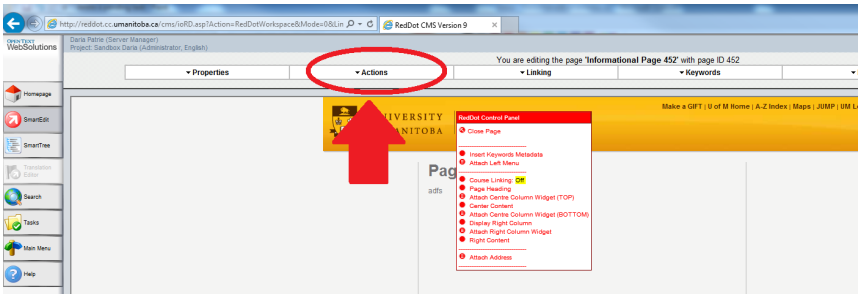
Every time you publish out a page, RedDot makes a copy of it and saves it as a version.

To access the saved versions of your page:

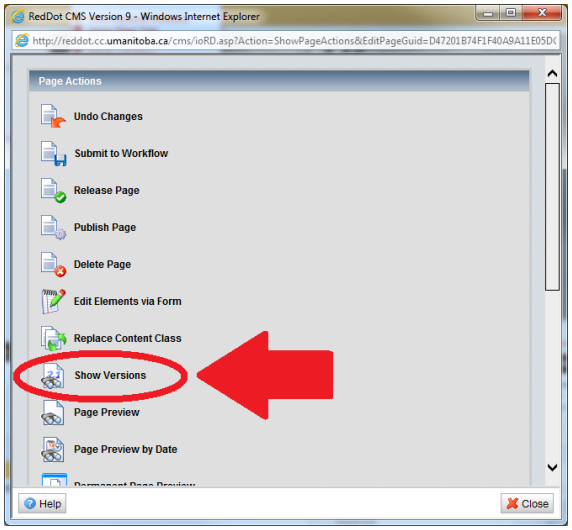
1. Open the page by clicking on the red dot marked "Open Page"



2. Click on the "Actions" menu from the menu bar at the top. This will open a new window.



3. Click on "Show Versions" (It is usually the fifth option in the list.)

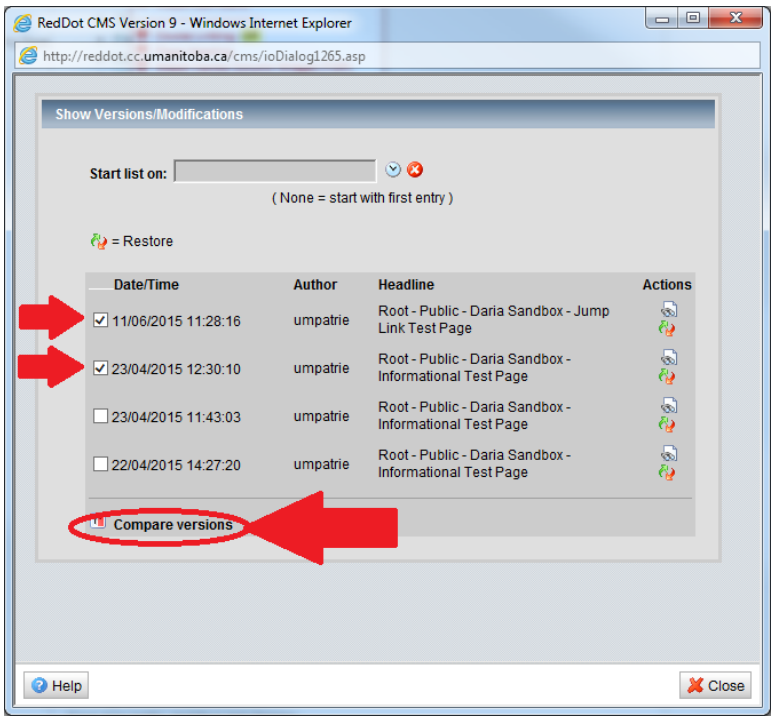


Page versions are distinguished by Date/Time, author, and headline and are ordered chronologically.

To compare two versions of a page to see what has changed:

1. In the "Show Versions/Modifications" pane, put a checkmark in the box beside the two versions of the page you wish to compare. (By default RedDot will select the most recent two versions. You can change this if you like by clicking on any two other checkboxes.)

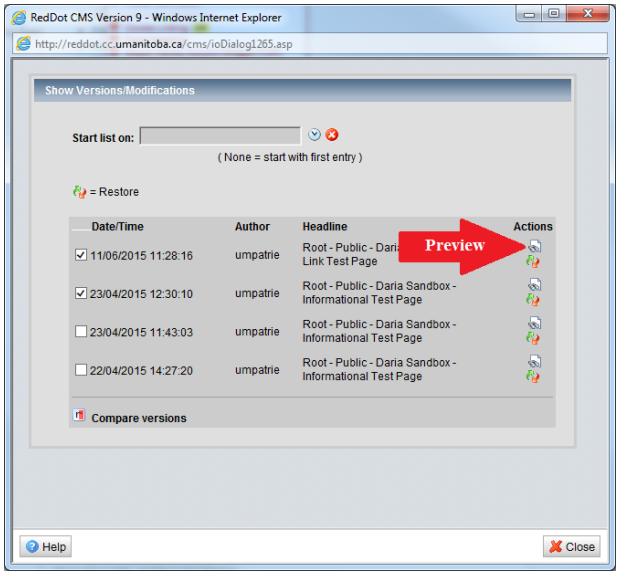
2. Click on "Compare versions"



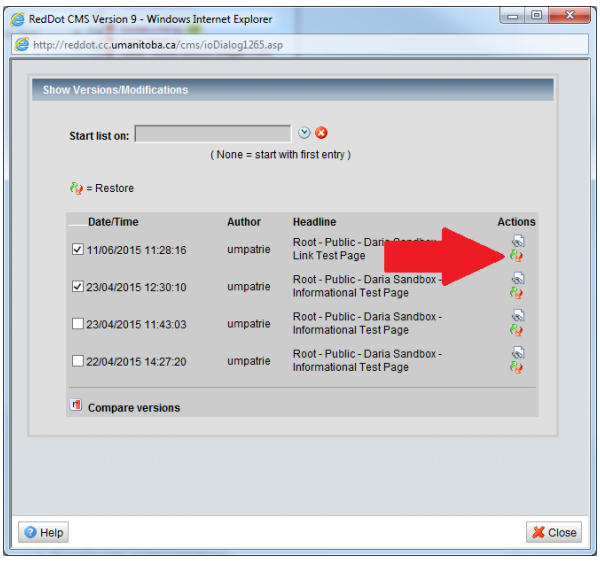
This will give you a visual demonstration of the differences between two versions of a page.

To restore a page to a previous version:

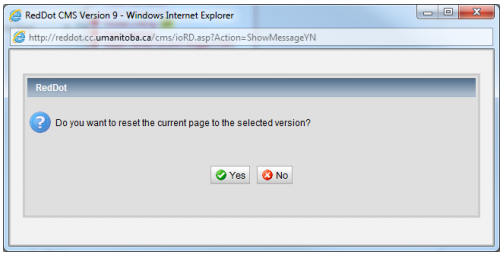
1. In the "Show Versions/Modifications" pane, decide which version you wish to revert to (You can preview the page by clicking on the white page icon in the "Actions" section.)



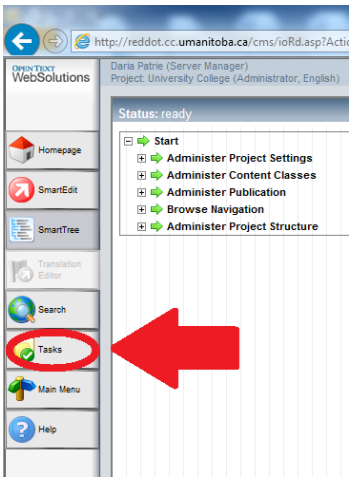
2. Click on the red and green arrows in the "Actions" section beside that page version.



3. A new screen will pop up asking you to confirm whether or not you wish to revert to the version selected. Click on Yes. (You are not done yet.)



4. Click on the Tasks button from the RedDot main left menu. (This will look similar to the regular way for clearing out your tasks but has an additional step.)



5. Click on the link for "edit pages."

6. Put a checkmark in the task for the page you are reverting (there will usually only be one, but there may be others, and if so, it is acceptable to select them all) then click on "Reset selected pages to draft status"

7. You will get a page that says "There are no tasks in this section." Click "Ok."

8. You will be taken back to the “Pages saved as draft” area. Click on “edit pages” again and put a checkmark in the box to clear out your tasks as you normally would.

9. Click on Submit “Selected Pages to Workflow”

10. Click “Ok” and then “Close”

Your page will now be restored to the previous version. If you publish it out, it will make a new version of the page in the version list. The old versions will still all be there.

Please note: When you revert to a previous version of a page you are doing so in the RedDot definition of “page” (i.e. the object with that Page ID). This means that links to individual components in the Includes folder will not be undone or reverted. Components in the Includes folder are separate “pages” to RedDot with separate versions (available in the same way). Versioning of an individual “page” does not record or influence changes made by attaching or detaching other elements to which it may be linked.

For example, if you have a hub page, remove several hubs from it, and then revert to a previous version of the hub page, the hubs will still be gone. This is because the hubs are elements in the Includes folder, and are connected to your page and are not affected by what version of that PageID you are using. You would need to reconnect the hubs to restore the page to what it looked like before. Likewise, if a hub itself has been modified, you would need to go into the hub in the Includes folder and examine previous version of that hub, rather than attempting to restore it from previous versions of the page it is on.

Troubleshooting – Changes Not Showing Up

RedDot is designed to be robust and avoid/hide errors from the end user who may be viewing the pages. Unfortunately, it does not always tell you it is doing so. There are times when it seems that we have asked RedDot to do a simple task and it is just stubbornly sitting there refusing to obey for no apparent reason. This happens to everyone (including admins) and we then we must begin the hunt to figure out why this is happening and how to fix it.

Often, the reason changes are not showing up on the live site is that RedDot is attempting to prevent the end-user from experiencing/seeing a problem.

While this knowledge doesn't fix anything, keeping it in mind can help you hunt down the root cause of the problem.

If RedDot thinks that something you have done on a page will not function, instead of publishing out a potentially broken link or showing an error on the site, RedDot will just not publish out the element or change you have made.

If you are deleting a linked image from an Image Rotator and do not delete (or blank out) the link as well as the image, RedDot will detect that it is supposed to have two things there and only has one, and will therefore not apply your changes, retaining the image in the Image Rotation on the live site, despite it being deleted from the Rotator.

If you are altering the links in a hub or menu and add in one that links to a page which does not display at all, RedDot will notice this and publish out your object without that entry, making it seem as though your changes have not been applied.

This issue has very similar/identical symptoms to problems with cookies and not clearing out tasks. (For assistance with clearing out tasks, see Editing – Tasks: what are they and why you must always clear them. For assistance with cookies, see Troubleshooting – How to Delete Cookies in IE, FF and Chrome.)

When you experience a situation where RedDot seems to not be doing what it has been told to do, check to be sure the changes you have made are not missing any steps and that all of the links and references are fully functional.

When you experience something like this and it is specifically due to page formatting**, there may be hidden formatting tags** overwriting your changes which are not taking effect until the page is published. When that happens you can either view the source code in the editor to try to find the rogue formatting marks or you can copy and paste everything in the editor into something like Notepad, delete it from RedDot, re-copy it from Notepad, and paste it back into RedDot. This will strip all formatting from the text and enable you to start over without hidden tags altering your work.

If this situation is happening when you are attempting to delete a page, it is possible the page has become un-linked (see Editing – How to delete pages and Introduction – Conceptual – Dynamic Linking) or there is a legacy version on the server that RedDot is not properly cleaning up. Check first to see if it is a cookie or tasks issue and then make a ticket to the Web & Mobile Solutions team for support.

If you have not yet received your publishing report, your changes have not yet been applied to the live site. You'll have to wait until that email comes in before you will be able to see your changes.

Troubleshooting – How to Delete Cookies in IE, FF and Chrome

Cookies are small files kept by all browsers to enable them to load pages more quickly. They often hold legacy data from previous page versions. All web content authors need to know how to clear out cookies in their browsers because web content authors are constantly modifying pages and need the most current version to be displayed when they are checking to see what their newly published content looks like.

While hitting the "F5" key does refresh the page, sometimes it is necessary to go in and actually remove the cookies from a browser.

To remove cookies from Internet Explorer:
In Tools > Internet Options > General Tab > Browsing History click on "Delete," ensure "Preserve Favourites website data" is not checked and everything else is checked, then click on "Delete."

To remove cookies from Firefox:
In Menu > History > Clear Recent History set the time range to clear to "Everything" and ensure all options in the list are checked, then click "Clear Now."

To remove cookies from Chrome:
In Menu > History, click on "Clear browsing data," set "Obliterate the following items from" to "the beginning of time," ensure all options in the list are checked, then click "Clear browsing data."

One of the best ways to determine if what you are experiencing is a cookie-related problem is to test it in another browser. We recommend always having at least three different browsers on your machine and checking the live site in a different browser from the one you are using with RedDot for editing. This helps to work around and easily check various issues with cookies as well as enables you to see quickly if your page display problem is browser-specific.

Troubleshooting – How to reset Internet Explorer to Default Settings

The only truly supported browser for use with RedDot is Internet Explorer in Compatibility Mode. Toolbars, various settings, spyware, plug-ins, and many other factors can render Internet Explorer unable to properly display RedDot correctly. If this happens, resetting Internet Explorer to its default settings can get it back to where it needs to be.

Please note: this will remove all of your bookmarks, your favourites, your settings, your history and any other modifications you have made to Internet Explorer.

1. Click on your Start button and choose Control Panel.
2. If you are in Category view, you will click on "Network and Internet" and then "Internet Options."
3. If you are in Classic view you will click on "Internet Options."
4. From that tabs at the top, select "Advanced."
5. The "Reset" button is below the large scrollable list of items, just above the bottom options of this dialogue box. Click it.
6. You may get a notification that you need to close other open programs. This is ok, say yes and do so.
7. You will be asked if you are sure you wish to reset and will be given a list of information that will be lost. Make sure you put a checkmark in "Delete personal settings."
8. Click "Reset"

Remember: If you reset Internet Explorer, it will no longer be in Compatibility Mode. You will have to make that setting change again in order to use RedDot. (Please see Introduction – Technical – How to Set IE to Compatibility Mode for help with this.)

Troubleshooting – How to set IE to always check for new versions of a page

This is mostly used when people are looking at the live site in Internet Explorer. Similar to what happens with cookies, IE will try to use stored data to load pages faster. This will help prevent it from giving you old page information if that is becoming an issue for you.

1. In Internet Explorer, go to Tools > Internet Options
2. On the general tab, under browsing history, click "Settings." This will open a new window.
3. In the Website Data Settings Window, change the radio button option for "Check for newer versions of stored pages" to "Every time I visit the webpage"
4. Click ok.
5. Click ok.
6. Restart Internet Explorer.

Troubleshooting – Code on the Screen / Display Problems

A frequent source of support tickets is "code on the screen" where it is unexpected.

The most common reason why this is the case is a browser/editor mismatch, IE not being in compatibility mode or the source code setting in the text editor.

Browser/Editor mismatch:

Internet Explorer in Compatibility Mode needs either the RedDot text editor or the Telerik RadEditor.

Firefox only works with FCK and FCK only works in Firefox.

Using FCK in IE or Telerik/RedDot text editor in Firefox will result in all manner of strange display problems, missing elements, buttons not responding, etc.

Using RedDot in Safari is not recommended.

Using RedDot in Chrome will break your pages!

Compatibility Mode (IE only)

Internet Explorer needs to be in Compatibility Mode to properly render the different aspects of RedDot. Not having it in Compatibility Mode will result in code on the screen, display problems, and confusing results. IE 10 will show you a greyed out broken page if it is not in Compatibility Mode but thinks it should be and a blue one if it is viewing something in Compatibility Mode but isn't set to do that to all pages. We recommend setting IE to view all pages in Compatibility Mode. (For instructions, see Introduction – Technical – How to Set IE to Compatibility Mode .)

Text Editor

Sometimes the editor is showing you code because that is what it was set to do. Every text editor has a source code option.

In FCK this is called "Source" and is located near the top right of the screen.

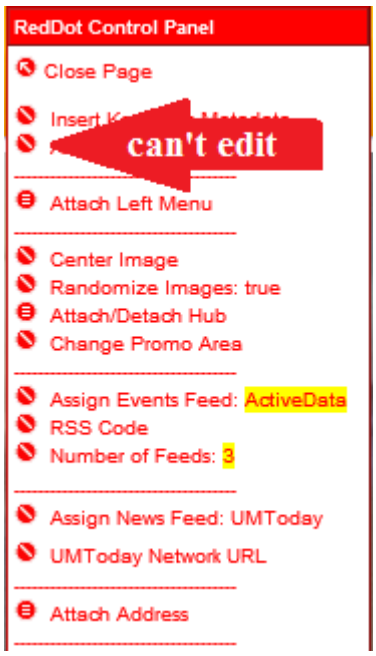
In Telerik you can click on a button marked "< >" in the bottom left to go into the source code and then click on the button with an image of a small pencil next to it to get out of it.

In the RedDot Text Editor, you need to right-click and select "source code" to go into the source code and then right-click again, selecting "standard view" to get out of it.

It is not uncommon to be unable to save changes in an editor when you are in source-code view.

Troubleshooting – Unable to Edit the Page

Page Saved as a Draft



Sometimes when you go to click on a red dot there is a slash through it and it is octagonal-shaped, like a stop sign. This is because someone else either has the page open for editing at the same time as you or, more commonly, someone previously made a change to this page (or something related to this page) and did not clear out their tasks.

You can often tell who has the page locked by hovering over the little slash with your mouse and waiting a few moments. This will give you the userid and if it is someone within your office it is sometimes faster to just request they clear out their tasks. RedDot administrators have the ability to go into a project, view all pages saved as draft in the project, locate the one you are trying to access and clear out its pending drafts. To have one of us do this, make a ticket to the support team.

Changes not going through

Sometimes users find themselves unable to edit a page because they make changes, but the changes do not appear to be being implemented on the live site. This is usually related to not clearing out tasks, a cookie issue, or RedDot avoiding doing something that could cause an error. For help with this, see Troubleshooting – Changes Not Showing Up.

Not able to save changes

Sometimes users are in source code view in the text editor, but then when they try to save and close the text editor their changes are not implemented. **Most text editors do not allow you to save changes in source code view**. You will need to return to the plain WYSIWYG editor mode to save your changes before you can then close the text editor, clear out your tasks and publish out to the live site.

Not editing the right page

Sometimes users are unable to edit a page because they are not editing the correct page. All pages within a project have a unique Page ID. Confirm the Page ID of the page you are editing in RedDot is the same Page ID as the page you are wishing to edit on the live site. See Introduction – Conceptual – Page IDs for help with this.

Unauthorized to view this page

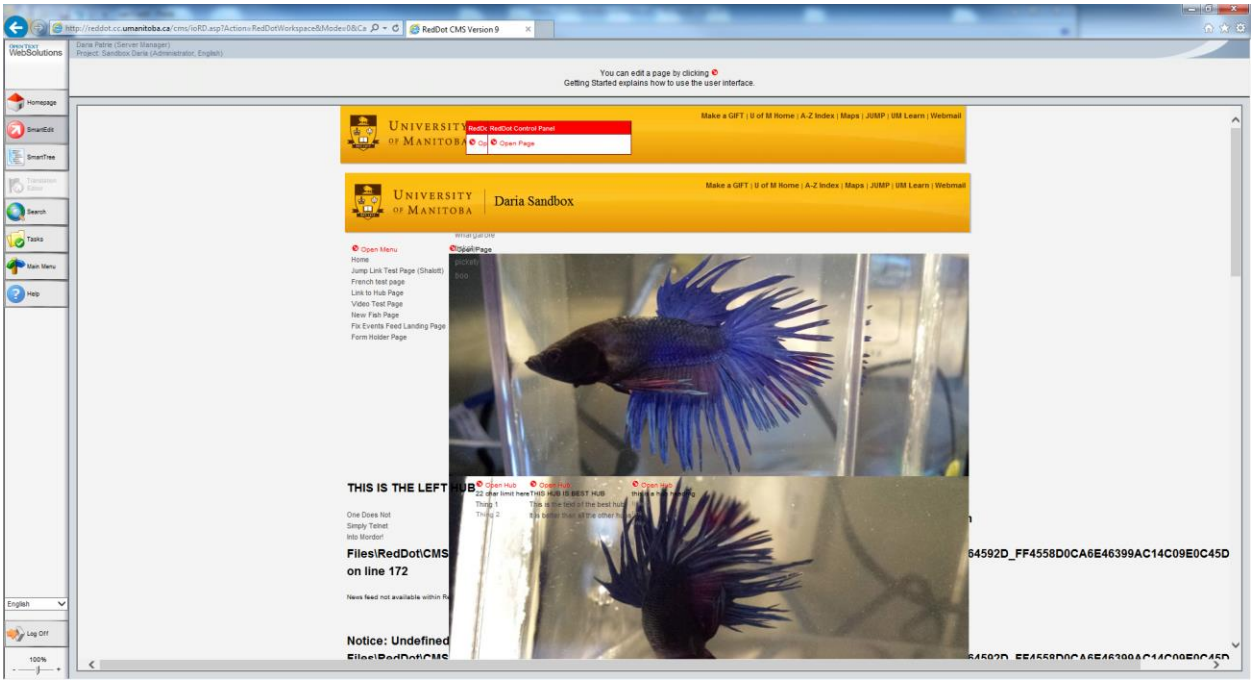
Sometimes users are able to find a Page ID in RedDot but are not authorized to edit and/or view the page. This can be an authorization issue if the page editing is restricted to an author group you ID is not in, however the most common reason for someone getting this error regarding a page within their unit is that the page is either unlinked or in the recycle bin. Only administrator IDs have that access. Make a support ticket to the Web & Mobile Solutions team and we will help.

Troubleshooting – Lost Page and Cannot Find / Deleted Page will not Delete

Issues with missing pages and issues with pages which will not delete frequently have the same root cause. The problem is usually related to dynamic linking and a page becoming unlinked or linked to the wrong place.

If you can get the Page ID either via RedDot or by using right-click and selecting view-source on the live site, the Web & Mobile Solutions team will usually be able to rescue/delete the page for you. See Introduction – Conceptual – Page IDs for more information on how to do this.

Troubleshooting – Pages Within Pages



If you encounter a situation where you see what appears to be one or more pages embedded within another, this is usually a situation of someone having used “Connect” instead of “Reference” (see Introduction – Conceptual – Reference and Connect) or misunderstanding how to use a menu (see Editing – Page Elements – Includes Folder – Menus).

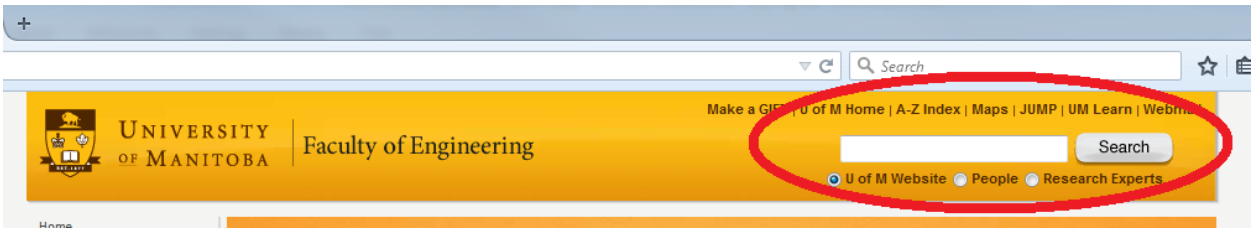
This is not something an end user can fix and you will need to make a ticket to the Web & Mobile Solutions team to get this resolved.

Troubleshooting – Google – Search Results

There can sometimes be confusion regarding whether or not a page is "live" vs whether or not it shows up in Google search results.

The University of Manitoba has a website on the Internet. The Internet is not Google, (although sometimes it might seem that way). Google is a search engine. A good metaphor to imagine the distinction is to think of Google as a very flexible, intuitive, phone book. When you type something into a Google search bar, it is not unlike looking up a phone number in a phone book (in fact you can very effectively use Google to find phone numbers too). Google uses some very sophisticated algorithms to look at what you've asked for, examines the entirety of the Internet for what might fit that request, and then gives you a list of its best guesses for what will suit the terms of your search.

However Google is still very much like a phone book in that the information it has, while frequently updated, is not instantaneous. Google updates itself via programs called web crawlers which go through websites and note what links where, updating Google regarding broken links so it can remove them from search results. Sometimes it takes several days for the UofM website to be visited by a Google web crawler (they are going through the entire Internet, after all, they are busy). This means that a change made on the UofM website, which is on the live site, current and active, will still not instantaneously be reflected in Google.

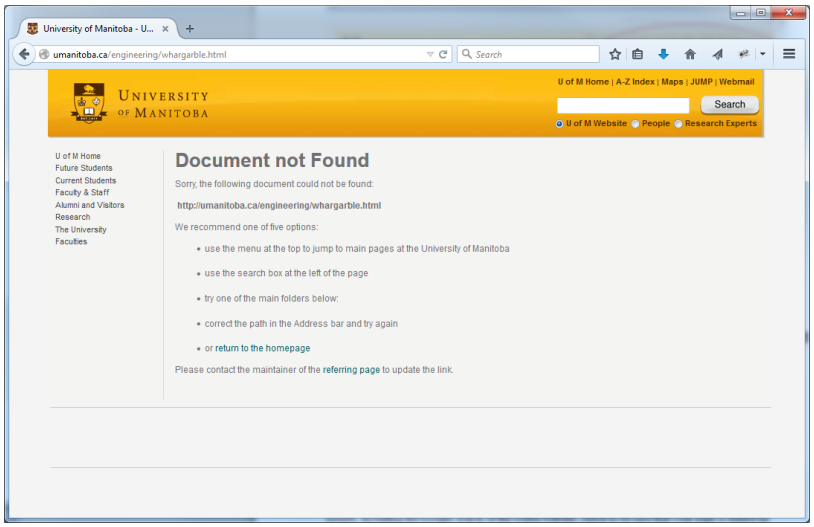


The search bar in the top right corner of the UofM header is a specific type of narrowed down Google search which only looks at pages within the UofM website. However it is still a Google search and is only updated when the Google web crawlers go through the site.

Pages that have not been linked to either another page on the Internet or to the rest of the UofM website will not show up in search results, even if they are able to be reached by people on the Internet who have the URL for them. If you make a new page and do not link it to anything, it won't be indexed and will not show up in the search results. If you delete a page that was previously indexed, it will be a few days before Google updates itself.

We do not have any way of altering the list of search results provided by Google. We can, however, ensure that the UofM website is set up correctly so that when the site is crawled it gives Google accurate information.

If you are seeing Google search results for pages that you have deleted, but when you click on the links in the results the pages are not there anymore, we have done all we can do and must wait for the site to be crawled.



If you are seeing Google search results for pages that you have deleted, and when you click on the links in the results you are taken to a working page, note the Page ID (see Introduction – Conceptual – Page IDs) and contact the Web & Mobile Solutions team for support. This is usually something we can help resolve.

(Please note: sometimes there are pages on the UofM servers, or linked to the UofM servers which are not found in RedDot. You can still contact the support desk for help with them, but we may need to refer you to other IST divisions and/or the page owners for support.)

If you have made a new page, have waited a few days, and your page is still not showing up in any search results, including the Google search of the UofM website, check to be sure that your page is linked up with the rest of the site (via the left menu, links on the page, etc.) and consider entering some keywords via the Keyword menu (accessible from the top menu bar when your page is open in RedDot).

Troubleshooting – Google – Google Analytics

Google Analytics is a tool which can be used to provide statistical information about the use of your pages.

With the appropriate authorization, the Web & Mobile Solutions team can give you access to Google Analytics for your pages (if it has not previously been set up it will need to be set up on your pages in order for this to give you any information).

However, any information about (or training in) the use of that tool will need to be obtained from the various tutorials and support networks available online.

If you're looking for suggestions for where to find help, the best place to start is Google Analytics itself:
http://www.google.ca/analytics/learn/index.html

Please remember that Google Analytics is a free Google service and not something for which anyone within UofM IST is able to provide support.

Troubleshooting – Contacting Support – The Ticketing System

Please use the Ticketing System.

The Web & Mobile Solutions team is a division of IST. We do development work for several platforms and provide support for the users of several applications, one of which is RedDot.

All requests regarding RedDot, including training, access and technical support are handled by the Web & Mobile Solutions team, and the best way to contact us is via making a ticket with the support desk.

The IST support desk can be reached by phone at 204-474-8400 or via email at support@umanitoba.ca

When you contact the support desk, a ticket is made in the IST ticketing system (called Cherwell) which is then routed to the Web & Mobile Solutions team.

This is the most efficient and effective way of reaching out to the Web & Mobile solutions team because it enables us to manage our workflow, keep tabs on open issues, and appropriately triage and prioritize incoming work.

At the time of writing this manual, there are three members of the Web & Mobile Solutions team who handle RedDot support requests: Lee Martin, Wai Yee Lee and Daria Patrie. This may change.

Some people feel that it is "so much faster" to just pick up the phone when they have an issue and call one of the members of the team, than to make a support ticket and wait for it to be routed to us. However this bypasses the ticketing system and can impede the workflow of the team. It also means that only one person is aware of your issue instead of the entire team. If that person is away, busy or otherwise unavailable, your request will not be dealt with as efficiently as it would be if a ticket had been submitted and the first available person worked it.

If there is an extremely time-sensitive problem and/or an emergency, **make a ticket first** and then contact someone with the ticket number. This is especially critical for high priority issues so that we can ensure the work is being tracked, everyone knows about it, and multiple people aren't attempting to fix the same problem at the same time. If, like most issues with RedDot, the problem is not an emergency, **please be patient**. Everyone on the Web & Mobile solutions team is pretty awesome, but we can only work so fast and since there's only three of us, we do need to ensure we are managing that workflow effectively according to the complexity and impact of each individual request.

In the past, RedDot was also supported by Brian McLean. Several legacy documents still indicate he is a point of contact for RedDot related issues. Brian is working on other projects now and is no longer a point of contact for RedDot. All issues previously dealt with by him are now being handled by the Web & Mobile Solutions team. Legacy documents may also indicate to contact Lee Martin directly for RedDot concerns. While Lee is the head developer for the Web & Mobile solutions team, and certainly is a point of contact for RedDot (especially critical or complex issues) please **make a ticket first** and if it is not imperative that Lee himself be involved directly, please wait for the first available team member to respond to your request.

Troubleshooting – Contacting Support – Important Information to provide to Support

Depending upon the nature of the issue, different things in this list may not always be needed (or available to you), however in general, it is very helpful if you can provide the following when it is available in any ticket you make regarding RedDot:

1. The URL on the live site of the page you are attempting to modify
2. The Page ID of the page in RedDot
3. What you were doing when the issue happened and/or what you are trying to do that is not working and/or what you need changed
4. A screenshot of what you are seeing on your screen when you experience the issue
5. If available, a copy of your publishing report (if you are emailing support, you can chose "forward" put the support@umanitoba.ca email address into the "to" field, edit the subject to something more appropriate than the default RedDot publishing report email, and put the rest of the information about your issue above the forwarded message in the body of your email
6. If you are following instructions in this, or any other documentation, how far you get before you are unable to proceed
7. The text (or a screenshot) of any error message you are receiving
8. Your contact information and availability (This is especially important for people who work part-time, or in multiple offices, or on more than one campus.)

While everything on this list is not always applicable for all issues, the majority of our support tickets end up needing some or all of this information in order to be resolved and not having it in the ticket can result in delaying the resolution of your problem.

Troubleshooting – Contacting Support – How to take a Screenshot (PC)

1. Navigate to the page/window you wish to take the screenshot of
2. Press the following keys together: Alt + PrtScn
   (the PrtScn button is in the top right of your keyboard above the arrow keys)
3. This will put an image in your clipboard, but you will still need to save it in order to attach it to an email. The easiest way to do that is to open the Paint program (found in Start > All Programs > Accessories > Paint) and then use Ctrl + V to paste the image onto the page.
4. You can then choose File and Save-As to save the image with a unique file name to a location of your choosing so that you can send it via email to the support team

Troubleshooting – Contacting Support – Don't Panic!

While some people find RedDot less than user-friendly, and we've all been frustrated with it at some point or another, it is actually a very robust, stable, and effective tool. It's old, but, like the physiology of the shark, it's been around for a long time because it works, and it continues to work even when the rest of the world changes. RedDot will not be with us forever, and, like all software, it will one day be retired, however while it is with us, it provides the university with a stable CMS framework to distribute our web content to the people who need it.

Because RedDot is so robust, it is rare that something cannot be fixed, brought back out the recycle bin, pulled out of a previous version, or made to function in some sort of reasonable manner. When things aren't working, you're not alone: the Web & Mobile Solutions team is there to help.

If something seems horribly broken, don't panic. Make a ticket and we'll work on it together.

This user guide was created by Daria Patrie in collaboration with all members of the Web & Mobile Solutions team as well as utilizing previous documentation written by Brian McLean and others. Images that are not screenshots are from the Wikimedia Commons or other royalty-free open source resources.

If you require training in RedDot, please make a support ticket with the following information:

- Your Name
- Your Email address
- Your office address
- Your phone number
- Your Faculty, Department and Unit
- Your UMNet ID
- The URL of a page you would like access to modify
- Whether you will be primarily working on a PC (Windows) machine or a Mac

This user guide was last updated September 23, 2015. If you find areas of the guide which require updating, clarification or correction, please contact Daria at daria.patrie@umanitoba.ca or make a ticket through the support desk either by calling 204-474-8400 or by emailing support@umanitoba.ca