

Requesting updates to go live

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Introduction

Content updates are made on the stage website (<https://stage.aberdeenshire.gov.uk/>) before being published on the live website (<https://www.aberdeenshire.gov.uk/>). Each site has a different purpose and level of access.

Find out more about [how stage and live differ](#).

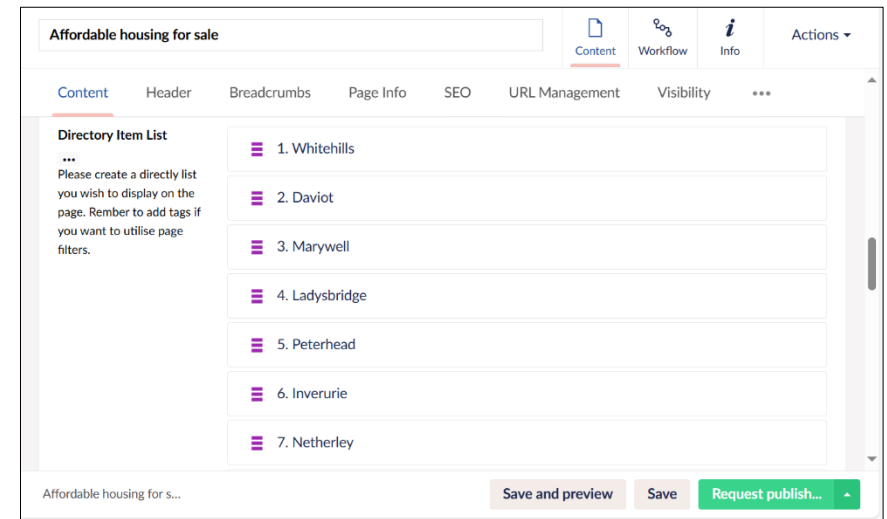
Requesting updates to be published

As a content editor, once you've made and saved changes to a page on the stage website, you must submit it for approval before it can be published on the live website.

After the page is submitted for approval, you shouldn't make further changes to it. Also, other editors will not be able to edit the page until changes are approved.

Here is how to request updates to be published (you will have to do this for each page that you have edited):

1. If you replaced or deleted any documents or images, make sure you updated links to them on the relevant pages.
2. Make sure all page changes are saved, view our [page template guides](#) for detailed instructions.
3. On the page you edited and saved, select the **Request publish** button in the bottom right corner.



4. A side panel will open with a request form:

4.1. Describe the changes you have made. Keep the description concise, as there is a character limit. If changes need to be published on a specific date, add these details in the description.

4.2. If you added or updated documents or images, in the **Attachment section** you can select one file by clicking **Add file** button. If you added or updated more files, list the other ones in the description field.

4.3. Once done, select **Request publish** button in the bottom right corner, this will close the side panel.

The page will show a message stating it is in workflow, which is confirmation that changes have been submitted.

5. You will then see **Workflow detail** button in the bottom right corner of the page. Select this button to view your request and its status.

This screenshot shows a side panel titled "Workflow approval request - Affordable housing for sale". It contains a text area for "Describe the changes" with a 36-character limit, an "Attachment" section with an "Add file" button, and a "Request publish" button at the bottom right. Red arrows point from the instructions to these elements.

This screenshot shows the main content area of the CMS. A red banner at the top states "Document is currently in a workflow". Below this, the "Introduction Text" field is visible. At the bottom right, a "Workflow detail..." button is highlighted with a red arrow. A blue status bar at the bottom indicates "Workflow: Page submitted for publish approval."

Making further changes after submitting a request

If you need to make additional edits after submitting for approval, you have two options:

- Wait until the current request has been approved, then make further changes
- Cancel the current request, edit the page, and submit again

If you choose to cancel, view the ‘Cancelling your changes’ section for instructions on how to do that.

If your changes are no longer required

There may be rare occasions where changes you submitted for approval are no longer needed or work can’t go ahead. If this happens, cancel the approval request as soon as possible. The UX team will revert the page to its previous version, so you should not remove or undo the changes yourself.

To cancel your request, view the ‘Cancelling your changes’ section for instructions on how to do that.

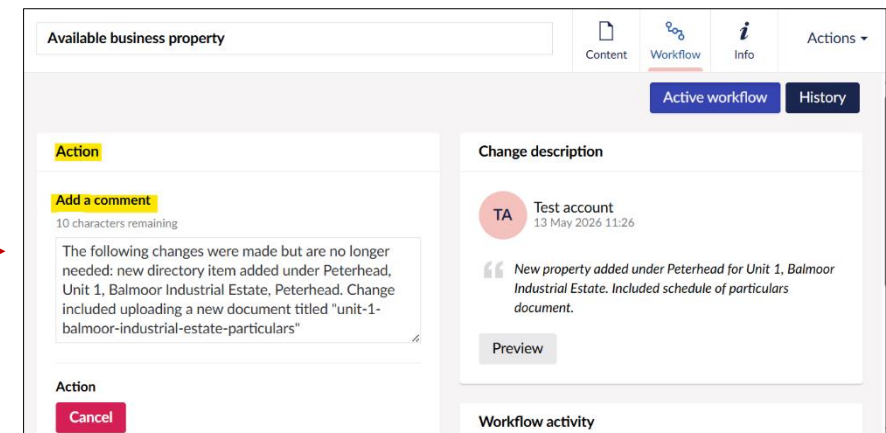
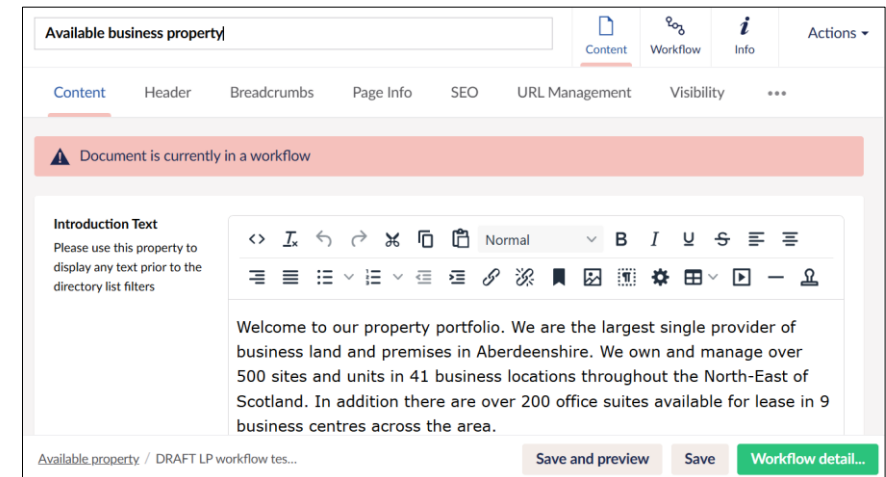
Cancelling your changes

Please note that in rare cases we may not be able to revert some media changes.

To cancel changes submitted for approval:

1. Go to the page you edited inside Umbraco.
2. Select **Workflow detail** button from the bottom right to open the Workflow tab, where you can add a comment and cancel changes.
3. In the **Action** section, **Add a comment** in the text field:
 - If you're cancelling because you need to make further changes, make this clear in your comment, so the changes you have already made are not reverted
 - If the changes are no longer required, in you comment explain:
 - All the changes made to the page such as what content was added, edited or deleted
 - If you made changes to media, give exact details of what documents or images were added, replaced or deleted and include filenames where possible

4. Select **Cancel**.



If your changes are approved

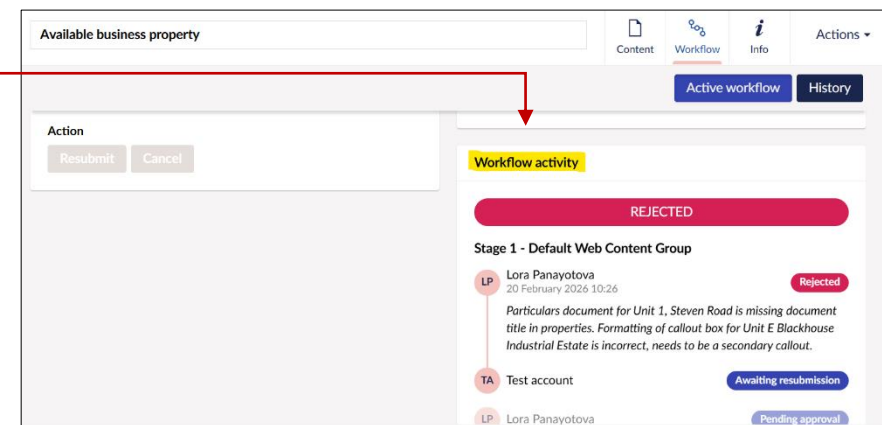
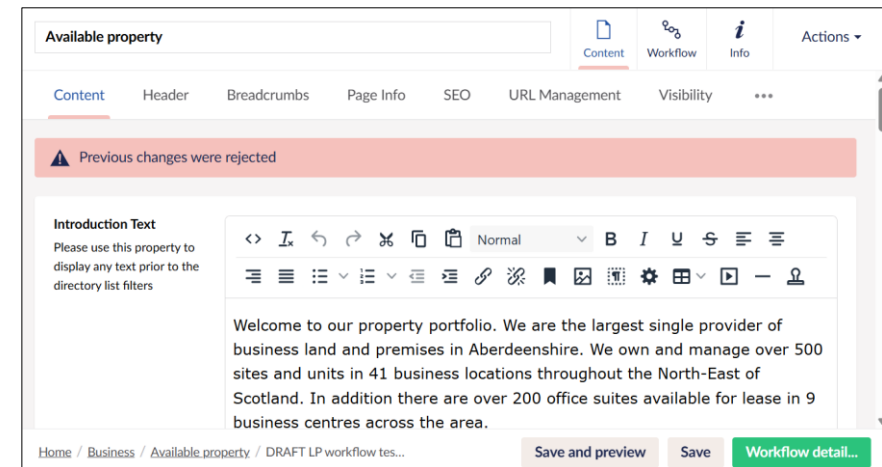
Once your changes have been approved and published on the website, you will get an email confirmation.

If your changes are rejected

You will get an email saying the changes have been rejected. To see why the edit has been rejected you will need to review the feedback in the workflow and make further edits based on this.

1. To review the rejection details in the workflow:

- 1.1. Go to the page you edited inside Umbraco. You will see a message stating the previous changes were rejected.
- 1.2. Select **Workflow detail** button from the bottom right, this will take you to the Workflow tab.
- 1.3. Under the **Workflow activity field**, the status will show as Rejected and you will see a comment advising why.



2. To edit the page and resubmit changes:

- 2.1. Go to the **Content** tab on the page you edited.
- 2.2. Make the relevant changes based on feedback.
- 2.3. To save your changes select **Save** or **Save and preview** button at the bottom of the page.
- 2.4. Select **Workflow detail** button in the bottom right to go to the Workflow tab, where you can resubmit changes.
- 2.5. In the **Action** section, **Add a comment** in the text field describing the changes you made.
- 2.6. Select **Resubmit**.

Your changes will be reviewed by the UX team and you will get another email to confirm if they are approved or rejected.

