

General

This FAQ section covers only information relating to formatting your content or your site after you're onboarded.

For policy, compliance (IM8), cost, and other questions prior to onboarding to Isomer, please refer to our [Official Website](#) FAQ.

Can I schedule my changes to be published at a specific date/time?



Isomer does not support embargoing or scheduling of content to be published due to the limitation in the system that we're currently using to host your content, Github.

One workaround you could do is to prepare the content in advance, create a pull request and have it approved, and you can leave the [last step of publishing](#) to the time you intend to publish your changes. You can simply log into your Github account on any internet device to publish it.

I heard of Isomer's free SSL cert service. How do I start using it?




Yes, we've launched a free SSL cert provisioning service as of 14 October 2020 called IsomerSSL. If your agency is keen on using the free SSL cert, all you have to do is let us know when your agency is ready to launch the site or if you wish to switch from a custom SSL cert to the free SSL cert, you can drop us an email [here](#).

To find out more about the free SSL cert service, click [here](#).

How much does an SSL cert cost?



It depends on what SSL cert provider and the type of cert that you purchasing, it could range from \$200 to \$1000 a year.

-  With the recent release of free SSL cert provisioning tool on Isomer, agency can now opt to use free SSL cert issued by [Let's Encrypt](#). Certs are renewed automatically every 3 months.

Does Isomer support Google Tag Manager (GTM)?



Unfortunately no. The reason is because the use of GTM violates the Content Security Policy (CSP) we've set up to protect your site from SQL Injection or XXS attacks.

However, you can explore the use of Facebook Pixel, find our more [here](#).

Can I use WOGAA or AskJamie or VICA on Isomer sites?



Yes, you can integrate WOGAA and AskJamie on Isomer sites.

For WOGAA, you can refer to [our guide on setting up analytics](#).

For AskJamie and VICA, drop us an email, share your code snippet and we'll configure it for you.

Can I change the font size or type?



No, Isomer provides ready-to-use template which has gone through rigorous UI and UX tests to ensure accessibility for all types of audiences, and hence you're unable to change the font type and sizes.

How do I verify my service on WOGAA?



After registering your site on WOGAA, you might have seen a status saying "Pending Implementation and Verification".

This is because you have yet to inform WOGAA that your site is hosted on Isomer and does not require code verification. [Read more on the detailed instructions here.](#)

WOGAA team will then manually toggle your WOGAA active on their end once they're are informed.

How do I back up my site for archiving purposes?



To keep a copy of your site content offline, you can download it in a zip file. To do so, follow the steps below

Go to your repository, usually with the URL github.com/isomerpages/agency-site

1. Click on the Code button
2. Select Download Zip option

The screenshot shows the GitHub repository page for `isomerpages / isomerpages-isomergovsg`. The repository has 3 branches and 0 tags. A yellow banner at the top indicates potential security vulnerabilities in dependencies. The 'Code' button is highlighted with a red box and a red circle with the number 1. The 'Download ZIP' option is highlighted with a red box and a red circle with the number 2.

isomerpages / isomerpages-isomergovsg

<> Code Issues Pull requests Discussions Actions Projects Wiki Security 1

⚠ We found potential security vulnerabilities in your dependencies.
You can see this message because you have been granted [access to Dependabot alerts for this repository.](#) [See Dependabot alerts](#)

staging 3 branches 0 tags

Go to file Add file **Code**

Clone

HTTPS SSH GitHub CLI

git@github.com:isomerpages/isomerp:

Use a password-protected SSH key.

Open with GitHub Desktop

Download ZIP

File	Description
_data	removed documentation
_documentation	Update 08a-website-color-overview.m
_features	site revamp update
_get-started	site revamp update
files	Add files via upload

Why no carousels?



This is because carousels are statistically proven to be not effective in conversion. A study was conducted and found that click-through rate reduced significantly after the first image. [You can read more about it in this article.](#)

What is Github?



Github is where we store your content and keeps track of your content changes overtime. IsomerCMS is built on top of Github and this is also why you're logging in using your Github account.

In the past, all Isomer users have to edit their content on Github, and hence, all features by default will be accessible via Github.

With the launch of IsomerCMS, most of these features have been made available through the CMS, with a more intuitive user interface, to help users make changes easily.

Can I future date my post?



No, we currently do not support future date on CMS. You should prepare to publish your content on the day itself.

Foreign characters on your page titles



CMS does not support foreign characters (any characters other than english) as page titles at the moment. However, you may still keep your content in foreign language.

I can't edit my homepage



This is likely because you have custom-coded your homepage. Only homepage that follows isomer template will be able to use the CMS. Hence, we encourage users to keep to the isomer template to avoid this problem.

Are my changes reflected on my live site?



All changes made to the CMS will be reflected on your staging site, which is your UAT environment.

! Making changes on the CMS is **the same** making changes on Github only with a different interface.

Do take note that these changes could still be published when another user decides to create a pull request and publish it.

Custom Code



Typical custom code such as HTML will be reflected on the CMS preview but there may be issues which we do not expect, you can report it to us through go.gov.sg/isomer-cms-help.

Markdown/Kramdown table

When you have missing title on your Markdown/Kramdown table, the preview of your table on the CMS will not be displaying correctly. Don't be alarmed, and you may check your staging link to verify that that your table is displaying properly

Still have an issue but not listed here? Report to us [here](#).

Site preview image and description



This is the image and description of the preview that appear when someone share the link to your site on Social Media. The default image will be your logo if you did not get this set up.



To set this up, you can refer to [this page](#) on how to configure your `description:` fields on the `config.yml` file on Github. You may configure your shareicon on the [settings](#) page.

Can I still use Github to edit my site?



We recommend that you continue your content editing on CMS instead.



Note that there are features that are yet to be made available on the CMS.