

TeamSite Training

Human Resources

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1.0 Introduction

The TeamSite Training Manual — *Human Resources* instructs associates in the Human Resources department how to create and edit content on the Independence Blue Cross (IBC) website — www.ibx.com — AmeriHealth website — www.amerihealth.com — and FutureScripts website — www.futurescripts.com.

1.1 Purpose

This document presents a process through which members of the Human Resources department can create and edit content on www.ibx.com, www.amerihealth.com, or www.futurescripts.com.

1.2 Intended audience

This document is a reference for Corporate Communications and any members of the Human Resources department that are responsible for creating or editing content on www.ibx.com, www.amerihealth.com, or www.futurescripts.com.

2.0 Logging on

All of the content on www.ibx.com, www.amerihealth.com, and www.futurescripts.com is maintained through a content management system called TeamSite. The following are steps to log on to the TeamSite server:

1. Go to <http://teamsite.ibx.com/>.
2. Enter your *c62 number* in the *Username* field and your *LAN password* in the *Password* field.
3. In the *ContentCenter* drop-down menu, choose *Standard* and your *Role* will be *Author*.
4. Click on the *Login* button.



Independence Blue Cross
Family of Companies

TeamSite® ContentCenter

Username:

Password:

ContentCenter:

Role:

Login << Options

3.0 Beginning the Process

This section outlines how to begin the process of either creating or editing a file (job posting or recruiting event) through TeamSite. Here's a quick summary of the process:

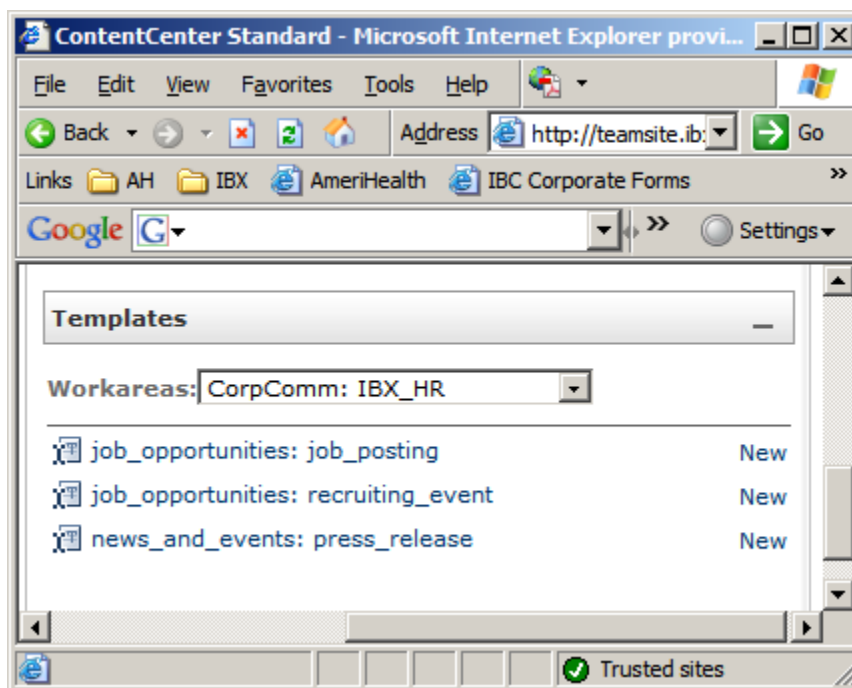
1. After logging in to the server, you will be taken to your *Home* page.
2. You can either create a new file or edit an existing file — **Sections 3.1** and **3.2**, respectively.

3. Once you have started the process, you will go through the details of actually creating or editing your file, saving, and submitting it — **Sections 4.0** or **5.0** (depending on what type of file you are working with).
4. Finally, you will promote your file to www.ibx.com, www.amerihealth.com, or www.futurescripts.com. — **Section 6.0**.

3.1 Create a new file

If you would like to create a new file through TeamSite, please follow these steps:

1. From your *Home* page, scroll down to the *Templates* area and open it (each area in your *Home* page can be opened and closed in the upper, right corner, like a window).
 - ≡ If you are creating a job posting for www.ibx.com, select *CorpComm: IBX_HR* in the *Workareas* drop down menu (as pictured below). To create job postings for www.amerihealth.com or www.futurescripts.com, select *CorpComm: Amerihealth_HR* or *CorpComm: FutureScripts_HR* from the *Workareas* drop down menu.
 - ≡ Click *job_opportunities: job_posting* and then turn to **Section 4.0**.
 - ≡ To create a recruiting event for www.ibx.com, select *CorpComm: IBX_HR* in the *Workareas* drop down menu (as pictured below).
 - ≡ Click *job_opportunities: recruiting_event* and then turn to **Section 5.0**.



3.2 Edit an existing file

At some point in time you may need to edit a file that you have already created, for example, if there are last minute changes. Here's how to edit an existing file:

1. Go to your *Home* page.
2. Go to the *My Modified Files* section and open it.
3. Select the proper workarea from the *Workareas* drop down menu (for www.ibx.com, select *CorpComm: IBX_HR*, and for www.amerihealth.com or www.futurescripts.com,

select *CorpComm: Amerihealth_HR* or *CorpComm: FutureScripts_HR*). In the picture below the *CorpComm: pr* workarea is selected.



4. All of the files that you should be concerned with end with “.html” in the name. The files that don’t end with “.html” you don’t need to worry about.
5. Click *Edit* for the file you are trying to edit. This will take you to the editing form that is detailed further in the section corresponding to the type of file you are trying to edit (i.e., **Section 4.0** for a job posting or **Section 5.0** for a recruiting event).

4.0 Create or edit a job posting

The following sections detail how to create or edit an existing job posting. It assumes that you have are looking at the *Edit job_posting* form. If you aren’t, please refer to **Section 3.1** — Create a new file.

4.1 Entering preliminary data

All of the preliminary data fields are required (marked with an asterisk). Here’s how to enter the preliminary data:

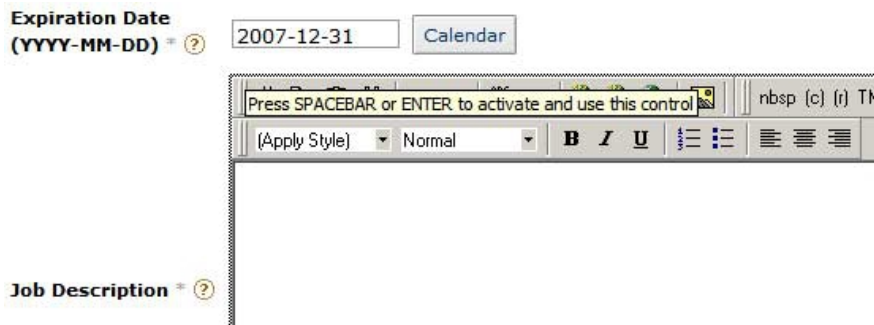
1. Enter the Req. # of the position in the *Req. #* field.
2. Choose the *Job Category* from the drop-down box.
3. Enter the job title of the position in the *Job Title* field.
4. Choose the *Job Location* from the drop-down box.

5. Enter how many openings there are in the *Number of Positions* field (this is automatically set to 1, but you can enter any number you wish there).
6. Choose the *Recruiter* name from the drop-down box.
7. Choose the *Recruiter Location* from the drop-down box.
8. Click on the *Calendar* button to open the *Set a Date* window. Click on the date you want the position to be posted and click the *Set Date* button. The job posting will appear on the site at 12:00 a.m. of the date selected. If the date you select is today's date, the posting will appear immediately after your posting is approved.
9. Click on the second *Calendar* button and click on the *Expiration Date*. The posting will be removed from the website at 11:59 p.m. of the date selected. (If you ever need to take a job posting down from the site, the easiest way to do this is to expire the posting by setting this date to a day that has passed. Once you save, submit, and promote your file, it will be removed from the site.)
10. Please note that you can enter the posting and expiration dates manually by following the YYYY-MM-DD format, as noted on the form.

4.2 Entering the Job Description

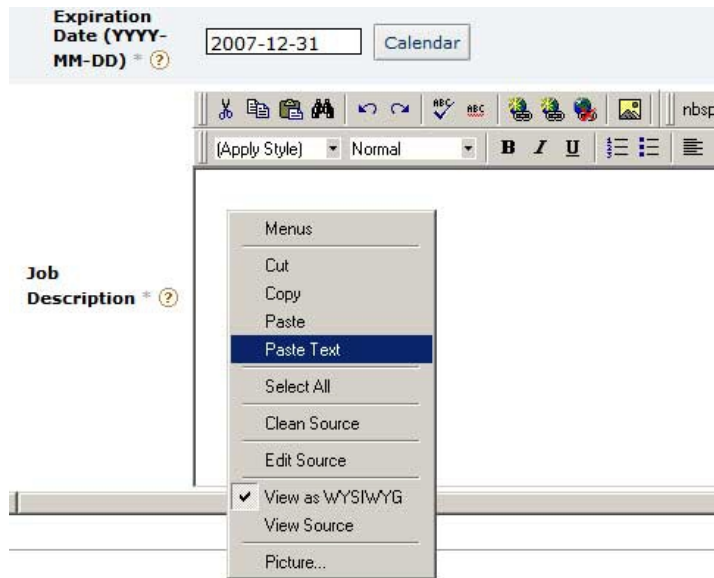
The *Job Description* field is required (marked with an asterisk). Here's how to enter the information:

1. Click inside the *Job Description* textbox. The control panel will appear with a message to "Press SPACEBAR or ENTER to activate and use this control."



The screenshot shows the 'Expiration Date' field with a date picker set to 2007-12-31 and a 'Calendar' button. Below it is the 'Job Description' field, which is a rich text editor. The control panel for the 'Job Description' field is visible, showing a message: 'Press SPACEBAR or ENTER to activate and use this control.' The control panel also includes a style dropdown menu set to 'Normal', and buttons for bold (B), italic (I), underline (U), bulleted list, numbered list, and indent/outdent.

2. Press the *SPACEBAR* or the *ENTER* key.
3. Click again inside the textbox and a cursor will appear.
4. Go to your job posting document (most likely a Microsoft Word document). Select and copy the job description text.

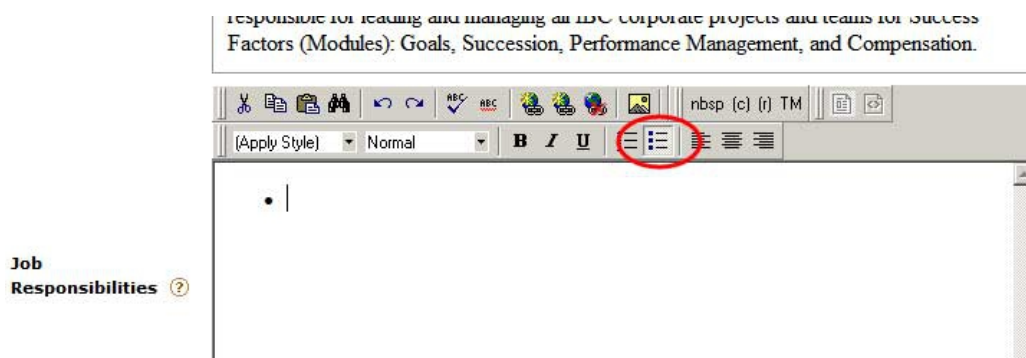


5. Come back to the *Job Description* textbox and right click inside the box. Go to *Paste Text* and select it. **If you do not select *Paste Text*, you might receive errors from TeamSite or the text you paste will not appear correctly. Instead, TeamSite will import the formatting from the original document, which you don't want on www.ibx.com, www.amerihhealth.com, or www.futurescripts.com. Please make sure you always *Paste Text*.**
6. Your job description text should now be inside the *Job Description* textbox.

4.3 Entering the *Job Responsibilities*

The *Job Responsibilities* section is not a required field. If your job posting does not have a set list of job responsibilities, you can skip this section. Here's how to enter the information if you need to:

1. Scroll down the page to the *Job Responsibilities* textbox.
2. Click once inside of the empty box. The grey control panel should appear.
3. In the past, job responsibilities have been organized by bullets, but you are certainly not limited to this format. You are able to create paragraphs instead, for example. To create bullets, click on the bullets selection (displayed in the red circle below).



4. A bullet should appear with a cursor after it.
5. Go to your job posting document. Select and copy the first bullet of the job responsibilities.

6. Come back to *Job Responsibilities* textbox and right click where you placed the bullet. Select *Paste Text* just as you did with the job description.
7. The text should appear right next to the bullet. You can edit the text however you may like. You may need to remove extra characters that your source document may insert. For example, Microsoft Word will insert a quotation character in place of a bullet. These extra characters must be removed.
8. Follow steps 3 – 6 for each and every bullet you have in your job posting document.

4.4 Entering the *Job Qualifications*

The *Job Qualifications* section is a required field. In the past, it has been structured exactly like the *Job Responsibilities* section. If you need to see pictures of the process, please refer to

Section 4.3. Here's how to enter the information:

1. Click once inside of the empty *Job Qualifications* box. The grey control panel should appear.
2. Click on the bullets selection.
3. A bullet should appear with a cursor after it.
4. Go to your job posting document. Select and copy the first bullet of the job qualifications.
5. Come back to *Job Qualifications* textbox and right click where you placed the bullet. Select *Paste Text* just as you did with the job description.
6. The text will appear right next to the bullet. You can edit the text however you may like.
7. Follow steps 2 – 6 for each bullet you have in your job posting document.

4.5 Save job posting

Once all of the required fields have been entered, the job posting should be saved.

To save your job posting, follow these steps:

1. Scroll to the top of the *Edit job_posting* form.
2. Click the *Save* button on the right side of the form.

Interoven ContentCenter - job_opportunities/job_posting - Microsoft Internet Explorer provided by Independence Blue Cross

Edit job_posting

Untitled

Save Save As Fo

Req. # * 26395

Save Form Entry

Job Category * Information Technology

Job Title * Internet Communications Coordinator

3. The *Req. #* field will turn gray and the name of your file will appear above the *Req. #* field. You may want to note the name for future reference or editing purposes.

ContentCenter Powered by INTERWOVEN

Edit job_posting

26395_2007_11_08

Req. # * 26395

4. Move over to the *Generate* button. Click on it.



5. Your job posting is now saved. A new window will open containing all of the previous information you have entered displaying as unformatted text (pictured below). This is a good time to check for spelling or grammar mistakes. If you find any, close this window and edit the form. You will have to resave and regenerate the job posting if you make any edits. If you don't have any edits you can just close the generated window.

Current Job Openings

Internet Communications Coordinator

Location: 1901 Market Street

Posting Job Description

[More
Information](#)

[Apply
Online](#)

6. After you save and generate your job posting, click on the *Next >>* button in the bottom right corner of the form. This will take you to the submittal process.



4.6 Submit job posting for review

This section details how to submit the job posting for review. It assumes you are looking at *Select Next Action* screen.

A screenshot of the 'Select Next Action' screen in ContentCenter. The screen has a header with 'ContentCenter' and 'Powered by INTERWOVEN'. Below the header, there is a title bar that says 'Select Next Action: 26395_2007_10_11'. The main content area has two sections: '1. Next Action:' with a dropdown menu showing 'Submit', and '2. Attach to existing task or new job:' with a dropdown menu showing 'New Job'. On the right side, there is a help section with the text 'How do I change my editor?' and 'What if someone else tries to edit this file?'. At the bottom right, there are three buttons: '<< Back', 'Next >>', and 'Cancel'. The 'Next >>' button is circled in red.

Here's how to submit your job posting for review:

1. The only thing you need to worry about on the *Select Next Action* screen is clicking the *Next* button in the bottom right corner of the screen. This will take you to the *Contributor Submit* page.

ContentCenter Powered by INTERWOVEN

Contributor Submit

Job Name
required * Contributor Submit

Job Number
[]

Add Additional Files
required * ☐ Yes, add files
☒ No, all files needed are attached

htdocs/job_opportunities/current_jobs/26395_2007_10_11.html
templatedata/job_opportunities/job_posting/data/26395_2007_10_11

Send Job To
required * TEST (DEV, TEST)

Description
required * Req #26395

Additional Reviewers
[] Search

<< Back Next >> Cancel

2. You may enter anything you like in the *Description* textbox of the *Contributor Submit* form, but you may want to enter the req. # of the posting here so the file will be recognizable in the future.
3. If you would like to add additional reviewers for the job posting and you don't feel like typing in their email directly or you don't know their exact address, you can search any IBC email address by clicking *Search* next to the *Additional Reviewers* text box.
4. An *Email Search* pop-up window will appear.

Search - Microsoft Internet Explorer provided by Independence Blue Cross

Independence Blue Cross Workflow Email Search

Email Address Lookup

Enter Last Name Enter First Name

Young Search

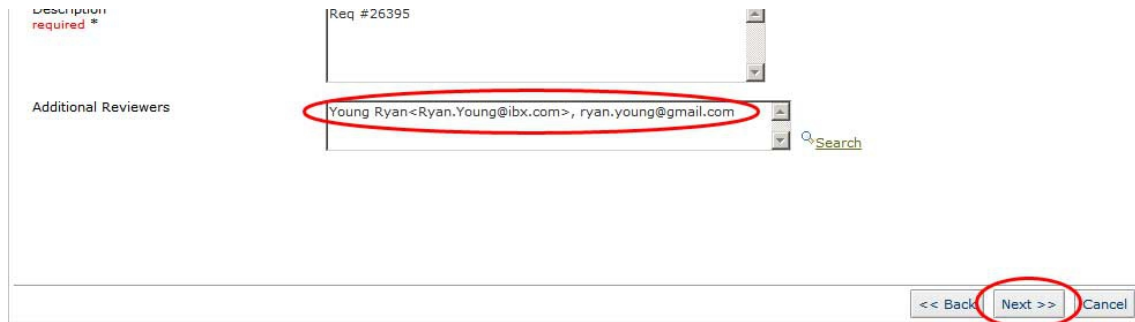
View Search Results and Select Email Recipients

Search Results	Email Recipients
Young Kim L.<Kim.Young@ibx.com>	> Young Ryan<Ryan.Young@ibx.com>
Young Leah<Leah.Young@ibx.com>	<
Young Luzette<Luzette.Young@ibx.com>	<
Young Matthew R.<Matthew.Young@ibx.com>	<
Young Melinda<melinda.young@compservicesinc.com>	<
Young Michael R.<Michael.Young@ibx.com>	<
Young Michelle K.<Michelle.Young@ibx.com>	<
Young Scott R.<Scott.Young@ibx.com>	<

Confirm Email Recipients and Return to Job Instantiation Screen

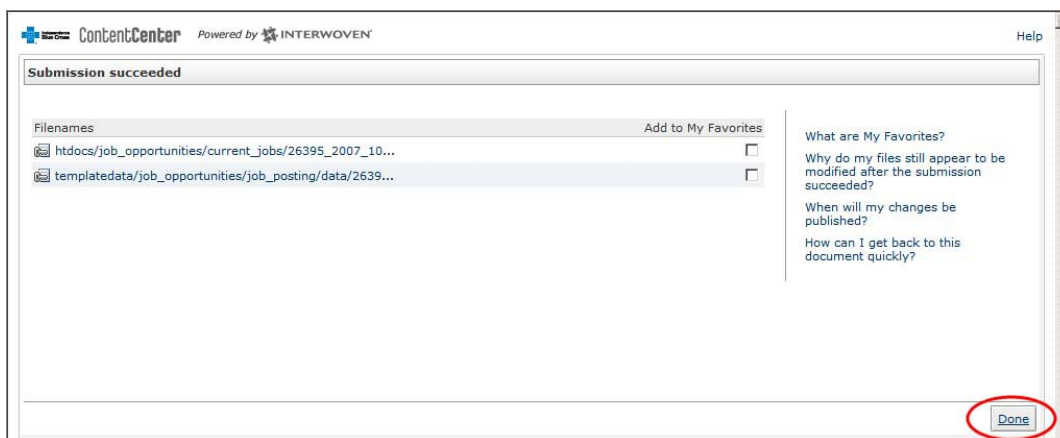
Additional Email Addresses:
ryan.young@gmail.com Submit

5. You can enter either the first or last name of the employee that you are searching for and when you click on the *Search* button all matching requests will display in the *Search Results*. Then you can click on the employee's name and click the right arrow (>) button. Their email will appear in the *Email Recipients* box (as mine does above). You can also manually add email addresses that don't appear in the IBC database by using the *Additional Email Addresses* text box. Click the *Submit* button when finished using this screen.
6. The window will close and the email addresses you added will appear in the *Additional Reviewers* textbox on the *Contributor Submit* page.



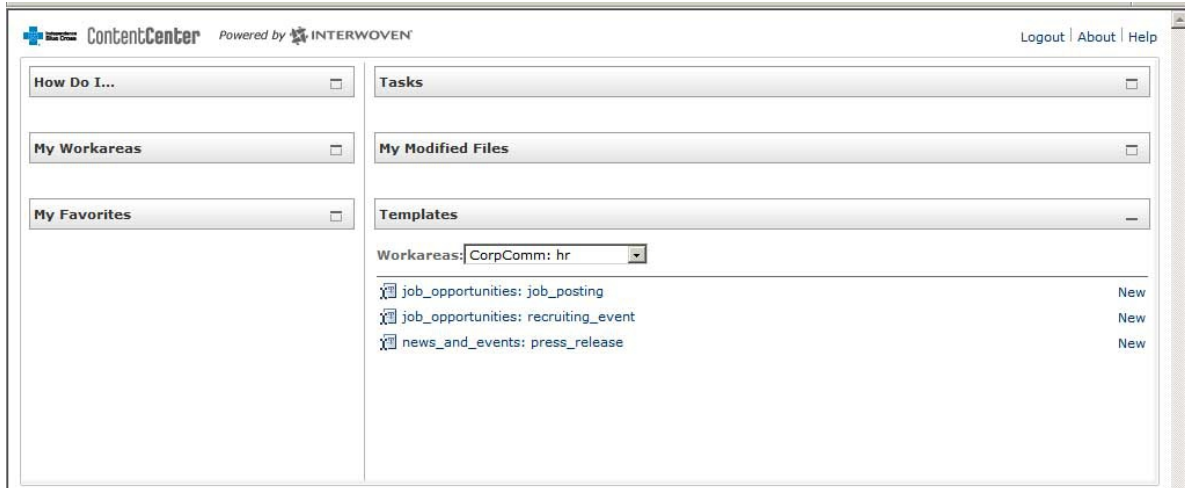
The screenshot shows a web form titled "Contributor Submit". At the top, there is a field for "Req #26395". Below it, the "Additional Reviewers" field contains the text "Young Ryan<Ryan.Young@ibx.com>, ryan.young@gmail.com", which is circled in red. To the right of this field is a "Search" button. At the bottom right of the form, there are three buttons: "<< Back", "Next >>" (circled in red), and "Cancel".

7. You can now click the *Next* button in the lower right corner.
8. You will then be taken to the *Submission succeeded* page.

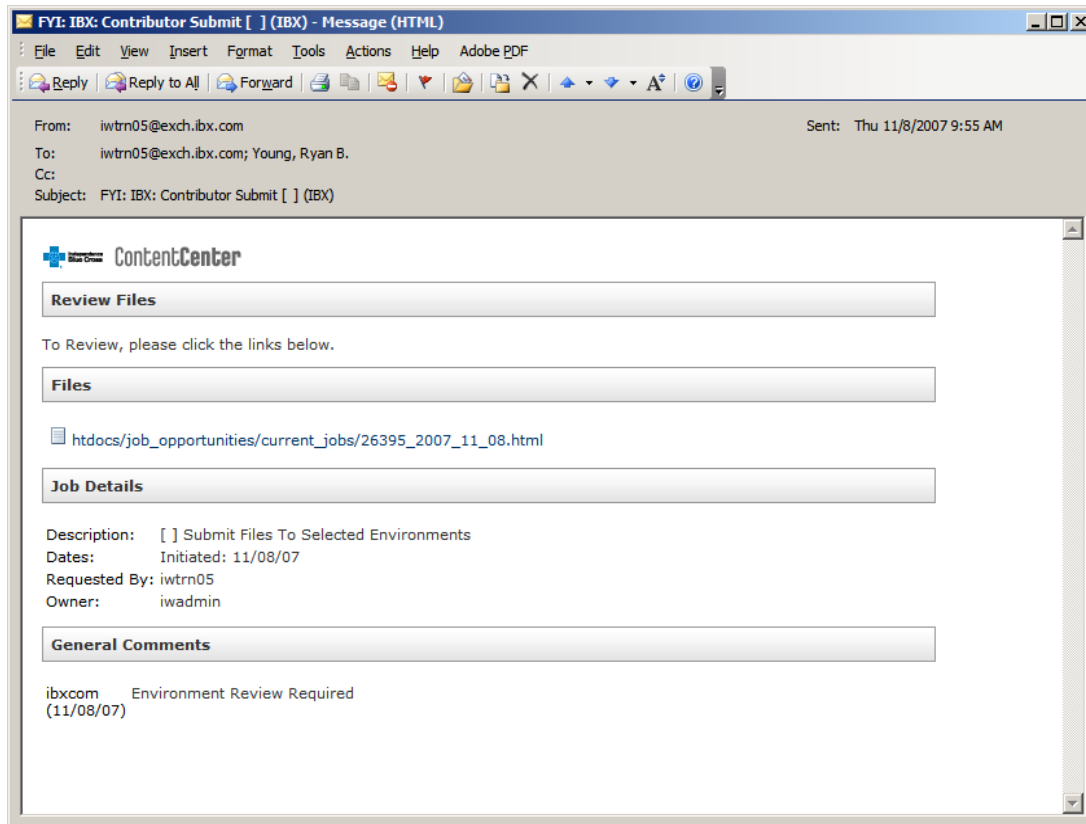


The screenshot shows a web page titled "Submission succeeded" under the "ContentCenter" header. The page lists two filenames: "htdocs/job_opportunities/current_jobs/26395_2007_10..." and "templatedata/job_opportunities/job_posting/data/2639...". To the right of the filenames is a section titled "What are My Favorites?" with three questions: "Why do my files still appear to be modified after the submission succeeded?", "When will my changes be published?", and "How can I get back to this document quickly?". At the bottom right of the page, there is a "Done" button, which is circled in red.

9. This page is just to confirm that your submission to TeamSite was successful. Click the *Done* button in the lower right corner.
10. Congratulations! Your file has been submitted. You will be taken back to your *Home* page.



11. Shortly you will receive an email confirmation that your file has been submitted (shown below). The subject will be *FYI: IBX: Contributor Submit [] (IBX)*. In laymen's terms, you — the “Contributor” — have submitted your file. Please review your file by clicking the link contained in the email. If it looks good, you may proceed to the next step. If you need to make edits, go to **Section 3.2** — Edit an existing file.



12. You can now proceed to **Section 6.0** — Promote files to www.ibx.com.

5.0 Create or edit a recruiting event

The following sections detail how to create or edit an existing recruiting event. It assumes you are looking at the *Edit recruiting_event* form (pictured below). If you aren't, please refer to **Section 3.1** — Create a new file.

5.1 Entering recruiting event information

All of the fields that are required are marked with an asterisk (*). Here's how to enter the recruiting event information:

1. Enter the recruiting event title in the field marked *Event Title*.
2. For the *Event Start Date* field you can either manually enter the date as noted above (YYYY-MM-DD) or you can click the *Calendar* button. If you click the button, the *Choose a Date* window will pop-up. Click on the day and then the button *Set Date*. The window will close and you can move on to entering the rest of the fields.

3. The *Event Start Time* fields are all drop-down selections. Select the proper starting time of your event.
4. The *Event End Date* functions exactly like *Event Start Date*. Please see the documentation above if you need further details.
5. Enter the event venue in the *Event Venue* field.
6. Enter the event address in the *Event Address* field.

7. The *Additional Information* field is optional. You can enter any additional information in this field. Below, I have detailed adding a link to a Google™ map of the event location so people can get directions. First, click once inside of the *Additional Information* section.

Event Address * ? 1901 Market Street, Philadelphia, PA 19103

Additional Information ?

Event Audience * ? All positions

Next >> Cancel

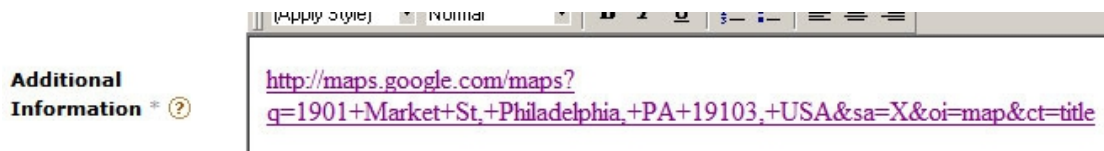
8. The program will load a grey editing panel and the message “Press SPACEBAR or ENTER to activate and use this control” will appear.
9. Press the *SPACEBAR* or the *ENTER* key.



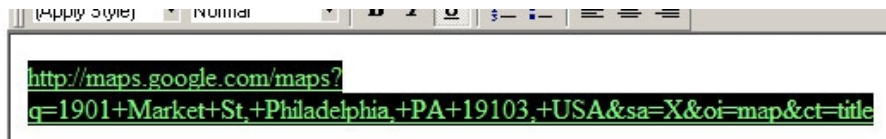
10. Click the *External Link* icon (circled above). An *External Link* window will pop-up.



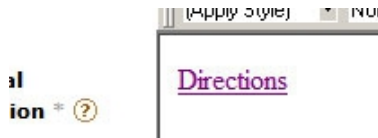
11. Open a separate Internet Explorer window and go to www.google.com. Complete a search for the address of the recruiting event. Copy the Google URL (something like <http://maps.google.com/>). Paste the URL into the *Destination URL* field of the *External Link* window and click the *OK* button.
12. The window will close and the code will automatically be placed into the *Additional Information* field.



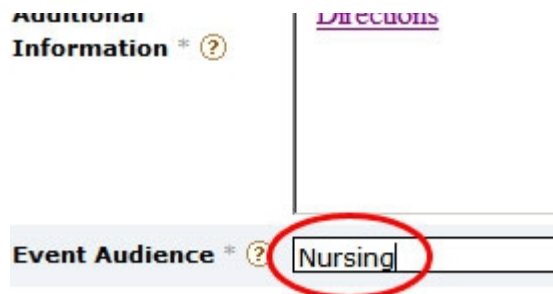
13. Highlight the address with your cursor.



14. Type the word *Directions*.



15. Now that link will appear in your recruiting event posting. You can get as creative as you like with this field. Have fun!
16. The last field, *Event Audience*, has the default of *All positions*, but you can change it to anything you like.



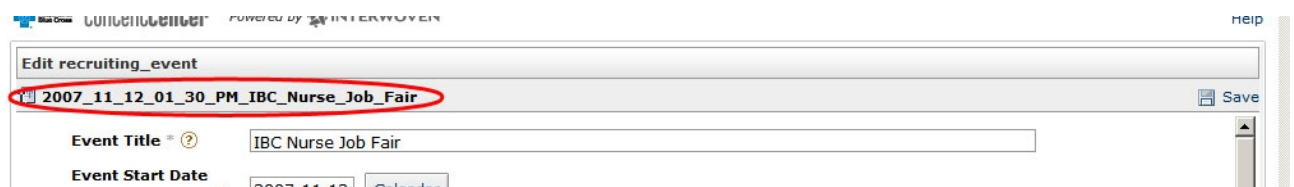
5.2 Save a recruiting event

Once all of the required fields are entered, it is time to save the information. Here's how:

1. Scroll to the top of the *Edit recruiting_event* form.
2. Click on the Save button.



3. The program will run for a second and the title of your saved file will appear on the left side of the form.



- Clicking the *Next* button at the bottom of the form will start the submittal process.

Event Audience * ? Nursing

Next >> Cancel

5.3 Submit a recruiting event

Submitting a recruiting event begins at the *Select Next Action* window.

ContentCenter Powered by INTERWOVEN

Select Next Action: 2007_11_12_01_30_PM_IBC_Nurse_Job_Fair

1. Next Action:
Submit

2. Attach to existing task or new job:
New Job

How do I change my editor?
What if someone else tries to edit this file?

<< Back Next >> Cancel

- The only thing you have to worry about on the *Select Next Action* screen is clicking the *Next >>* button in the bottom right corner of the screen.
- This will take you to the *Contributor Submit* page.

ContentCenter Powered by INTERWOVEN

Contributor Submit

Job Name
required * Contributor Submit

Job Number

Add Additional Files
required *
☐ Yes, add files
☒ No, all files needed are attached

templatedata/job_opportunities/recruiting_event/data/2007_11_12_01_30_PM_IBC_

Send Job To
required * TEST (DEV, TEST)

Description
required * Recruiting Event title here

Additional Reviewers

Search

- You may enter anything you like in the *Description* textbox, but you may want to enter the title of the recruiting event so the file will be recognizable in the future.
- The *Additional Reviewers* field is not required, but if you would like to add additional reviewers to double check your work and you don't feel like typing in their email directly (or you don't know their exact address), you can search any IBC email address by

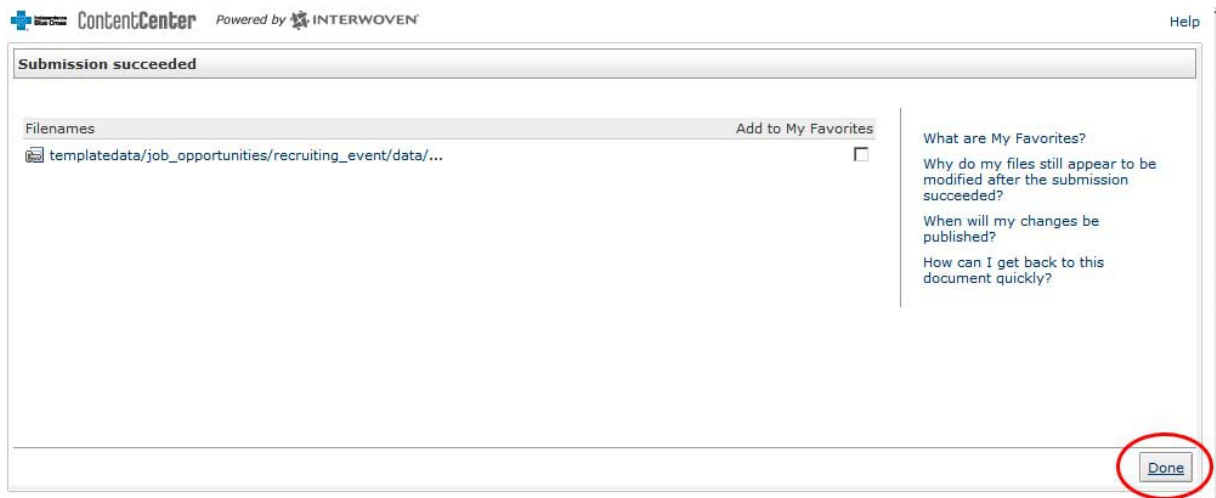
clicking the *Search* button next to the *Additional Reviewers* text box. If you have no additional reviewers or know their email addresses, you can skip ahead to Step 8.

- After you click the *Search* button, a *Workflow Email Search* pop-up window will appear.

- You can enter either the first or last name of the employee that you are searching for to conduct a search. When you click on the *Search* button all matching requests will display in the *Search Results* area. Then you can click on the employee's name and click the right arrow (>) button. Their email will appear in the *Email Recipients* area (as shown above). You can also manually add email addresses that don't appear in the IBC database by using the *Additional Email Addresses* text box. Click the *Submit* button when finished using this screen.
- The window will close and the email addresses will appear in the *Additional Reviewers* textbox on the *Contributor Submit* page.

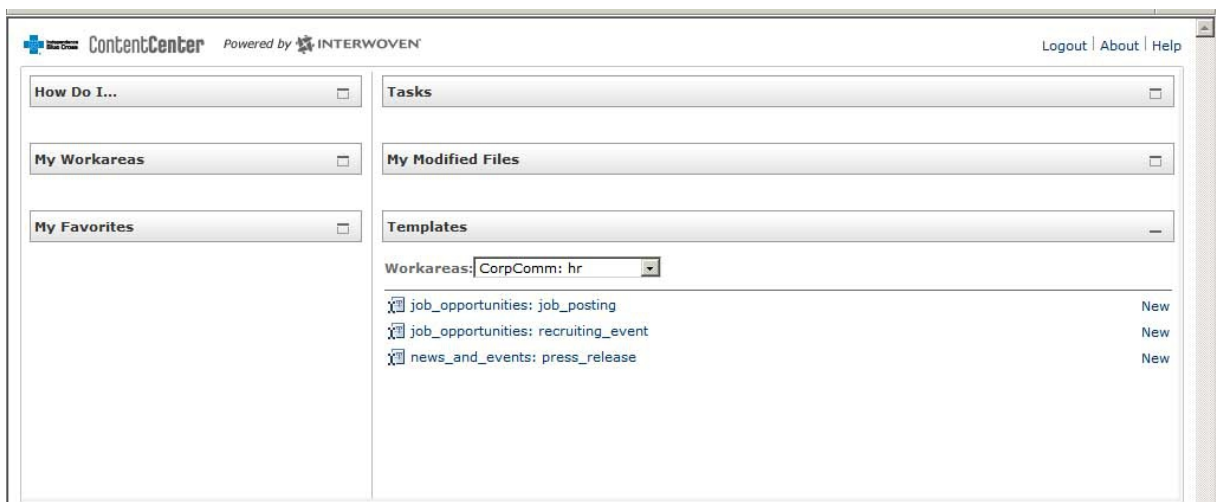
- Click the *Next* button in the lower right corner.

9. You will be taken to the *Submission succeeded* page.

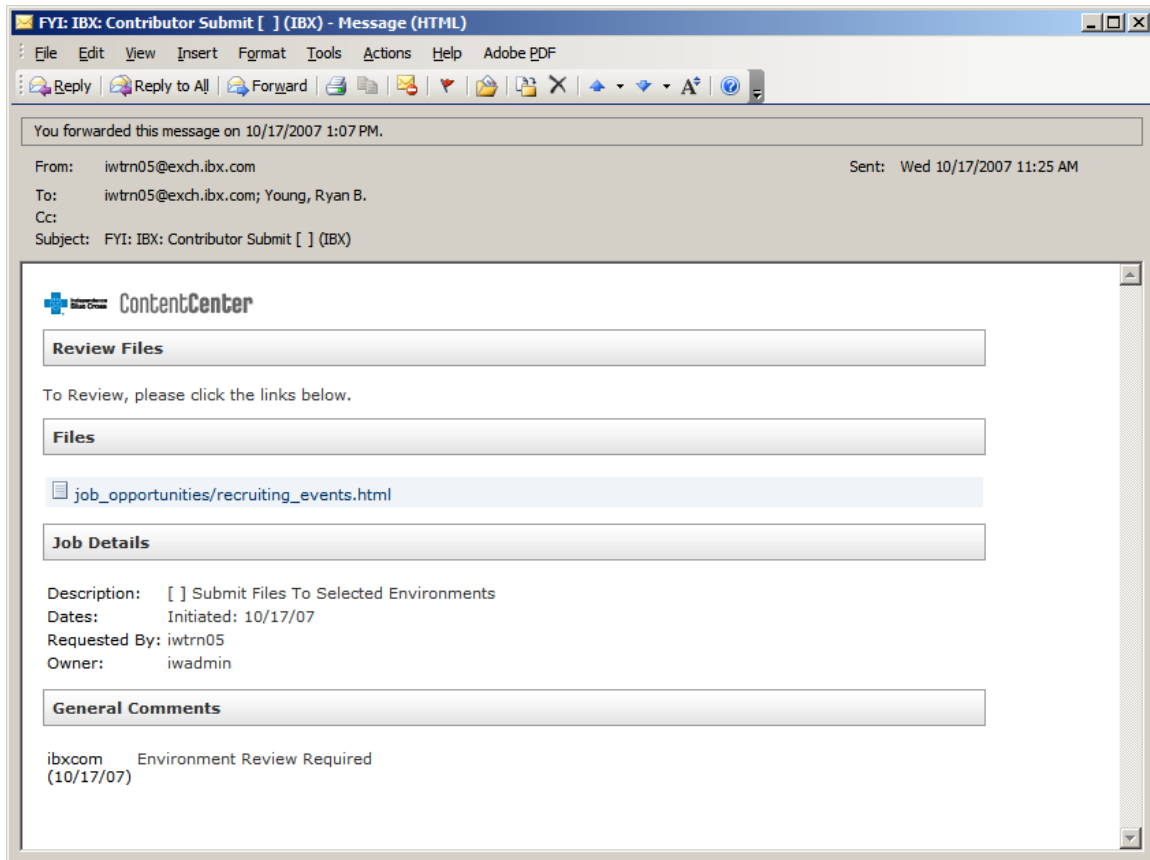


10. Click the *Done* button in the lower right corner.

11. Your file has been submitted. You will be taken back to your *Home* page.



12. Shortly you will receive an email confirmation that your file has been submitted (shown below). The subject will be *FYI: IBX: Contributor Submit [] (IBX)*. In laymen's terms, you — the "Contributor" — have submitted your file. Please review your file by clicking the link contained in the email. If it looks good, proceed to the next step. If you need to make edits, go to **Section 3.2**.

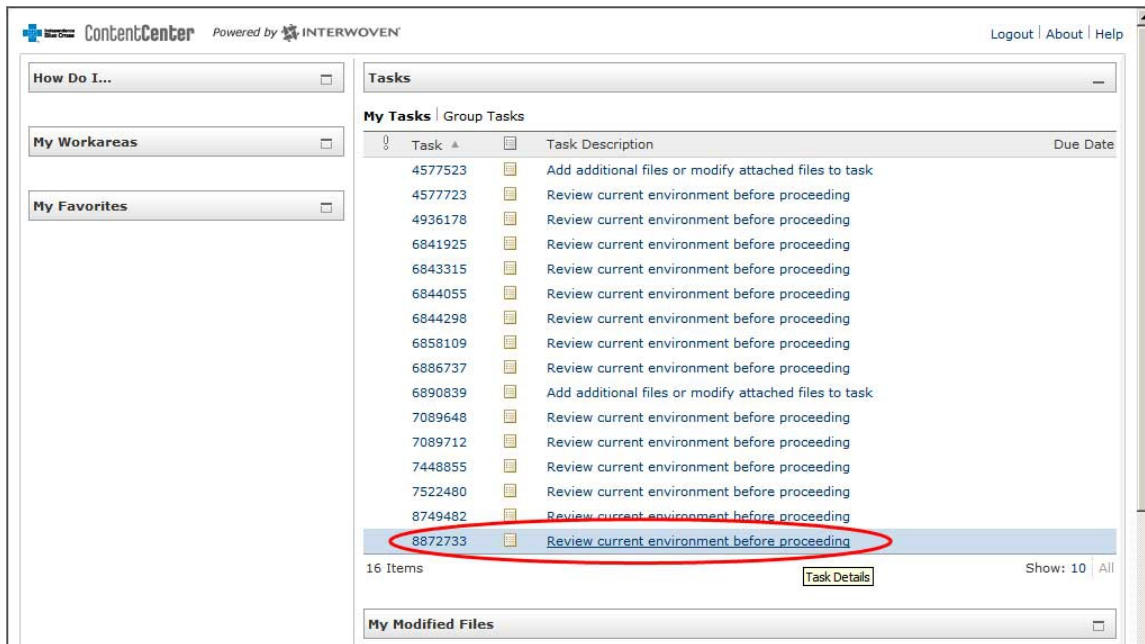


13. You can now proceed to **Section 6.0** — Promote files to ibx.com, amerihealth.com, or futurescripts.com.

6.0 Promote files to ibx.com, amerihealth.com, or futurescripts.com

The following section describes how to promote your files to www.ibx.com, www.amerihealth.com, or www.futurescripts.com. **Please note that CorpComm deploys files to www.ibx.com, www.amerihealth.com, and www.futurescripts.com on Tuesday and Thursday afternoons, so please have your files sent by the end of the business day Monday or Wednesday.**

1. From your *Home* page, open your *Tasks* window.



2. In the *My Tasks* list, the last item is your most recently edited file. Click on the link *Review current environment before proceeding*.
3. This will take you to the *Task Details* page.

ContentCenter Powered by INTERWOVEN Logout | About | Help

Task Details 8872733 Save | Actions | Close

Home > Task 8872733

Task is read only. Files can be viewed, but not modified.

Preview: Test: ALL **Owner:** iwtrn05 **Initiated:** 10/11/07
Priority: **Due Date:**

Description and Comments

Job Description: [] Req #26395

Last Comment: Completed eMail Notification. [iwtrn05: 10/11/07 10:28 AM] [+view 12 previous]

Task Description: Review current environment before proceeding

Attached Files New Form | Import | Existing Files | Modified Files

htdocs/job_opportunities/current_jobs/26395_2007_10_11.html	Edit Preview View Differences File Comments File
templatedata/job_opportunities/job_posting/data/26395_2007_10_11	Edit Preview View Differences File Comments File

Complete Task

Add Files | **Promote Job** | Update Files

4. Click on the *Promote Job* button in the lower right corner.

5. This will take you to the *Task completed* page.

ContentCenter Powered by INTERWOVEN Help

Task completed

Filename Add to My Favorites

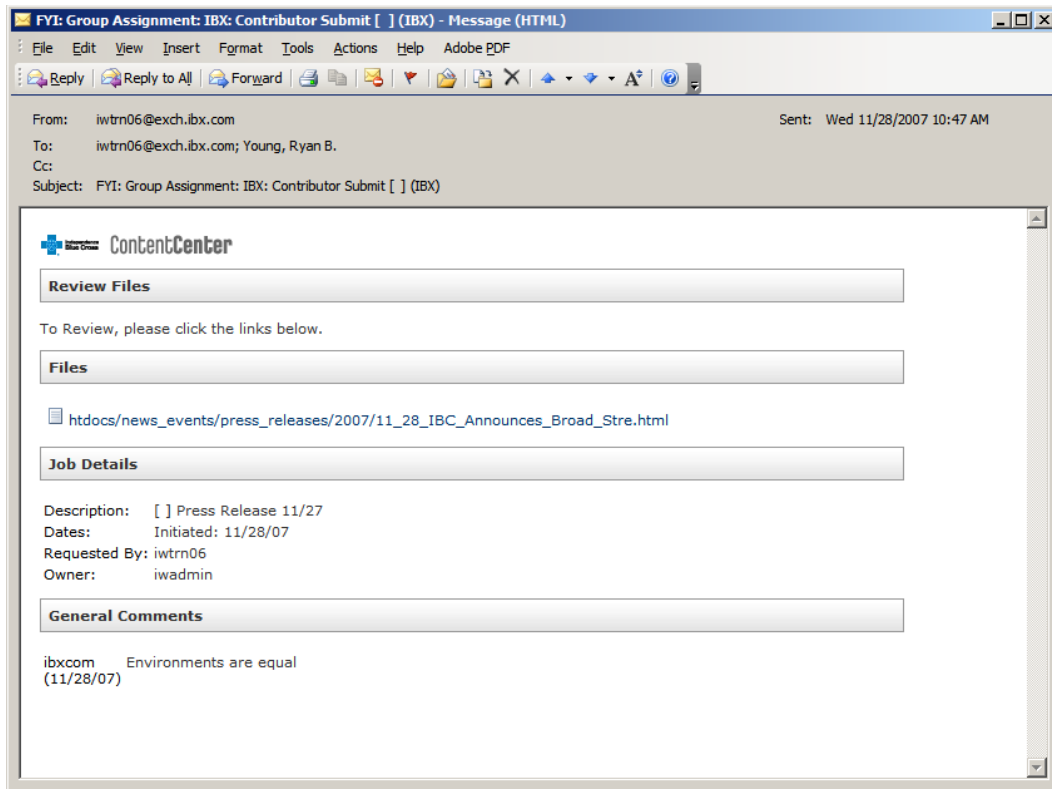
htdocs/job_opportunities/current_jobs/26395_2007_10...	<input type="checkbox"/>
templatedata/job_opportunities/job_posting/data/2639...	<input type="checkbox"/>

What are My Favorites?
 Why do my files still appear to be modified after the submission succeeded?
 When will my changes be published?
 How can I get back to this document quickly?

Done

6. Click on the *Done* button in the lower right corner.

7. Shortly, you will receive an email notification that your file has been promoted and is awaiting approval by the web team. The subject of this email will be *FYI: Group Assignment: IBX: Contributor Submit [] (IBX)*. In other words, you — the “Contributor” — have promoted your file for *Group Assignment* — the Web Team. There will be a link in the file where you can see how it will look after the web team approves it.



8. Congratulations! The process is complete. You will receive an email from the system notifying you that your file has been posted to www.ibx.com, www.amerihealth.com, or www.futurescripts.com after the next production build.

Revision History

Date	Version	Description	Author
2/13/08	1.0	Original Document	Ryan Young
8/13/08	2.0	Add AmeriHealth and FutureScripts references	Ryan Young