



Mylvy Content Creator User Guide

February 2024

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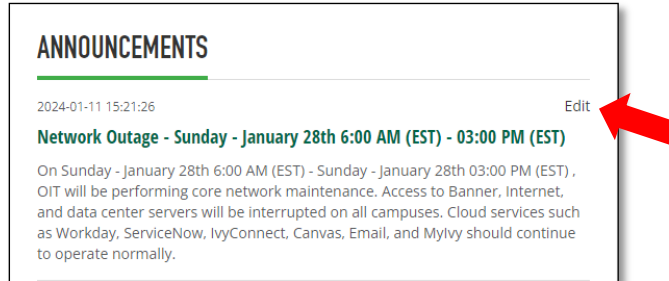
Announcements

Adding Announcements to Mylvly:

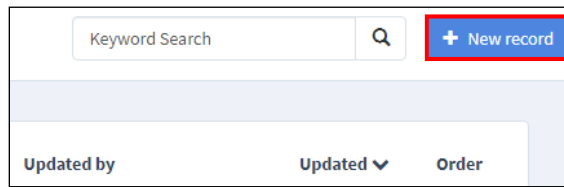
Announcements are managed through the *Orbit System.

* NewRocket Orbit CMS: The Orbit system allows non-technical users to curate and control the content that is visible to the portal end-users.

1. Click **Edit** in the Mylvly homepage, adjacent to the title. The Orbit content editor will open in a new browser tab.



2. In the Orbit editor, click **+ New record**.



3. Add a new record by completing the following information.

The screenshot shows the Orbit content editor form with several red callout boxes providing instructions:

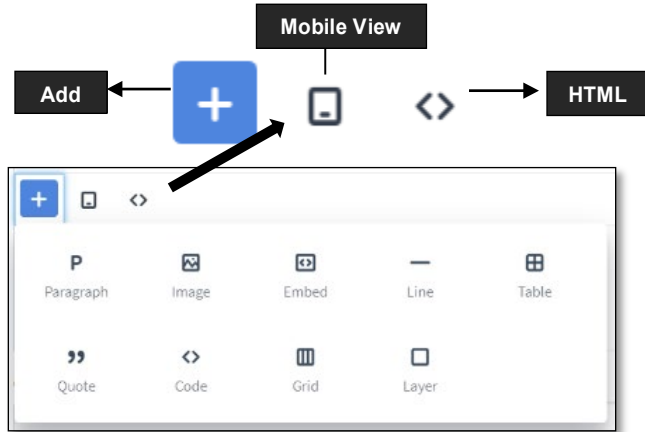
- Announcement Summary should only be 1-2 sentence max.** (points to the "Announcement Summary" field)
- You will primarily use tools in the "+" icon when drafting.** (points to the "+" icon in the "Post" field)
- Campus Audience is who will see the announcement on Mylvly.** (points to the "Audience" dropdown menu)
- This field should be left blank if it is an announcement that is College-wide.** (points to the "Order" field)

The form fields include:

- Content Title:** Register for Spring Classes + Advising Help
- Announcement Summary:** Sign up for your spring courses. We are here to help! Make an advising appointment with the link in this message.
- Post:** A rich text editor containing text about registering for classes and a notice for guest students.
- Campus:** Bloomington Service Area
- Settings:** Valid from (2023-10-16 11:00:50), Valid to (2024-01-12 23:43:35), Audience (Ivy Bloomington Service Area - Faculty | Ivy Bloomington Service Area - Staff | Ivy Bloomington Service Area - Student), and Order.

Important Items to Note:

- 1. Do not use **“Upload an image”** to add graphics to an announcement. This function does not work.
- 2. **“Add”** or **“+”** icon has many features that you can use to customize the body of your announcement. As a creator you will primarily use the Paragraph and Image features.



- 3. **HTML** – If you are familiar with code. This section is where text, pictures, links, etc. will appear in the main body of the announcement.

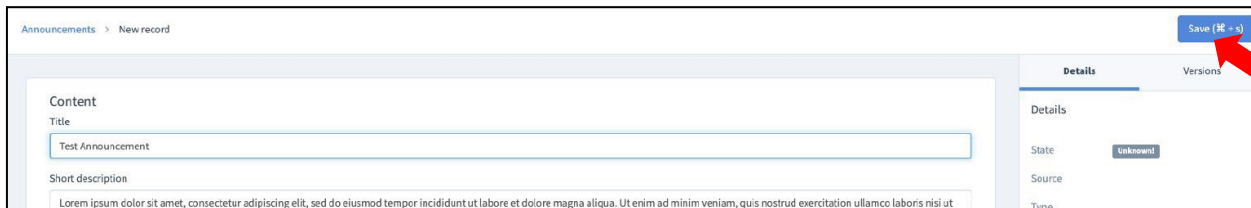
- 4. **Campus** – adding a Campus location will add a “tag” that will display next to the announcement on MyIvy, this is not mandatory to fill out. This is an example:



- 5. **Audience** – filling out this field is very important as this determines who the audience is for the announcement. Anything that is campus related will need Campus location, as well as roles (student, staff, faculty). If the announcement is specific to a certain group College-wide, add Ivy-Staff, Ivy Faculty/Staff, or Ivy Student. If the announcement is intended College-wide, leave the Audience field blank.

Content Item Status and Workflow

After all the applicable areas have been filled out for the new item, the **Save** button will appear in the top right-hand corner.



Once the item has been saved, the option to either **delete** or **publish** will appear next to the Save button.



Choosing the **publish** option will make the announcement public. Choosing the **delete** option will permanently delete the saved draft.

Choosing the publish option will also reveal the options to unpublish, archive, and check out.



Checking out an item will render it locked to other editors and edits. Once you complete your edits, you may either publish it, or submit it for reapproval.

Unpublishing an item will return it to draft form, which will give the option to either republish or delete the item.

Archiving the item will keep it in the list of announcements and allow it to be restored to the announcements section at a later time.

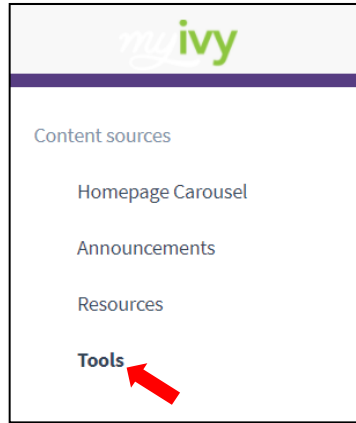
Note: Once archived, the item will no longer be visible in the Announcements section of the Mylvy portal. The options to either delete, save, or restore the item will be in the top right-hand corner of the Orbit editor.

Tools

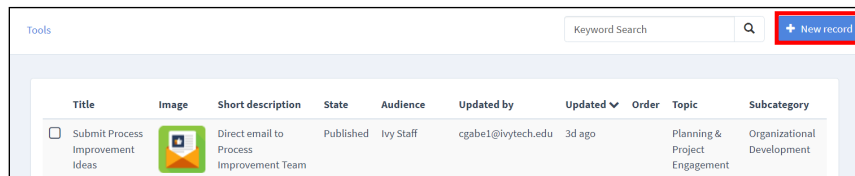
Systems and forms that can help users complete tasks

Adding Tools to Mylv:

1. Go to the following link: <https://ivytech.service-now.com/orbit> and click on Tools under Content sources on the left-hand sidebar.



2. Once on the topics page, click on **+ New record** to create a new tool.



3. Add a new record by completing the following information.

A screenshot of the Mylv 'Add new record' form. The form is titled 'Content' and has the following fields:

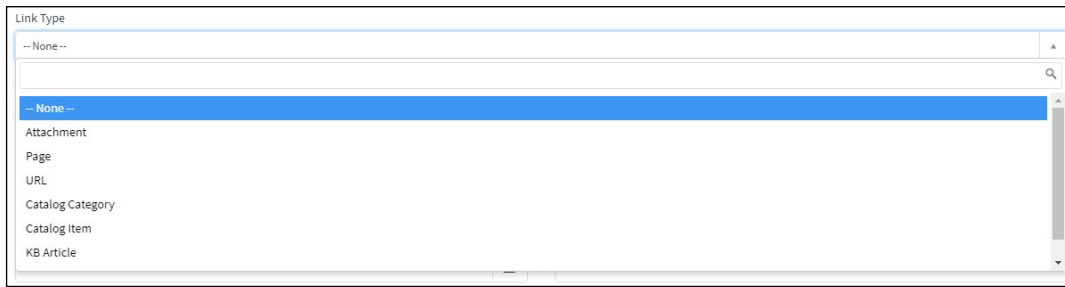
- Title:** Driver Authorization Form
- Short description:** Request to drive College owned, leased, or rented vehicles
- Image:** A small green icon with a white 'x' and a red 'x' next to it. Below the image are 'Upload an image' and 'Delete' buttons.
- Type:** Link
- Link Type:** URL
- URL:** https://ivytech.co1.qualtrics.com/jfe/form/SV_3xaeVhKdea5Kitx7
- URL target:** _blank
- * Topic:** Human Resources & Payroll
- * Subcategory:** Team Ivy
- Settings:** Valid from, Valid to, Audience (Ivy Staff, Ivy Faculty/Staff), Order

Three red callout boxes provide instructions:

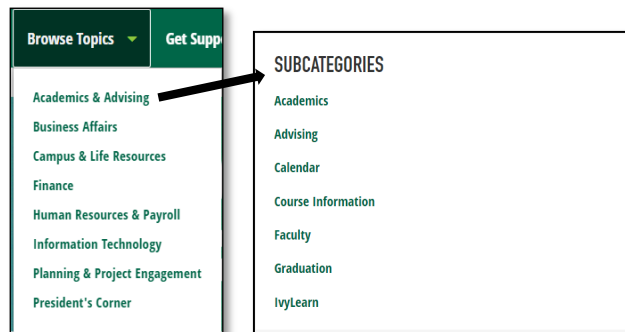
- Top left: 'Short Description should only be 1 sentence.' with an arrow pointing to the Short description field.
- Middle left: 'Type includes either a link or article. Link will be the option most used.' with an arrow pointing to the Type field.
- Bottom right: 'Audience is who will see the tool in Mylv.' with an arrow pointing to the Audience field.

Important Items to Note:

1. **Link Type** is a drop-down with multiple options to choose from. Depending on the tool you are adding will determine the type of link to share with users.



2. **Topic** and **Subcategory** – These fields are required and will determine where the tool will be located when a user refines their search in MyIvy.



3. **Audience** – filling out this field is very important as this determines who the audience is for the tool. Anything that is campus related will need Campus location, as well as roles (student, staff, faculty). If the tool is specific to a certain group College-wide, add Ivy-Staff, Ivy Faculty/Staff, Ivy Student. If the tool is available for every role, leave blank.

Content Item Status and Workflow

After all the applicable areas have been filled out for the new item, the **Save** button will appear in the top right-hand corner.

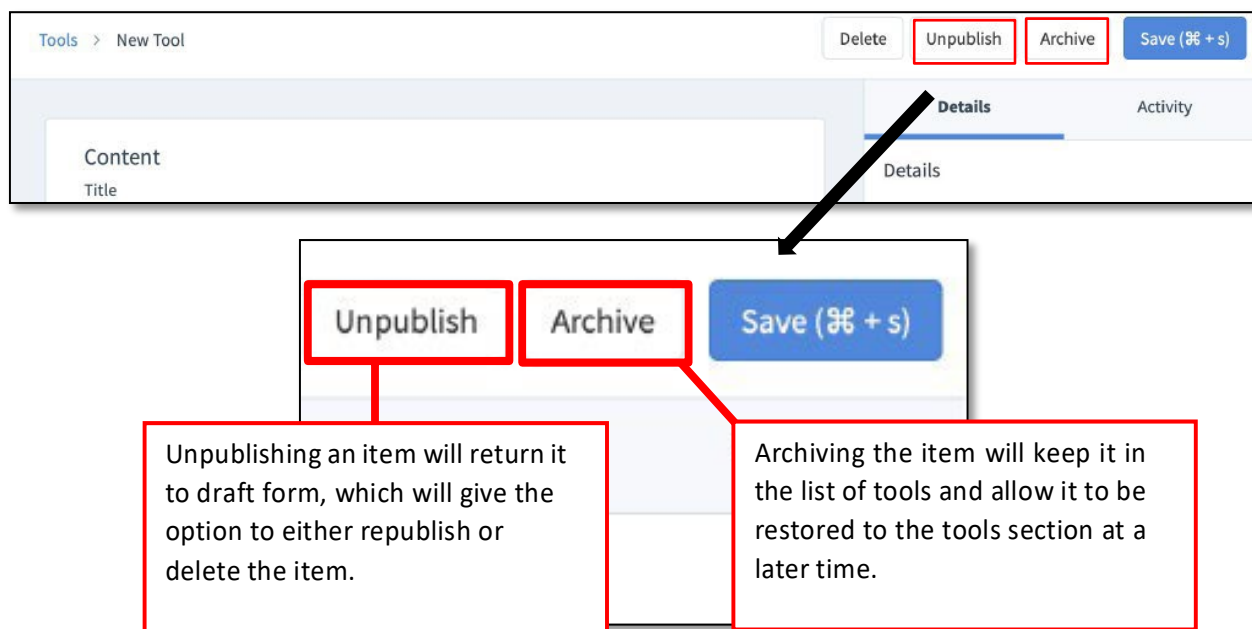


Once the item has been saved, the option to either **delete** or **publish** will appear next to the Save button.



Choosing the **publish** option will make the tool public. Choosing the **delete** option will permanently delete the saved draft.

The publish option will also reveal the options to unpublish or archive.



Note: Once archived, the item will no longer be visible in the Tools section of the Mylvv portal. The options to either delete, save, or restore the item will be in the top right-hand corner of the Orbit editor.



On the task bar on the right-hand side of the webpage, there is an activity bar that shows the status of the item. It will be under the Details tab and next to the text, State.

Details		Activity		Details		Activity		Details		Activity	
Details				Details				Details			
State				State				State			
Draft				Published				Archived			

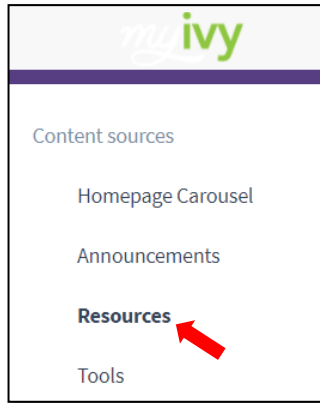
Each of these labels shows the item status. If the item is not published, then it will not be displayed in the Mylvy Portal as a Tool.

Resources

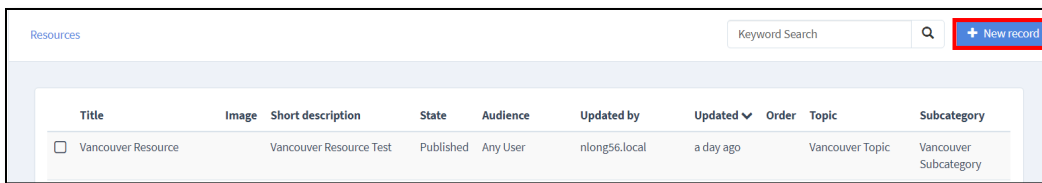
Knowledge Base (KB) articles and additional sources of information for users

Adding Resources to MyIvy:

1. Go to the following link: <https://ivytech.service-now.com/orbit> and click on Resource under Content sources on the left-hand sidebar.



2. Once on the topics page, click on the **+ New record** to create a new resource.



3. Add a new record by completing the following information.

A screenshot of the 'Add New Record' form for Resources. The form contains the following fields:

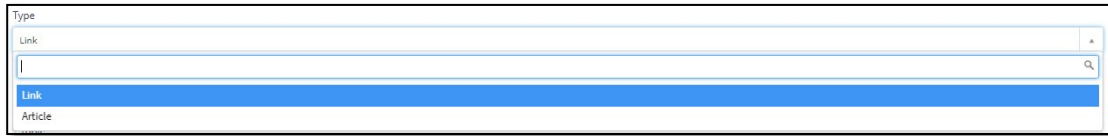
- Title:** Student Accident Reporting Form
- Short description:** (empty)
- Image:** (empty, with a red 'X' over the image icon)
- Type:** Link
- Link Type:** URL
- URL:** https://www.ivytech.edu/risk/17100.html
- URL target:** _blank
- * Topic:** Campus & Life Resources
- * Subcategory:** Safety & Security
- Settings:**
 - Valid from:** (empty)
 - Valid to:** (empty)
 - Audience:** Ivy Students
 - Order:** (empty)

Annotations include:

- A red circle on the left with the text 'Keep title short and concise and short description blank or 1 sentence.' pointing to the Title field.
- A red circle on the left with the text 'Resources do not have images.' pointing to the Image field.
- A red circle on the right with the text 'Audience is who will see the resource in MyIvy.' pointing to the Audience field.


Important Items to Note:

1. **Type** is a drop-down with two options to choose from. Depending on the resource you are adding will determine the type of content to share with users.



A screenshot of a web form's 'Type' dropdown menu. The dropdown is open, showing two options: 'Link' (highlighted in blue) and 'Article'.

2. **Topic** and **Subcategory** – These fields are required and will determine where the resource will be located when a user refines their search in MyIvy.



Two side-by-side screenshots of web form sections. The left one shows a 'Browse Topics' dropdown menu with a list of topics including 'Academics & Advising', 'Business Affairs', 'Campus & Life Resources', 'Finance', 'Human Resources & Payroll', 'Information Technology', 'Planning & Project Engagement', and 'President's Corner'. The right one shows a 'Subcategories' list with items like 'Academics', 'Advising', 'Calendar', 'Course Information', 'Faculty', 'Graduation', and 'IvyLearn'.

3. **Audience** – filling out this field is very important as this determines who the audience is for the resource. Anything that is campus related will need Campus location, as well as roles (student, staff, faculty). If the resource is specific to a certain group College-wide, add Ivy-Staff, Ivy Faculty/Staff, Ivy Student. If the tool is available for every role, leave blank.

Content Item Status and Workflow

After all the applicable areas have been filled out for the new item, the **Save** button will appear in the top right-hand corner.



A screenshot of a web form titled 'Resources > New record'. The form has a 'Content' section with 'Title' (containing 'New Resource') and 'Short description' fields. On the right, there is a 'Details' section with 'State' (Unknown), 'Source', and 'Type' fields. A blue 'Save (36 + s)' button is in the top right corner, with a red arrow pointing to it.

Once the item has been saved, the option to either **delete** or **publish** will appear next to the Save button.



A screenshot of a web form titled 'Resources > New Resource'. The form has a 'Content' section with 'Title' (containing 'New Resource') and 'Short description' fields. On the right, there is a 'Details' section with 'State' (Draft), 'Source' (Resources), 'Type' (Link), and 'Created by' (Julia Clark) fields. At the top right, there are three buttons: 'Delete', 'Publish', and 'Save (36 + s)'. The 'Delete' and 'Publish' buttons are highlighted with red boxes.

Choosing the **publish** option will make the resource public. Choosing the **delete** option will permanently delete the saved draft.

The publish option will also reveal the options to unpublish or archive.

The screenshot shows the 'New Resource' page with buttons for 'Delete', 'Unpublish', 'Archive', and 'Save (⌘ + s)'. The 'Unpublish' and 'Archive' buttons are highlighted with red boxes. A callout box for 'Unpublish' states: 'Unpublishing an item will return it to draft form, which will give the option to either republish or delete the item.' A callout box for 'Archive' states: 'Archiving the item will keep it in the list of resources and allow it to be restored to the resources section later.'

Note: Once archived, the item will no longer be visible in the Resources section of the Mylvy portal. The options to either delete, save, or restore the item will be in the top right-hand corner of the Orbit editor. On the task bar on the right-hand side of the webpage, there is an activity bar that shows the status of the item. It will be under the Details tab and next to the text, State.

The image shows three examples of the 'State' field in the 'Details' tab. The first shows a blue 'Draft' label with a red arrow pointing to it. The second shows a green 'Published' label with a red arrow pointing to it. The third shows a red 'Archived' label with a red arrow pointing to it.

Each of these labels shows the item status. If the item is not published, then it will not be displayed in the Mylvy Portal as a Resource.