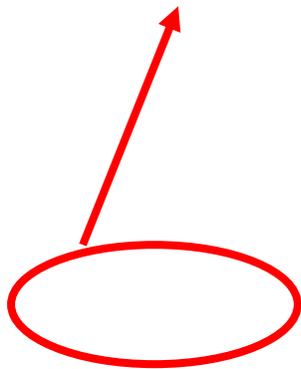


NYSLinks Input Application

User Manual



Issued: 2001; Revised June 2007

NYSLinks Input Application User Manual

TABLE OF CONTENTS

	<u>Page</u>
Introduction.....	3
NYSLinks Roles.....	3
Logging On to NYSLinks.....	3
Basic Navigation.....	5
WRITER	5
Entering New FAQs.....	5
Add FAQ Using Output Application Drill-Down.....	5
Add FAQ Using Pull-Down Selection Menu.....	10
Adding FAQs to Additional Categories.....	13
Using Drill-Down.....	14
Using Pull-Down Selection Menu.....	16
Approving Existing FAQs.....	17
Updating FAQs.....	19
Entering New Links.....	21
Add Link Using Output Application Drill-Down.....	21
Add Link Using Pull-Down Selection Box.....	24
Adding Links to Additional Categories.....	27
Using Drill-Down.....	27
Using Pull-Down Selection Menu.....	29
Updating Links.....	31
Approving Existing Links.....	32
Special Instructions for Open Meeting Webcast Links	33
Other Functionality.....	38
EDITOR	42
Editing FAQs.....	42
Approving FAQs.....	42
Rejecting FAQs.....	44
Editing Links.....	44
Approving Links.....	44
Rejecting Links.....	45
Other Functionality.....	45
PUBLISHER	47
Publishing FAQs.....	47
Rejecting FAQs.....	49
Publishing Links.....	49
Approving Links.....	49
Rejecting Links.....	50
Removing and Requesting Changes to Published Information.....	50
Republishing Updated Information.....	51
Adding Agency NYSLinks Users.....	51
Running Reports.....	52
REPORTS	53

INTRODUCTION

The NYSLinks input application is the tool used to populate the database that supports the State Portal's Navigate NYS section. The information provided is displayed as the output links and FAQs (frequently asked questions) under the various categories. In order to facilitate the inputting of complete and accurate information, NYSLinks supports three levels of authority; WRITER, EDITOR and PUBLISHER. Each one of these roles has a specific focus, and as a result, each role is assigned certain functionality based on their responsibilities. The idea is to provide a built-in approval process within the application, allowing agencies to enter, review, approve, update and then publish their information for the State Portal.

This document is intended to be a "How To" guide for using the NYSLinks application, providing step by step instructions for performing the primary application tasks for each role.

NYSLinks ROLES

Think of the roles of the WRITER, EDITOR and PUBLISHER in terms of how the local newspaper might work. The WRITER writes the story, but the EDITOR edits for content, clarity, grammar, etc., and the PUBLISHER gets one last look at it for accuracy, clarity and consistency of message before the information is released to the public.

Within NYSLinks, WRITERS and EDITORS have very similar functionality, with the difference being that EDITORS act as the mid-level approval process before their agency's information goes to final approval. The PUBLISHER has the final word as to what gets published to the State Portal and has the ability to request changes, or make changes, to all of their agency's information within the database.

Once you understand the functional concept behind the NYSLinks application you are ready to get started entering information into the database. Small agencies may only have a PUBLISHER that does everything (a PUBLISHER can write and edit, as well as publish).

LOGGING ON TO NYSLinks

In order to use NYSLinks, users must first log on to the application. This procedure is the same for WRITERS, EDITORS and PUBLISHERS. NYSLinks is a secure, Internet-based application that users access through their Internet Browsers, at <http://ws04.nyenet.state.ny.us/>. Click on "Access My Account", and then you will be presented with a login screen. Enter your User Name (User ID) and password, then click "Login". (**IMPORTANT NOTE:** Never share your password with anyone. Doing so compromises the security of the entire system.)



ACCEPTABLE USE POLICY FOR USERS OF NYeNet APPLICATIONS

This application uses the Central Directory Service of the NYeNet for authentication and authorization. In addition to any obligations arising under acceptable use policies implemented by NYeNet Participating Organizations, logging into this application indicates your agreement to abide by the following:

1. You shall use this application only for purposes directly related to the conduct of official business and the application shall not be used for nonpublic purposes including, but not limited to, the pursuit of personal activities, the mass distribution of unsolicited messages ("spamming"), and the promotion of commercial ventures or religious or political causes;
2. You shall be responsible for any activity attributable to the use of your account whether by you or any other person;
3. You shall not engage in activities that may cause interference with or disruption to any network, information service, equipment or user thereof;
4. You shall comply with all applicable confidentiality and security requirements and shall not seek information on other users or attempt to obtain access to, copy, or modify other users' files without express permission;
5. You shall not violate the rights of any person or entity protected by copyright, trade secret, patent, or other similar laws or regulations;
6. You shall not use this application for any illegal purpose, including, but not limited to, the transmission of obscene or harassing materials; and
7. You must report any abuse or misuse of this application to DFT and you shall cooperate fully in any investigation into any such abuse or misuse.

A dark blue rectangular box with the text "Please Login" at the top center. Below it are two white input fields. The first is labeled "Username:" and the second is labeled "Password:". Below the password field is a small white button with the text "Login" in blue.

Successfully logging on brings you to the main access page. Click on the “NYSLinks Application” link.

You have access to the following applications



If you don't have a user id, contact your agency PUBLISHER, NYSDS Delegated Administrator or NYS CIO Council member (<http://www.cio.ny.gov/CIO-Council/members.htm>) to have one requested from the Office for Technology (email requests can be sent to NYECOM@cio.ny.gov). If you forget your password and need it reset, call the Customer Care Center at 800-697-1323. Any other questions or access problems, email NYECOM@cio.ny.gov or call OFT's Customer Relations at (866)-789-4OFT (4638) or 518-402-2537.

To view your access rights and user information, click on the “Owner Home” link which will bring you to your home page. Your home page displays your name, your user rights, your agency and your e-mail address. At this point you have the ability to edit your profile by clicking on “Edit” (hypertext) to the right of your name. Also, at the top of the page is the main navigation bar that takes you to the specific areas of functionality within the application. This navigation bar remains at the top of each page as you proceed through the application.

[Click here to go to the Owner Home page.](#)

Statewide Links and FAQ Management System

Welcome Eric

Name: **Eric Sposato** [\[Edit\]](#)
Title:
User Rights: **Agency Writer**

Agency: **Technology, Office for**
Office:
Unit:
Home Page:
Phone:
Fax:
E-mail: eric.sposato@oft.state.ny.us

Basic Navigation

At the top of each page is a main navigation bar. Accessing the different tasks explained in this manual begins by selecting the appropriate word within the navigation bar. For example, to work on FAQs, click “FAQs”; to work on Links, click on “Links”.

Wherever you are within the application, you always have the ability to switch to a different task just by clicking on a word in the navigation bar.

WRITER

WRITERS are primarily responsible for data entering their agency’s FAQs and Links. They have the ability to update the information they enter before it is published to the State Portal; however, once it is published, only the PUBLISHER can remove the information from the State Portal if updates are required.

Once a WRITER is logged on to the application, the primary functionality provided by NYSLinks includes:

- Entering New FAQs
- Updating FAQs
- Entering New Links
- Updating Links

ENTERING NEW FAQs

There are two methods to choose from when entering a new FAQ into the database; *Add FAQ Using Output Application Drill-Down* and *Add FAQ with Pull-Down Selection Box*. The user must select the method of data entry by clicking on one of the two choices. The following describes each of the FAQ data entry methods and the steps involved with each.

Add FAQ Using Output Application Drill-Down

The first method of adding a FAQ to the database is by using the output application to drill-down, or click through, the appropriate Super Category and Category to

place the FAQ in the appropriate location before performing data entry. To use this method requires the following steps:

Step1: Click on “Add FAQ Using Output Application Drill-Down”.

New York State Banner Web Site May 22, 2007
Statewide Links and FAQ Management System
E. Sposato (Agency Writer) - [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Help](#) | [Log Out](#)

FAQs Items List

Add a New FAQ

Add FAQ Using Output Application Drill-Down	Add FAQ with Pull-Down Selection Box
---	--

Show Questions and Answers for:

Step 2: Select (by clicking on the name) the appropriate Super Category for the FAQ.

Add New FAQs

Major Categories

- [Business](#)
- [Career / Employment](#)
- [Consumer Information](#)
- [Education](#)
- [Environment](#)
- [Family](#)
- [Government](#)
- [Health](#)
- [Housing](#)
- [Law & Order](#)
- [Licenses & Credentials](#)
- [Recreation / Tourism](#)
- [Tax Information](#)
- [Transportation](#)

Step 3: Select (by clicking on the name) the appropriate Category for the FAQ.



(Image will vary depending on the chosen Super Category.)

Step 4: Select “Add New FAQ to this Category”



(Image will vary depending on the chosen Super Category and Category.)

Note: If there are any existing FAQs in the selected Category (in this case, Not-For Profit Organizations), they will appear where the text “Frequently Asked Questions will appear here” is in the above graphic.

Step 5: Complete the Question Information section by:

Entering the Question (up to 255 characters) – **Required**

Entering a Question release Date and Question Expiration Date – **Optional**
Clicking on the “Annual/Seasonal Item” box - **Optional**

- If this box is checked, but no dates are provided for the question, the question will be posted indefinitely (the default parameter is 99 years)

Entering keywords or phrases – **Required**

Entering notes (for internal communication purposes only) – **Optional**

Add New FAQ in...

Business : Not-For-Profit Organizations

Question Information:

***Question (up to 255 characters):**

Question Release Date: (mm/dd/yyyy)

Question Expiration Date: (mm/dd/yyyy)

Annual/Seasonal Item: Check for this question to appear every year in the specified date range

***Enter keywords or phrases, separated by commas:** (e.g., word1,word2,word3a word3b,word4)

Notes:

The words, “Business : Not-For-Profit Organizations” represent the selected Super Category and Category, respectively.

Step 6: Complete the Answer Information section by:

Entering the Answer – **Required**

- If no answer is posted for a Question, the FAQ will not show on the output screens, even if it is marked as published.

Entering a Answer release Date and Answer Expiration Date – **Optional**

Clicking on the “Annual/Seasonal Item” box - **Optional**

- If this box is checked, but no dates are provided for the answer, the answer will be posted indefinitely (the default parameter is 99 years).

Answer Information:

Answer Text:

Answer Release Date: (mm/dd/yyyy) *Defaults to Question Release Date

Answer Expiration Date: (mm/dd/yyyy)

Annual/Seasonal Item: Check for this answer to appear every year in the specified date range

Step 7: Provide a related link (preferred) OR provide contact information by either completing part **7a** or **7b**, respectively:

7a: Entering a Link Title (up to 75 characters) – **Required**

- Must be descriptive without being wordy.

Entering a complete URL – **Required**

- Must enter the complete URL by starting with “http://” or [https://](#)

Entering a complete Spanish URL – **Optional**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a brief description of the link - **Required**

- The description will show in the bubble wording that appears when the mouse is held over the link

Where online can citizens go to find more information about this item?

*Link Title:

*Enter a complete URL starting with [http](#):

Alternative Spanish URL starting with [http](#):

*Give a brief description of the information found at the above URL:

OR

- 7b: Checking the “Display Contact Info?” box. - **Required**
Completing the contact information you feel is appropriate. – **Required**
- Name and either e-mail or phone is required.

How can citizens contact your agency for more information about this item?
Required if you do not enter a link above.

Display Contact Info? Check if you'd like the information below to be displayed for this FAQ answer.

Public Contact:

Public E-mail:

Public Phone:

Public Fax:

Step 8: Enter any answer notes desired (for internal use only) – **Optional**.

Answer Notes:

Step 9: Click either the “Add FAQ” button or the “Add & Approve FAQ” button.

- Choosing the “Add FAQ” button adds the FAQ to the database, but requires the WRITER to go back at a later time and approve the FAQ. Doing so requires separate approval of the question and the answer (see *Approving Existing FAQs* later in this document).
- Choosing the “Add & Approve FAQ” simultaneously adds the FAQ to the database and approves both the question and the answer at the WRITER level, allowing the EDITOR(S) access to perform their tasks.



If the “Add FAQ” button is chosen, the WRITER will need to approve the question and answer at a later time before the EDITOR will be able to access the question to perform their tasks.

Add FAQ Using Pull-Down Selection Menu

The second method of adding a FAQ to the database is by allowing the appropriate Super Category and Category to be chosen from a pull-down menu within the data entry screen. To use this method requires the following steps:

Step 1: Click on “Add FAQ with Pull-Down Selection Box”.

New York State Banner Web Site May 22, 2007
Statewide Links and FAQ Management System
E. Sposato (Agency Writer) - [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Help](#) | [Log Out](#)

FAQs Items List

Add a New FAQ

Add FAQ Using Output Application Drill-Down	Add FAQ with Pull-Down Selection Box
---	--

Show Questions and Answers for:

Step 2: Complete the Question Information section by:

- Entering the Question (up to 255 characters) – **Required**
- Entering a Question release Date and Question Expiration Date – **Optional**
- Selecting the appropriate Category from the pull-down menu - **Required**
- Entering keywords or phrases – **Required**
- Entering notes (for internal communication purposes only) – **Optional**

Add New FAQ...

Question Information:

***Question** (up to 255 characters):

Question Release Date: (mm/dd/yyyy)

Question Expiration Date: (mm/dd/yyyy)

Annual/Seasonal Item: Check for this question to appear every year in the specified date range

***Select a Category:**

***Enter keywords or phrases** separated by commas:

Separate by commas: (e.g., word1,word2,word3a,word3b,word4)

Notes:

Step 3: Complete the Answer Information section by:

- Entering the Answer – **Required**
 - If no answer is posted for a Question, the FAQ will not show on the output screens, even if it is marked as published.
- Entering a Rank - **Optional**
- Entering a Answer release Date and Answer Expiration Date – **Optional**
- Clicking on the “Annual/Seasonal Item” box - **Optional**

- If this box is checked, but no dates are provided for the answer, the answer will be posted indefinitely (the default parameter is 99 years).

Answer Information:

*Answer Text:

Rank:

Answer Release Date: (mm/dd/yyyy) Defaults to Question Release Date

Answer Expiration Date: (mm/dd/yyyy)

Annual/Seasonal Item: Check for this answer to appear every year in the specified date range

Step 4: Provide a related link (preferred) OR provide contact information by either completing part **4a** or **4b**, respectively:

4a: Entering a Link Title (up to 75 characters)– **Required**

- Must be descriptive without being wordy.

Entering a complete URL – **Required**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a complete Spanish URL – **Optional**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a brief description of the link - **Required**

- The description will show in the bubble wording that appears when the mouse is held over the link

Where online can citizens go to find more information about this item?

*Link Title:

Please limit to under 75 characters.

*Enter a complete URL starting with http:

Alternative Spanish URL starting with http:

*Give a brief description of the information found at the page:

OR BY

4b: Checking the “Display Contact Info?” box. - **Required**

Completing the contact information you feel is appropriate. – **Required**

- Name and either e-mail or phone are required.

How can citizens contact your agency for more information about this item?

Required if you do not enter a link above.

[Display Contact Info?](#) Check if you'd like the information below to be displayed for this FAQ answer.

[Public Contact:](#)

[Public E-mail:](#)

[Public Phone:](#)

[Public Fax:](#)

Step 5: Enter any answer notes desired (for internal use only) – **Optional**.

[Answer Notes:](#)

Step 6: Click either the “Add FAQ” button or the “Add & Approve FAQ” button/

- Choosing the “Add FAQ” button adds the FAQ to the database, but requires the WRITER to go back at a later time and separately approve the FAQ. Doing so requires separate approval of the question and the answer (see *Approving Existing FAQs* later in this document).
- Choosing the “Add & Approve FAQ” simultaneously adds the FAQ to the database and approves both the question and the answer at the WRITER level, allowing the EDITOR(S) access to perform their tasks.



If the “Add FAQ” button is chosen, the WRITER will need to approve the question and answer at a later time (described later in this manual) before the EDITOR will be able to access the question to perform their tasks.

Adding FAQs to Additional Categories

The NYSLinks application allows WRITERS to place new FAQs in multiple categories; however, a FAQ can only be placed into one category at a time. The system allows this to be done either by drilling down through the Super Categories and Categories, or by using a pull-down selection menu (similar to adding a new FAQ). The steps below must be repeated as many times as necessary in order to add a FAQ to additional categories:

Using Drill-Down

Step 1: Go to the FAQ main page by clicking on “FAQ” in the main navigation bar at the top of the page.

New York State Banner Web Site December 09, 2000
Statewide Links and FAQ Management System
- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Help](#) | [Log Out](#)

Step 2: Select “MyFAQs” from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of questions from which you will choose the FAQ that you wish to add to additional categories.

New York State Banner Web Site December 09, 2000
Statewide Links and FAQ Management System
M. Hiller - [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Log Out](#)

FAQs Items List

Add a New FAQ

[Add FAQ Using Output Application Drill-Down](#) [Add FAQ with Pull-Down Selection Box](#)

Show Questions and Answers for:

- MyFAQs
- All
- Published
- Approval Needed
- Not Deleted
- Deleted
- Change Request
- Expired
- Rejected
- AddCategoryRequest

Step 3: Choose the desired FAQ from the list by clicking on either the question link or the answer link.

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
412	Jim's test question for the manual	Writer Review	N	N
473	Manual Test Answer.	Writer Review	N	N

Step 4: Click on “Add Category Using Output Application Drill-Down”.

Update FAQ

Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down		Add Category with Pull-Down Selection Box

Step 5: Select (by clicking on the name) the appropriate Super Category for the FAQ.

Q: Jim's test question for the manual

ID:412

Add FAQ to a New Category

Major Categories

[Business](#)
[Career / Employment](#)
[Consumer Information](#)
[Education](#)
[Environment](#)
[Family](#)
[Government](#)
[Health](#)
[Housing](#)
[Law & Order](#)
[Licenses & Credentials](#)
[Recreation / Tourism](#)
[Tax Information](#)
[Transportation](#)

Step 6: Select (by clicking on the name) the appropriate Category for the FAQ.

Q: Jim's test question for the manual

ID:412

Add FAQ to a New Category

Business

[Agriculture](#)
[Americans with Disabilities Act \(ADA\)](#)
[Business Licenses, Business Permits](#)
[Business Taxes](#)
[Complaints](#)
[Contracting with New York State](#)
[Disability Issues \(Business\)](#)
[Economic Development](#)
[Ending a Business](#)
[Incorporation](#)
[Labor-Management Relations](#)
[Lottery Information](#)
[Minority and Women-Owned Businesses](#)
[Not-For-Profit Organizations](#)
[Professional Licensing](#)
[Rules and Regulations](#)
[Small Business Information](#)
[Starting a Business](#)
[Tax Incentives](#)
[Workforce / Employment Information](#)

Step 7: Click “Add Question to this Category”.

Add FAQ to a New Category

Business : [Rules and Regulations](#)

Q: Jim's test question for the manual
ID:412

[\[Add Question to this Category\]](#)

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Using Pull-Down Selection Menu

Step 1: Go to the FAQ main page by clicking on “FAQ” in the main navigation bar at the top of the page.

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Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Help](#) | [Log Out](#)

Step 2: Select “MyFAQs” from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of questions from which you will choose the FAQ that you wish to add to additional categories.

New York State Banner Web Site December 09, 2000

Statewide Links and FAQ Management System

M. Hiller - [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Log Out](#)

FAQs Items List

Add a New FAQ

[Add FAQ Using Output Application Drill-Down](#) | [Add FAQ with Pull-Down Selection Box](#)

Show Questions and Answers for:

- MyFAQs
- All
- Published
- Approval Needed
- Not Deleted
- Deleted
- Change Request
- Expired
- Rejected
- AddCategoryRequest

Step 3: Choose the desired FAQ from the list by clicking on either the question link or the answer link.

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
412	Jim's test question for the manual	Writer Review	N	N
473	Manual Test Answer.	Writer Review	N	N

Step 4: Click on “Add Category with Pull-Down Selection Box”.

Update FAQ

Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down		Add Category with Pull-Down Selection Box

Step 5: Choose the appropriate category from the menu and click the “Add this category for the current FAQ” button.

Q: Jim's test question for the manual
ID:412

Select a Category:

Add this category for the current FAQ

Approving Existing FAQs

As explained earlier, WRITERS may add FAQs to the database, but want to approve them at a later time. If a FAQ is added, but not approved at that time, the question and answer must then be approved separately. (NOTE: WRITER approval only allows EDITORS access to the FAQ. It does not publish the FAQ to the banner page.)

Approving existing FAQs requires the following steps:

Step 1: Go to the FAQ main page by clicking on “FAQ” in the main navigation bar at the top of the page.

Step 2: Select “Approval Needed” from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of questions from which you will choose the FAQ that you wish to approve.

New York State Banner Web Site December 09, 2000
Statewide Links and FAQ Management System
[Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Log Out](#)

FAQs Items List

Add a New FAQ
[Add FAQ Using Output Application Drill-Down](#) [Add FAQ with Pull-Down Selection Box](#)

Show Questions and Answers for: ApprovalNeeded

ApprovalNeeded
 MyFAQs
 All
 Published
 Not Deleted
 Deleted
 Change Request
 Expired
 Rejected
 AddCategoryRequest

Step 3: Choose the desired FAQ from the list by clicking on either the question link or the answer link.

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
412	Jim's test question for the manual	Writer Review	N	N
473	Manual Test Answer.	Writer Review	N	N

Step 4: On the “Update FAQ” page at the bottom of the “Question Information” section, select (by clicking in the circle) “Writer Approved”, and then click the “Update Question” button.

Last Update by _____ on 12/9/2000

Agency Editorial Status: Writer Review **Writer Approved** Change Requested

Explanation:

After updating the question to add the approval, the application returns you to the “Update FAQ” page.

Step 5: At the bottom of the “Answer Information” section, select (by clicking in the circle) “Writer Approved”, and then click the “Update Answer” button.

Last Update by _____ on 12/9/2000

[Agency Editorial Status:](#) Writer Review Writer Approved Change Requested

Explanation:

After updating the answer to add the approval, the application returns you to the “Update FAQ” page. From this point you can choose to do a number of things with the existing FAQ, move on to another FAQ or perform an entirely different function, if desired.

New York State Banner Web Site December 09, 2000

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Help](#) | [Log Out](#)

Update FAQ

Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down		Add Category with Pull-Down Selection Box

UPDATING FAQs

There will be times when you will want to update your FAQs. This may be before you approve the question, or it may occur after you have approved the FAQ but it has been rejected by the EDITOR or PUBLISHER or they have requested a change. Updating FAQs requires the following steps:

Step 1: Go to the FAQ main page by clicking on “FAQ” in the main navigation bar at the top of the page.

New York State Banner Web Site December 09, 2000

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Help](#) | [Log Out](#)

Step 2: Select the appropriate grouping of questions (i.e. “Approval Needed”, “Rejected”, “Change Request”, etc.) from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of questions from which you will choose the FAQ that you wish to edit.

Statewide Links and FAQ Management System

[Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Log Out](#)

FAQs Items List

Add a New FAQ

[Add FAQ Using Output Application Drill-Down](#)

[Add FAQ with Pull-Down Selection Box](#)

Show Questions and Answers for:

ApprovalNeeded

Submit

Search

- ApprovalNeeded
- MyFAQs
- All
- Published
- Not Deleted
- Deleted
- Change Request
- Expired
- Rejected
- AddCategoryRequest

Step 3: Choose the desired FAQ from the list by clicking on either the question link or the answer link.

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
412	Jim's test question for the manual	Writer Review	N	N
473	Manual Test Answer.	Writer Review	N	N

Step 4: After making any necessary revisions to the Question Information, click the “Update Question” button (IMPORTANT NOTE: clicking this button ONLY updates the question information. If revisions need to be made to the Answer Information, continue with Step 5).

Update Question

Step 5: After making any necessary revisions to the Answer Information, click the “Update Answer” button (IMPORTANT NOTE: clicking this button ONLY updates the Answer Information. If revisions need to be made to the Question Information, please see Step 4).

Update Answer Generate Link

Once the updates have been completed, the application returns you to the “Update FAQ” page. From this point you can choose to do a number of things with the existing FAQ, move on to another FAQ or perform an entirely different function, if desired.

Update FAQ

Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down		Add Category with Pull-Down Selection Box

ENTERING NEW LINKS

There are two methods to choose from when entering a new Link into the database; *Add Link Using Output Application Drill-Down* and *Add Link with Pull-Down Selection Box*. The user must select the method of data entry by clicking on one of the choices. The following describes each of these methods and the steps involved with each.

Add Link Using Output Application Drill-Down

The first method of adding a Link to the database is by using the output application to drill-down, or click through, the appropriate Super Category and Category to place the Link in the appropriate location before performing data entry. This method requires the following steps:

Step 1: Click on “Add Link Using Output Application Drill-Down”.

Link Items List

Add a New Link	
Add Link Using Output Application Drill-Down	Add Link with Pull-Down Selection Box
Show Links for: <input type="text" value="MyLinks"/> <input type="button" value="Submit"/>	<input type="button" value="Search"/>

Step 2: Select (by clicking on the name) the appropriate Super Category for the Link.

Add New Links

Major Categories

[Business](#)
[Career / Employment](#)
[Consumer Information](#)
[Education](#)
[Environment](#)
[Family](#)
[Government](#)
[Health](#)
[Housing](#)
[Law & Order](#)
[Licenses & Credentials](#)
[Recreation / Tourism](#)
[Tax Information](#)
[Transportation](#)

Step 3: Select (by clicking on the name) the appropriate Category for the Link.

Add New Links

[Career / Employment](#)

[Career Choices](#)
[Employment Opportunities](#)
[Getting a Job](#)
[Information for Employers](#)
[Labor-Management Relations](#)
[Labor-Management Relations - Public Sector](#)
[Opportunities for Persons with Disabilities](#)
[Professional Licensing](#)
[Professional Misconduct and Discipline](#)
[Retirement](#)
[Self-employment](#)
[Unemployment Insurance Benefits](#)
[Workers Compensation](#)
[Working for Government in New York State](#)
[Workplace Issues](#)
[Youth Employment](#)

Step 4: Select “Add New Link to this Category”.

[Career / Employment : Career Choices](#)

[Add New Link to this Category](#)

Step 5: Complete the Link Information section by:

Entering a Link Title – **Required**

- Must be descriptive without being wordy.

Entering a complete URL – **Required**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a complete Spanish URL – **Optional**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a brief description of the link - **Required**

- The description will show in the bubble wording that appears when the mouse is held over the link

Add New Link in...

Career / Employment : Career Choices

Link Information:

Enter a brief title (up to 75 characters) for this link:

Enter a complete URL starting with *http*:

Alternate Spanish URL starting with *http*:

Give a brief description of the information found at the above URL:

Entering a Link release Date and Link Expiration Date – **Optional**

Clicking on the “Annual/Seasonal Item” box - **Optional**

- If this box is checked, but no dates are provided for the Link, the Link will be posted indefinitely (the default parameter is 99 years)

Link Release Date: (mm/dd/yyyy)

Link Expiration Date: (mm/dd/yyyy)

Please list the start and end times (0 - 23, 0 indicating midnight) for the days your link will be unavailable.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start:	<input type="text" value="0"/>						
End:	<input type="text" value="0"/>						

Annual/Seasonal Item: Check for this link to appear every year in the specified date range

The following fields are no longer used: Map-NY Item, e-bizNYS Item, Form.
Click the Online Transaction box for the link to appear in the How Do I section within the specified category(s) - **Optional**
Entering any notes (for internal use only) – **Optional**

- Map-NY Item:** Check for this link to appear on the Map-NY Page
- e-bizNYS Item:** Check if this link should appear on the e-bizNYS page
- Online Transaction:** Check if this link is an online transaction
- Form** Check if this link is a form

Notes:

- Step 6:** Click either the “Add Link” button or the “Add & Approve Link” button.
- Choosing the “Add Link” button adds the Link to the database, but requires the WRITER to go back at a later time and separately approve the Link.
 - Choosing the “Add & Approve Link” simultaneously adds the question to the database and approves it at the WRITER level, allowing the EDITOR(S) access to perform their tasks.



If the “Add Link” button is chosen, the WRITER will need to approve the Link at a later time before the EDITOR will be able to access the Link to perform their tasks.

Add Link Using Pull-Down Selection Box

The second method of adding a Link to the database is by allowing the appropriate Super Category and Category to be chosen from a pull-down menu within the data entry screen. To use this method requires the following steps:

Step 1: Click “Add Link with Pull-Down Selection Box”.

Link Items List

Add a New Link

[Add Link Using Output Application Drill-Down](#)

[Add Link with Pull-Down Selection Box](#)

Show Links for:

Step 2: Complete the Link Information section by:

Entering a Link Title – **Required**

- Must be descriptive without being wordy.

Entering a complete URL – **Required**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a complete Spanish URL – **Optional**

- Must enter the complete URL by starting with “http://” or “https://”

Entering a brief description of the link - **Required**

- The description will show in the bubble wording that appears when the mouse is held over the link

Add New Link...

Link Information:

Enter a brief title (up to 75 characters) for this link:

Enter a complete URL starting with *http*:

Enter a complete Spanish Version URL starting with *http* (if applicable):

Give a brief description of the information found at the above URL:

Selecting the appropriate Category from the pull-down menu - **Required**

Entering keywords or phrases – No longer used

Select a Category:

Enter keywords or phrases, separated by commas: (e.g., word1,word2,word3a word3b,word4)

Entering a Link release Date and Link Expiration Date – **Optional**
 Clicking on the “Annual/Seasonal Item” box - **Optional**

- If this box is checked, but no dates are provided for the Link, the Link will be posted indefinitely (the default parameter is 99 years)

Link Release Date: (mm/dd/yyyy)
Link Expiration Date: (mm/dd/yyyy)

Please list the start and end times (0 - 23, 0 indicating midnight) for the days your link will be unavailable.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start:	<input type="text" value="0"/>						
End:	<input type="text" value="0"/>						

Annual/Seasonal Item: Check for this link to appear every year in the specified date range

The following fields are no longer used: Map-NY Item, e-bizNYS Item, Form.
 Click the Online Transaction box for the link to appear in the How Do I section within the specified category(s) - **Optional**
 Entering any notes (for internal use only) – **Optional**

Map-NY Item: Check for this link to appear on the Map-NY Page
e-bizNYS Item: Check if this link should appear on the e-bizNYS page
Online Transaction: Check if this link is an online transaction
Form Check if this link is a form

Notes:

- Step 3:** Click either the “Add Link” button or the “Add & Approve Link” button.
- Choosing the “Add Link” button adds the Link to the database, but requires the WRITER to go back at a later time and separately approve the Link.
 - Choosing the “Add & Approve Link” simultaneously adds the question to the database and approves it at the WRITER level, allowing the EDITOR(S) access to perform their tasks.

Add Link	Add & Approve Link
----------	--------------------

If the “Add Link” button is chosen, the WRITER will need to approve the Link at a later time before the EDITOR will be able to access the Link to perform their tasks.

Adding Links to Additional Categories

The NYSLinks application allows WRITERS to place Links in multiple categories; however, a Link can only be placed into one category at a time. The system allows this to be done either by drilling down through the Super Categories and Categories, or by using a pull-down selection menu (similar to adding a new Link). The steps below must be repeated as many times as necessary in order to add a Link to additional categories:

Using Drill-Down

Step 1: Go to the Link main page by clicking on “Link” in the main navigation bar at the top of the page.



Step 2: Select “MyLinks” from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of Links from which you will choose the one that you wish to add to additional categories.



Step 3: Choose the desired Link from the list by clicking on either the question link or the answer link.

ID	Links	Agency Editorial Status	Change Request?	Deleted?
22	Jim's Test Link	Writer Review	N	N
24	Pat's Test Link	Writer Review	N	N

Step 4: Click on “Add Category Using Output Application Drill-Down”.

Update Link

Preview Link	Delete Link from a Category
Add Category Using Output Application Drill-Down	Add Category with Pull-Down Selection Box

Step 5: Select (by clicking on the name) the appropriate Super Category for the Link.

Pat's Test Link

ID:24

Add Link to a New Category

Major Categories

[Business](#)
[Career / Employment](#)
[Consumer Information](#)
[Education](#)
[Environment](#)
[Family](#)
[Government](#)
[Health](#)
[Housing](#)
[Law & Order](#)
[Licenses & Credentials](#)
[Recreation / Tourism](#)
[Tax Information](#)
[Transportation](#)

Step 6: Select (by clicking on the name) the appropriate Category for the Link.

Education

[Arts](#)
[BOCES \(Board of Cooperative Education Services\)](#)
[Continuing Education](#)
[Disability Issues \(Education\)](#)
[Early Childhood](#)
[Education Careers](#)
[Education for Adults](#)
[English as a Second Language](#)
[Financial Aid](#)
[Funding & Special Programs](#)
[GED](#)
[Higher Education](#)
[Home Schooling](#)
[Individuals with Disabilities \(VESID\)](#)
[Libraries, Museums and Archives](#)
[Research](#)
[Schools \(K-12\)](#)
[Special Education](#)
[Volunteering / Community Service \(EDUCATION\)](#)

Step 7: Click “Add Link to this Category”.

Add Link to a New Category

Education : Early Childhood

Link: Pat's Test Link
ID:24

[\[Add Link to this Category\]](#)

Using Pull-Down Selection Menu

Step 1: Go to the Link main page by clicking on “Link” in the main navigation bar at the top of the page.

New York State Banner Web Site December 09, 2000

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Help](#) | [Log Out](#)

Step 2: Select “MyLinks” from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of Links from which you will choose the one that you wish to add to additional categories.

Link Items List

Add a New Link

[Add Link Using Output Application Drill-Down](#)

[Add Link with Pull-Down Selection Box](#)

[Add Link on Behalf of Another Owner](#)

Show Links for:

MyLinks

Submit

Search

Step 3: Choose the desired Link from the list by clicking on either the question link or the answer link.

ID	Links	Agency Editorial Status	Change Request?	Deleted?
22	Jim's Test Link	Writer Review	N	N
24	Pat's Test Link	Writer Review	N	N

Step 4: Click on “Add category with Pull-Down Selection Box”.

Update Link

[Preview Link](#)

[Delete Link from a Category](#)

[Add Category Using Output Application Drill-Down](#)

[Add Category with Pull-Down Selection Box](#)

Step 5: Choose the appropriate category from the menu and click the “Add topic” button.

Link: <http://www.patsplace.com>

ID:24

Select a Category:

Choose a category...

Add topic

UPDATING LINKS

There will be times when you will want to update your Links. This may be before you approve it, or it may occur after you have approved the Link but it has been rejected by the EDITOR or PUBLISHER or they have requested a change. Updating Links requires the following steps:

STEP 1: Go to the Link main page by clicking on “Links” in the main navigation bar at the top of the page.

New York State Banner Web Site December 09, 2000
Statewide Links and FAQ Management System
- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Help](#) | [Log Out](#)

STEP 2: Select the appropriate grouping of Links from the drop-down menu (i.e. “Approval Needed”, “Rejected”, “Change Request”, etc.) and click the “Submit” button. Doing so will return the appropriate list of Links from which you will choose the one you wish to edit.

Link Items List

Add a New Link

[Add Link Using Output Application Drill-Down](#)

[Add Link with Pull-Down Selection Box](#)

Show Links for:

ApprovalNeeded
ApprovalNeeded
MyLinks
All
Published
Not Deleted
Deleted
Change Request
Expired
Rejected
AddCategoryRequest

Submit

Search

STEP 3: Choose the desired Link from the list by clicking on it.

ID	Links	Agency Editorial Status	Change Request?	Deleted?
22	Jim's Test Link	Writer Review	N	N
24	Pat's Test Link	Writer Review	N	N

STEP 4: After making any necessary revisions to the Link Information, click the “Update Link” button.

Update Link

Approving Existing Links

As explained earlier, WRITERS may add Links to the database, but want to approve them at a later time. It should be noted that WRITER approval only allows EDITORS access to the Link. It does not publish the Link to the State Portal.

When going back to approve an existing Link, the following steps should be followed:

Step 1: Go to the Link main page by clicking on “Links” in the main navigation bar at the top of the page.



New York State Banner Web Site December 09, 2000
Statewide Links and FAQ Management System
[- Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | [Help](#) | [Log Out](#)

Step 2: Select “Approval Needed” from the drop-down menu and click the “Submit” button. Doing so will return the appropriate list of Links from which you will choose the one that you wish to approve.

Link Items List



Add a New Link
[Add Link Using Output Application Drill-Down](#) | [Add Link with Pull-Down Selection Box](#)
[Add Link on Behalf of Another Owner](#)

Show Links for:

- ApprovalNeeded
- MyLinks
- All
- Published
- Not Deleted
- Deleted
- Change Request
- Expired
- Rejected
- AddCategoryRequest

Step 3: Choose the desired Link from the list by clicking on it.

ID	Links	Agency Editorial Status	Change Request?	Deleted?
22	Jim's Test Link	Writer Review	N	N
24	Pat's Test Link	Writer Review	N	N

Step 4: At the bottom of the “Update Link” page, select (by clicking in the circle) “Writer Approved”, and then click the “Update Link” button.

Last Update by _____ on 12/10/2000

Agency Writer Review Writer Approved Change Requested

Editorial Status:

Explanation:

After updating the link to add the approval, the application returns you to the “Update Link” page. From this point you can choose to do a number of things with the existing Link, or you can choose to perform an entirely different function, if desired, by using the main navigation bar..

New York State Banner Web Site December 10, 2000

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Log Out](#)

Update Link

Preview Link	Delete Link from a Category
Add Category Using Output Application Drill-Down	Add Category with Pull-Down Selection Box

Special Instructions for Open Meeting Webcast Links

- Place all Open Meeting Webcast links in the Super category / category:
Government → Open Meeting Webcasts
- The title of an Open Meeting Webcast Link must be in the following format:

Name of Meeting – Meeting Identifier (Live)

Name of Meeting – should be the name of the meeting as it is commonly referred to as. It may or may not include the agency name depending on the type of meeting. The Name of Meeting should easily identify the meeting.

Meeting Identifier – The Meeting Identifier should include the meeting frequency, or any other special circumstances (e.g. special topical meeting) that pertain to the meeting.

(Live) – This should be included after the Meeting Identifier for all open meetings that will be broadcast live. If the link is for a meeting that is now available on-demand, this should not be included in the link title.

eg. Board of Regents – Monthly Meeting (Live)

eg. DEC Board Meeting – Special Hearing on Water Quality

3. Linked webpage for the Open Meeting Webcast

The URL of the meeting link should bring the user to an information page about the meeting. This meeting/webcast information page may include but not be limited to: a link to the actual streamed meeting (live or on-demand); media viewing instructions; FAQ's; different viewing files for different access speeds (high-speed and dial-up users); presentation materials that may be available (e.g. Powerpoint slides, handouts); meeting location and time if being broadcast live; and date when the on-demand stream will be available. The URL entered in the NYSLinks application must not directly link to the meeting stream.

In order to accommodate agencies that design an 'open meeting webcast' page that shows all upcoming and available meeting webcasts, the URL field will allow a duplicate URL for links only in the Open Meeting Webcasts category so that different meeting links can be entered and they can all point to the same agency 'open meeting webcast' page.

4. Managing Live Open Meeting Links

There are two ways to maintain the transition of a live meeting webcast to an on-demand available meeting webcast.

(a) 2 separate links can be created and then no updates are needed later.

Create one link for the live webcast with the (LIVE) designation and create a second link for the on-demand webcast of the meeting. Set the Link Release Date of the live meeting link to at least one week prior to the date of the meeting, and set the Link Expiration Date for the day after the meeting. Set the Link Release Date of the on-demand link to the day after the meeting (be sure to indicate on your agency page when the actual on-demand stream of the meeting will be available since agencies are allowed up to 2 days after the meeting) and set the Link Expiration Date to the date that the on-demand stream will be taken down (30-120 days at agency's discretion). Basically, the on-demand link will replace the live link on the day following the meeting.

(b) One link is created with the (LIVE) designation and then updated for the on-demand link. On the day of the live webcast, the link will need to be updated to take the (LIVE) designation off to reflect the on-demand webcast (updates are done overnight so the change will take effect the next day after the actual meeting). A Link Expiration Date can also be used as above in (a) or the link can be removed at the appropriate time.

NOTE: For agencies that are submitting Open Meeting Webcast Links before July 1, 2007, make sure that the Link Release Date for any Open Meeting is set no earlier than July 1, 2007 when the Open Meeting Webcast Calendar will be introduced on the State Portal website.

5. List of Agencies that Conduct Open Meetings that are Webcast

The Open Meeting Webcast Calendar on the State Portal website has a pull-down list of agencies that conduct open meetings and therefore will have open meeting

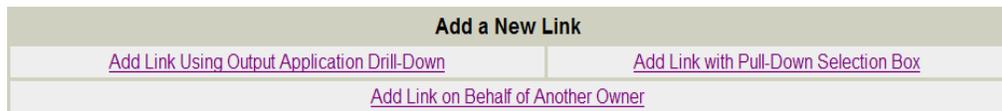
webcasts. This list was established based on the 2007 open meeting/webcasting survey. Agencies that indicated that they do not have any open meetings in that survey are not included in the pull-down list. If an agency's status changes and an agency should be added to that list, the agency PUBLISHER must notify OFT at NYECOM@cio.ny.gov.

6. Entering/Updating Open Meeting Webcast Links (differences from other Links)

Below are screen shots representing the pages within the NYSLinks application that accommodate Open Meeting Webcast Links:

Add New Open Meeting Webcast Link Using Output Application Drill-Down

Choose the "Add Link Using Output Application Drill-Down" menu option.



Select the "Government" Super Category.

Add New Links

Major Categories

- [Business](#)
- [Career / Employment](#)
- [Consumer Information](#)
- [Education](#)
- [Environment](#)
- [Family](#)
- [Government](#)
- [Health](#)
- [Housing](#)
- [Law & Order](#)
- [Licenses & Credentials](#)
- [Recreation / Tourism](#)
- [Tax Information](#)
- [Transportation](#)

Then, select the “Open Meeting Webcasts” Category.

Add New Links

Government

[Agency Listing \(State Agencies\)](#)
[Contracting with New York State](#)
[County Government Websites](#)
[Federal Government](#)
[Freedom of Information Law \(FOIL\)](#)
[Funding Programs](#)
[Grants](#)
[Information for Government Entities](#)
[Lobbying](#)
[Local Government Information](#)
[Military](#)
[Open Meeting Webcasts](#)
[State Government](#)
[Veterans](#)
[Voting / Elections](#)

Select “Add New Link to this Category”

[Government : Open Meeting Webcasts](#)

[Add New Link to this Category](#)

On the New Link entry screen, there is an additional field that is required, Open Meeting date.

Add New Link in...

Government : Open Meeting Webcasts

Link Information:

Enter a brief title (up to 75 characters) for this link:

Enter a complete URL starting with *http*:

Alternate Spanish URL starting with *http*:

Give a brief description of the information found at the above URL:

Open Meeting Webcast Information

The category you selected relates to "Open Meeting Webcasting" and therefore this information is required

Open Meeting Date: (mm/dd/yyyy) - (must be on or after 07/01/2007)

Link Release Date: (mm/dd/yyyy)

Link Expiration Date: (mm/dd/yyyy)

Add New Open Meeting Webcast Link with Pull-Down Selection Box

Select the “Add Link with Pull-Down Selection Box” menu option.

Add a New Link	
Add Link Using Output Application Drill-Down	Add Link with Pull-Down Selection Box
Add Link on Behalf of Another Owner	

Then, the user will be presented with the following screen. Use the category dropdown menu to locate the ‘Open Meeting Webcasts < Government category’ (it is highlighted in blue). There is an additional field that is required, Open Meeting date.

Add New Link...

Link Information:

Enter a brief title (up to 75 characters) for this link:

Enter a complete URL starting with *http*:

Enter a complete Spanish Version URL starting with *http* (if applicable):

Give a brief description of the information found at the above URL:

Select a Category:

Open Meeting Webcast Information
The category you selected relates to "Open Meeting Webcasting" and therefore this information is required
Open Meeting Date: (mm/dd/yyyy) - (must be on or after 07/01/2007)

Link Release Date: (mm/dd/yyyy)
Link Expiration Date: (mm/dd/yyyy)

Update Existing Open Meeting Webcast Link

The same screen formats are used as above.

7. New Open Meeting Webcast Calendar on State Portal Website

Open Meeting Webcast Links published in NYSLinks will appear on the Open Meeting Webcast calendar page on the State Portal. Below is a screen shot of the Open Meeting Webcast calendar.

OTHER FUNCTIONALITY

While the information above covers the primary functionality provided to WRITERS by NYSLinks, the application also provides additional functionality and features, which are described below:

Change Requests

WRITERS have the ability to request a change to a FAQ or Link after they have approved it at their level and it is being worked on by either the EDITOR or PUBLISHER. These requests can only be made for information that has yet to be published to the State Portal. Once a FAQ or Link has been published, only the PUBLISHER can request a change.

The Change Request option is found on the main FAQ or main Link page, indicated by either “N” or “Y” to the right of the question and answer or the link, respectively, and under the “Change Request?” column.

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
----	----------------------	----------------------------	--------------------	----------

Previewing FAQs and Links

When working with existing FAQs and Links (see *Updating FAQs* and *Updating Links*), regardless of whether you have approved them or not, the application provides you with the option to preview how the FAQ or the Link will appear in the output application. This option appears on both the “Update FAQ” page and the “Update Link” page.

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Help](#) | [Log Out](#)

Update FAQ

Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down		Add Category with Pull-Down Selection Box

OR

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Log Out](#)

Update Link

Preview Link	Delete Link from a Category
Add Category Using Output Application Drill-Down	Add Category with Pull-Down Selection Box

Adding multiple answers to a single FAQ

When working with existing FAQs (see *Updating FAQs*), regardless of whether you have approved them or not, the application provides you with the option to add additional answers to the same question. This option appears on the “Update FAQ” page. Using multiple answers for a single question should be more of the exception than the rule, as it requires the WRITER to synchronize the Answer Release Dates to ensure that the correct answer is displayed at the correct time. If an answer is not associated with the question for a certain period of time, the question will not appear in the output application for that time period.

Statewide Links and FAQ Management System

- [Back](#) | [Owner Home](#) | [Agency Info](#) | [FAQs](#) | [Links](#) | [Reports](#) | | [Help](#) | [Log Out](#)

Update FAQ

Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down		Add Category with Pull-Down Selection Box

Removing FAQs and Links from specific Categories

When working with existing FAQs and Links (see *Updating FAQs* and *Updating Links*), regardless of whether you have approved them or not, the application provides

you with the option to remove the FAQ or the Link from a Category. This option appears on both the “Update FAQ” page and the “Update Link” page.

New York State Banner Web Site		December 11, 2000
Statewide Links and FAQ Management System		
- Back Owner Home Agency Info FAQs Links Reports Help Log Out		
Update FAQ		
Previous Question	Return to Question List	Next Question
Add Another Answer	Preview FAQ	Delete FAQ from a Category
Add Category Using Output Application Drill-Down	Add Category with Pull-Down Selection Box	

OR

New York State Banner Web Site		December 11, 2000
Statewide Links and FAQ Management System		
- Back Owner Home Agency Info FAQs Links Reports Log Out		
Update Link		
Preview Link	Delete Link from a Category	
Add Category Using Output Application Drill-Down	Add Category with Pull-Down Selection Box	

Requesting additional Categories be added to the categorical structure

When entering FAQs and Links, the application allows WRITERS to request that an additional Category be added to the categorical structure if they feel the specific FAQ or Link does not make sense residing in any of the existing Categories. To request an additional Category, the WRITER must use the Pull-Down Selection Box method (see *Entering New FAQs* or *Entering New Links*), and choose “ADD A NEW CATEGORY (REQUEST)” from the pull-down menu when selecting a category. The request will be reviewed by OFT’s e-Commerce/e-Government Team and a global e-mail to all NYSLinks users will be sent from a system administrator if the Category has been added.

Select a Category:	<div style="border: 1px solid black; padding: 2px;"> <p>ADD A NEW CATEGORY (REQUEST) < Add a New Category (Request)</p> <p>ADOPTION < Family</p> <p>ADULT EDUCATION < Education</p> <p>AGING < Health</p> <p>AGING < Family</p> <p>AGRICULTURE < Business</p> <p>AIR < Environment</p> <p>AIRLINES < Transportation</p> <p>ALCOHOL / SUBSTANCE ABUSE CREDENTIALS < Licenses & Credentials</p> <p>AMERICANS WITH DISABILITES ACT (ADA) < Business</p> <p>ANIMAL LICENSING < Licenses & Credentials</p> </div>
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Running Reports

WRITERS have the ability to run reports from the NYSLinks application. For a complete list and explanation of the different reports, please refer to the REPORTS section of this document.

EDITOR

EDITORS possess all of the functionality of a WRITER, as well as some additional functionality. In short, EDITORS can write, but their primary responsibility is to review and approve the information entered by their agency's WRITERS. EDITORS are the second level of approval in a three-level process.

Once an EDITOR is logged on to the application, the primary functionality provided by NYSLinks includes:

- Editing FAQs entered by their agency's WRITERS
 - Approving FAQs
 - Rejecting FAQs
- Editing Links entered by their agency's WRITERS
 - Approving Links
 - Rejecting Links

Other functionality includes:

- Change Requests
- Entering information on behalf of another user
- Running Reports

EDITING FAQs

When reviewing FAQs, EDITORS should check for the following:

- completeness
- grammar
- tone
- language
- spelling
- relevance
- appropriate placement within the Super Category and Category structure.

EDITORS have the ability to approve their WRITERS FAQs and they have the ability to reject them, as well. As to be expected with an editorial function, EDITORS are able to revise writer-approved information before approving it themselves. The following describes the steps for approving and rejecting FAQs:

Approving FAQs

Step 1: Click on "FAQ" in the main navigation bar.

Step 2: Once on the FAQ page, you are presented with the entire list of FAQs for your agency. Select the FAQ you wish to review by clicking on it (either the question or the answer).

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
365	Are Casual Dress Days allowable under current rules and regu ...	Change Requested	Y	N
425	Casual Dress Days are allowable if the employee has appropri ...	Agency Editor Review	N	N
366	Are bicycles allowed on hiking trails in the Adirondacks?	Publish	N	N
426	Bicycles are limited to certain trails. For a listing of tr ...	Publish	N	N

Step 3: On the Update FAQ page (current page) at the bottom of the “Question Information”, select (by clicking in the circle) “Agency Editor Approved”, then click the “Update Question” button.

It is important to note that you are able to make any revisions to the information at this point before approving the question.

REMEMBER - this step only updates the question. Updating the answer is a separate process, which is explained in Step 4.

Last Update by _____ on 12/4/2000

Agency Editorial Status: Agency Editor Review Agency Editor Approved Agency Editor Rejected

Explanation:

Step 4: On the Update FAQ page (current page) at the bottom of the “Answer Information”, select (by clicking in the circle) “Agency Editor Approved”, then click the “Update Answer” button.

It is important to note that you are able to make any revisions to the information at this point before approving the answer.

Last Update by _____ on 12/4/2000

Agency Editorial Status: Agency Editor Review Agency Editor Approved Agency Editor Rejected

Explanation:

Rejecting FAQs

When rejecting a FAQ, EDITORS should follow the same steps as described in *Approving FAQs* (above), with the following exception:

- In both Step 3 and Step 4, click on “Agency Editor Rejected” and then click on the “Update Question” and “Update Answer” buttons, respectively.

EDITING LINKS

When reviewing Links, EDITORS should check for the following:

- concise, descriptive titles
- accuracy of link format
- accuracy of the link destination
- accuracy and clarity of link descriptions
- appropriateness of keywords
- that the appropriate box is checked regarding the link content (e-bizNYS, map-NY, Online Transaction or Form)

EDITORS have the ability to approve their WRITERS Links and they have the ability to reject them, as well. As to be expected with an editorial function, EDITORS are able to revise writer-approved information before approving it themselves. The following describes the steps for approving and rejecting Links:

Approving Links

Step 1: Click on “Links” in the main navigation bar.

Step 2: Once on the Link page, you are presented with the entire list of Links for your agency. Select the Link you wish to review by clicking on it.

ID	Links	Agency Editorial Status	Change Request?	Deleted?
15	Test Link	Agency Editor Review	N	N

Step 3: On the Update Link page (current page) at the bottom of the “Link Information”, select (by clicking in the circle) “Agency Editor Approved”, then click the “Update Link” button.

It is important to note that you are able to make any revisions to the information at this point before approving the question.

Last Update by _____ on 12/4/2000

Agency Editorial Status: Agency Editor Review Agency Editor Approved Agency Editor Rejected

Explanation:

Rejecting Links

When rejecting a Link, EDITORS should follow the same steps as described in *Approving Links* (above), with the following exception:

- In Step 3, click on “Agency Editor Rejected” and then click on the “Update Link” button.

OTHER FUNCTIONALITY

While the information above covers the primary functionality for EDITORS, the application also provides additional functionality and features, which are listed below:

Change Requests

EDITORS have the ability to request a change to a FAQ or Link after they have approved it at their level and it is being worked on by the PUBLISHER. These requests can only be made for information that has yet to be published to the State Portal. Once a FAQ or Link has been published, only the PUBLISHER can request a change.

The Change Request option is found on the main FAQ or main Link page, indicated by either “N” or “Y” to the right of the question and answer or the link, respectively, and under the “Change Request?” column.

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
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Entering Information on Behalf of Another User

EDITORS have the ability to enter information on behalf of other users within their agency. This function is found on both the main FAQ page and the main Link page.

Add a New FAQ	
Add FAQ Using Output Application Drill-Down	Add FAQ with Pull-Down Selection Box
Add FAQ on Behalf of Another Owner	

OR

Add a New Link	
Add Link Using Output Application Drill-Down	Add Link with Pull-Down Selection Box
Add Link on Behalf of Another Owner	

Running Reports

EDITORS have the ability to run reports from the NYSLinks application. For a complete list and explanation of the different reports, please refer to the REPORTS section of this document.

PUBLISHER

PUBLISHERS are responsible for reviewing and approving all of the information being added to the NYSLinks database by their agency's WRITERS and EDITORS. They possess the most functionality of the three levels, having full authority over their agency's information. It should be noted that while PUBLISHERS have their own specific tasks and responsibilities, they do have the ability to perform the tasks of the WRITER and the EDITOR if they need to do so.

Once a PUBLISHER approves a FAQ or Link in the database it is considered "live", and will appear on the State Portal the next day. Of the three agency user roles, only PUBLISHERS have the ability to remove information from the State Portal.

Once a PUBLISHER is logged on to the application, the primary functionality provided by NYSLinks includes:

- Publishing FAQs
 - Approving FAQs
 - Rejecting FAQs
- Publishing Links
 - Approving Links
 - Rejecting Links
- Removing and requesting changes to published information
- Republishing updated information
- Adding agency NYSLinks
- Running reports.

Publishing FAQs

Step 1: Click on "FAQ" in the main navigation bar.

New York State Banner Web Site	December 12, 2000
Statewide Links and FAQ Management System	
- Back Owner Home Owners Agency Info FAQs Links Reports Admin Log Out	

Step 2: Once on the FAQ page, you are presented with the entire list of FAQs for your agency. Select the FAQ you wish to review by clicking on it (either the question or the answer).

ID	Questions Answers	Agency Editorial Status	Change Request?	Deleted?
365	Are Casual Dress Days allowable under current rules and regu ...	Change Requested	Y	N
425	Casual Dress Days are allowable if the employee has appropri ...	Agency Editor Review	N	N
366	Are bicycles allowed on hiking trails in the Adirondacks?	Publish	N	N
426	Bicycles are limited to certain trails. For a listing of tr ...	Publish	N	N

Step 3: On the Update FAQ page (current page) at the bottom of the question information, select (by clicking in the circle) “Publish”, then click the “Update Question” button.

It is important to note that you are able to make any revisions to the information at this point before approving the question.

REMEMBER - this step only updates the question. Updating the answer is a separate process, which is explained in Step 4.

Last Update by _____ on 12/4/2000

Agency Editorial Status: Agency Editor Review Agency Publisher Review Agency Publisher Rejected Publish

Explanation:

Step 4: On the Update FAQ page (current page) at the bottom of the answer information, select (by clicking in the circle) “Publish”, then click the “Update Answer” button.

It is important to note that you are able to make any revisions to the information at this point before approving the answer.

Last Update by () on 12/4/2000

Agency Editorial Status: Agency Editor Review Agency Publisher Review Agency Publisher Rejected Publish

Explanation:

[Top of Page](#)

Rejecting FAQs

When rejecting a FAQ, PUBLISHERS should follow the same steps as described in *Approving FAQs* (above), with the following exception:

- In both Step 3 and Step 4, click on “Agency Publisher Rejected” and then click on the “Update Question” and “Update Answer” buttons, respectively.

PUBLISHING LINKS

When reviewing Links, Publishers should check for the following:

- concise, descriptive titles
- accuracy of link format
- accuracy of the link destination
- accuracy and clarity of link descriptions
- appropriateness of keywords
- that the appropriate box is checked regarding the link content (e-bizNYS, map-NY, Online Transaction or Form)

PUBLISHERS have the ability to approve their Editors and Writers Links and they have the ability to reject them, as well. As to be expected with an editorial function, Publishers are able to revise Writer or Editor approved information before approving it themselves. The following describes the steps for approving and rejecting Links:

Approving Links

Step 1: Click on “Links” in the main navigation bar.

New York State Banner Web Site	December 12, 2000
Statewide Links and FAQ Management System	
- Back Owner Home Owners Agency Info FAQs Links Reports Admin Log Out	

Step 2: Once on the Link page, you are presented with the entire list of Links for your agency. Select the Link you wish to review by clicking on it.

ID	Links	Agency Editorial Status	Change Request?	Deleted?
15	Test Link	Agency Editor Review	N	N

Step 3: On the Update Link page (current page) at the bottom of the “Link Information”, select (by clicking in the circle) “Publish”, then click the “Update Link” button.

It is important to note that you are able to make any revisions to the information at this point before approving the question.

Last Update by . on 12/12/2000
Agency Editorial Status: Agency Publisher Review Agency Publisher Rejected Publish
Explanation:

[Top of Page](#)

Rejecting Links

When rejecting a Link, Publishers should follow the same steps as described in *Approving Links* (above), with the following exception:

- In Step 3, click on “Agency Publisher Rejected” and then click on the “Update Link” button.

REMOVING AND REQUESTING CHANGES TO PUBLISHED INFORMATION

The publisher has the ability to remove published FAQs and LINKS from the State Portal. The Publisher can do this two ways. The first is for the publisher to reject the appropriate FAQ or LINK by following the steps outlined above. This process returns the Link or FAQ to Publisher Rejected status and it will no longer appear on the State Portal as of the next day.

The second way to remove published FAQs or Links form the State Portal is to submit a Change Request. When the Publisher submits a Change Request the Link or FAQ is removed from the State Portal and is marked as needing a change. This is accomplished with the following steps.

Step 1 Click on “Links” or “FAQ” in the main navigation bar.

Step 2: Once on the Link or FAQ page, you are presented with the entire list of Links or FAQ for your agency. Select the Link or FAQ you wish to process the Clicking on the “N” under the “Change Request” column next to the appropriate Link or FAQ..

ID	Links	Agency Editorial Status	Change Request?	Deleted?
15	Test Link	Agency Editor Review	N	N

Step 3: Describe the change you want made to the FAQ or Link in the Text Box. Click on the “Submit Change Request Button” (Depending on whether you are changing a Link or FAQ the text of the button will vary slightly).

FAQ Answer Change Request

A: This is a second answer, entered by the editor, for a question originally entered and published by the ID:454 publisher.

Request to Change this Answer

Explanation:

Submit Answer Change Request

Requesting a change to a FAQ will allow you to edit it. However, the FAQ will be removed from publishing until it has been reapproved. If you are not sure you want to request a change for this FAQ, click the "Back" button on your browser.

Republishing Updated Information

FAQs and Links that have been removed from the State Portal for changes must be re-approved by the PUBLISHER before the updated information can again be added to the State Portal. Please refer to the appropriate section, either *Publishing FAQs* or *Publishing Links*, to re-approve FAQs and Links.

Adding Agency NYSLinks Users

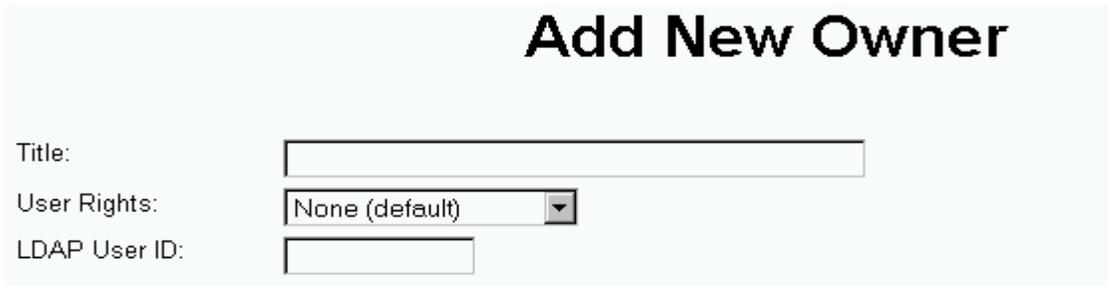
PUBLISHERS have the responsibility of adding their agency’s WRITERS and EDITORS to the application before these users can access the system. Adding the users requires the following steps:

Step 1: Click on “Owners” in the main navigation bar.

Step 2: On the “Owners List” page, click on “[Add New Owner](#)”.



Step 3: On the “Add New Owner” page, you are only required to select the appropriate user rights from the drop-down menu and input the person’s User ID. (You have the option of filling in the rest of the information on the page.)

A screenshot of a web page titled "Add New Owner". The title is centered at the top in a large, bold, black font. Below the title, there are three input fields. The first is labeled "Title:" and is an empty text box. The second is labeled "User Rights:" and is a drop-down menu with "None (default)" selected. The third is labeled "LDAP User ID:" and is an empty text box.

Step 4: Click the “Add owner” button at the bottom of the page.



Running Reports

PUBLISHERS have the ability to run reports from the NYSLinks application. For a complete list and explanation of the different reports, please refer to the REPORTS section below.

REPORTS

The following is a list of the available NYSLinks reports, including a brief description of what is provided by each:

1) All Questions and Answers Entered.

This report provides listings of all questions and answers entered into the database by everybody in the writers agency. The user can select FAQs for any or all people in the agency. The report can also be filtered by the status of the FAQ.

2) FAQs by Category.

This report provides a listing of all **published** FAQs by Agency and Category. This includes FAQs from all agencies. The user can select reports for individual agencies or categories or any combination of the two.

3) Links by Category.

This report provides a listing of all **published** Links by Agency and Category. This includes Links from all agencies. The user can select reports for individual agencies or categories or any combination of the two.

4) Counts of Questions, Answers and Links.

This report gives counts of Questions, Answers and Links for the user agency with subtotals broken down by type and status.

5) Questions with no Category Selected.

This report provides a listing of all FAQs in the user agency that are not associated with a category and thus unable to be published.

6) Links with no Category Selected.

This report provides a listing of all Links in the user agency that are not associated with a category and thus unable to be published.