

## Higher Logic Academy: Content Management System

### DRAFT AGENDA

#### Content Management System

Using interactive hands on exercises, we will do an in depth overview of the Content Management System (CMS). The day concludes with Office Hours for 1:1 time for questions with your Implementation Project Manager and Client Support Team staff.

#### 8:30–9 a.m.

Coffee and Check In

#### 9–9:30 a.m.

Welcome and Introductions

Lila Elliott, Manager Client Support

How Well Do You Know Connected Community?

#### 9:30–10:30 a.m.

Understanding User Controls

Lila Elliott, Manager Client Support

Setting Community, Page and Content Item Permissions

#### 10:30–10:45 a.m.

Break

#### 10:45–11:30 a.m.

Embedding Multi-Media Files

Catherine Poon, Implementation Project Manager

Utilizing Stand-Alone Libraries

#### 11:30 a.m.–12 p.m.

Creating and Assigning Digital Ribbons

Leah Chow, Implementation Project Manager

#### 12–1 p.m.

Lunch

## Content Management System (Continued)

### 1–1:30 p.m.

Overview of HUG Resources

Angelika Lipkin, Senior Manager, Client Communication

### 1:30–2:15 p.m.

Mastering the Theme Manager  
Configuring Hidden Communities

Rodneikka Scott, Implementation Project Manager

### 2:15–2:30 p.m.

Break

### 2:30–3:45 p.m.

Troubleshooting & Resolving Common Issues  
Best Practices for Optimizing Email Delivery

Kelsey Hession, Client Support Advisor

### 3:45–5 p.m.

Office Hours

Client Success Team

### 5–6 p.m.

Happy Hour at Continental Modern Pool Lounge (Optional)  
1911 North Fort Myer Drive  
Arlington, VA 22209