(Show SM for classic on support site homepage - NEW RECORD)

Currently our Headlines & features app offers a single record type. Users enter a Title, teaser text and an accent image if they want, and they add the desired content to the Headline Body.

(switch to support homepage end user)

What we see on the front end of the site is the accent image, the teaser text, and the clickable Title (click title)

We are taken to a separate page dedicated to the content that was entered into the headline body. While our clients love this app, they have long been asking for a way to link the headline to a file or a website. To do that now, they need to add a link into the headline body area, causing an extra click. For example:

(back on support homepage, click ‘Google Analytics’ title)

Here we’ve linked to a PDF, but we have to go through this middle page and click the link.

(click link to open PDF).

The same steps have to be followed to link out to another website.

(Switch to other site manager showing homepage with new headline)

The changes made to the Headlines & Features app mean our clients now have 3 record types to choose from. On the first screen they will still be asked to enter a title and add an accent image if they’d like to.

On the next tab they’ll be defaulted to a record type that matches what they are used to, where they can add content to be accessed via a separate page. It will still look like this:

(show homepage on end user and click Lorem Ipsum title)

(it will display the content>click HOME to go back to homepage)

(go back into Site Manager )

They can now change to a File type, and select a file for upload (open the upload screen)…

(switch to front end of homepage)

…and it will work like this

(click Google Analytics title and PDF is opened in new window)…

…with the advantage being the file is opened immediately without the extra click.

(switch back to homepage site manager window and change to Link):

The Link type allows a URL to be entered, with a check to make sure the URL is full and valid (ENTER INCOMPLETE GOOGLE.COM AND TRY TO SAVE, SEE ERROR).

(SWITCH TO FRONT END, FIND AND CLICK ON THE WAYBACK MACHINE TITLE)

And the website pops up in another tab, again without the extra click.

These changes were made with ADA compliance in mind, as well as client satisfaction.

\*I want to give a shout out to Wes Hulsizer, who designed and developed these changes.