schoolwires®

# Centricity 2™ Content Moderation Help Card

Content Moderation

Content Moderation allows you to review and approve content before it's posted to your website. This approval process can be set up in two ways:

1. Workspaces (e.g., sections, site homepages, etc.) that are **always** moderated. This is useful for areas within which **all** content will always need to be approved (moderated).
2. Combinations of workspaces and users (e.g., 'PTO' section + user 'Emily Johnson') that are moderated. This second option is useful when there are editors within a workspace that can post content directly to the website, as well as editors that will need their content to be moderated when in Content Group workspaces.

Regardless of which option you choose, click on *Content Moderation*, then click *Moderated Groups*.
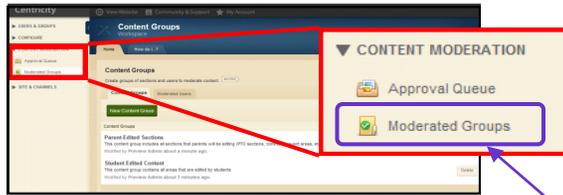
Creating Content Groups

Content Groups allow you to define the workspaces that are subject to Content Moderation.

To Create a Content Group:

1. In Site Manager, select *Content Moderation* from the Content Browser.
2. Select *Moderated Groups*.
3. On the *Content Groups* tab, select the *New Group* button.
4. Add a Name and Description, then click *Save*.

To add Workspaces and Moderators to your Content Group:

1. Click on the name of the Content Group.
2. Click the *Workspaces* tab, then use the 'Search' field to add workspaces to your content group.
3. Click the checkboxes to the left to select your workspaces, then click 'Add.'
4. Click on the *Moderators* tab
5. Use the *Assign Group* or *Assign User* buttons to add moderators to your Content Group. Moderators will have the ability to approve or decline content created within their Content Group.
6. Click *Save*.
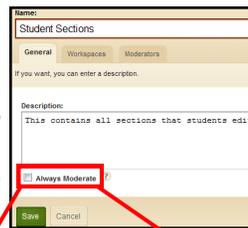
To moderate all Content Group workspaces at all times (regardless of the editor):

1. On the Content Group tab, click on the Content Group name.
2. On the Content Group's *General* tab, click in the checkbox marked 'Always Moderate.'
3. Click *Save*.

Note: If you do not click 'Always Moderate', you will need to add users to the Moderated Users tab as shown to the right.

☑ Always Moderate

Adding Moderated Users

If you didn't click the 'Always Moderate' checkbox for the Content Group, you need to add Moderated Users. Whenever Moderated Users are editing in a Content Group workspace, they will only be able to send their content for approval.

To add Moderated Users:

1. In the Content Groups Workspace, click on the *Moderated Users* tab.
2. You can assign Groups or individual Users as Moderated Users. Click on the appropriate button to assign a Group or User.
3. Using the 'Search' field, locate the Group or User that you want to add.
4. Click the *Select* button next to the name of the Group or User. You can select multiple names from the list of Search results.
5. Once you've selected all of the Groups or Users you want to assign as Moderated Users, click *Add*.
6. If necessary, repeat steps 3 and 4.
7. When you're satisfied, click *Save*.
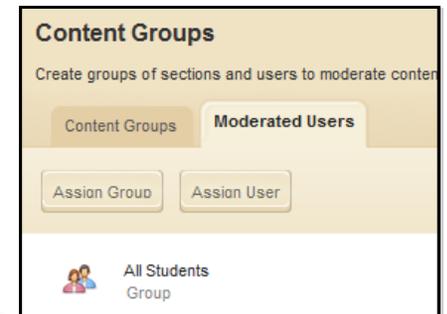
The Moderated Users tab is not a list of Users that always need to have their content approved. Remember, it is the combination of the Moderated User and the Content Group that can trigger Content Moderation. To ensure that all required content is sent for approval, add the appropriate editors to the Moderated Users tab, and include all the workspaces they will be editing in a Content Group. For more information, see the other side of this Help Card.

Centricity 2™ Content Moderation Help Card

Content Groups and Moderated Users

If you did not select the 'Always Moderate' checkbox in your Content Group, you will need to add Moderated Users. These are the editors that need to have their content approved when working in any Content Group workspace.
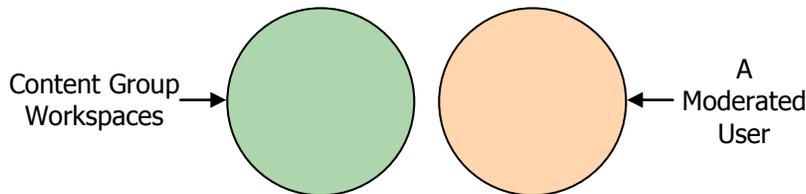
When Moderated Users are editing in a non-Content Group workspace, they will be able to *Save* directly to the live website for that workspace.

However, when they are editing in a Content Group workspace, they will only have the option to 'Send for Approval'.

Imagine that the green circle below is all of the workspaces within the Content Groups and that the orange circle is a Moderated User. As long as the Moderated Users are not working in a Content Group workspace, they will not need to have their content approved.

Content Group Workspaces → ◯   ◯ ← A Moderated User

However, when Moderated Users are editing in a Content Group workspace, they will always need to have their content approved. As the diagram below shows, a Moderated User in any Content Group Workspace will require approval for their content.

Content Group Workspaces → ◯◯ ← A Moderated User

Will Require Approval
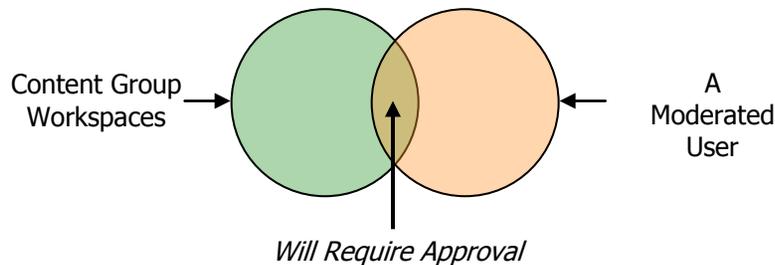
Using this process of Content Moderation allows some editors to post content immediately to the website, while still retaining the approval process for others.

Note: *If you selected the 'Always Moderate' checkbox for the Content Group, all editors will need to 'Send for Approval' when working in one of that Content Group's workspaces.*

Editing with Content Moderation

If your content is being moderated, editing content is almost the same as working without moderation. The only exception is that instead of being able to Save your content directly to the public site, all of the edits you make will need to be Sent for Approval.

1. In your workspace, make your edits as you normally would.
2. When you are finished, click on the *Send for Approval* button, located where *Save* is in an un-moderated workspace.
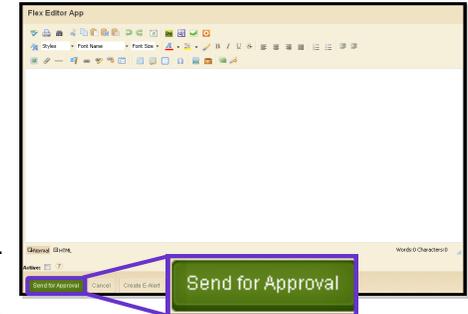
The content will then be approved or declined by a Moderator. If declined, you may receive a comment from the Moderator indicating why the content was not published to the website.

Note: *You should click 'Send for Approval' whenever you would click Save in a un-moderated workspace. The Approval Queue will always display the most recent version that has been sent.*

Reviewing Moderated Content

If you are listed as a Moderator for a Content Group, you have the ability to approve content that has been Sent for Approval from those workspaces. You'll also be able to access the Approval Queue under *Content Moderation* in the Content Browser.
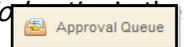
When you click on the Approval Queue icon, you'll be taken to the Content Moderation workspace. Here you will see a list of all content that you can review, which you can filter by Content Group. Each item will have 3 buttons:

- **Approve** - This will publish the content to the website.
- **View** - This will show you a preview of what the content will look like on the end-user website if approved.
- **Decline** - This will remove the item from the Approval Queue and will not publish the content to the public website. The edited content that was sent for approval will still be available in the original workspace. The Moderator will have the ability to send a comment to the editor telling them why their content was not approved.
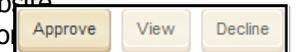
Once content has been Approved or Declined, the item will disappear from the Approval Queue.