



ASSOCIATED PRESS

AP BACKUP

Customer Support Guide



FOR AP INTERNAL USE

Do not distribute to customers or vendors

TABLE OF CONTENTS

ACCESSING AP BACKUP	3
Using Your Default Password	3
Resetting Your Password	3
Navigating the Site	6
<i>User Listing Page</i>	6
<i>Shortcuts Tab</i>	6
<i>Profile Tab</i>	6
MANAGING USERS	7
Searching for a User	7
Adding a User	7
Changing a User's Role	9
Changing a User's Password	10
Sending A System Ready Notification	10
Deleting a User	11
BROWSING CONTENT	12
Searching for Content	12
Viewing Content	12
Updating the Banner Message.....	13
GETTING HELP	15

ACCESSING AP BACKUP



Important

To access the AP Backup Internal site, you must be connected via the VPN (Pulse Secure/Ivanti). This condition applies at all AP bureaus except New York, Washington D.C. and London.

USING YOUR DEFAULT PASSWORD

The Customer Support team does NOT need to complete the Password Reset process to gain access into the AP Backup system. Gain direct access with the following details:

INTERNAL SITE URL	https://ripcord.apbackup.org/ (where you perform your tasks)
CUSTOMER SITE URL	https://news.apbackup.org/ (to observe what customers see; not normally needed for your role)
USERNAME	Your APGBL user account (for example, <i>tsmith@ap.org</i>)
DEFAULT PASSWORD	<i>ripcord</i> (all CS accounts are initially set up with the same default password)

RESETTING YOUR PASSWORD

If you choose not to use the default password or have forgotten your changed password, you can reset your password at any time.



Note

Resetting your AP Backup password does NOT affect your SSO password used to access other AP services.

1. From the Internal site's login page, click **Forgot password?**

Log in

Email address *

Enter your AP email address

Password *

Enter the password you chose [Forgot password?](#)

Are you having trouble accessing the site? Contact Us:

- Email: ghd@ap.org
- [212-621-5434](tel:212-621-5434) or [202-641-9880](tel:202-641-9880) (US)
- [44-20-7482-7555](tel:44-20-7482-7555) (International)

Log in

2. Enter your APGBL username; then click **Submit**:

>

AP

Set your AP Backup site password

Note: Your password for AP Backup is not your password for other AP systems.

Email Address

Email is a required field

Submit

[Back To Login](#)

AP Backup sends a password reset message to your email address.




Tip

If you do not receive an email in the next few minutes, please check your Spam/Junk Email folder.

3. Click the password reset link from your email:

A screenshot of an email interface. At the top left, there's a blue circular profile picture with a white 'N' and the email address 'noreply@apbackup.org'. Below it, the recipient is listed as 'To: Williams, Tim' with a green checkmark icon. On the right side, there are three navigation icons (back, forward, search) and a Microsoft Teams icon. The time '4:33 PM' is shown at the bottom right. The main body of the email starts with '[EXTERNAL]' followed by the text: 'You have requested a password reset for your AP Backup site account with login twilliams32@ap.org.' Below this, it says 'Please use this link to reset your password:' followed by a long URL enclosed in a red rectangular box. The URL is: https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnews.apbackup.org%2Fauth%2Fset-password%3Fe%3Dtw infield%40ap.org%26c%3DoLJ8f1jzzHYklw&data=05%7C01%7Ctwinfield%40ap.org%7Cc01d029d6314cd4c2e708da637c7cb9%7Ce442e1abfd6b4ba3abf3b020eb50df37%7C1%7C0%7C637931683587981645%7CUknown%7CTWFpbGZsb3d8eyJWlloiMC4wLjAwMDAiLCQlQljoIjV2luMzliLCJBtil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=4f5pN7UrpSmAwak2ggXZZYPp8eoylNI3QYkLeSRgaw%3D&reserved=0". At the bottom, there's a note: 'Note: This password reset link is now valid for 48 hours; any previous password reset email you may have received will no longer work. This link can only be accessed one time.'

4. Enter your new password in both boxes, adhering to the password guidelines. Then, click **Save**:



Set Password

Note: The password you set for AP Backup will not change your password in other AP systems.

New Password

Enter the password that accompanies your username

Password is required

Confirm New Password


Enter the password that accompanies your username

Password must contains

- At least 1 uppercase alphabetical character.
- At least 1 lowercase alphabetical character.
- At least 1 numeric character.
- At least 1 special character except "~".
- Passwords should not be your username or a common word.

Save

Are you having trouble with your account?

Contact Us:  apcustomersupport@ap.org |  844-777-2006 (US) | 44-808-134-6420 (UK) | 44-330-054-3330 (International)

AP Backup automatically signs you in to the Internal site. AP Backup automatically signs you out of your login session after 24 hours.

NAVIGATING THE SITE

User Listing Page

Signing into the Internal site automatically navigates you to the User Listing page, where you initiate most Customer Service tasks:

Navigate to different site pages (subtabs) **The disaster recovery status message** **Filter the table** **Reposition the site pages to the left nav**

View/edit a user's profile **Sort the table by the blue headings** **Send the System Ready notification email to a user**

Shortcuts Tab

Click the **Shortcuts** tab to display links (subtabs) to your frequently used task pages. If you navigate away from the User Listing page, you can always return to it by clicking **Shortcuts** → **User Listing**:

Profile Tab

Click your username to display links (subtabs) to view/edit your user profile details or sign off the site:

MANAGING USERS

SEARCHING FOR A USER

Navigate to **Shortcuts → User Listing**, apply one or more of the search filters at top; then click **Filter**:

Users

[+ Add user](#)

Name or email contains

Status
- Any -

Role
- Any -

Filter

FILTER	DESCRIPTION	EXAMPLE(S)
Name or email contains	Enter a full or partial username.	<i>Tony@dts.com</i> <i>dts</i>
Status	Select the user's status on the AP Backup platform. Select - Any - to find users from all statuses.	<i>Active</i> <i>Blocked</i>
Role	Select a user role. Select - Any - to find users from all roles.	<i>Customer</i> <i>Author</i>

Click **Reset** to clear all search filters:

Name or email contains

Status
Active

Role
- Any -

Filter

Reset

ADDING A USER



Note

Customer Support users can only add users individually to the AP Backup platform. Only Admin users can perform bulk user actions.

1. Navigate to **Shortcuts → User Listing**; then click **+Add User** at top:

Users

[+ Add user](#)

Name or email contains

Status
- Any -

Role
- Any -

Filter

2. On the Add User page, specify the following mandatory user registration details:

EMAIL ADDRESS	Enter the user's valid email address.
ROLE	Select ONE role for the user. Although possible, do NOT assign multiple roles to one user.
PASSWORD/ CONFIRM PASSWORD	Enter a default password for the user; this password will change when they complete the initial Reset Password process.
STATUS (OPTIONAL, BUT NEEDED FOR ACCESS)	Select the user's access into the AP Backup system: <ul style="list-style-type: none"> – Blocked = Restricts the user from access. – Active = Grants the user access.



Note

You may specify other user details that you know but they are not necessary to create the account.

00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes. [More detail](#)

Help

This web page allows administrators to register new users. Users' email addresses and usernames must be unique.

Add user

Email address *

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Roles

☐ Author

☐ Customer Support

☐ Customer

Password *

Password strength:

3. Click **Create New Account**.

The user receives the System Ready notification email, providing them with AP Backup access:

IMPORTANT NOTIFICATION: AP Backup Website

noreply@apbackup.org

To Williams, Troy

↩ Reply
↩ Reply All
→ Forward
📧
⋮

Mon 7/11/2022 7:06 PM

[EXTERNAL]

We are experiencing a service disruption and have enabled our AP Backup site for reporting breaking news.

Follow these steps to start using the AP backup website:

1. Connect to the AP network via office ethernet /wireless or, if reporting remotely, establish a VPN session via Pulse Secure.
2. Click <https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnews.apbackup.org%2Fauth%2Fset-password&data=05%7C01%7Ctwinfield%40ap.org%7C70ce42c50e494a24904308da6391f087%7Ce442e1abfd6b4ba3abf3b020eb50df37%7C1%7C0%7C637931775703662355%7CUnknown%7CTWfpbGZsb3d8eyJWljoimC4wLjAwMDAilCJQljoiv2luMzliCJBTil6lk1haWwlcjXVCi6Mn0%3D%7C3000%7C%7C%7C&data=fEdNnJX%2Fj8PFc4GWjNjG72vPx0KEc2H4N6YE%2BkhCTJc%3D&reserved=0> to access the site.
3. Enter your AP email address. The system will send you a follow-up message.

CHANGING A USER'S ROLE

1. Navigate to **Shortcuts → User Listing**, [search](#) for the user; then click their **Email Address** link:

<input type="checkbox"/> EMAIL ADDRESS	STATUS	ROLE
<input type="checkbox"/> pfdmail@gmail.com	Active	• Author
<input type="checkbox"/> saintpat_1998@...	Active	• Customer

The user's detail page opens:

00:00:00 UTC - INVESTIGATING - AP systems are unavailable. Next update in 30 minutes. [More detail](#)

saintpat_1998@yahoo.com

View Roles Edit

Member for
2 days 4 hours

Organization ID
220

MDMID
65

User ID
saintpat_1998@yahoo.com

Last Name

Devices

2. Click the Roles tab; then select a different role to assign to the user:

00:00:00 UTC - INVESTIGATING -

Roles

Roles

☐ Author

☐ Customer Support

☒ Customer

Change roles assigned to user.

Save



Note

Although possible, do NOT assign multiple roles to one user.

3. Click **Save**.

CHANGING A USER'S PASSWORD

1. Navigate to **Shortcuts** → **User Listing**, [search](#) for the user; then click their **Email Address** link to open the [user's detail page](#).
2. Click the Edit tab; then enter a new password for the user in the boxes provided:

00:00:00 UTC - INVESTIGATING - AP systems are unavailable. Next update in 30 minutes. [More detail](#)

saintpat_1998@yahoo.com

Email address *

saintpat_1998@yahoo.com

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Roles

☐ Author

☐ Customer Support

☒ Customer

Password

Password strength:

Confirm password

Passwords match:

To change the current user password, enter the new password in both fields.

3. Click **Save**.

SENDING A SYSTEM READY NOTIFICATION

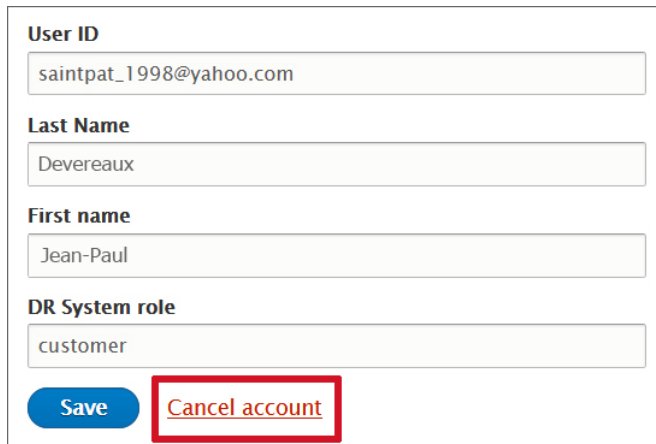
AP Backup automatically emails [System Ready notifications](#) to users when their AP system(s) are down. This procedure allows you to resend the System Ready notification at any time for a single user.

Navigate to **Shortcuts** → **User Listing**, [search](#) for the user; then click their **Notify User** link:

<input type="checkbox"/>	EMAIL ADDRESS	STATUS	ROLE	MEMBER FOR	LAST ACCESS	WELCOME NOTIFICATION
<input type="checkbox"/>	afahim@ap.org	Active	• Customer Support	4 days 13 hours	never	Notify User
<input type="checkbox"/>	afelix@ap.org	Active	• Customer Support	4 days 13 hours	never	Notify User
<input type="checkbox"/>	afullwood@ap.org	Active	• Customer Support	4 days 13 hours	never	Notify User

DELETING A USER

1. Navigate to **Shortcuts → User Listing**, [search](#) for the user; then click their **Email Address** link to open the [user's detail page](#).
2. Click the Edit tab; then click **Cancel account** at bottom to delete the user:



The screenshot shows a user detail form with the following fields and buttons:

- User ID**: saintpat_1998@yahoo.com
- Last Name**: Devereaux
- First name**: Jean-Paul
- DR System role**: customer
- Buttons**: A blue **Save** button and a **Cancel account** link. The **Cancel account** link is highlighted with a red rectangular box.

BROWSING CONTENT

SEARCHING FOR CONTENT

Navigate to **Shortcuts → Content Listing**, apply one or more of the following search filters at top; then click **Filter**:

Content

[+ Add content](#)

Title

Content type

Published status

Filter

FILTER	DESCRIPTION	EXAMPLE(S)
Title	Enter a story's full or partial Slug.	<i>BC-EU--Spain-Ex-King Spain</i>
Content type	Select a content designation, where content can be a story, media item or AP Backup system messaging. Select - <i>Any</i> - to find content from all content types.	<i>Audio</i> <i>News Alert</i>
Published status	Select a story publication state. Select - <i>Any</i> - to find content from all publication types.	<i>Published</i> <i>Unpublished</i>

Click **Reset** to clear all filters, redisplaying all content:

Title

Content type

Published status

Filter

Reset

VIEWING CONTENT

Navigate to **Shortcuts → Content Listing**; then click the content item's **View** link:

Content

[+ Add content](#)

Title

Content type

Published status

Filter

SLUG	CONTENT TYPE	AUTHOR	PUBLISH STATUS	UPDATED	OPERATIONS	VIEW
BC-EU--Spain-Ex-King Returns	News Story	pfdmail@gmail.com	Published	Mon, 07/11/2022 - 17:51 UTC		View
HZ Denmark Viking Ship	Video	pfdmail@gmail.com	Published	Mon, 07/11/2022 - 15:36 UTC		View
AP-NJ--Sailboat Overturned-Rescue	News Story	pfdmail@gmail.com	Published	Mon, 07/11/2022 - 15:00 UTC		View

A preview version of the content displays:

BC-EU--Spain-Ex-King Returns

Mon, 07/11/2022 - 17:51 UTC

Headline

Spain's former king mulls 2nd visit amid swirling debate

Summary

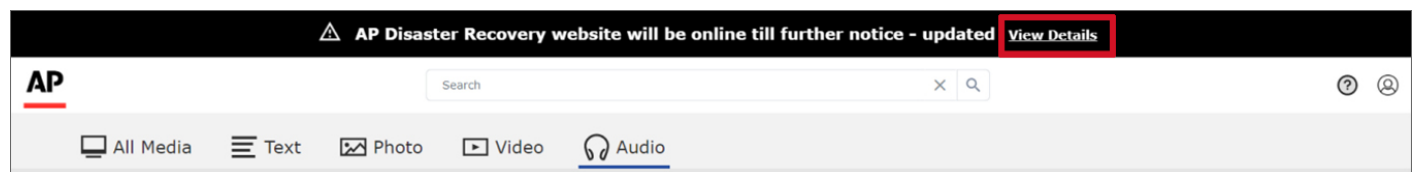
Spain's former king, Juan Carlos I, is planning to visit Spain again in June. That's according to the mayor of the northwestern town hosting the former monarch. The comments Friday signaled that the vigorous debate sparked by the former monarch's return is unlikely to fade anytime soon. Juan Carlos returned Thursday for his first visit since his abrupt departure nearly two years ago amid mounting financial scandals. The royal household said the visit would end Monday when he goes back to his "permanent" residence in Abu Dhabi. As the 84-year-old made his first public appearance on Friday in the town of Sanxenxo, where his yacht is taking part in a regatta, the town's mayor said Juan Carlos was planning a second visit in June.

Body

Spain's former king, Juan Carlos I, is planning to visit Spain again in June, the mayor of the northwestern town hosting the former monarch said Friday, signaling that the vigorous debate sparked by the former monarch's return is unlikely to fade soon.

UPDATING THE BANNER MESSAGE

The banner message appears in the top black area and displays the general status of the outage incident. Users can click **View Details** to review more detailed outage information from the Incident Status page:



1. Navigate to the Content Listing page (click **Shortcuts** → **Content Listing**).
2. Select *Banner* from the **Content type** menu; then click **Filter** to only display the banner message:

00:00:00 UTC - INVESTIGATING - AP systems are unavailable. Next

Content

[+ Add content](#)

Content type

Banner

Published status


- Any -

Filter

3. Click **Edit** to update the banner message:

SLUG	CONTENT TYPE	AUTHOR	PUBLISH STATUS	UPDATED	OPERATIONS	VIEW
00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes.	Banner	ripcord@ap.org	Published	Wed, 07/06/2022 – 20:00 UTC	Edit	View

4. At left, modify the following mandatory details:

TITLE	The banner message without the link text.
URL	<p>The URL to the additional information, typically the Incident Status page (https://news.apbackup.org/status-page):</p> 
LINK TEXT	The text in the banner message containing the link to the Incident Status page.

00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes. [More detail](#)

View Edit Revisions

Edit Banner 00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes.

Title *

LINK
URL *

Start typing the title of a piece of content to select it. You can also enter an internal path such as /node/add or an external URL such as http://example.com. Enter <front> to link to the front page. Enter <nolink> to display link text only. Enter <button> to display keyboard-accessible link text only.

Link text

☒ Published

Published
Last saved: Wed, 07/06/2022 – 20:00 UTC
Author: ripcord@ap.org
☒ Create new revision
Revision log message

Briefly describe the changes you have made.

AUTHORING INFORMATION (By ripcord@ap.org (1) on 2022-04-26)

PROMOTION OPTIONS (Promoted to front page)

PAGE DISPLAY OPTIONS

5. At right, enter a description of your edit in the **Revision log message** box.
6. Click **Save**.

GETTING HELP

For issues accessing or using the site, please contact the **Global Help Desk**:

EMAIL ADDRESS	ghd@ap.org
PHONE (U.S.)	212-621-5434 202-641-9880
PHONE (INTERNATIONAL)	+44-20-7482-7555