NSW Department of Education

Guided journey guidelines

Use the guided journey to help your users navigate through a complicated process – either step by step or non-sequential.

As a content editor or approver, you must request the guided journey template from the education.nsw.gov.au **web support team**. Before you contact them for support you need to create the content for the guided journey. Do this in either a live Google Doc or live Sharepoint Doc. Each step in the guided Journey is a separate web page.

Examples of guided journey pages

See what this template looks like on these pages:

- **Leading improvement, innovation and change**
- **Checklist for updating your web pages**

Example of a guided journey page:

Guided journey page

Page features

Left-hand menu

- Users can use the left-hand menu to navigate through any part of the content. They can also use the previous and next buttons at the bottom of the page.
- You must use at least 5 menu sections, and we recommend no more than 8.

Introduction

- The first page of every guided journey should start with answering the following under an Introduction title:
  - What is this?
    Under this heading, help your audience understand in a short sentence what they are about to read.
  - Who is it for?
    Under this heading, help your audience identify if this content is suitable for them.
  - How to use it
    Under this heading, explain what to do with this information - such as collaborate with colleagues or use as a guide for a certain process.

Content

- Group your main content into menu section headings that are concise and meaningful so they are memorable and useful. This will also help your content on smaller devices which may struggle to support longer headings.
- The title of your parent page automatically becomes H1 (heading 1) on every page of the guided journey.
- The title of your child pages automatically populate on the web pages as H2s.
- Use only H3 or H4s in your body copy.
- When you **create your pages**, keep in mind the various components you can use to display content in more meaningful ways. These include:
  - **image and caption**

- - tabs
  - videos
  - a call-out box (typically at the end of the page).
- If you want to use show/hides on your page, contact the edu.nsw team for help applying them.
- If your page starts to become lengthy, consider revisiting your content grouping under the menu. You may need another section in the menu.

Resources

- The last section should be reserved for resources as a quick go-to for taking action or further reading.
- Group resources by topic to make them easy to navigate.

Page guidelines

Do

- Keep headings to no more than 60 characters including spaces.
- Use only H3 or H4's in your body copy.
- Think about how you can group content into meaningful chunks to make it easier and less overwhelming to consume.
- Follow the content style guide for consistency.
- Use the full-width page template to create your child pages or 'steps'.

Don't

- Don't use a lead paragraph on these pages. Instead, your page description will automatically display at the top of the page.
- Don't add child pages to child pages. Instead, all your child pages will sit beneath the single parent page.
- Don't group resources by their format. The topic will be more meaningful to the user.
- Don't hyperlink to other pages within the same guided journey template. This will disrupt the guided journey experience.
- Don't create child pages using the standard content page template.

How-to guides

Learn how to create and edit a guided journey page using our guide:

- **Adobe Experience Manager - guided journey**

Category:

- Communication and engagement

Business Unit:

- Communication and Engagement

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