

Prep For Training

Get Your Technology Ready for Training Sessions

- System Requirements: **Google Chrome is recommended**. Please refer to the [Browser Support](#) article if using any other browser.
- Ensure your network security allows employees to reach the development site.
- Provide access to a shared drive so that users can reach documents, images, etc., that need to be added to the website. If this isn't possible, advise your trainees to bring these files on a jump drive.
- Facility Requirements: Every trainee needs a computer or laptop that has Internet access, Adobe Acrobat Reader, and the appropriate browser(s). You will need a projector and screen (or similar set-up) to display the trainer's screen to the entire room.
- If this training is on-site and not a webinar, the trainer can use a computer provided by you or his/her own; however, you are responsible for providing the projector's necessary cables.

Decide Who Will Attend Training

- For you and your team to get the most out of training, the learning group will be limited to 15 individuals for on-site trainings or eight individuals for webinar sessions. Attendees should be responsible for updating the website content regularly or serve in a system administrator role. Training participation will allow for individuals to walk through CivicEngage® with the trainer in hands-on work sessions.
- Additional, available resources include our CivicEngage® Help Center for staff members who need to learn the system but are not able to attend the initial training sessions or who need a refresher or time to ask additional questions.
- Many clients have found our "Train the Trainer" model useful, especially those that attend our virtual, webinar training sessions. The virtual structure allows your core staff to teach their peers what they learned, as well as direct new users to our CivicEngage Help Center for additional training.
- We design our training sessions to be engaging so that your staff learns best practices and applications for your new website. No one needs to know any programming code. As long as your team can follow prompts and fill in the blanks, they will master the CivicEngage content management system.

- Learners should understand what the project is, what the organizational goals are, and what their role is before attending the training session.
- Administrators should take on a leadership role and support the trainer during the training, especially during webinar training sessions.

Consider Your Categories

- Does each department get a calendar? Do any departments need more than one?
- Does each department get to share news in its category, or will all news go through one category?

Set Your Users' Permissions

- Determine which permissions each user will need to edit each module's categories.
- Determine which permissions each user will need to edit pages.

Establish Your Best Practices

- **Homepage** – What criterion will determine if a calendar event/news item/spotlight is displayed on the homepage? How will your approval process work, if applicable?
- **Notifications** – For which categories do you want to send notifications and post to social media via RSS feeds?
- **News Flash** – How long will news items stay active in News Flash?
- **Photo Gallery vs. Slideshow** – Establish a photo limit. CivicPlus recommends that you include five to seven photos in a slideshow on a page. Beyond that limit, add images to an album in the Photo Gallery module.
- **Staff Directory** – How in-depth should departments go when listing their staff members? Will you include general department and service information only? Will you include names for those contacts? Will you list every employee in every department? Who will be responsible for keeping the Staff Directory up to date?