GRANICUS

Lifecyle of a govAccess CMS Training- Fact Sheet

Scheduling-

- Usually happen at the end of project, before the CMS goes live
- Can happen/ be scheduled to spur a client into engaging in a project that is left unfinished for a long period
- A client is usually given at least one 3-hour Basic session and one 3-hour Super User session
- These can be scheduled on a single day or split into multiple days (When training is "remote" it is best if the sessions are on different days)
- Large clients often get more than 1 Basic session

STEPS TO SCHEDULE-

1. Fill out this Form: http://training.weknowgovernment.com/how-do-i/schedule-a-trainer-for-a-training-session
2. Email Brian.pope@granicus.com to confirm

After filling out form-

- **Trainer** reaches out to client with an email to:
  - Schedule a time to discuss and schedule the training
    - The scheduling call is recorded and covers what will happen during training
  - Trainer attaches this agenda to the email: https://training.weknowgovernment.com/Home/ShowDocument?id=1499
    - If you are asked what is covered in a CMS training- view this document
- **Trainer** prepares the site:
  - Login with username: Webmaster (current) Password: Ni9e@22:00
  - Your second level login password and ex: Netvip\bpope then your password
  - Build 2 CMS User accounts:
    - SuperUser- Password Simple123!- make this a Super User
    - BasicUser- Password Simple123!- assign this user to all the necessary WF steps
  - Add content to the Image Library, Document Central (add Agenda/reference guide to DC)
  - Build a Page- then use this during the training to organize all Trainee pages (as Subpages)
  - Build Categories in Calendars and News

Day of Training-

- Follow the Training Lesson Plan/s- complete agreed upon agenda
  - Basic Lesson Plan: https://training.weknowgovernment.com/Home/ShowDocument?id=1501
- Record (if necessary) only remote session
- Gather any issues that happen on training site and document for the PM

Post Training-

- Send Training Survey in Salesforce
- Email PM with any necessary updates
- (at time of editing this document the following is unknown)
  - Convert recording- submit to the correct account (at time of editing this document this process is unknown)
  - Email client contact an evaluation- it is good to include video link and reminders/tips and tricks