

AP

ASSOCIATED PRESS

AP BACKUP

Admin Guide

FOR AP INTERNAL USE

Do not distribute to customers or vendors

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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.

SETTING YOUR INITIAL PASSWORD

During a disaster recovery, AP Backup will automatically email you the “System Ready” notification. Follow the steps detailed in the email to gain access to the AP Backup system.

1. Click the site access link from the “System Ready” notification sent to your email:

IMPORTANT NOTIFICATION: AP Backup Website (Admin)

Ripcord DRS <svc.ripcord@apgbl.onmicrosoft.com>
To: Huma Arshad

Tue 6/21/2022 6:56 PM

⚠** This email has been received from outside the organization – Think before clicking on links, opening attachments, or responding. **

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://news.apbackup.org/auth/set-password> to access the site.
3. Enter your AP email address. The system will send you a follow-up message.

2. Enter your APGBL email address; 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](#)

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 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:

[AP] Your AP Backup password request



noreply@apbackup.org
To • Williams, Troy

Reply Reply All Forward Print ...

Mon 7/11/2022 5:43 PM

[EXTERNAL]

You have requested a password reset for your AP Backup site account with login twilliams32@ap.org.

Please use this link to reset your password:

[https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnews.apbackup.org%2Fauth%2Fset-password%3fe%3Dtwinfield%40ap.org%26c%3Dd04Cs-4Kx5X7ug&data=05%7C01%7Ctwinfield%40ap.org%7Cfbe63c424f4f43cbce1008da638654f0%7Ce442e1abfd6b4ba3abf3b020eb50df37%7C1%7C0%7C637931725853168599%7CUnknown%7CTWFpbGszd8eyIWljoimC4wljAwMDAiLCIQuiV2luMzilCJBtil6k1haWwicJXVCi6Mn0%3D%7C3000%7C%7C%7C&data=TgY1dbl2yjEo%2BcggesZnbIWze9fVbowtpu4WmXO2U%3D&reserved=0"](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnews.apbackup.org%2Fauth%2Fset-password%3Fe%3Dtwinfield%40ap.org%26c%3Dd04Cs-4Kx5X7ug&data=05%7C01%7Ctwinfield%40ap.org%7Cfbe63c424f4f43cbce1008da638654f0%7Ce442e1abfd6b4ba3abf3b020eb50df37%7C1%7C0%7C637931725853168599%7CUnknown%7CTWFpbGszd8eyIWljoimC4wljAwMDAiLCIQuiV2luMzilCJBtil6k1haWwicJXVCi6Mn0%3D%7C3000%7C%7C%7C&data=TgY1dbl2yjEo%2BcggesZnbIWze9fVbowtpu4WmXO2U%3D&reserved=0)

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.

If you don't reset your password within 48 hours or follow the link more than once, you will have to issue a new password request.

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

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 AP Internal site.

SIGNING IN AFTER PASSWORD RESET

Gain direct access to AP Backup with your username and newly reset password:

| | |
|--------------------------|--|
| 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) |

AP Backup automatically signs you out of your login session after 24 hours, prompting you to sign in again.

RESETTING YOUR FORGOTTEN PASSWORD

If you forget your password, you can change at any time.



Note

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

From the Internal site's login page, click **Forgot password?**; then follow the same procedure from [Setting Your Initial 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 [\(US\)](tel:202-641-9880)
- [\(International\)](tel:44-20-7482-7555)

[Log in](#)

NAVIGATING THE SITE

User Listing Page

Signing into the Internal site automatically navigates you to the User Listing page, where you initiate some of your main tasks:

The disaster recovery status message

Navigate to different site pages (subtabs)

Reposition the site pages to the left nav

The screenshot shows the User Listing page with a red box highlighting the top navigation bar. The bar includes links for Content Listing, Add Content, Export All Content, User Listing (which is the active tab), Add User, Upload User's CSV, Email Templates, Import/Notify Users, CDN Configuration, Login Report, and Logout. A red box also highlights the 'Reference Guide' link in the top right corner. Below the navigation bar, a red box highlights a status message: '00:00:00 UTC - INVESTIGATING - AP systems are unavailable. Next update in 30 minutes. [More detail](#)'. The main content area is titled 'Users' and contains a blue button '+ Add user'. A search/filter section has a red box around it, containing fields for 'Name or email contains' (with a placeholder 'Search...'), 'Status' (dropdown 'Any'), 'Role' (dropdown 'Any'), and a 'Filter' button. Below this is an 'Action' dropdown set to 'Update URL alias' and a 'Apply to selected items' button. A table lists users with columns: EMAIL ADDRESS, STATUS, ROLE, MEMBER FOR, LAST ACCESS, and WELCOME NOTIFICATION. Three users are listed: tabbyrock2@gmail.com (Active, Admin, 3 hours 44 minutes ago, 0 seconds hence, Notify User), tabbyrocksusta... (Active, Author, 1 week 3 days ago, 2 days ago, Notify User), and pfdmail@gmail.com (Active, Author, 1 week 4 days ago, 1 week 3 days ago, Notify User). Red boxes highlight the table headers and the 'Notify User' link for each user. At the bottom, buttons for 'View/edit a user's profile', 'Sort the table by the blue headings', 'Send the System Ready notification email to a user', and 'Filter the table' are shown.

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**:

The screenshot shows the User Listing page with the 'Shortcuts' tab selected, indicated by a red box. The top navigation bar is identical to the previous screenshot, with the 'User Listing' tab active. The main content area shows the same user list and filtering options as the previous screenshot.

Profile Tab

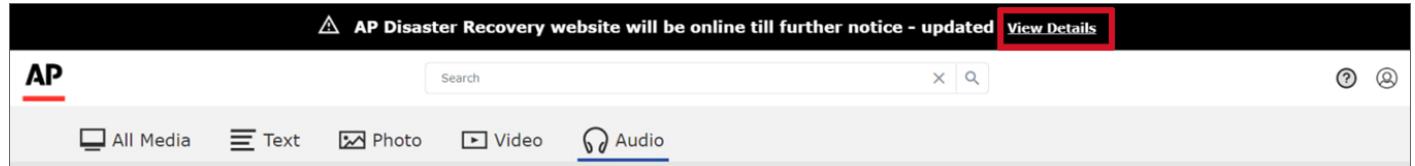
Click your username to display links (subtabs) to view/edit your user profile details or sign off the site:

The screenshot shows the User Listing page with the user 'twilliams32@ap.org' selected, indicated by a red box. The top navigation bar is identical to the previous screenshots. The main content area shows the same user list and filtering options as the previous screenshots.

MANAGING INCIDENT MESSAGING

UPDATING THE BANNER MESSAGE

In the AP Backup news site, the banner message appears in the top black area and displays the general status of the incident:



The same message appears in the top pink area on the Internal site:



(If it exists) Click **View Details** (or **More detail**; this link is configurable) to view a full description of the incident 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:

A screenshot of a web-based content management system. At the top, there is a pink header bar with the text "00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 45 minutes.". Below the header is a white content area titled "Content". Inside the content area, there is a "Content" section with a blue "Add content" button. Below this is a search bar with fields for "Title" and "Content type". The "Content type" dropdown menu is open, showing "Banner" as the selected option, which is highlighted with a red box. To the right of the dropdown are "Published status" and "Filter" buttons. Below the search bar is a table with one row containing a single item.

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 banner message and message links as needed:

| | |
|-----------|---|
| TITLE | The banner message without the link text. |
| URL | The URL to the additional information, typically the incident status page . |
| 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](#)

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

Title *
00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes.

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.
► AUTHORIZING INFORMATION (By ripcord@ap.org (1) on 2022-04-26)
► PROMOTION OPTIONS (Promoted to front page)
► PAGE DISPLAY OPTIONS

Save **Live Preview**

5. At right, select **Create new revision**; then enter a description of your edit in the **Revision log message** box.
6. Click **Save**.

UPDATING THE INCIDENT STATUS PAGE

The incident status page is hosted at <https://news.apbackup.org/status-page>. It appears when the link (if included) is clicked from the [banner message](#):

AP

Current Status

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

No further information is available at this time. Please check back in 30 minutes.

1. Navigate to the Content Listing page (click **Shortcuts** → **Content Listing**).
2. Select *Status Page* from the **Content type** menu; then click **Filter** to only display the incident status page:

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

Content

+ Add content

| | | |
|--------------|--|--------------------------------------|
| Title | Content type | Published status |
| | <input type="text" value="Status Page"/> | <input type="text" value="- Any -"/> |

Filter

3. Click **Edit** to update the incident status Page message:

| SLUG | CONTENT TYPE | AUTHOR | PUBLISH STATUS | UPDATED | OPERATIONS | VIEW |
|----------------|--------------|----------------|----------------|-----------------------------|-------------|-------------|
| Current Status | Status Page | ripcord@ap.org | Published | Thu, 08/04/2022 – 12:10 UTC | Edit | View |

4. At left, modify the status message and message links as needed:

| | |
|--------------|--|
| TITLE | The incident status page header. |
| BODY | The incident status message text. Use the formatting tool bar to format text, import images and/or add links to the message. |

00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 45 minutes. [More detail](#)

[View](#) [Edit](#) [Delete](#) [Revisions](#)

Edit Status Page Current Status

Title *
Current Status

Body

We are experiencing a service disruption and have enabled our AP Backup site for reporting breaking news.
No further information is available at this time. Please check back in 45 minutes.

[About text formats](#)

Published

[Save](#) [Live Preview](#) [Delete](#)

Published
Last saved: Thu, 08/04/2022 – 12:10 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 2022-06-28)

► [PROMOTION OPTIONS](#) (Not promoted)

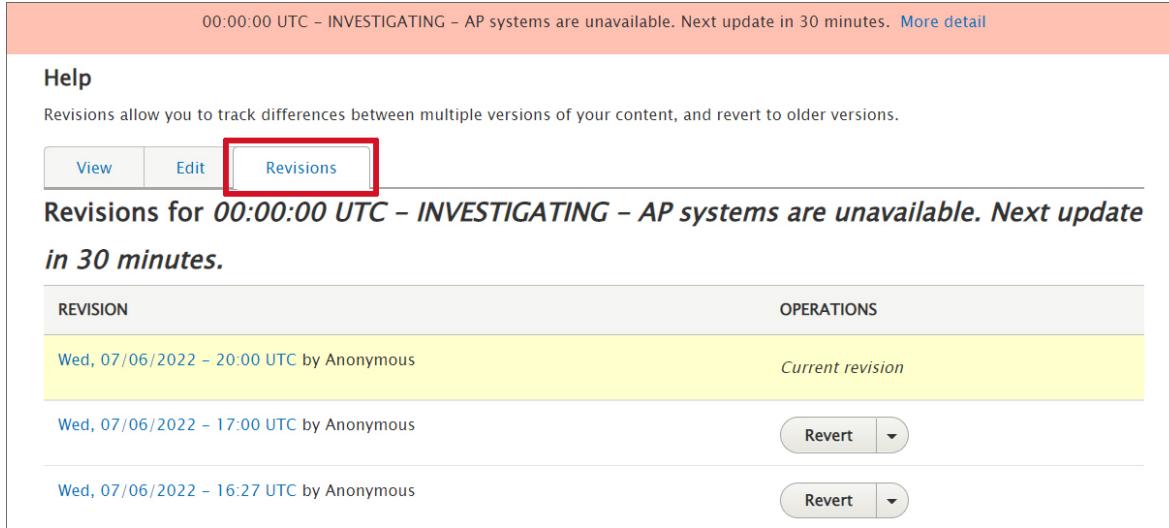
► [PAGE DISPLAY OPTIONS](#)

5. At right, select **Create new revision**; then enter a description of your edit in the **Revision log message** box.

6. Click **Save**.

REVERTING TO A PREVIOUS BANNER OR INCIDENT STATUS

1. On the Content Listing page, filter for Banner or Status Page; then click its **Edit** link.
2. Click the Revisions tab to view a list of all published versions of the banner/incident status message:



The screenshot shows a user interface for managing content revisions. At the top, there is a header bar with the text "00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes. [More detail](#)". Below this is a "Help" section with a note about tracking differences between content versions and reverting to older versions. A navigation bar at the top of the main content area has three buttons: "View", "Edit", and "Revisions", with "Revisions" being the active tab and highlighted with a red box. The main content area displays a table of revisions for the specified banner/incident status. The table has two columns: "REVISION" and "OPERATIONS". The first revision listed is "Wed, 07/06/2022 – 20:00 UTC by Anonymous", which is highlighted with a yellow background and labeled "Current revision". In the "OPERATIONS" column for this row, there is a "Revert" button with a dropdown arrow. The second and third revisions listed are "Wed, 07/06/2022 – 17:00 UTC by Anonymous" and "Wed, 07/06/2022 – 16:27 UTC by Anonymous", each with a "Revert" button and a dropdown arrow.

3. Perform any of the following actions:

| TO... | DO THIS... |
|------------------------------|--|
| Preview a previous version | Click the banner's creation date/time link: Tue, 07/05/2022 – 11:52 UTC by ripcord@ap.org A "Revert" button is shown to the right of the link, with a red box highlighting the entire link and the "Revert" button. |
| Revert to a previous version | Click Revert for the appropriate version; then click Revert when the confirmation message appears: Are you sure you want to revert to the revision from Mon, 07/18/2022 – 23:12 UTC? A confirmation dialog box with "Revert" and "Cancel" buttons, where the "Revert" button is highlighted with a red box. |
| Delete a previous version | Click the version's Revert menu ▾, select Delete ; then click Delete when the confirmation message appears: Are you sure you want to delete the revision from Tue, 07/19/2022 – 18:02 UTC? This action cannot be undone. A confirmation dialog box with "Delete" and "Cancel" buttons, where the "Delete" button is highlighted with a red box. Text below the dialog: Once deleted, this version can no longer be retrieved. |

MANAGING USERS

ADDING/CREATING USERS



Important

- To perform any of these procedures, you must either be on the AP network or connected via Pulse Secure.
- Ensure that any local CSV user files used are provided to you by AP Application Operations.
- Users must be added (created) before they can be [notified of an incident](#).

Adding Multiple Users (Bulk Upload)

Using a Stage File (Preferred Method)

Typically, internal users are already added to AP Backup. However, the customer distribution list is subject to change as customers are added/removed from AP services.

Two automatic processes run each Tuesday morning ET to import the latest customer records (in a CSV file) to use during an emergency:

- The first process generates the *stage file*, which is based on any active AP Newsroom/Video Hub customers from the last 90 days (~25% of customer records) plus all customers registered for Customer Support notifications (~75% of customer records). The stage file is saved to AWS.
- Within seconds, a second process detects the new stage file in AWS and uploads the stage file to Git; which you will access in this procedure.

1. Navigate to the following URL:

https://ripcord.apbackup.org/bulk/user/import?_format=json&file=ripcord%20email%20addresses.csv



Caution

Navigating to this URL with an active Ripcord session will invoke the backend job.

The customer records from the stage file in Git are imported into the AP Backup database.

2. When the browser displays the import results, **save this report for archiving**:

- a. Press **<Ctrl>+S**.
- b. In the Save As dialog, set the file name to something like “*<source file name>_import_result.json*,” using dashes and underscores instead of spaces.
For example: *Ripcord-Email-Addresses_import_result.json*
- c. Send the JSON file as an attachment to ripcord@ap.org.

Using a Local File

If you encounter a situation where the manual updating of the customer record file is necessary (due to either a corrupted stage file process or only needing to import a specific type of customer), you may need to add users in bulk from a local CSV file that was provided to you by AP Application Operations.

1. Upload the CVS file to the AP Backup system:

- a. Navigate to **Shortcuts** → **Upload User's CSV**.
 - b. On the Add Document page, click **Choose File** to upload a CSV file from your machine that you received from Application Operations:



- c. (Optional) Enter a brief description of the upload/reason for the new upload in the **Revision log message** box.
 - d. Ensure that **Published** is selected; then click **Save**.

2. Extract/import the customers from the CVS file into the AP Backup database:

- a. Navigate to **Shortcuts** → **Import/Notify Users**.
 - b. On the Onboard User page, click **Import CSV** below the file name you just uploaded:

Onboard User

File name : notification_test.csv File name : notification-test.csv File name : notificationtest.csv
[Import CSV](#) [Import CSV](#) [Import CSV](#)
[Notify imported Users](#) [Notify imported Users](#) [Notify imported Users](#)

All users listed in the corresponding CSV file are immediately imported.

3. When the browser displays the import results, **save this report for archiving**:

- a. Press **<Ctrl>+S**.
 - b. In the Save As dialog, set the file name to something like "*<source file name>_import_result.json*," using dashes and underscores instead of spaces.

For example: *Ripcord-Email-Addresses_import_result.json*

- Send the JSON file as an attachment to ripcord@ap.org.

Adding an Individual User

- On the [User Listing page](#), click **+Add User** at top (or navigate to **Shortcuts → Add User**):

The screenshot shows a search interface for users. At the top left is the word 'Users'. Below it is a blue button labeled '+ Add user' which is highlighted with a red rectangular border. To the right of the button are three dropdown menus: 'Name or email contains', 'Status' (set to '- Any -'), and 'Role' (set to '- Any -'). A 'Filter' button is located to the right of the role dropdown.

- 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.

The screenshot shows the 'Add user' form. At the top, there is a status message: '00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes. [More detail](#)'. Below this is a 'Help' section with a note: 'This web page allows administrators to register new users. Users' email addresses and usernames must be unique.' The main form area has a title 'Add user' and contains the following fields:

- Email address ***: A text input field with a note below it: '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**: A section with four checkboxes:
 - Author
 - Admin
 - Customer Support
 - Customer
- Password ***: A text input field.

- Click **Create New Account**.

The user receives the [“System Ready” notification email](#), providing them with AP Backup access.

NOTIFYING USERS



Important

- Users must be [created \(added\)](#) before they can be notified of an incident.
- Ensure that any local CSV user files used are provided to you by AP Application Operations.
- If necessary, [modify the appropriate email templates](#) prior to performing these tasks.

When an incident occurs with one or more AP systems, causing an outage, you can send the “System Ready” notification message to users with any role to provide them with AP Backup access:

IMPORTANT NOTIFICATION: AP Backup Website

 noreply@apbackup.org
 To: Williams, Troy

[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%7CTWFpbGZsb3d8eyIWIjoiMC4wLjAwMDAiLCJQjoIV2luMzliLCIBTi6Ik1haWwiLCIXCl6Mn0%3D%7C3000%7C%7C%7C&data=fEdNnJX%2Fj8PFc4GWlNJG72vPxOKEc2H4N6YE%2BkhCTJc%3D&reserved=0> to access the site.
 3. Enter your AP email address. The system will send you a follow-up message.

Additionally, you may want to keep customers informed of the status of the incident with [customer engagement follow-up messages](#).

Sending “System Ready” Notifications to Multiple Users (Bulk Notifications)

Using a Stage File

Use this task to email “System Ready” notifications to all users from the [stage file](#) you previously uploaded.

1. Navigate to the following URL:

https://ripcord.apbackup.org/bulk/registration/mail?_format=json&file=ripcord%20email%20addresses.csv



Caution

Navigating to this URL with an active Ripcord session will invoke the backend job.

The AP Backup system associates the user’s role with the proper [email template](#) and emails users the correct role-based “System Ready” notifications. This process may take about 15 mins to complete, depending on the number of users in the stage file.

2. When the browser displays the notification results, **save this report for archiving**:

- a. Press **<Ctrl>+S**.

- b. In the Save As dialog, set the file name to something like “*<source file name>_notification_result.json*,” using dashes and underscores instead of spaces.

For example: *Ripcord-Email-Addresses_notification_result.json*

- c. Send the JSON file as an attachment to ripcord@ap.org.

Using a Local File

Use this task to email “System Ready” notifications to users in bulk from a local CSV file that was provided to you by AP Application Operations.

1. Follow the same procedure from [Adding Multiple Users - Using a Local File](#).
2. Navigate to **Shortcuts → Import/Notify Users**.
3. On the [Onboard User page](#), click **Notify imported Users** below the appropriate CSV file name.
The “System Ready” notifications are immediately emailed to all users from the corresponding CSV file.
4. When the browser displays the notification results, **save this report for archiving**:
 - a. Press **<Ctrl>+S**.
 - b. In the Save As dialog, set the file name to something like “*<source file name>_notification_result.json*,” using dashes and underscores instead of spaces.

For example: *Ripcord-Email-Addresses_notification_result.json*

 - c. Send the JSON file as an attachment to ripcord@ap.org.

Sending “System Ready” Notifications to an Individual User

You can resend the [“System Ready” notification](#) at any time to a single user during an AP system incident. This is useful to initiate the AP Backup password reset process when a user forgets their password.

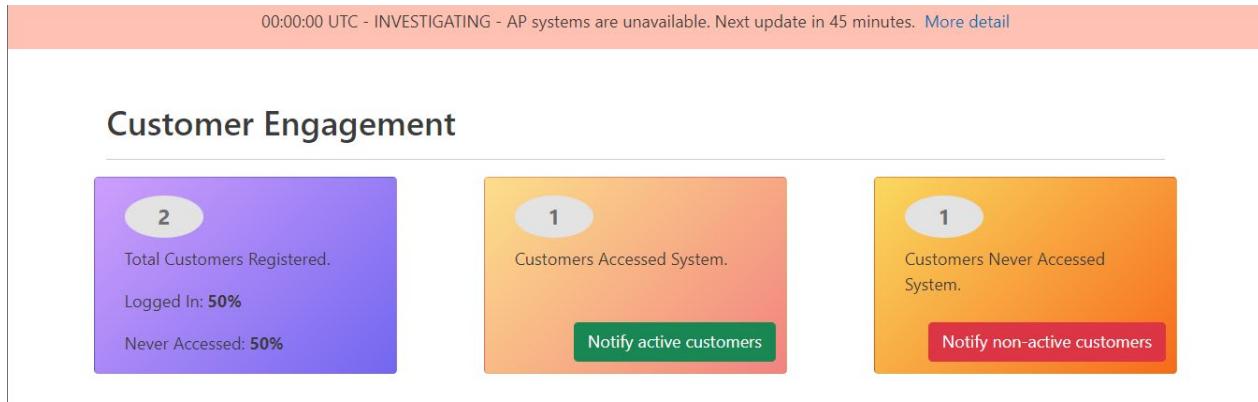
On the [User Listing page](#), search for the user; then click their **Notify User** link:

| <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 |

Sending Customer Engagement Notifications

“System Ready” notifications are not likely to require change from incident to incident. However, the [active notification](#) and [inactive notification](#) email templates, used for customer engagement messaging, are likely to change multiple times during an incident to keep customers informed of its status.

1. (If necessary) [Modify the appropriate customer engagement email template\(s\)](#) with the updated messaging.
2. Navigate to **Shortcuts → Login Report** to reveal the customer site engagement report. This report displays how many customers are using (or not using) AP Backup and determine what targeted messaging is appropriate for each customer type:



3. Click the **Notify active customers** or **Notify non-active customers** button to deliver the appropriate customer engagement notifications to the corresponding customer types.
4. When the browser displays the notification results, **save the report for archiving**:
 - a. Press <Ctrl>+S.
 - b. In the Save As dialog, set the file name to something like *<source file name>_notification_result.json*, using dashes instead of spaces.
For example: *Ripcord-Email-Addresses_notification_result.json*
 - c. Send the JSON file as an attachment to ripcord@ap.org.

SEARCHING FOR USERS

On the [User Listing page](#), apply one or more of the search filters at top; then click **Filter**:

Users

[+ Add user](#)

| | | | |
|---|----------------|----------------|--|
| <input type="text" value="Name or email contains"/> | Status | Role | Filter |
| <input type="text" value=""/> | - Any - | - 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:

| | | | | |
|---|---------------|----------------|--|--|
| <input type="text" value="Name or email contains"/> | Status | Role | Filter | Reset |
| <input type="text" value=""/> | Active | - Any - | Filter | Reset |

CHANGING A USER'S ROLE

- On the [User Listing page](#), 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
Devine

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

00:00:00 UTC – INVESTIGATING – AP :

Roles

Roles

Author
 Admin
 Customer Support
 Customer

Change roles assigned to user.

Save

 **Note**

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

- Click **Save**.

CHANGING A USER'S PASSWORD

- On the [User Listing page](#), [search](#) for the user; then click their **Email Address** link to open the [user's detail page](#).
- 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](#)

pfdmail@gmail.com

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
 Admin
 Customer Support
 Customer

Password

Password strength:

Confirm password

Passwords match:

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

- Click **Save**.

DELETING A USER

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

User ID

Last Name

First name

DR System role

[Save](#) [Cancel account](#)

3. Select the **Delete the account and make its content belong to...** option; then click **Confirm**:

00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 45 minutes. [More detail](#)

Are you sure you want to cancel the account *pfdmail@gmail.com*?

Cancellation method

- Disable the account and keep its content.
- Disable the account and unpublish its content.
- Delete the account and make its content belong to the *Anonymous* user. This action cannot be undone.
- Delete the account and its content. This action cannot be undone.

Require email confirmation
When enabled, the user must confirm the account cancellation via email.

Confirm **Cancel**

The user is deleted from the [User Listing page](#).

 Note

If you deleted a user who created content (like a user with the *Author* or *Admin* role), their content remains in AP Backup but the **Author** of the content changes to the *Anonymous* user:

| SLUG | CONTENT TYPE | AUTHOR | PUBLISH STATUS | UPDATED | OPERATIONS | VIEW |
|---|--------------|--|----------------|-----------------------------|----------------------|----------------------|
| BC-GLF--Korn Ferry Tour Par Scores | Video | Anonymous | Published | Thu, 08/11/2022 – 20:38 UTC | Edit | View |
| BC-GLF--Valspar Championship Par Scores | Photo | Anonymous | Published | Thu, 08/11/2022 – 20:38 UTC | Edit | View |
| AP Backup FAQs | Help&Support | ripcord@ap.org | Published | Thu, 08/04/2022 – 14:43 UTC | Edit | View |

MANAGING THE EMAIL TEMPLATES



Important

Please **DO NOT revise** email templates unless instructed otherwise by AP Technology.

ABOUT EMAIL TEMPLATES

The AP Backup platform system supports role-based email templates that can be edited using the Internal site. The templates include:

- **Four templates for “System Ready” notifications**
One template for each role (*Admin, Author, Customer Support* and *Customer*)
- **One template for password reset**
Common to all roles
- **Two templates for follow-up messages**
Based on [customer site engagement](#)

| EMAIL TEMPLATE NAME | DESCRIPTION |
|--|--|
| <u>register_no_approval_required</u> | “System Ready” notification reserved for users with the <i>Author</i> role. |
| <u>register_admin_created</u> | “System Ready” notification reserved for users with the <i>Admin</i> role. |
| <u>register_pending_approval</u> | “System Ready” notification reserved for users with the <i>Customer Support</i> role. |
| <u>status_activated</u> | “System Ready” notification reserved for users with the <i>Customer</i> role. |
| <u>password_reset</u> | Password reset message for all user roles. |
| <u>active_notification</u> | (Customer engagement) Follow-up message reserved for users with the <i>Customer</i> role who have signed in. |
| <u>inactive_notification</u> | (Customer engagement) Follow-up message reserved for users with the <i>Customer</i> role who have never signed in. |

MODIFYING A TEMPLATE

For most emergencies, revise only the content for the follow-up message that is sent to customers who have already signed into AP Backup.

1. Navigate to **Shortcuts → Email Templates**.
2. On the Mail Templates page, click **Edit** for template you want to modify:

| MODULE | SUBJECT | LENGTH (CHARACTERS) | ACTIONS |
|-------------|---|---------------------|----------------------|
| Drupal core | Account cancellation request for [user:display-name] at [site:name] | 388 | Edit |
| Drupal core | [AP] Your AP Backup password request | 634 | Edit |
| Drupal core | IMPORTANT NOTIFICATION: AP Backup Website | 1210 | Edit |
| Drupal core | IMPORTANT NOTIFICATION: AP Backup Website | 1210 | Edit |

3. On the Edit Mail Template page, check the email template's name from the (grayed out) **Email** box to ensure that you are about to edit the correct template:

Config
user.mail

Email
password_reset

Subject *
[AP] Your AP Backup password request

Email body *

You have requested a password reset for your AP Backup site account with login [user:mail].
Please use this link to reset your password:
["https://news.apbackup.org/auth/set-password?e=\[user:mail\]&c=\[user:rest-temp-password\]"](https://news.apbackup.org/auth/set-password?e=[user:mail]&c=[user:rest-temp-password])

[Browse available tokens.](#)

Save

4. Update the **Subject** and **Email body** text as needed; then click **Save**.

ENABLING/DISABLING THE CDN



Important

Please **DO NOT enable or disable** the CDN unless instructed otherwise by AP Technology.

The Content Delivery Network (CDN) allows you to configure the management of cache content on the AP Backup news site.

1. Navigate to **Shortcuts** → **CDN Configuration**.
2. On the CDN Settings page, click **Status**; then perform ONE of the following actions:

| TO... | DO THIS... |
|-----------------|---|
| Enable the CDN | <p>Select the Serve files from CDN option:</p> <div style="background-color: #f8d7da; padding: 5px; margin-bottom: 10px;"> <small>00:00:00 UTC – INVESTIGATING – AP systems are unavailable. Next update in 30 minutes. More detail</small> </div> <p>CDN settings</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Status Disabled <input type="checkbox"/> Serve files from CDN Better performance thanks to better caching of files by the visitor. When a file changes a different URL is used, to ensure instantaneous updates for your visitors. </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Mapping https://ripcord-int-cdn.azureedge.net: some files </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Forever cacheable files Disabled </div> </div> <p>Save configuration</p> <p>Make other configuration changes as needed from the Mapping and Forever cacheable files tabs.</p> |
| Disable the CDN | De-select the Serve files from CDN option. |

3. Click **Save configuration**.

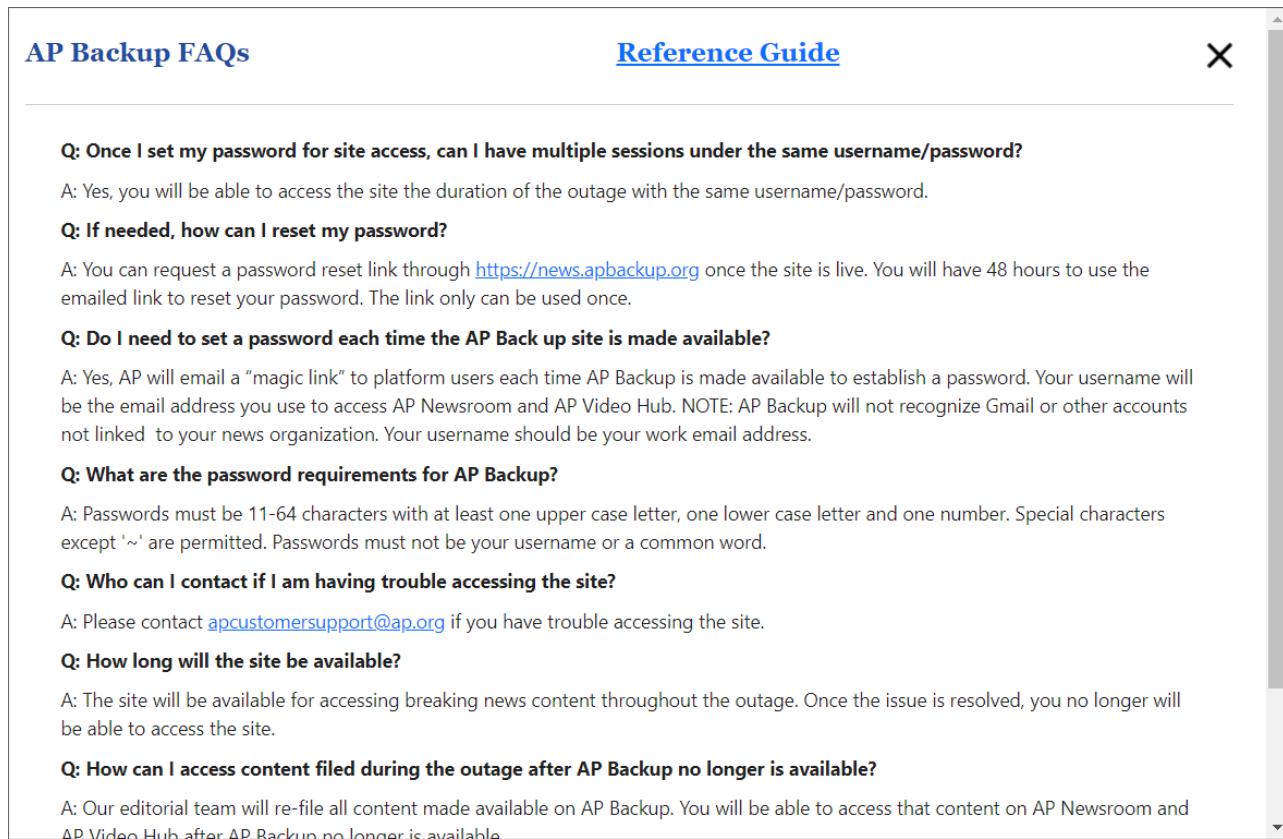
UPDATING THE HELP DOCUMENTATION

UPDATING THE CUSTOMER FAQS (HTML PAGE)

Customers (or any other users) on the AP Backup news site can access the news site's documentation by clicking  at top right:



The AP Backup customer FAQs page opens. Then, click **Reference Guide** at top to download the [customer's user guide \(PDF\)](#).



AP Backup FAQs [**Reference Guide**](#) 

Q: Once I set my password for site access, can I have multiple sessions under the same username/password?
A: Yes, you will be able to access the site the duration of the outage with the same username/password.

Q: If needed, how can I reset my password?
A: You can request a password reset link through <https://news.apbackup.org> once the site is live. You will have 48 hours to use the emailed link to reset your password. The link only can be used once.

Q: Do I need to set a password each time the AP Back up site is made available?
A: Yes, AP will email a "magic link" to platform users each time AP Backup is made available to establish a password. Your username will be the email address you use to access AP Newsroom and AP Video Hub. NOTE: AP Backup will not recognize Gmail or other accounts not linked to your news organization. Your username should be your work email address.

Q: What are the password requirements for AP Backup?
A: Passwords must be 11-64 characters with at least one upper case letter, one lower case letter and one number. Special characters except '~' are permitted. Passwords must not be your username or a common word.

Q: Who can I contact if I am having trouble accessing the site?
A: Please contact apcustomersupport@ap.org if you have trouble accessing the site.

Q: How long will the site be available?
A: The site will be available for accessing breaking news content throughout the outage. Once the issue is resolved, you no longer will be able to access the site.

Q: How can I access content filed during the outage after AP Backup no longer is available?
A: Our editorial team will re-file all content made available on AP Backup. You will be able to access that content on AP Newsroom and [AP Video Hub after AP Backup no longer is available](#).

1. Navigate **Shortcuts → Content Listing**.
2. Select **Help&Support** from the **Content type** menu; then click **Filter** to only display the customer FAQs entry:

The screenshot shows a search interface with a red box highlighting the 'Content type' dropdown set to 'Help&Support'. Other filters include 'Published status' set to 'Any' and a 'Filter' button.

3. Click **Edit** to update the FAQs page:

| SLUG | CONTENT TYPE | AUTHOR | PUBLISH STATUS | UPDATED | OPERATIONS | VIEW |
|----------------|--------------|----------------|----------------|-----------------------------|-------------|----------------------|
| AP Backup FAQs | Help&Support | ripcord@ap.org | Published | Thu, 07/07/2022 – 16:01 UTC | Edit | View |

4. At left, modify the page text as needed:

| | |
|--------------|--|
| TITLE | The page title (<i>AP Backup FAQs</i>). |
| BODY | The page text (the actual FAQs). Use the formatting tool bar to format text, import images and/or add links to the page. |

The screenshot shows the edit interface for the 'AP Backup FAQs' page. The body contains several questions and answers. On the right, there's a sidebar with 'Published' status, 'Last saved' time, author information, and options for creating new revisions and viewing authoring history.

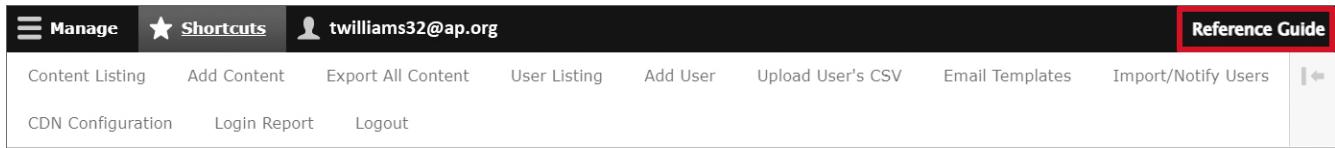
5. (Optional) At right, select **Create new version**; then enter a description of your edits in the **Revision log message** box. This is helpful if you need to refer/revert to a previous help version.
6. Select **Published** to make your edits visible on the AP Backup news site.
7. Click **Save**.

UPDATING THE USER GUIDES (PDF FILES)

There is a separate instructional PDF guide associated with each user role (*Admin, Author, Customer Support* and *Customer*).

To access these guides:

- On the **Internal site**, when a user clicks **Reference Guide** at top right, the guide that is specific to their user role is automatically downloaded to their machine:



- On the **news site**, click at top right to open the customer FAQs page. Then, click **Reference Guide** at top to download the customer's user guide.

To update these guides, retrieve the latest PDF guides from [SharePoint](#) or someone from the AP Backup project team. Then, coordinate with the Application Operations team to upload the PDF documents to Git.

BROWSING NEWS 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 |
| <input type="text"/> | - Any - | - Any - |
| 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 - Any - to find content from all content types. | <i>Audio News Alert</i> |
| Published status | Select a story publication state. Select - Any - to find content from all publication types. | <i>Published Unpublished</i> |

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

| | | |
|---------------|--------------|------------------|
| Title | Content type | Published status |
| Spain | - Any - | - Any - |
| Filter | | |
| Reset | | |

VIEWING CONTENT

Navigate to **Shortcuts → Content Listing**; then perform ONE of the following actions:

- Click the content item's **View** link.
- Click the content item's **Edit** button; then click the page's View tab:

| 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 | Edit | View |

The preview version of the content appears:

BC-EU--Spain-Ex-King Returns

[View](#) [Edit](#) [Revisions](#)

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.

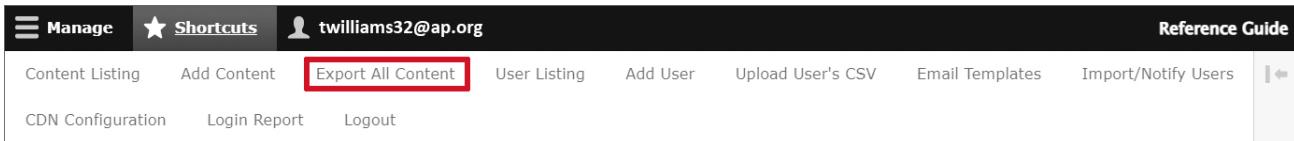
Body

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

EXPORTING CONTENT

Exporting content saves all content available in the AP Backup platform into an XML file. Then, someone from the AP Backup project team can use this XML file to recreate the AP Backup content to the normal customer AP Systems after the outage.

1. Navigate to **Shortcuts → Export All Content**. A ZIP file (with the file name format of **content_exported_XXXXXXXXXX.zip**) is automatically downloaded to the default download folder on your machine:



2. Email the ZIP file to ripcord@ap.org, so the AP Backup project team can maintain an AP Backup archive.
3. Extract/Unzip the ZIP file and open the XML file in the folder using Internet Explorer (currently, IE is the best browser for rendering the XML content).

| | |
|-----------------|---|
| ID: | 403 |
| Type: | audio |
| Slug: | How China's TikTok, Facebook influencers |
| Speaker: | Donald Trump |
| Intro: | How China's TikTok, Facebook influencers push propaganda against pakistani tiktokers just to get views on there videos and youtube channel, this is considered to be an stunt to get famous |
| Audio File URL: | https://ripcord-dev.cdn.azureedge.net/sites/default/files/2022-04/396.mp3 |
| Author: | arraza@ap.org |
| Status: | Published |
| Created: | 26-04-22 09:11:50 (UTC) |
| Changed: | 26-04-22 09:45:22 (UTC) |
| | |
| ID: | 404 |
| Type: | audio |
| Slug: | Russia-Ukraine war |
| Speaker: | Donald Trump |
| Intro: | Russia-Ukraine war How China's TikTok, Facebook influencers push propaganda |
| Audio File URL: | https://ripcord-dev.cdn.azureedge.net/sites/default/files/2022-04/audiofile.mp3 |
| Author: | arraza@ap.org |
| Status: | Published |
| Created: | 26-04-22 09:45:35 (UTC) |
| Changed: | 26-04-22 09:46:10 (UTC) |
| | |
| ID: | 405 |
| Type: | audio |
| Slug: | China tries to limit economic blow |

4. From the XML file, you can perform ANY of the following actions:
 - **Read** the content.
 - **Copy** any/all content to an editor of your choice.
 - **Download** media to your machine by clicking its file link.

MANAGING NEWS CONTENT

The AP Backup platform allows you to quickly create, edit and publish your stories for customers to access during a disaster recovery period. Stories published using this platform will also be available to customers via their regular AP services once they are restored.

You can create ANY type of content ([news](#), [APNewsAlert](#), [photo](#), [video](#) and [audio](#) stories); you are not restricted to a single media type. However, you must have the content/media available to create the story. To expedite story creation, AP Backup only provides a limited number of story details.

ADDING A NEWS STORY

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

Content

+ Add content

| | | |
|----------------------|--------------|------------------|
| Title | Content type | Published status |
| <input type="text"/> | - Any - | - Any - |
| Filter | | |

2. On the Add Content page, click **News Story**:

Add content

- [Audio](#)
- [News Alert](#)
- News Story**
- [Photo](#)
- [Video](#)

3. On the Create News Story page, specify the following details at left:

Create News Story

Slug *

Characters Used: 0

Headline

Characters Used: 0

Summary

Body

Last saved: Not saved yet
Author: tabbyrocksusta@gmail.com
Revision log message

Briefly describe the changes you have made.

► **AUTHORING INFORMATION** (By tabbyrocksusta@gmail.com (845) on 2022-07-18)

► **PAGE DISPLAY OPTIONS**

| DETAIL | DESCRIPTION | EXAMPLE(S) |
|-----------------|---|--|
| Slug * | The shortest human-readable way to identify a story. Character limit: 40 characters. | <i>BC-EU--Spain-Ex-King</i> |
| Headline | The title of the story, containing information that describes what the story is about. Character limit: 60 characters | <i>Spain's former king mulls 2nd visit amid swirling debate</i> |
| Summary | A single-paragraph abstract, which encapsulates the story in about 100 words. | <i>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...<more></i> |
| Body | The main text of the story, often called the "mainbar" or "print" story. | <i>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... <more></i> |
| Byline | The name of the story's author/creator. | <i>By ASHIFA KASSAM</i> |
| Bytitle | The title of the story's author/creator. | <i>AP Lifestyles Writer</i> |
| Dateline | The city/location where AP obtained the basic information for the story. | <i>MADRID (AP)</i> |
| Category | The classification/type of news item. You can only select ONE category. | <i>General news</i> |
| Eds note | Additional notes that are visible to newspaper members and some online readers. | <i>EDITS: Corrects various typos</i> |



Note

Only the mandatory fields (*) are necessary to create the story.

4. Select **Publish** from the **Save as** menu.
5. Click **Save** to create and publish the story. The [preview of the news story](#) appears.



Important

By default, content is set to publish when you click the **Save** button. Please make sure your content is ready for publication BEFORE clicking **Save**. If you change the **Save as** menu to *Draft*, you must reset the menu back to *Publish* when you are ready to publish the content to customers.

ADDING AN APNEWSALERT

1. Navigate to **Shortcuts → Content Listing**; then [click +Add content](#) at top.
2. On the [Add Content page](#), click **News Story**.
3. On the Create NewsAlert page, specify the following details at left:

Create News Alert

Slug *
Characters Used: 0

Alert

Dateline

Category
– None –

Eds note

Last saved: Not saved yet
Author: tabbyrocksusta@gmail.com
Revision log message

Briefly describe the changes you have made.

► AUTHORIZING INFORMATION (By tabbyrocksusta@gmail.com (845) on 2022-07-18)

► PAGE DISPLAY OPTIONS

| DETAIL | DESCRIPTION | EXAMPLE(S) |
|-----------------|---|--|
| Slug * | The shortest human-readable way to identify a APNewsAlert. Character limit: 40 characters | <i>US--APNewsAlert</i> |
| Alert | Information describing what the NewsAlert is about. Character limit: 120 characters | <i>Yellowstone National Park partially reopens 9 days after flooding forced 10,000 to evacuate and wiped out roads, bridges.</i> |
| Dateline | The city/location where AP obtained the basic information for the story. | <i>Yellowstone National Park, Wyo.</i> |
| Category | The classification/type of news item. You can only select ONE category. | <i>Arts and entertainment</i> |
| Eds note | Additional notes that are visible to newspaper members and some online readers. | <i>CORRECTS: This APNewsAlert has been corrected to report the partial reopening of the park</i> |



Note

Only the mandatory fields (*) are necessary to create the story.

4. Accept the default setting, *Publish*, in the **Save as** menu.
5. Click **Save** to create and publish the story. The preview of the APNewsAlert appears.

**Important**

By default, content is set to publish when you click the **Save** button. Please make sure your content is ready for publication BEFORE clicking **Save**. If you change the **Save as** menu to *Draft*, you must reset the menu back to *Publish* when you are ready to publish the content to customers.

ADDING A PHOTO STORY

1. Navigate to **Shortcuts** → **Content Listing**; then [click +Add content](#) at top.
2. On the [Add Content page](#), click **News Story**.
3. On the Create Photo page, specify the following details at left:

Create Photo

Slug *

Characters Used: 0

Photo

Choose File

No file chosen

One file only.

10 MB limit.

Allowed types: jpg jpeg.

Caption

Instructions

CREATED

/

Last saved: Not saved yet

Author: tabbyrocksusta@gmail.com

Revision log message

Briefly describe the changes you have made.

► AUTHORING INFORMATION (By tabbyrocksusta@gmail.com (845) on 2022-07-18)

► PROMOTION OPTIONS (Promoted to front page)

► PAGE DISPLAY OPTIONS

| DETAIL | DESCRIPTION | EXAMPLE(S) |
|---------------|---|--|
| Slug * | The photo title – the shortest human-readable way to identify a photo. Character limit: 40 characters | <i>Britain Air Show Fair</i> |
| Photo | Click Choose File to select a photo from your machine or mapped drive to upload. File size limit: 10MB Allowable file formats: jpg or jpeg | Britain_Air_Show_Fair_22199493547649.jpg |

| DETAIL | DESCRIPTION | EXAMPLE(S) |
|-------------------------|--|---|
| Caption | A one- or two-sentence summary that describes the photo and contains the date and location of the photo, the sources and byline. | <i>A visitor checks an airplane engine made by Pratt & Whitney at the Farnborough Air Show fair in Farnborough, England, Monday, July 18, 2022. (AP Photo/Frank Augstein)</i> |
| Instructions | Special delivery or purchasing instructions to AP Editorial and sales staff. | <i>This content is intended for editorial use only. For other uses, additional clearances may be required.</i> |
| Created | The date and time when the photo was taken: <ul style="list-style-type: none"> – Enter the date (<i>MM/DD/YYYY</i>) or click  to use the calendar picker. – Enter the time (<i>HH:MM:SS AM/PM</i>) or click  to use the time selector. | <i>06/14/22 07:33:15 AM</i> |
| Country | The location (country, state/province, or city) where the photo was taken. | <i>UNITED KINGDOM</i> |
| State | | <i>Hampshire</i> |
| City | | <i>Farnborough</i> |
| Byline | The name of the photographer or organization. | <i>By FRANK AUGSTEIN</i> |
| Bytitle | The title or organization of the photographer. | <i>AP Staff Writer</i> <i>stf</i> |
| Source | One or more companies or organizations that produced the content. | <i>AP Pool</i> |
| Credit line | The photographer or their organization. | <i>ASSOCIATED PRESS</i> |
| Copyright notice | The organization's copyright information. | <i>Copyright 2022 The Associated Press. All rights reserved</i> |
| Transref | The alphanumeric code automatically assigned to an asset for transmission purposes. | <i>AMB114</i> |
| Category | The AP classification/type of photo. You can only select one category. | <i>A - Domestic News</i> |
| Supp. Cat. | The AP subcategory code for the photo. You can enter multiple codes. | <i>APN - APNewsFeatures</i> |

**Note**

Only the mandatory fields (*) are necessary to create the story.

4. Accept the default setting, *Publish*, in the **Save as** menu.
5. Click **Save** to create and publish the story. The preview of the photo story appears.



Important

By default, content is set to publish when you click the **Save** button. Please make sure your content is ready for publication BEFORE clicking **Save**. If you change the **Save as** menu to *Draft*, you must reset the menu back to *Publish* when you are ready to publish the content to customers.

ADDING A VIDEO STORY

1. Navigate to **Shortcuts** → **Content Listing**; then [click +Add content](#) at top.
2. On the [Add Content page](#), click **News Story**.
3. On the Create Video page, specify the following details at left:

Create Video

Slug *

Characters Used: 0

Headline

Characters Used: 0

Source

Video File

| Filename | Size | Status |
|----------|------|--------|
| | | |

[+ Add Files](#) [↑ Start Upload](#) 0 b 0%

Allowed types: mp4.
One file only.

Body

Last saved: Not saved yet
Author: tabbyrocksusta@gmail.com
Revision log message

Briefly describe the changes you have made.

AUTHORING INFORMATION (By tabbyrocksusta@gmail.com (845) on 2022-07-19)

PAGE DISPLAY OPTIONS

| DETAIL | DESCRIPTION | EXAMPLE(S) |
|-----------------|---|--|
| Slug * | The shortest human-readable way to identify a video. | <i>US BILLIONARES</i> |
| Headline | The video title. Character limit: 50 characters | <i>New York ice cream truck sells Eat the Rich popsicles</i> |
| Source | One or more companies or organizations that produced the content. | <i>Agencia EFE</i> |

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| DETAIL | DESCRIPTION | EXAMPLE(S) |
|-------------------|---|---|
| Video File | Click Add File to select a video from your machine or mapped drive to upload. The upload may take a few minutes. File size limit: 5 GB (5,000 MB) Allowable file format: mp4 | efeo47465_US_BILLIONNAIRES_1080i50ESSENCE.mp4 |
| Body | (If available) The shotlist and storyline for the video. | SHOTLIST: STORYLINE: <i>New York, Jul 12 (EFE). - (Camera: Jorge Fuentelsaz) A pop up ice cream truck in New York is selling 'Eat the Rich' popsicles in the shape of some of the world's wealthiest men, including... <more...></i> FOOTAGE OF THE ICE CREAM TRUCK IN NYC. |

**Note**

Only the mandatory fields (*) are necessary to create the story.

4. Accept the default setting, *Publish*, in the **Save as** menu.
5. Click **Save** to create and publish the story. The preview of the video story appears.

**Important**

By default, content is set to publish when you click the **Save** button. Please make sure your content is ready for publication BEFORE clicking **Save**. If you change the **Save as** menu to *Draft*, you must reset the menu back to *Publish* when you are ready to publish the content to customers.

ADDING AN AUDIO STORY

1. Navigate to **Shortcuts** → **Content Listing**; then [click +Add content](#) at top.
2. On the [Add Content page](#), click **News Story**.
3. On the Create Audio page, specify the following details at left:

Create Audio

Slug *

Characters Used: 0

Speaker

Intro

Audio file

Choose File No file chosen

One file only.
100 MB limit.
Allowed types: mp3.

Save as: **Publish** ▾

Save **Live Preview**

Last saved: Not saved yet
Author: tabbyrocksusta@gmail.com
Revision log message

Briefly describe the changes you have made.

► **AUTHORING INFORMATION** (Authored on 2022-07-19)

► **PAGE DISPLAY OPTIONS**

| DETAIL | DESCRIPTION | EXAMPLE(S) |
|-------------------|---|---|
| Slug * | The shortest human-readable way to identify an audio story. | <i>Entertainment-Jonas Brothers</i> |
| Speaker | The person(s) speaking in the audio story. | <i>Nick Jonas, musician, and Kevin and Joe Jonas, with reporters</i> |
| Intro | A brief description of the audio story. | <i>Nick, Kevin and Joe Jonas say they met Sasha and Malia Obama backstage in a game area at the "Ellen DeGeneres Show."</i> |
| Audio File | Click Choose File to select an audio file from your machine or mapped drive to upload. File size limit: 100MB Allowable file format: mp3 | <i>apa257009_Jonas_Bros_Met_ObamaKids_backstage_52360699.mp3</i> |



Note

Only the mandatory fields (*) are necessary to create the story.

4. Accept the default setting, **Publish**, in the **Save as** menu.
5. Click **Save** to create and publish the story. The preview of the audio story appears.



Important

By default, content is set to publish when you click the **Save** button. Please make sure your content is ready for publication BEFORE clicking **Save**. If you change the **Save as** menu to *Draft*, you must reset the menu back to *Publish* when you are ready to publish the content to customers.

EDITING CONTENT



Note

Only one user can edit a story at a time.

1. Navigate to **Shortcuts → Content Listing**, search for the content item; then click its **Edit** link:

| SLUG | CONTENT TYPE | AUTHOR | PUBLISH STATUS | UPDATED | OPERATIONS | VIEW |
|------------------------------------|--------------|-------------------|----------------|-----------------------------|----------------------|----------------------|
| APTOPIX White Sox Twins Baseball 2 | Photo | tabbyrocksusta... | Published | Tue, 07/19/2022 – 15:49 UTC | Edit | View |

2. On the Edit page, perform ANY of the following actions as necessary:

- Modify any of the [news](#), [APNewsAlert](#), [photo](#), [video](#) or [audio](#) story details.
- (For photo, video or audio stories) Click **Remove** to remove a media file from the story and upload a new file to replace it:

[View](#)
[Edit](#)
[Revisions](#)

Edit Photo APTOPIX White Sox Twins Baseball 2

Slug *

Characters Used: 34

Photo


[Remove](#)

Caption

Chicago White Sox center fielder Adam Engel catches a fly ball hit by Minnesota Twins' Carlos Correa during the first inning of a baseball game, Sunday, July 17, 2022, in Minneapolis. The Twins won 6-3. (AP Photo/Craig Lassig)

Instructions

This content is intended for editorial use only. For other uses, additional clearances may be required.

CREATED

07/17/2022 06:35:00 PM

Publish

Last saved: Tue, 07/19/2022 – 04:07 UTC

Author: tabbyrocksusta@gmail.com

Create new revision
Revisions are required.

Revision log message

Briefly describe the changes you have made.

► **AUTHORING INFORMATION** (By tabbyrocksusta@gmail.com (845) on 2022-07-19)

► **PROMOTION OPTIONS** (Promoted to front page)

► **PAGE DISPLAY OPTIONS**

3. Update the **Eds Notes** with detailed information about the update.
4. Add a description of all story changes in the **Revisions log message** box at right.
5. Accept the default setting, **Publish**, in the **Save as** menu.
6. Click **Save** to create and publish the revised story.



Important

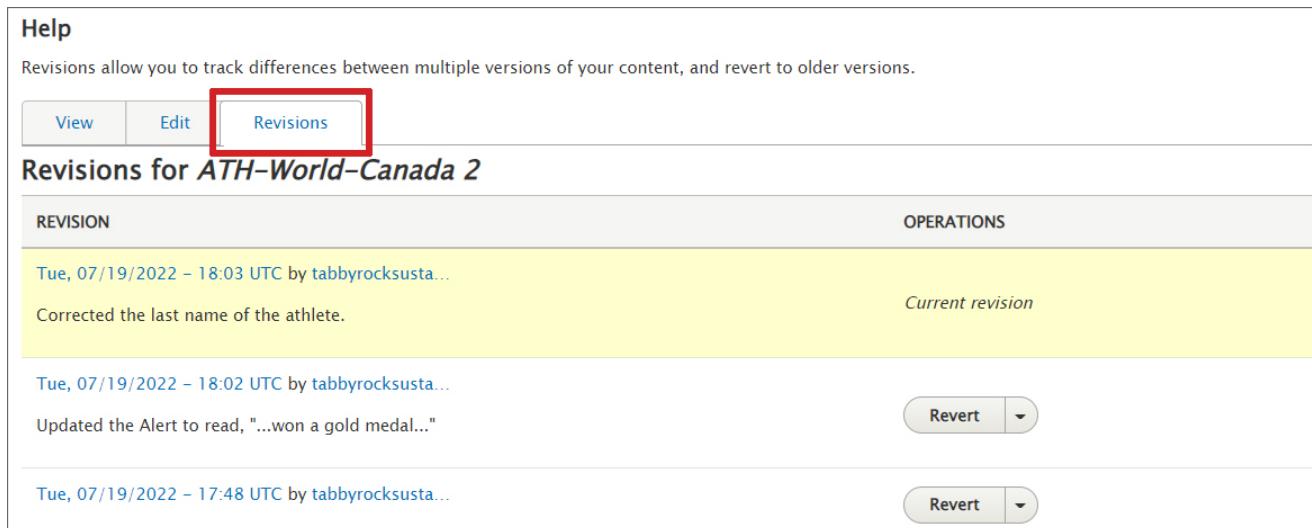
By default, content is set to publish when you click the **Save** button. Please make sure your content is ready for publication BEFORE clicking **Save**. If you change the **Save as** menu to *Draft*, you must reset the menu back to *Publish* when you are ready to publish the content to customers.

REMOVING CONTENT

1. Navigate to **Shortcuts** → **Content Listing**, search for the content item; then click its Edit link.
2. On the Edit page, select *Unpublish* from the **Save as** menu at bottom.
3. Click **Save**. The content is removed from the AP Backup customer site and archived.

REVERTING CONTENT TO A PREVIOUS VERSION

1. Navigate to **Shortcuts** → **Content Listing**, search for the content item; then click its Edit link.
2. Click the Revisions tab to view a list of all draft and published versions of the story:

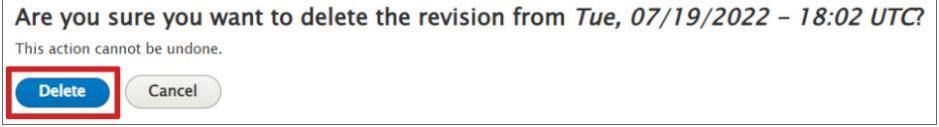


The screenshot shows the 'Revisions' tab highlighted with a red box. Below it, a table lists three revisions for a story titled 'ATH-World-Canada 2'. The first revision is the 'Current revision', which was made on 'Tue, 07/19/2022 – 18:03 UTC' and updated the athlete's last name. The second revision was made on the same day at 18:02 UTC and updated the alert message. The third revision was made on the same day at 17:48 UTC. Each row includes a 'Revert' button with a dropdown arrow.

| REVISION | OPERATIONS |
|---|-------------------------|
| Tue, 07/19/2022 – 18:03 UTC by tabbyrocksusta... Corrected the last name of the athlete. | <i>Current revision</i> |
| Tue, 07/19/2022 – 18:02 UTC by tabbyrocksusta... Updated the Alert to read, "...won a gold medal..." | Revert ▾ |
| Tue, 07/19/2022 – 17:48 UTC by tabbyrocksusta... | Revert ▾ |

3. Perform any of the following actions:

| TO... | DO THIS... |
|------------------------------|---|
| Preview a previous version | Click the version's creation date/time link: <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> Tue, 07/19/2022 – 18:02 UTC by tabbyrocksusta... Updated the Alert to read, "...won a gold medal..." Revert ▾ </div> |
| Revert to a previous version | Click Revert for the appropriate version; then click Revert when the confirmation message appears: <div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> Are you sure you want to revert to the revision from Mon, 07/18/2022 – 23:12 UTC? Revert Cancel </div> |

| TO... | DO THIS... |
|---------------------------|---|
| Delete a previous version | <p>Click the version's Revert menu ▾, select Delete; then click Delete when the confirmation message appears:</p>  <p>Once deleted, this version can no longer be retrieved.</p> |

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 |