



Search...



HOME



BLOX CMS



BLOX TOTAL CMS



RAYOS PLATFORM



FIELD59



TownNews Support

## Webinar | Introducing our new and improved help and documentation site!

Thursday, August 26th @ 10:30 AM CT

Getting Started



# Today's agenda



## Overview

We'll talk about the why and how of the new site.

## Live demo

Show you it's easier than ever to find the tips and documentation you need.

## Q&A

And we'll answer any questions you might have.

# The help.TownNews.com team



**David Hantz**

Director of  
Client Services



**Doug Green**

Senior trainer



**Aaron Sickler**

Documentation  
Specialist



**Seth Hansen**

Trainer

# New and improved

## Easier

Find the help topics you need

## New approach

Updated documentation and examples

## Technology

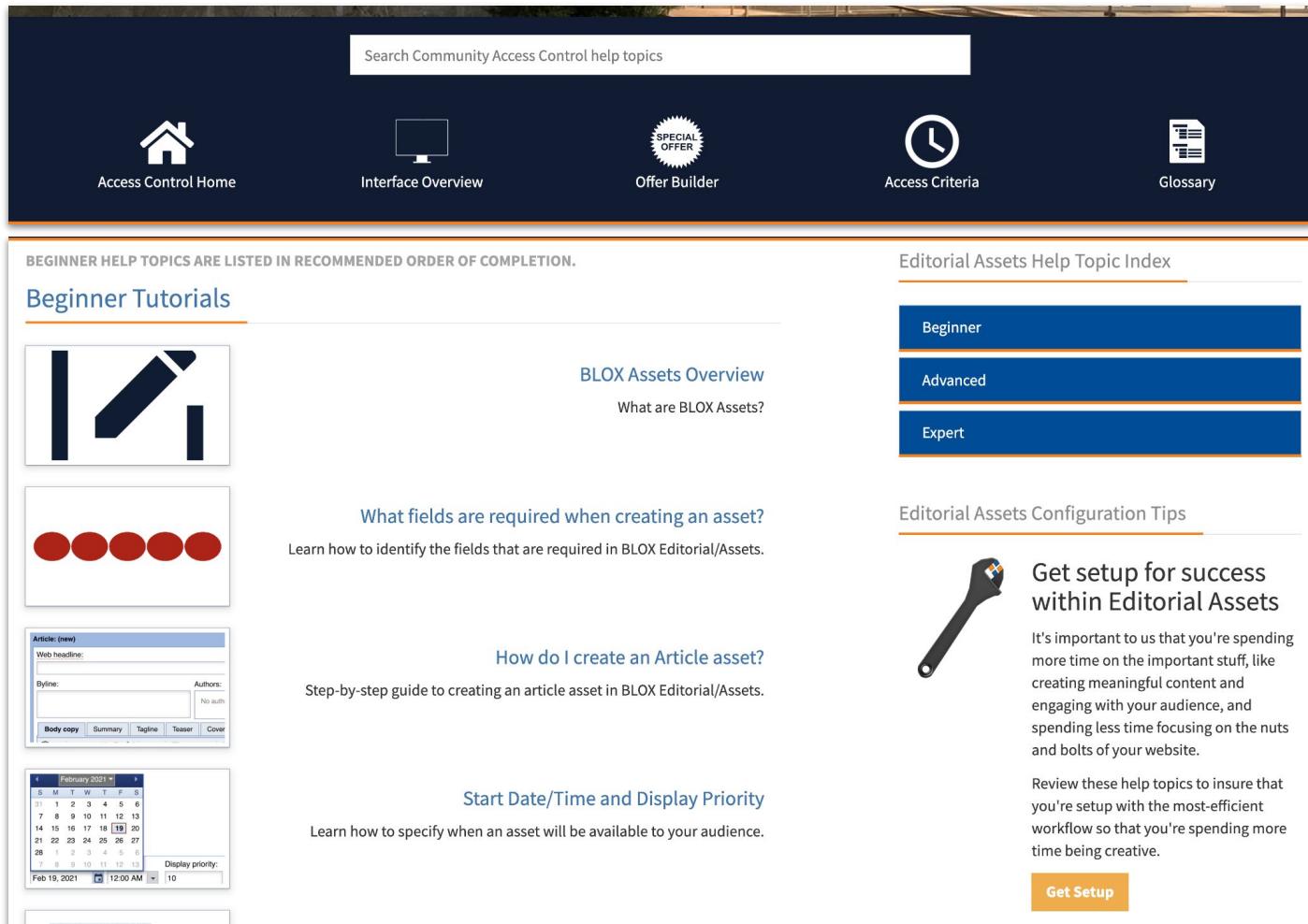
Leverages the power of BLOX CMS

## Refresh

Modern look and feel to the site



# Search improvements

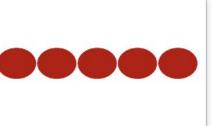


Search Community Access Control help topics

Access Control Home Interface Overview Offer Builder Access Criteria Glossary

BEGINNER HELP TOPICS ARE LISTED IN RECOMMENDED ORDER OF COMPLETION.

**Beginner Tutorials**

-  **What fields are required when creating an asset?**  
Learn how to identify the fields that are required in BLOX Editorial/Assets.
-  **How do I create an Article asset?**  
Step-by-step guide to creating an article asset in BLOX Editorial/Assets.
-  **Start Date/Time and Display Priority**  
Learn how to specify when an asset will be available to your audience.

**Editorial Assets Help Topic Index**

- Beginner
- Advanced
- Expert

**Editorial Assets Configuration Tips**

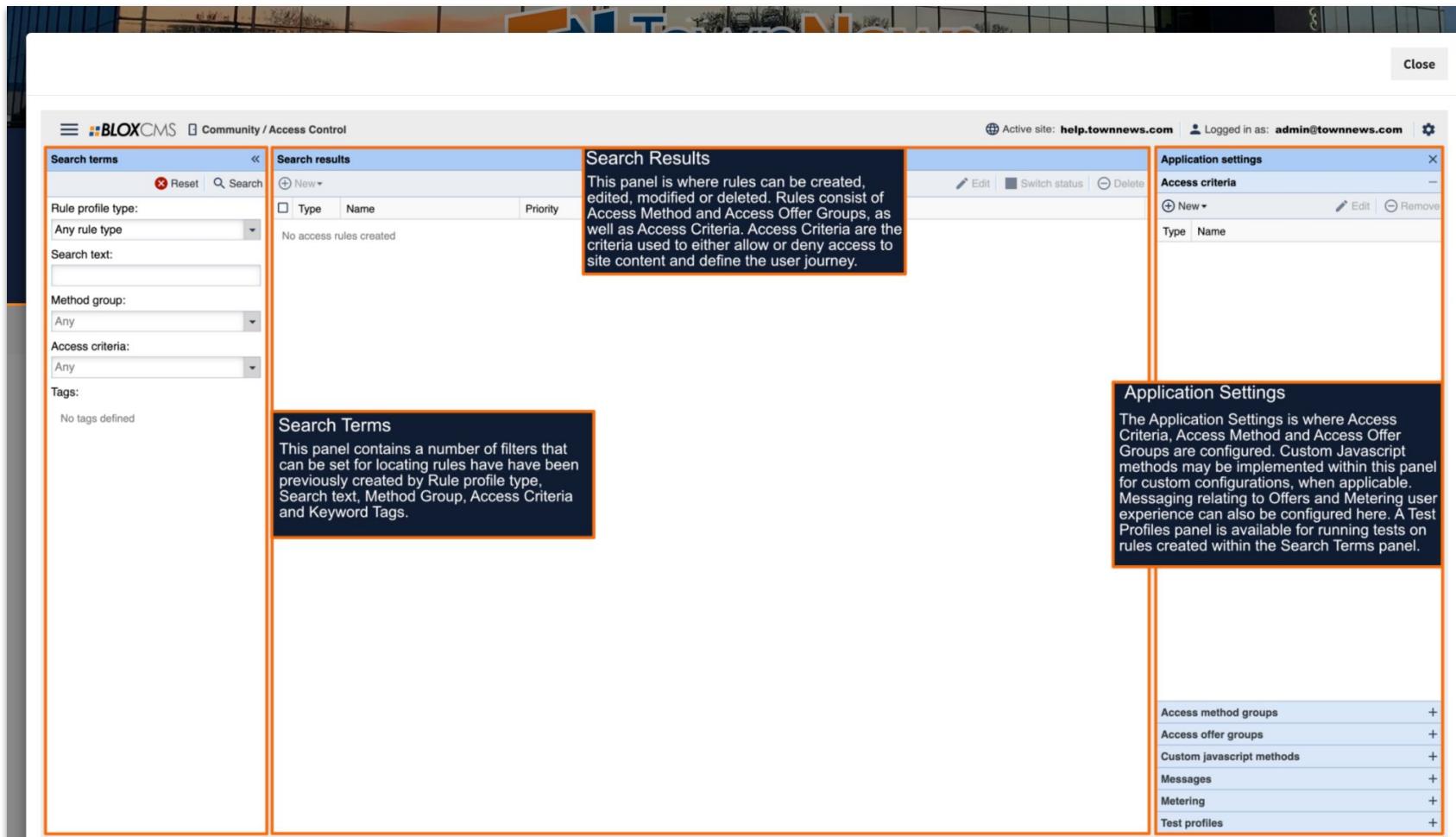
-  **Get setup for success within Editorial Assets**  
It's important to us that you're spending more time on the important stuff, like creating meaningful content and engaging with your audience, and spending less time focusing on the nuts and bolts of your website.
- Review these help topics to insure that you're setup with the most-efficient workflow so that you're spending more time being creative.**

**Get Setup**

- Increases related search results for each help topic
- Help topics are listed in priority order of completion
- Allows users to self-qualify their own knowledge
- In progress: Full keyword audit of all assets

# Comprehensive navigation

- Links to key documentation
- Overview pop-up modal
- Glossary of helpful terms

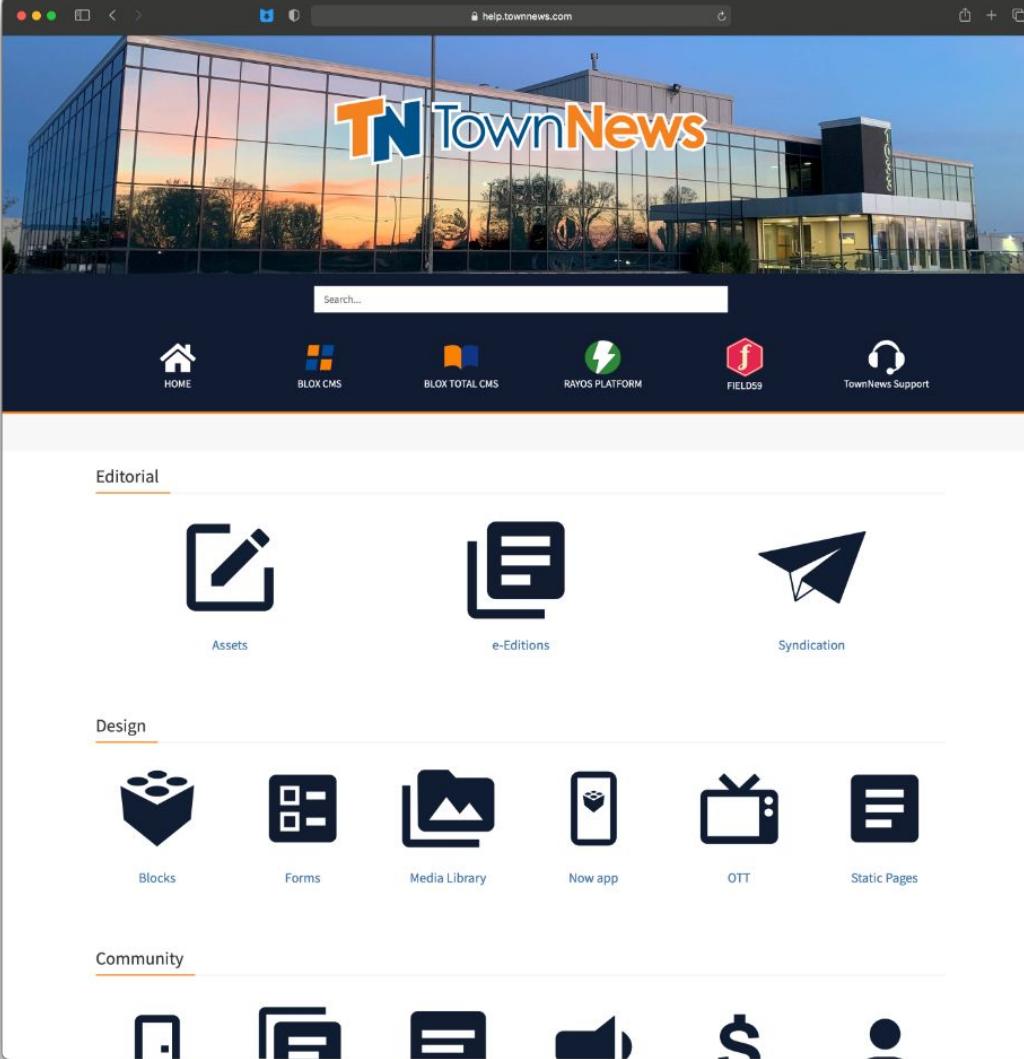


# Documentation improvements

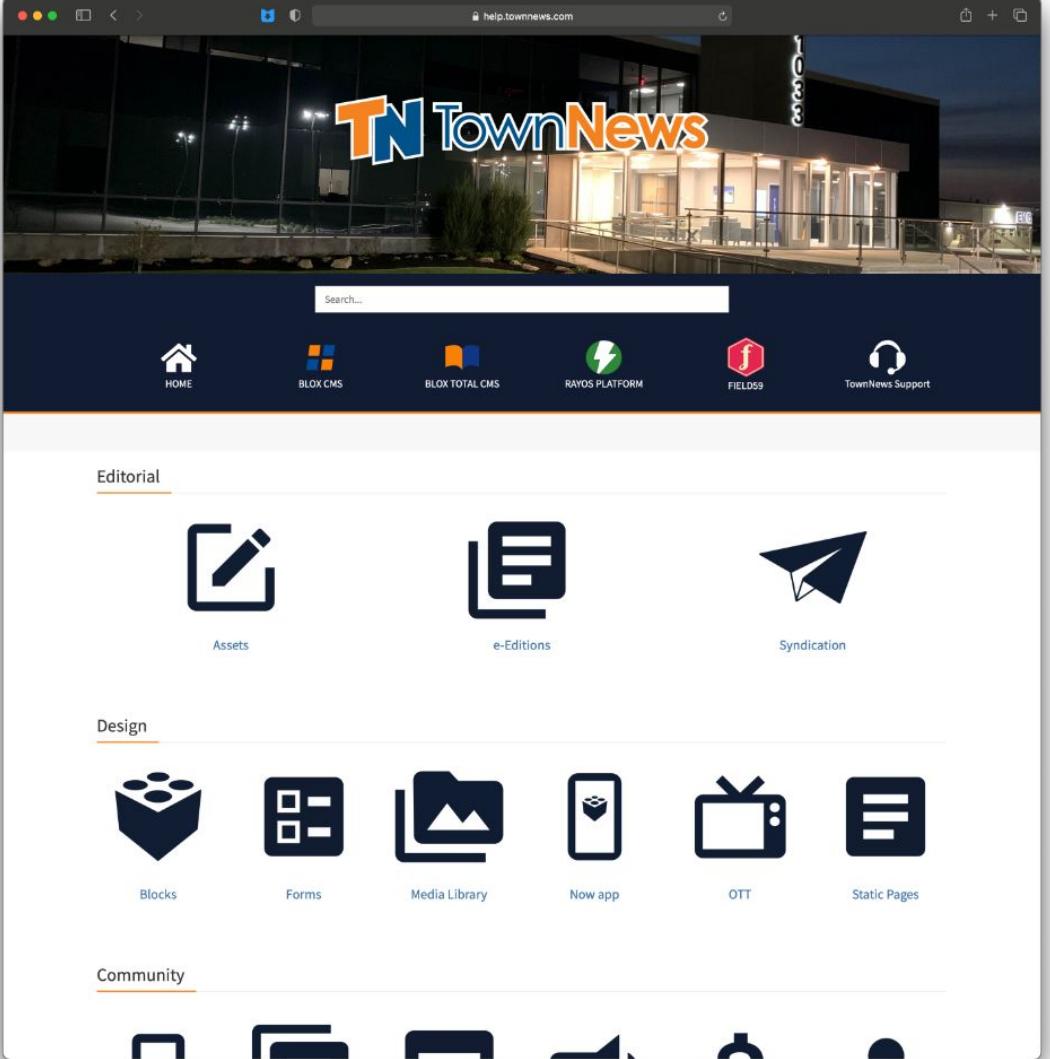
The image displays eight screenshots arranged in a 2x4 grid, illustrating various documentation and interface improvements. The top row shows pages for 'Visibility Classes', 'Design / Blocks', 'WYSIWYG Buttons', and 'Sorting Rules'. The bottom row shows pages for 'Required Fields', 'Video Assets', 'Editorial / Assets', and 'Presentation Styles'.

- Visibility Classes:** A page titled 'Visibility Classes' with a large '5' icon. It explains what visibility classes are and how they can be added to content blocks. It includes a section on 'How do Visibility Classes work?' and a table showing supported browsers.
- Design / Blocks:** A page titled 'How do I use Utility Regions?'. It features a diagram of a block with a red 'U' icon. It explains what utility regions are, how they are used, and how to work with them.
- WYSIWYG Buttons:** A page titled 'What Does Each of the WYSIWYG Buttons Do in the Asset Editor?'. It lists and describes the functions of various WYSIWYG buttons: Paste as Plain Text, Find and Replace Text, Bold, Italic, Underline, and Inline Note.
- Sorting Rules:** A page titled 'How do I use Sorting Rules?'. It explains sorting rules for content blocks and provides a table of sorting rules for editorial assets.
- Required Fields:** A page titled 'What fields are required when creating an asset?'. It shows a list of required fields: Title, Start Date / Time, and Section Tag.
- Video Assets:** A page titled 'Video Assets'. It includes a large play button icon and a section on 'How to create a Video asset'.
- Editorial / Assets:** A page titled 'BLOX Assets Overview'. It features a large pencil icon and a section on 'What are BLOX Assets?'.
- Presentation Styles:** A page titled 'Presentation Styles'. It includes a table of presentation modes and a section on 'What are Presentation Styles?'.

# Design improvements

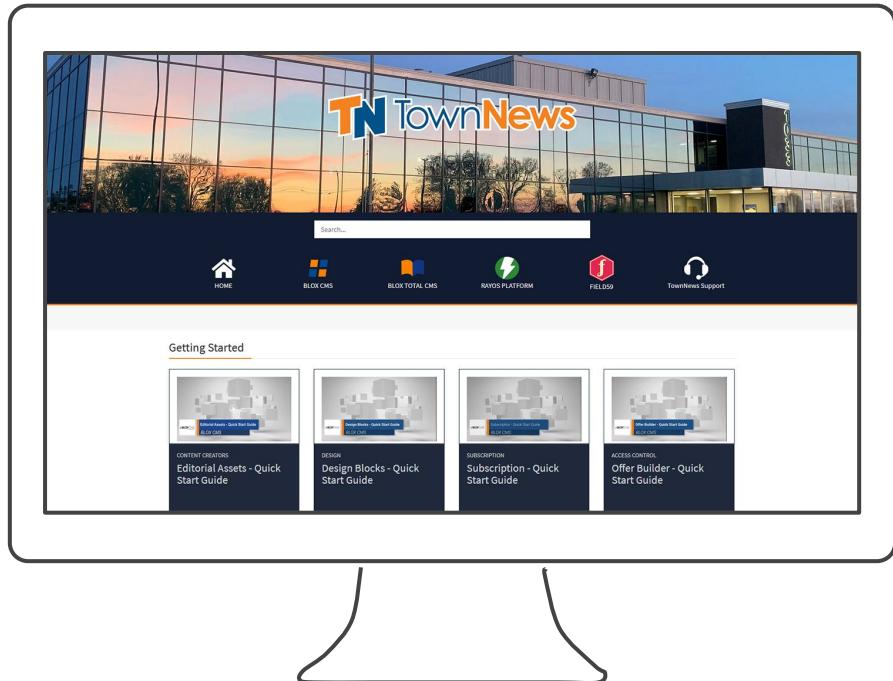


The screenshot shows the previous design of the TN TownNews help center. The header features a large image of a modern building with the TN TownNews logo overlaid. Below the header is a dark navigation bar with links for HOME, BLOX CMS, BLOX TOTAL CMS, RAYOS PLATFORM, FIELD59, and TownNews Support. The main content area is divided into three sections: Editorial, Design, and Community. The Editorial section contains icons for Assets, e-Editions, and Syndication. The Design section contains icons for Blocks, Forms, Media Library, Now app, OTT, and Static Pages. The Community section contains icons for various social media and communication platforms. The overall design is clean but lacks visual variety.



The screenshot shows the updated design of the TN TownNews help center. The header features a large image of the same modern building, but the logo is now larger and more prominent. Below the header is a dark navigation bar with the same links as the previous version. The main content area is divided into three sections: Editorial, Design, and Community. The Editorial section contains icons for Assets, e-Editions, and Syndication. The Design section contains icons for Blocks, Forms, Media Library, Now app, OTT, and Static Pages. The Community section contains icons for various social media and communication platforms. The updated design includes a color palette of orange, blue, and white, and the icons are larger and more distinct, giving the interface a more modern and professional look.

# Helpful examples



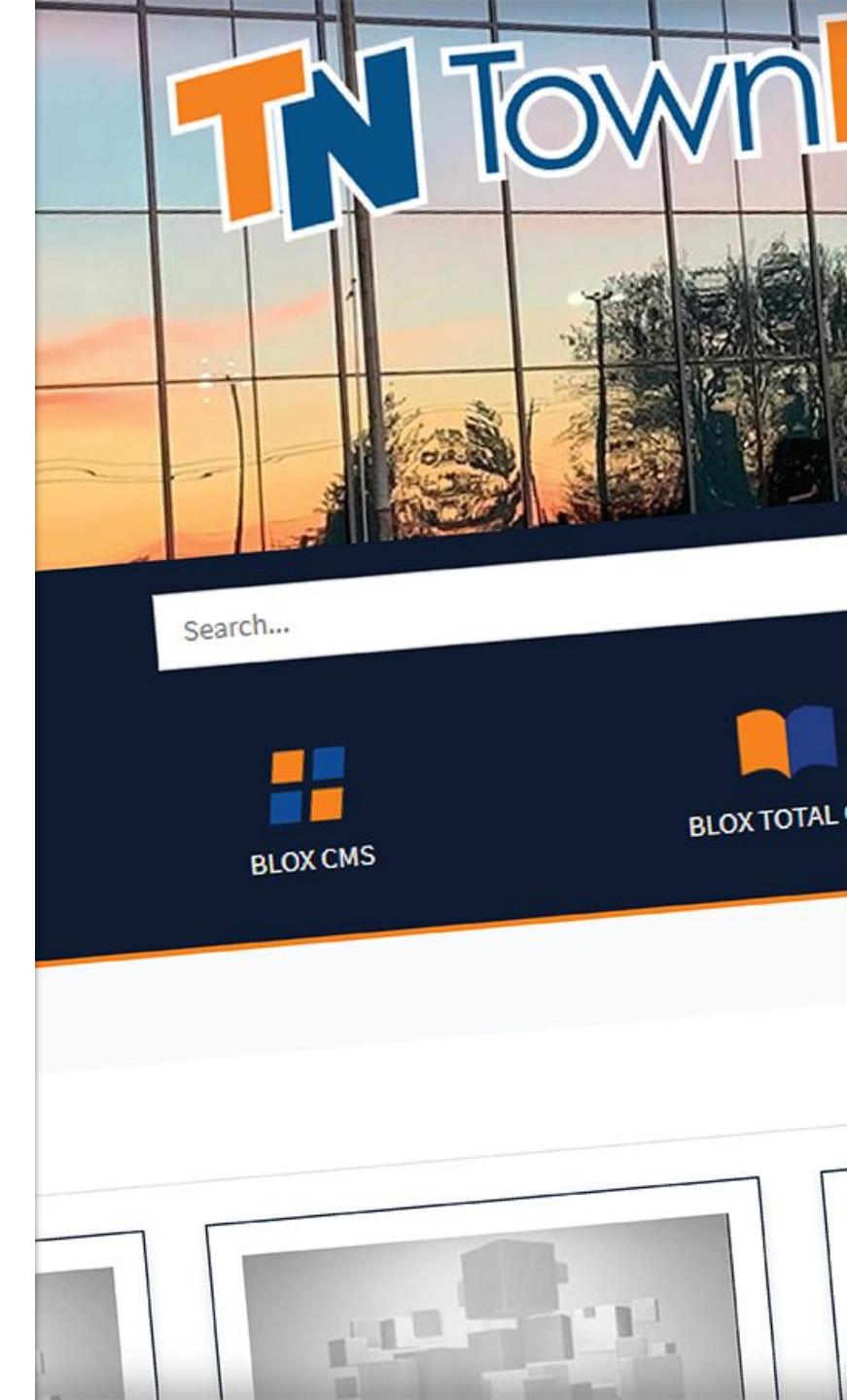
**Enhance understanding**

**Inspire creativity**

**Reduce frustration**

# Live demo

Let's take a look!



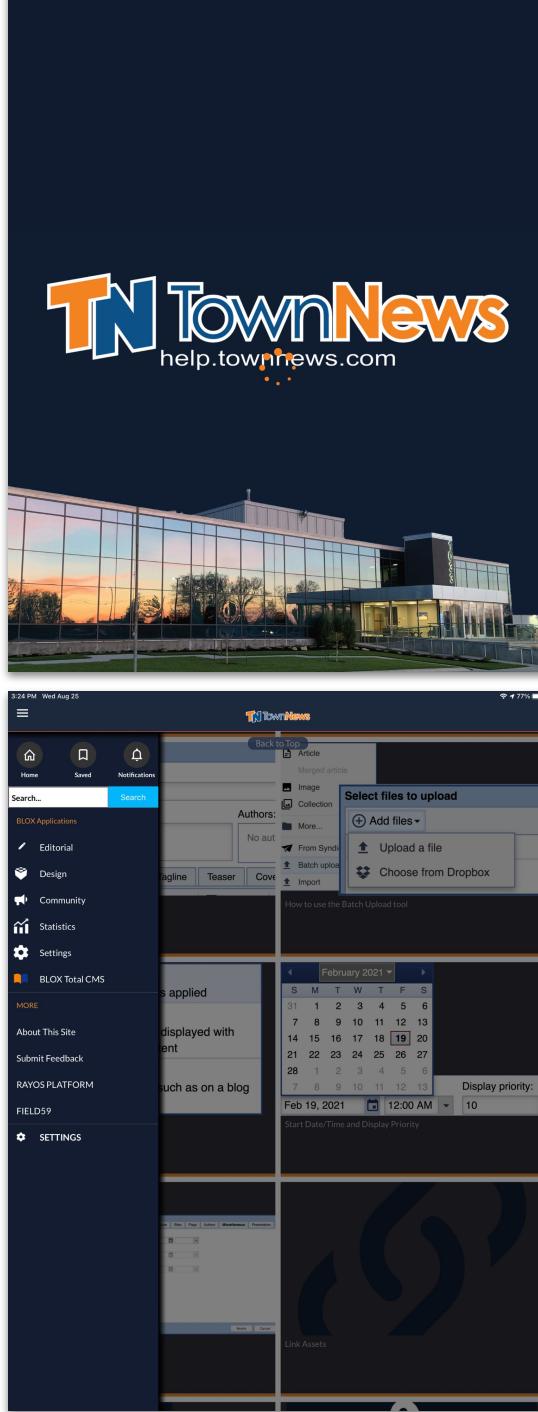
# Helpful Examples

- **Article Designer Showcase:**
  - Wildcat Den State Park Weekend Adventure:  
[https://help.townnews.com/blox\\_cms/editorial/assets/level/expert/article-designer-showcase-wildcat-den-state-park-weekend-adventure/](https://help.townnews.com/blox_cms/editorial/assets/level/expert/article-designer-showcase-wildcat-den-state-park-weekend-adventure/)
  - Article Designer Showcase: An Evening Enjoying Baseball:  
[https://help.townnews.com/blox\\_cms/editorial/assets/level/expert/article-designer-showcase-an-evening-enjoying-baseball/article\\_93f10a3e-707a-11eb-9506-3f112d2b1eb2.html](https://help.townnews.com/blox_cms/editorial/assets/level/expert/article-designer-showcase-an-evening-enjoying-baseball/article_93f10a3e-707a-11eb-9506-3f112d2b1eb2.html)
- **Visibility Classes:**
  - [https://help.townnews.com/blox\\_cms/design/blocks/level/advanced/css-bootstrap-visibility-classes/article\\_9be840c8-f4db-5a22-bf10-5f2b84ea07d5.html](https://help.townnews.com/blox_cms/design/blocks/level/advanced/css-bootstrap-visibility-classes/article_9be840c8-f4db-5a22-bf10-5f2b84ea07d5.html)
  - [https://help.townnews.com/umbrella/visibility\\_classes/](https://help.townnews.com/umbrella/visibility_classes/)
- **Utility Regions:**  
[https://help.townnews.com/blox\\_cms/design/blocks/how-do-i-use-utility-regions/article\\_f6a85fbc-71f4-11eb-a4d7-ef6ddd20c152.html](https://help.townnews.com/blox_cms/design/blocks/how-do-i-use-utility-regions/article_f6a85fbc-71f4-11eb-a4d7-ef6ddd20c152.html)
- **MegaNav:**
  - [https://help.townnews.com/blox\\_cms/design/blocks/how-do-i-set-up-mega-nav-on-my-site/article\\_6808a15d-8124-530b-80ef-3bdb176a0e59.html](https://help.townnews.com/blox_cms/design/blocks/how-do-i-set-up-mega-nav-on-my-site/article_6808a15d-8124-530b-80ef-3bdb176a0e59.html)
  - [https://help.townnews.com/umbrella/navigation/mega\\_nav/](https://help.townnews.com/umbrella/navigation/mega_nav/)
- **Offer Builder:**
  - Offer Builder (Metering): <https://help.townnews.com/umbrella/metering/>
- **Demo content block pages:**
  - [https://help.townnews.com/blox\\_cms/design/blocks/block\\_template\\_selector/](https://help.townnews.com/blox_cms/design/blocks/block_template_selector/)

# Mobile app

iOS & Android

BLOX Now app  
component for both

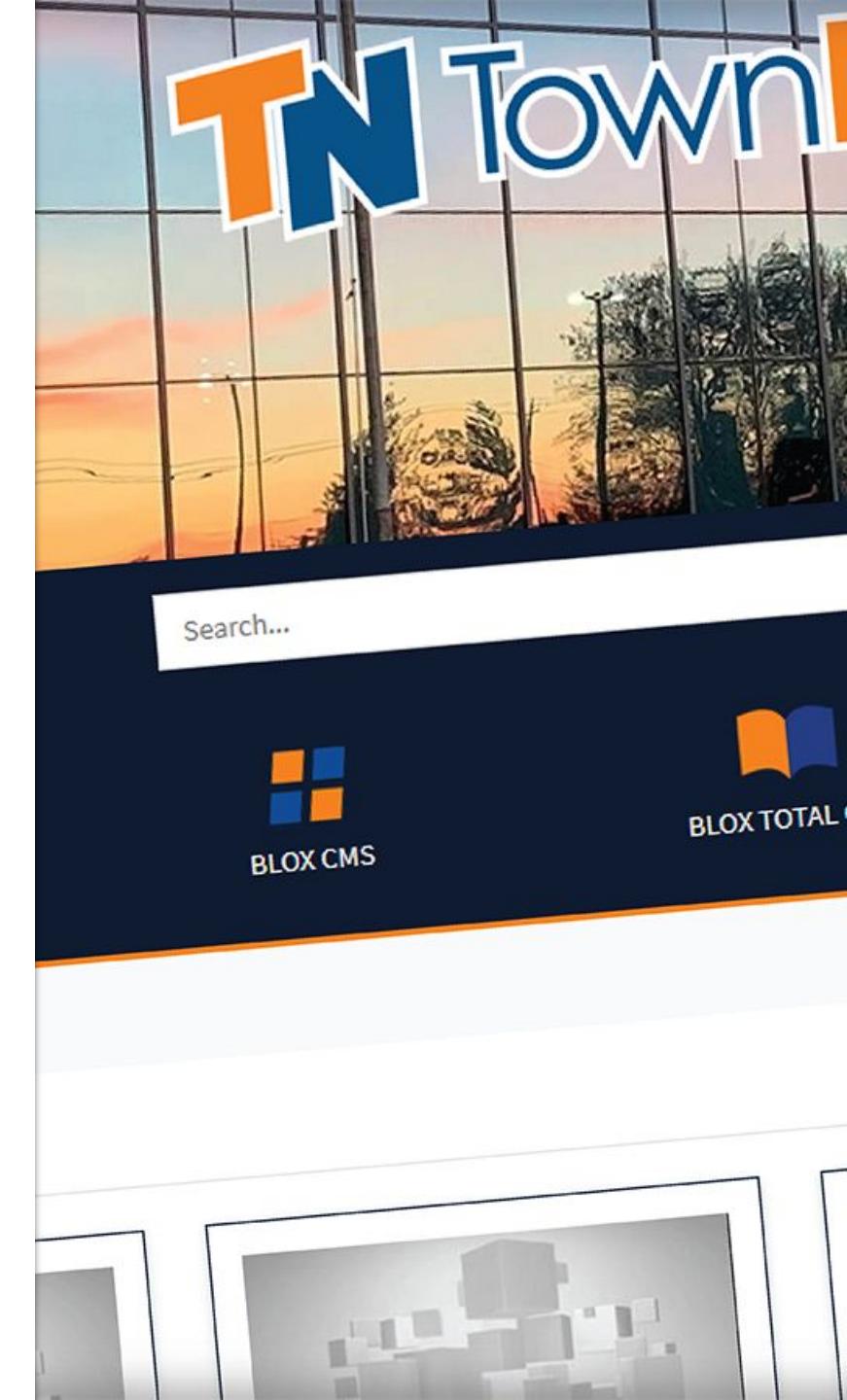


Coming soon

Available for download  
beginning of  
September 2021

# Questions?

We've got answers.



# Stay connected



## Documentation

[help.TownNews.com](https://help.TownNews.com)



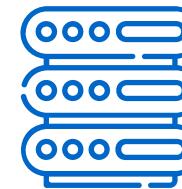
## Support

800-293-9576  
[support.TownNews.com](https://support.TownNews.com)



## Community

[community.TownNews.com](https://community.TownNews.com)



## Status

[TownNews.status.io](https://TownNews.status.io)

## Social Media

Follow us on Twitter, LinkedIn, Facebook, YouTube, Instagram

