

Higher Logic Academy: Content Management System (Day One)

July 16, 2014
Arlington, VA

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
How Well Do You Know Connected Community?

Lila Elliott, Manager Client Support

9:30–10:30 a.m.

CMS 101: Understanding Content Types & Navigation System
Site Set Up

Qyana Stewart,
Implementation Project Manager

10:30–10:40 a.m.

Break

10:40–11:40 a.m.

CMS 202: Setting Community, Page and Content Item Permissions
CMS 303: Utilizing User Controls

Lila Elliott, Manager Client Support

11:40 a.m.–12:00 p.m.

Creating and Assigning Digital Ribbons

Leah Chow, Implementation Project Manager

12-12:45 p.m.

Lunch

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12:45-1:15 p.m.

Getting Started with Automation Rules
Engagement Points

Leah Chow, Implementation Project Manager

1:15-1:45 p.m.

Embedding Multi-Media Files
Utilizing Stand-Alone Libraries

Catherine Poon, Implementation Project Manager

1:45-2:15 p.m.

Mastering Moderation

Lila Elliott, Manager Client Support

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

3:45-4:15 p.m.

Overview of HUG Resources

Angelika Lipkin, Senior Manager, Client Communication

4:15-5 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