

# Advanced Customer Content Management – D2D Portal



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# Agenda

- Editing your Customer's page.
  - Slides
  - Featured Content
  - Highlighted Reports
  - Things you should not change
- Adding and removing Users from your Customer group.
  - Adding Users.
    - Documenting added Users.
  - Removing Users.
    - Blocking a User.
    - Deleting a User.
      - Documenting deleted Users.
- Deleting Content.

# D2D Portal Best Practices

- When you are updating existing Content, make one change at a time.
- When you are updating existing Content, make a note in the “Revision log message” field after you have finalized your changes.
  - Note should include all the changes you made.
- Before you create new Content, do a keyword search for what you want to call it.
  - It is important that each piece of D2D Portal Content have a unique name.
- When creating new Content:
  - If it doesn't work, don't create a new piece of Content; try to figure out why it didn't work.
- Use Google Chrome to work in the D2D Portal.
- Compose all of your text in a word-processing software.
- Please send all requests/questions for me over email, not Google Hangouts.
- Read the manual! It contains step-by-step instructions on how to do everything we have discussed.

# Limitations

- If I didn't tell you how to create it, edit it, or otherwise do it, you may not create it, edit it, or otherwise do it.
- If you have any questions regarding what you can do on the D2D Portal, please contact [askd2d@gsa.gov](mailto:askd2d@gsa.gov).
- If you want to do something I did not tell you how to create, edit or otherwise do, please contact [askd2d@gsa.gov](mailto:askd2d@gsa.gov).



# Q & A

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