The following should (T) Tasks should be practiced multiple times. Try to work through troubleshooting any errors – Document your trouble shooting as you would in the support case under the question in **bold blue** and be able to discuss your answers.

For each question, type your answer as you would be answering a client in an email. Your answer should follow the question (again in **bold blue**).

**Basic terminology:**

**What is the difference between a site and a subsite?**

**A site is typically the name of your school district. An example would he Happy Valley School District. Underneath that site are typically your different schools within that district. These would be your Elementary, middle and high schools.**

**What is a channel?**

**A channel is the next step down within a subsite. These are the sections across the top of the page within a wubsite that will take you to a section within the channel. Examples being within the Happy Valley School District, you’ll find Departments, Community, For Parents, etc.**

**What is a section?**

**A section is the next step down from a channel. These typically contain things that teachers would post like assignments, their biography page,**

**What is an alias and describe its function:**

**An alias is just another term for web address. These are what would show up in your browsers address bar when you’re at that particular page, not in site manager. For example, if you want an alias for a section, you would click the “actions” drop down menu and select “get link”.**

**What is the difference between viewing privileges and editing privileges?**

**There really is only one big difference between viewing and editing privileges. If you only have viewing privileges, you can only view that certain page. While if you have editing privileges, you can edit the content within that page, channel, site etc.**

**What is a Passkey?**

**tba**

**What is an app?**

**An app is a small program that will do certain tasks for you**

**What is a Page?**

**A page is any site within your district that has information displayed.**

**How many different “levels” of editing privilege are there and describe their span of control**

**(i.e. Section Editor)**

**There are 5 different levels of editing privileges within C2. They are:**

* **Site director**
* **Subsite director**
* **Channel director**
* **Section editor**
* **Home page editor**

What are the different types of reports that are available for each workspace -

**Current storage usage, user groups, editors by site, sections by site, last modified, passkey usage, e-alert subscription and calendar event registration.**

**Are all reporting features found within the “Tools” tab at the district level?**

**Yes**

**What is a collection?**

**A collection are groups of calendars with which you can share your calendar event. In some cases sharing events on others’ calendars requires approval.**

**Describe content moderation:**

**User**

What is a Passport and how is it used?

**A passport is how a user can be granted administrative privileges. i.e. – create calendar categories.**

How many Passports can you have assigned to one user?

What is a Group and how is it used?

How many Groups can you have assigned to one user?

(T) User Import - Where do you find the file to import your users? What is the file type to import your users? Do you need all the information when importing your users? What information do you need when importing users (i.e. required fields)?

(T) User Import with Section Robot – What is the section robot? What benefits does it have to a Site Director?

(T) Import Users into Groups – Familiarize yourself with the different ways you can add a Group to a user.

(T) Delete User – What are the steps to delete a user? What are the different ways you can remove a user from the system?

(T) How does the user change their password?

**Calendar**

(T) Calendar Import – Import a calendar event with categories. What are your findings? Can you push events to collections in an import?

Collections: Explain what a collection is. How does it apply to a section editor? Who can set up a collection?

(T) Set up multiple collections: 1.) with only sections and 2.) with a channel and section and 3.) with a District and Section. Push and event to each of your collections from each workspace and be able to describe your findings (i.e. before it’s seen on the website did the event have to be approved? Did you run into any issues with one workspace over another? If you push an event from the District to a collection, what other type of event is similar but would be applied to all calendars?)

How do I add a Calendar?

* Calendar App

**Configuring a site:**

Can I change the order of my subsites? If so, how?

**CHANNELS**

**How do I create a new channel?**

* Create new channels in “Channel Library” under CONFIGURE in Content Browser
* This must be unique and cannot be duplicated

**How do I get a new channel to appear in the Channel Bar?**

* To get a channel to appear in the channel bar – go to Site Workspace – Click on the Channel Tab – Click “Assign Channel” button – fill out fields – click “Save” will receive a message that Channel has been saved and added to site.
* The newly added channel will appear as the last briefcase in the Content Browser window.

**Common question from clients is: Why won’t my newly added channel appear in the channel bar on the website?**

**How do I sort Channels within the Site Workspace?**

**How do I hide a channel?**

**Where do I find the Channel ID?**

**How is Channel Homepage added? Channel calendar added?**

**On Channel bar, below each Channel there is a drop down with the sections listed. How do you get these sections to also appear in the left nav when you click on that channel name. Example: on support site, click Kailey channel**

**Section Workspace**

Setting up a section configuration – What are the steps involved creating a section configuration and applying it to a section?

(T) Apply the section configuration

**Are there only 4 Editor Layouts that come pre-installed into the site?**

**What exactly is “Classic Hierarchy”? Why would it be used?**

**Creating a section / What is the difference between the section name and the menu name?**

**How do I add a Section to a channel?**

Within the new Section two tabs appear:

* + General:
    - **Section Name**
    - **Menu Name**
  + Advanced
    - Friendly Web Address
    - Map to URL
    - Navigation options (hide, etc.)
    - Additional Options

**Can I change a Section Configuration after it has been applied to a section?**

**CHANNEL WORKSPACE**

**How do I edit the Homepage of a channel?**

**Actions Area (within Channel Workspace)**

* **Manage Apps & Layout:**
* **Page Options**
* **Set Viewers:**
* **View Page:**

**SECTION OPTIONS (Actions drop down right to section name)**

* **Edit Page**
* **Page Options**
* **Get Link**
* **Set Viewers**

**APPS**

**How does a section editor share an app with another section editor?**

**Options Tab within APPS**

* + Rename the App
  + General Tab:
  + Sharing Tab:
  + Social Settings Tab:

**How do I add an Announcement App to my page?**

**How do I add a Blog App to my page? How do I add a new Blog entry to my site?**

**What is the Discussion App used for?**

**How is the Q+A App used?**

**“WHITE BOARD” Questions:**

**Are there any questions from clients that come through a lot? Ex: how do I add a new channel?**

**When a user registers for the site, can you have any sort of “Your Application is Pending Approval”  message?**