3.1 map

Contents

Chapter 1. Creating a News Article

How to create a news article

1. Sign in to the Drupal website
2. In the top menu, hover over **Content** then **Add content** then **News**
3. Confirm that in the **Site Section** drop-down menu, **News** is selected
4. Confirm **Published Date** is correct

   If you are updating an article, use the **Updated Date** field
5. Fill in the content specified below in the News article template (on this page)
6. Add a note to the **Revision log** message on the right side of the page

   Briefly describe what you did to the page
7. Select **Promotion Options** on the right side of the page
8. Check the box next to **Promoted to front page** to ensure the article appears on the home page of the Tech Help website
9. To publish the article, check the box next to **Published** and **Save**

   To save the article as a draft to publish later, leave the box unchecked and **Save**

Creating a Service Page

Create and publish a service page.

1. Sign in to the Drupal website
2. In the top menu, hover over **Content** then **Add content** then **Service**
3. Fill in the content specified below *(Service page template)*
4. Add a note to the **Revision log** message on the right side of the page
   - Briefly describe what you did to the page
5. To publish the page, check the box next to **Published** and **Save**
   - To save the page as a draft to publish later, leave the box unchecked and **Save**

Chapter 2. How Linking Works Between TDX and Drupal

Understand how TDX knowledge base articles are linked on the Technology Help (IT) website.

- Links from one article to another must use the TDX link whether an article is for internal use or is public-facing (Published).

- If a published article contains a link to another published article, Drupal will automatically substitute the TDX article link with the Drupal-generated URL.

- When an article title changes, Drupal updates the Drupal-generated URL.

- All changes to articles must be made in TDX.

  - Most knowledge editors cannot edit KB articles directly on the Drupal website.

  - If there is an urgent need to have an article updated, fill out a request via z.umn.edu/makeituserfriendly form.

- Links from an IT web page to a public article must use the article's Drupal-generated URL, not its TDX link.

- There is a pull limit of 50 public-facing articles per day into Drupal.

  - The limit is for any articles that had changes made (including both newly Published articles and articles with any updates or changes).

  - The limit is in the pull from the headless Drupal site to the production Drupal site. There is no limit in the pull from TDX to the headless Drupal site.

  - The limit is 50 per day and does not roll over to the next day.

    - Example: If you publish/update 60 Published articles in one day, then 50 articles will update in Drupal that night and the extra 10 articles will not update in Drupal. To get those extra articles to pull into Drupal, go into TDX the next day and either un-Publish/re-Publish them or make an edit so they can be part of the 50 for the new day.

  - If you are working on a large Knowledge maintenance project and are updating/publishing 50+ public-facing KB articles in one day, it is recommended to limit those updates to 40 public-facing articles per day. This leaves 10 extra slots in the knowledge pull for any general operational KB article updates.

Note: If you don't see a TDX ID number at the bottom of an Technology Help web page, the page was created in Drupal, not TDX.

All KB articles are **How-To** articles on the Technology Help website ([it.umn.edu](it.umn.edu)).

TDX knowledge base display

Understand how TDX knowledge base articles are displayed on the Technology Help (IT) website.

- Internal articles can only be viewed in TDX.
    - Exception: If an article is marked **Public** (which no article should be), anyone with the link can view it in TDX.
- Published articles can be viewed in TDX or on the Technology Help (IT) website.
- Published articles are pulled into Drupal nightly:
    - Central Standard Time (CST): 5:00 PM
        - Fall/Winter is January-March and November-December
    - Central Daylight Time (CDT): 6:00 PM
        - Spring/Summer is March-November
- Once a new public article has been pulled into Drupal, it will have a Drupal-generated URL based on the article's title.
    - Once pulled, you can find it using the **Self Help Search** for on the Technology Help website, it.umn.edu.
        - In general, new knowledge will be available no later than 6:00 AM the next morning.
        - If there is an emergency need for information to be available sooner, fill out a Service Lifecycle Support equest via z.umn.edu/makeituserfriendly form.

Chapter 3. Roles and Editing Permissions

Lists of editing permissions by different role types.

Content Editor

Editing permissions	Additional notes
Create and edit media	TechHelp contributors will only have access to the TechHelp content types
Create and edit any pages you have access to	
Add a revision log entry	
View revisions	
Revert to a previous revision	

> 📝 **Note:**
> This role will not be able to publish new pages. They can only save them as drafts. They will need to have someone with the Page Publisher role review and publish their pages.

Page Publisher

Editing permissions	
Publish and unpublish any pages you have access to	
Create URL redirects and aliases	

Advanced Editor

Editing permissions	Additional notes
Create, edit and publish pages using the specialized content types (except Knowledge Base Article)	TechHelp contributors with the Advanced Editor role will have access to TechHelp Specialized content types and will be able to

Editing permissions	Additional notes	
	edit and unpublish Knowledge Base Articles	
Configure layout overrides		
Create and edit single-use custom blocks		
Create and edit taxonomy terms		

Platform Configuration and Coding Permissions

Editing permissions		
Administer content types		
Configure any layout		
Configure all layout overrides		
Administer views		
Administer blocks		
Administer Bulk Update Fields		
Administer URL aliases		
Administer vocabularies and terms		
Administer menus and menu items		
Define the existing Paragraph types and their fields and behaviors		
Administer media & media types		
Administer meta tags		
Administer Easy Breadcrumb settings		

Editing permissions

Administer Google Analytics and Google Tag Manager		
Administer Honeypot		
Administer Rabbit Hole settings for Content & Taxonomy terms		
Administer robots.txt		
Administer facets for search pages		

Platform Provisioning Permissions

Editing permissions

Add and remove access to platforms		
Assign roles		

Platform Administrator Permissions

Editing permissions

Full access to everything		